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Myrta Pulliam Center for International Education

INTERNATIONAL STUDENT HANDBOOK

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WELCOME

Welcome to Queens University of Charlotte! We are delighted that you have decided to come to the United States and study with us. We are sure you will enjoy your time and the friendships and experiences you will have here will last a lifetime.

Charlotte is an exciting city with many attractions. We hope you have the opportunity to explore all of its corners before you head back home. Don't be afraid to join clubs and organizations at Queens—these are sometimes the best way to make friends and see Charlotte.

The Myrta Pulliam Center for International Education is your go-to office for any problems or questions you may have. We are ready to help you have the most enjoyable experience you can. Our office is located in Knight-Crane Hall 103. To reach us, you can call us at 704-337-2533, email us at international@queens.edu, or use the following link to schedule an appointment:

Pulliam Center for International Education (office365.com)



We're so glad you've chosen Queens University of Charlotte. We know you will benefit from your time here and we will benefit from your presence.

Welcome again!

- The Myrta Pulliam Center for International Education staff



Angie Edwards, Executive Director



Shelby Lewis, A.D. for Global Ed. Programs



Shelby Lewis, A.D. for Int'l Student Services

IMPORTANT CONTACTS

Myrta Pulliam Center for International Education:

Knight-Crane Hall 103 • 704-337-2533 • international@queens.edu

Health and Wellness Center:

Wellesley Avenue, next to Barnhardt Hall • 704-337-2220

WellFleet—Student Health Insurance Plan (SHIP) www.gallgaherstudent.com/queens
For questions contact Gallagher Student Health (833) 468-9571
MetLife Vision & Dental Plan (Voluntary) Queens University of Charlotte (studentbenefitplans.com)

Student Accounts & Financial Aid:

Jernigan Hall 111 704-337-2225 <u>finaid@queens.edu</u> Paying your bills, checking your balance, wire transfers

Registrar's Office:

Jernigan Hall 101

704-337-2242

registrar@queens.edu For transcripts, adding/dropping classes, updating contact information

Academic Advising:

Traditional Undergraduate—Center for Student Success: 704-688-2849 academicadvising@queens.edu MBA-McColl School of Business: 704-337-2310 mccollschool@queens.edu Graduate School Admissions Advisor - Communications, Jennifer Deknight: deknightj@queens.edu Master of Fine Arts in Creative Writing-Melissa Bashor, MFA Administrative Director: 704-337-2499 bashorm@gueens.edu Master of Education Recruiter/Student Support Specialist, Joseph Campos 704-333-2580 camposj2@queens.edu

Center for Student Success & Writing Center: Knight-Crane Hall 102

704-688-2849 <u>studentsuccess@queens.edu</u> <u>writingcenter@queens.edu</u> Student Accessibility Services: <u>sashelp@queens.edu</u> **Student Life:** VP, Student Engagement and Dean of Students Maria Flores Morrison 216

704-337-2227 studentlife@gueens.edu

Residence Life: Morrison Hall 2nd Floor Student Engagement: Morrison Hall 2nd Floor 704-337-2263 reslife@queens.edu

Diversity, Inclusion & Community Engagement: Dana Hall 014 704-337-2320 Assistant Dean, Darryl White, Sr. whited4@queens.edu

Health Services:

Health & Wellness Center 704-337-2220 (for Business Hours 9am-6pm) 704-337-2556 (for after-hour care)

PRE-ARRIVAL INFORMATION

PASSPORTS

Be sure to make two photocopies of the passport page that has your picture on it. Leave one copy with your family before you leave for the US and take the other with you. The copy will make it much easier for you to replace your passport if it should be lost or stolen.

Your passport must be valid the entire time you are in the U.S. If it will expire during your stay, contact your country's Embassy 3-4 months in advance to find out the process for renewing your passport.

VISAS

A visa is an authorization, usually a stamp in your passport, that permits you to travel into or reside in another country for a stated period of time. You are responsible for contacting the United States embassy in your home country to determine the entry and visa requirements for citizens of your country.

Citizens of Canada and Bermuda do not require a visa to enter the US, though they still have F-1 status while studying here. Please refer to the Welcome letter that came with your I-20 for more specific information.

Students typically come to the U.S. on an F-1 or J-1 visa. To enter in F-1 or J-1 visa status, you must have a valid F-1 visa AND a valid I-20 form, or valid J-1 visa AND a valid DS-2019 form. F-1 and J-1 visa regulations state that undergraduate students must be enrolled in a minimum of 12 credit hours and graduate students in 6 credit hours each semester. Dropping below the minimum will result in termination of your visa status. **Students may NOT work in the U.S. without authorization.** You must communicate with the Myrta Pulliam Center for International Education staff and receive approval before dropping a class or working/interning, even if the internship is unpaid. More information about working can be found on Page 17 under "Working on Campus".

