

## **COMMONLY ASKED QUESTIONS:**

### **Can I go back to my home country?**

You may go back to your home country while the campus remains closed and we are remote learning. You can either attend classes and stay in active status or drop all your classes and your I-20 will be terminated. We need you to complete the I-20 TRAVEL REQUEST FORM: <https://www.mtsac.edu/international/documents/travelrequestform.pdf>  
We will mail your signed I-20 to you if you intend to return to the U.S. and you have attended classes. As long as you are making normal progress towards your degree in your home country, you will be allowed back in the U.S.

### **Do I need to get my I-20 signed to go back to my home country?**

This may change, but at this time, no you do not need to get a signature before you leave. We need you to complete the online travel signature form so that we know you are returning home and we will mail you a signed travel I-20 to your home country. You can find the form here: <https://www.mtsac.edu/international/documents/travelrequestform.pdf>

### **How do I maintain my status in my home country?**

If you return to your home country and want to remain a Mt. SAC F1 visa student, **you must attend all scheduled classes that are now online and participate in those classes.** You will remain in active status and the 5-month rule will not apply for being out of the United States.

### **I have not heard from my professor**

Check both your Mt. SAC email and Canvas. Please email the instructor directly to find your instructions to access your classes.

### **I don't know how to get on Canvas**

Go here for more help: <https://www.mtsac.edu/distancelearning/dl-getstarted.html>

### **I don't know how to contact ISP**

Virtual Front Desk is open Monday-Friday 8:00am – 4:30pm <https://cccconfer.zoom.us/j/5192469036> or Please go to our webpage to find our emails: <https://www.mtsac.edu/international/contact.html> or email [f1visa@mtsac.edu](mailto:f1visa@mtsac.edu)

### **Can I talk to an academic counselor?**

Yes! Your counselors are available remote : <https://www.mtsac.edu/international/contact.html>. You can now schedule your own appointments <https://esars2012.mtsac.edu/appointments/international>

### **Can I come to the campus to talk to you?**

No. There is no staff at the campus. Please chat with us through Zoom <https://cccconfer.zoom.us/j/5192469036> or email us at [f1visa@mtsac.edu](mailto:f1visa@mtsac.edu) or contact your DSO directly <https://www.mtsac.edu/international/contact.html>

### **If I have a lab that is held on campus, do I need a parking pass for the Fall semester?**

No, as long as you park in a student lot, you will not be ticketed.

### **How can I obtain a refund?**

Make sure that you make a refund selection in your portal. Make sure you go to “manage my refunds’ in your student tab to set up your refund.