

## FAQ: International Student Office, Academic & Immigration Advising Appointments

UPDATED: March 25, 2020

*Information is subject to change as we get access to different technology. Please check back frequently for instructions.*

Throughout this COVID-19 crisis, **the International Student Program (ISP) will continue to provide services and support for our international students.** Please do not worry...we remain FULLY committed to helping answer your questions and providing our regular services (immigration advising, academic counseling, etc.). Please do check your IVC email regularly!

### ISP Virtual Office Hours:

ISP staff will be working regular hours which will be Monday – Friday 9am-4pm. Our International Student Counselors will have appointments available as well with their usual hours.

### Contacting the International Student Program and Phone Contact:

Students with general questions should call **949-451-5414** and leave a message or email [iso@ivc.edu](mailto:iso@ivc.edu) and you will receive a response within 24 hours during regular business hours which are Monday – Friday 9:00am – 4:00pm.

All requests for appointments with a counselor or advisor should either call **949-451-5414** and leave a message or email [iso@ivc.edu](mailto:iso@ivc.edu) and you will receive a response within 24 hours during regular business hours which are Monday – Friday 9:00am – 4:00pm.

Be sure to include your name and student ID number. We will be primarily communicating by email until we set up either phone and/or BoldChat.

### Emergency Contact:

We have set up an emergency phone line at the International Student Office for our international students which is **949-451-5693**. Please use this line in case of emergencies ONLY.

### Academic Counseling and Immigration Advising Appointments:

Academic and Immigration Counseling are available for our international students!!! **All appointments will be conducted by telephone or zoom.**

#### ACADEMIC & UNIVERSITY TRANSFER COUNSELING:

**If you need to meet with an academic counselor (Dalal Farsakh or Charles McFarlin), do the following:**

1. Email [iso@ivc.edu](mailto:iso@ivc.edu). (*emails will be responded to within 24 hours*)
2. Include your name, student ID, correct contact telephone number, reason for the appointment (registration, academic probation, university transfer, etc.)
  - a. Please be sure to include your telephone number as this how we will contact you.
  - b. Indicate the counselor you would like to meet with OR “first available”.
3. Staff will schedule appointments with you via email and you will receive an email with instructions
4. On the date of your appointment, your counselor will call you to determine if the appointment will be by telephone or zoom

***Need Immigration Advising?.....Read on:***

## IMMIGRATION ADVISING & GENERAL QUESTIONS:

You will do the following to meet with an immigration advisor listed below:

*Maria Lopez – for reinstatement, out of status students or F-1 visa questions*

*David Chang – for verification letters, concurrent enrollment, transfer out or status questions*

*Julia Rozova – for OPT, program extension or status questions*

*Christina Delgado – for travel (immediate travel), COVID-19 or status questions*

1. Email [iso@ivc.edu](mailto:iso@ivc.edu). (emails will be responded to within 24 hours)
2. Include your name, student ID, correct contact telephone number, reason for the appointment (OPT, status questions, reinstatement, registration, etc)
  - a. Please be sure to include your telephone number as this how we will contact you.
3. Staff will schedule appointments with you via email and you will receive an email with instructions on how to access your appointment (either by zoom or telephone)
4. On the date of your appointment, your advisor will contact the appointment will be by telephone or zoom

**DROP-IN information will be coming soon!**

### Staff Emails:

International Office Email: [iso@ivc.edu](mailto:iso@ivc.edu)  
Christina Delgado, Director: [cdelgado@ivc.edu](mailto:cdelgado@ivc.edu)  
Maria Lopez, ISP Specialist: [mlopez@ivc.edu](mailto:mlopez@ivc.edu)  
David Chang, ISP Technician: [dchang24@ivc.edu](mailto:dchang24@ivc.edu)  
Julia Rozova, ISP Technician: [jrozova@ivc.edu](mailto:jrozova@ivc.edu)  
Rina Marotta, ISP Admin Asst: [rmarotta@ivc.edu](mailto:rmarotta@ivc.edu)  
Dalal Farsakh, Counselor: [dfarsakh@ivc.edu](mailto:dfarsakh@ivc.edu)  
Charles McFarlin, Counselor: [cmcfarlin@ivc.edu](mailto:cmcfarlin@ivc.edu)

**You are not alone! We are here for you!**