SEVIS

SEVIS stands for the <u>Student and Exchange Visitor Information System</u>. It is the web-based system used by the U.S. government to maintain information on students on F-1 and J-1 visas and their dependents.

As an F-1 or J-1 student, you have a SEVIS record which Queens MPCIE must by law use to report information about you and your academic program to the U.S. government. This information includes:

- Major
- Enrollment status
- Address
- Employment
- Academic level (eg. Bachelors or Masters)
- Expected graduation date

As an F-1 or J-1 student, you **must** report changes to your academic program or contact information (address, phone number) to the MPCIE as soon as possible to have your SEVIS record updated.

If a student fails to "maintain status" by violating the terms of their visa (for example: failing to enroll fulltime, working without proper authorization, being dismissed from the university, etc.), their SEVIS record

MAINTAINING VISA STATUS

Maintaining visa status means fulfilling the purpose for which the U.S. government issued a student an F-1/J-1 visa and following the regulations associated with that purpose.

While studying in the United States, international students must:

- Attend all classes. If school is too difficult, the student should speak with an Academic Advisor. If it is determined that dropping a course is needed and the reason for the drop is one allowed by visa rules, the student must get approval from the MPCIE Advisor **before** dropping any classes.
- International students are required to take a full course of study each term; if it is not possible to study full-time, the student must seek approval for Reduced Course Load (RCL). Students must receive authorization from their International Student Advisor prior to dropping below full-time registration. This can only be authorized once per degree level for academic reasons, or for a verified and documented medical reason.
- If the student believes that he/she will be unable to complete their program by the end date listed on the I-20/DS-2019 form, the student must request a program extension **before** the current program end date. All request forms are located in the MPCIE share drive at **my.queens.edu**

Below are actions to take in order to properly maintain visa status:

- Enter the United States no more than 30 days before the program of study begins
- Check-in at MPCIE office after entering the United States, no later than the program start date listed on the I-20/DS-2019 form
- Have a valid, unexpired passport
- Attend the school authorized to attend on the I-20/DS-2019
- Refrain from unauthorized employment
- Make normal progress towards completing a course of study
- Have a valid I-20/DS-2019 and apply for extensions in a timely manner
- Follow transfer procedures
- Request a new I-20 for a change of major or degree program level (for F-1 students)
- Be a full-time student during Fall and Spring semesters (12 credits for undergrads, 6 credits for grads)
- Take no more than one online class that counts towards full-time enrollment

You may remain in the United States while taking a full course of study or during authorized employment after your program. F-1 status ends and you are required to leave the United States on the earliest of the following dates: 1) the program end date on your Form I-20 plus 60 days; 2) the end date of your OPT plus 60 days; or 3) the termination of your program for any other reason.

It is always the STUDENT'S responsibility to know what is/isn't allowed for their visa and maintain their visa status. If you are not sure if something is allowed, always ask first.

For more detailed information you may visit: <u>https://studyinthestates.dhs.gov/maintaining-status</u>

FINANCIAL INFORMATION

In the US, debit and credit cards are widely accepted and used for daily transactions. However, as an international card holder, different fees may apply.

Check with your home bank to see if they operate in conjunction with any US banks as they may waive the international ATM fee. Also, notify your home bank of your plans so they are aware that you will be traveling internationally.

STUDENT HEALTH INSURANCE

Queens University of Charlotte's student health insurance provider is WellFleet. Students can visit the Student Resources website to view the full plan description, plan benefits, exclusions, limitations, and terms of coverage at http://queens.studentbenefitplans.com

All full-time traditional undergraduates taking 12 hours or more, and graduates taking 6-credits or more, international student taking one-credit hour or more, athletes (undergraduate or graduate) taking one credit hour or more, students in housing with less than 12 hours, and students enrolled in BSN and ABSN programs, are ALL enrolled in the student healthcare provided by WellFleet. Student Resources unless comparable coverage is acquired. WellFleet is an ACA (Affordable Care Act) compliant U.S. insurance company.

All other students who do not fall into any of the categories listed above, please see insurance information on page 14.

The mandatory Student Health Insurance plan is an annual policy and begins with the Fall term and provides coverage from August 1, 2023 to July 31, 2024. New students entering in the Fall term will need to only waive once for that academic year if they have the required coverage. New students entering in the Spring term will be required to waive for Spring/Summer. ABSN student may waive in May for Summer. *Failure to waive out of the plan by the due date will result in a nonrefundable insurance charge on your student account. Waiving insurance coverage is done each year throughout your time at Queens.*

Students will receive notification by early July when the waiver site is open and should contact WellFleet Customer Service should there be any questions.

WIRE TRANSFER INSTRUCTIONS

Tuition and fees are due by August 1 for Fall semester, January 1 for Spring semester, and May 1 for Summer.

Your bill will can be viewed at myaccount.queens.edu. If you wish to wire funds to Queens, please use these instructions.

RECIPIENT INFORMATION: Queens University of Charlotte	BANK INFORMATION: SunTrust Bank
1900 Selwyn Avenue	303 Peachtree Street
Charlotte, NC 28274	Northeast, Atlanta, GA 30308
International Wires:	Domestic Wires/ACH:
SWIFT Code: SNTRUS3A	ABA/Routing Number: 061000104

**Student Name and Queens ID Number must be included on the ACH/Wire instructions to ensure the funds are credited to your account. Incoming funds without this information may be returned. **

BANK ACCOUNTS

One of the biggest things that you will need to manage when you go to university in the US is your finances. If you wish to open a U.S. bank account, you will have the opportunity to do so during orientation. To open a bank account as an international student, you will need to bring with you the following:

- Passport
- I-20 or DS-2019
- I-94 record (can be obtained at https://i94.cbp.dhs.gov/I94/)
- Proof of residency (Letterhead showing the local address)
- A secondary form of identification (Student ID, state driver's license)
- Some cash (at least \$50.00)

Note: Every bank has slightly different requirements, so make sure you ask beforehand so you don't forget something you need

There is a Bank of America ATM located on campus (in the dining hall) and several banks within walking distance if you find withdrawing cash when necessary is the best way to operate.

Banks near Queens **First Citizen Bank** 802 Providence Rd, Charlotte, NC 28207 **Fifth Third Bank** 915 Providence Rd, Charlotte, NC 28207 **Bank of America**

751 Providence Rd, Charlotte, NC 28207



PACKING FOR QUEENS

LINENS/BEDDING

Students living on campus should review the information about what to bring and not to bring on the Residence Life website: <u>http://www.queens.edu/life-at-queens/campus-living/resident-resources.html</u>

The residence hall rooms come equipped with a bed, Twin or Twin XL mattress, desk, chair, dresser, and closet. The rooms DO NOT include bed sheets, blankets, pillows or towels. You will have the opportunity to go shopping the day after arrival, but you will want to have sheets, a pillow, towel, and perhaps a light blanket the first night. We recommend that you either bring these items from home or order them online and have them shipped directly to Queens where we will have them waiting when you arrive.

There are numerous companies online from which you can order bed linens and towels. Queens does not endorse any of these and cannot guarantee the quality of the products they sell, but have provided a list to consider:

www.amazon.com

www.walmart.com

www.target.com

www.rhl.org

www.bedbathandbeyond.com

****Note: the beds at Queens are "standard Twin or Twin XL" size depending on your residence hall, so please make sure to check your email with more information and room assignment before you purchase sheets.**

The following are the residence hall bed sizes:

Halls with Twin XL beds:

- Belk
- HBO
- Albright
- Wireman
- Northwest
- Byrum
- Barnhardt

Halls with regular Twin beds:

Hayes

If you choose to order linens before you arrive, be sure that the projected delivery dates are as follows:

Fall Semester - Friday, August 18 or sooner

Spring Semester - Friday, December 15 or sooner

Enter the shipping address as follows:

YOUR NAME

c/o The Myrta Pulliam Center for International Education

Queens University of Charlotte

1900 Selwyn Avenue

MSC #1423

Charlotte, NC 28274

We will hold any deliveries here in the Myrta Pulliam Center for International Education and give them to you when you arrive.

CLOTHING

Charlotte has a temperate climate with four distinct seasons. The following is a chart with the monthly average highs and lows, as well as precipitation averages, for Charlotte (Fahrenheit on the left, Celsius on the right):



August and September are very warm and shorts and t-shirts are common attire. October through December get colder.

We suggest that you pack a light jacket and/or raincoat and umbrella. For January and February you will probably want a winter coat, or several jackets you can layer.

TECHNOLOGY

Queens has several computer labs with printers for student use, located in various buildings on campus (including Everett Library). However, most students bring a laptop with them. Some students bring their computers to class while others do not.

You will have an opportunity to purchase a cell phone or SIM card once you arrive in Charlotte. You can either purchase a monthly cell phone plan or a pay-as-you-go plan. Check with your service provider at home with questions about international use. Smartphone apps such as Zoom, Skype, Viber, and What's App are free to download and use. They allow international communication via text, chat, and phone calls.

Cable is provided in every residence hall. It is possible your roommate will already have a TV. There are also communal TVs available for use around campus. Wi-Fi is available in every building on campus. When you arrive to Queens, the MPCIE, along with Information Technology Systems staff, will help you hook up your devices to the network. Wi-Fi is free to use on campus.

STUDENT LIFE AT QUEENS

RESIDENCE LIFE

Traditional undergraduates at Queens University of Charlotte will live in campus residence halls. Exchange students are typically housed in a double/shared corridor style room in Hall Brown Overcash (HBO).

If a student wishes to upgrade to another type of residence and if space is available, then the student would pay the difference in cost for the upgrade. Feel free to visit <u>http://www.queens.edu/life-at-queens/campus-living/residence-halls.html</u> to see in-depth descriptions and pictures about the residence hall in which you've been placed. Students who wish to change rooms must wait for official communication from the Residence Life staff about "Open Room Changes," which is generally emailed to students after Fall Break (second week of October). Students will apply for a room change through the Residence Life online system. Residential students are encouraged to work through roommate conflicts or issues with their Resident Assistants (R.A.) prior to applying for room changes.

A list of the Residence Halls on campus are below:

- ALBRIGHT HALL
- BARNHARDT HALL
- BELK HALL
- HALL-BROWN OVERCASH (HBO) HALL
- HAYES HALL
- NORTHWEST HALL
- PORTER B. BYRUM HALL
- WIREMAN HALL

Each residence hall is staffed with multiple residence assistants (R.A.) who are dedicated to the following responsibilities and services:

- Community building
- Programming
- Policy enforcement

They are there to assist you in making meaningful friendships, but also to help you in case of emergency. To get in touch with an RA in an emergency, you may call one of the following duty phone numbers: 704-989-6659 or 704-989-6483

All students are required to move out of their residence hall 24 hours after their last final exam and no later than 10:00 am on December 18th during Fall semester and May 1st during Spring semester. Please make travel arrangements accordingly.

MEAL PLANS

All students living on campus will have a meal plan to eat on campus. The 17-meals-per-week meal plan with flexible spending dollars called "Lions Dollars" is standard. Lions Dollars can be spent at various eating venues on campus. Information on other plans can be found here: <u>http://www.queens.edu/admissions-aid/tuition-scholarship-aid/housing-rates-meal_plans.html</u> and information about dining options can be found here: <u>https://www.dineoncampus.com/queens/menu</u>

OFF-CAMPUS LIVING FOR GRADUATE STUDENTS

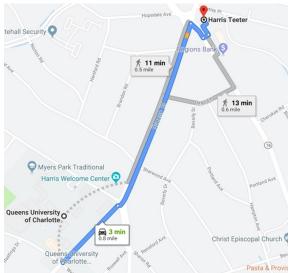
There are several housing options in close proximity to campus. Students are responsible for locating and securing their own off-campus housing, but some resources are listed below. The list below is simply meant to provide you with resources and does not signify that Queens or the Pulliam Center for International Education endorses any of the apartment complexes or search tools. Students should carefully examine any terms of a lease or rental contract before signing as it is often very difficult and/or costly to cancel a lease early.

- <u>www.apartmentfinder.com</u>
- <u>ApartmentGuide Find Apartments & Houses for Rent</u>
- Montford at Madison Park Apartments | Live BH
- 5115 Park Place
- cort.com **Note: cort.com offers furniture rental service**

GROCERY SHOPPING

While all students have meal plan options, you may find yourself wanting snacks or other options for eating. The closest grocery store to Queens is Harris Teeter, located at the corner of Providence Road and Queens Road. Standing in front of Burwell Circle, walk North, towards Harris Welcome Center. Keep going down Selwyn Avenue (it will become Queens Road) until you get to Providence Road. You will cross the street to enter the Harris Teeter store. The address is: 1015 Providence Road, Charlotte, NC 28207. (See map)

Trader Joe's is a grocery store specializing in affordable, local, and organic fare. There is one located in the Midtown Metropolitan. The address is: 1133 Metropolitan Avenue, Charlotte, NC 28204.



Target sells grocery items, toiletries, clothing & household goods, and is located at 900 Metropolitan Avenue, Charlotte, NC 28204.



HEALTH & WELLNESS

HEALTH INSURANCE

For additional information about Queens Student Health Insurance and WellFleet policy, please refer to page 7.

The US does not have socialized medicine. All costs of health care must be paid for by the patient, which is why health insurance is so important. All students registered for one credit hour or more, will be automatically signed up for the Queens University health insurance policy with WellFleet. Any student wishing to waive the insurance coverage must complete the Waiver Process at:

<u>www.gallgaherstudent.com/queens</u> Only ACA Compliant plans will be accepted. Students that do not have health insurance with a U.S.-based insurance company are required to go through the waiver process. For commonly asked questions, go to <u>Wellfleet Student Questions</u>. Customer Service Phone Number (833) 468-9571

ISEP and Study USA students are automatically waived since they have pre-purchased comprehensive health insurance.

Post-Traditional and Graduate students with dependents should investigate policies designed specifically for international students. Because of the high cost of health care in the U.S. (one hospital visit can cost thousands of dollars!) it is **very important** that you and your dependents have insurance for your entire stay. We can't recommend or endorse any particular plan, but some to consider include:

LEWERMARK—<u>https://www.lewermark.com/individual-plan-options/</u> INTERNATIONAL STUDENT INSURANCE- <u>https://www.internationalstudentinsurance.com</u> ISO INTERNATIONAL STUDENT INSURANCE—<u>www.isoa.org</u> INTERNATIONAL STUDENT PROTECTION—<u>www.intlstudentprotection.com</u> CULTURAL INSURANCE SERVICES INTERNATIONAL—<u>https://www.culturalinsurance.com</u>

UNDERGRADUATE STUDENTS

The Health and Wellness Center (HWC) provides medical and mental health services to traditional undergraduate Queens students. The HWC staff works as an integrated treatment team to provide quality care. While medical and counseling information is confidential, the staff may at times discuss aspects of care with other members of the treatment team in order to provide the highest quality of services. In an emergency situation, the HWC staff may refer you to another clinician or hospital; vital information may be shared with these health care providers. It is not necessary to have Queens student health insurance to use the HWC. While most services are free of charge, any costs incurred can be paid at the time of service or billed to the student account. Although appointments are encouraged, walk-in visits will be accommodated when possible.

OFFICE HOURS: Monday through Friday 9:00am-5:00pm (Wednesday 11:00am-5:00pm)

Location: 2322 Wellesley Avenue next to Barnhardt on main campus.

- Holiday, break and summer hours may vary. Please call the HWC for availability.
- A nurse is available for scheduled medical appointments during office hours.
- Walk-ins will be accommodated when possible, but occasionally the HWC staff is unavailable.
- Virtual counseling is available.
- Mental Health Counselors are available by appointment (email <u>QUCounseling@AtriumHealth.org</u>)
- Evening or weekend care can be obtained by calling HWC (704) 337-2220 or the Counseling Center at (704) 337-2556 which will be forwarded to after hours care for further instruction .

MEDICAL SERVICES FOR UNDERGRADUATES AT THE HWC:

In addition to general medical care for acutely ill or injured students, available services include:

- Routine physical or gynecological examinations (fee for service)
- Contraception services
- Free pregnancy testing
- Confidential STD and HIV testing
- Routine immunizations (fee for service)
- International travel consultation and SOME immunizations
- Laboratory testing on-site or through LabCorp laboratories
- Referral to a network of physicians and treatment facilities in the Charlotte area
- Educational programming and outreach

MENTAL HEALTH SERVICES AT THE HWC

The HWC offers individual counseling, group counseling and referral to a network of specialists, including psychiatrists and treatment facilities in the Charlotte area. These services are for traditional undergraduate students, though they can provide referrals for post-traditional and graduate students. Our counselors, located in Watkins Hall, also provide educational programming and outreach to the Queens community. **Counselors are licensed in the state of North Carolina and are capable of addressing the general mental health concerns that may present while in college. These concerns may include the following:**

- Adjustment to College and the U.S.
- Sexual Concerns / Rape
- Stress and Anxiety
- Abuse
- Body Image / Self-esteem
- Sleep or Appetite Disturbance

- Suicidal Thinking/crisis counseling
- Family Conflict
- Grief
- Relationship Concerns
- Alcohol / Drug abuse
- Learning how to support family and friends in crisis

Depression

CONFIDENTIALITY: Each visit to the Health and Wellness Center is confidential. Medical information is not shared or discussed by phone without specific written consent from the student. The complete confidentiality policy is on myQueens.

AFTER HOURS CARE: For physical illness, call HWC at (704) 337-2220. For after hours mental health issues, call (704) 337-2556. If you have medical emergency, please, call 911.

STUDENT ACCESSIBILITY SERVICES

The Office of Student Accessibility Services at Queens University of Charlotte seeks to provide equal opportunity to students with accessibility needs (physical, mental, learning) to ensure equal access to higher education, programs, services, benefits and a welcoming campus environment for those requiring protection. Support services and accommodations are provided through the Office of Student Accessibility Services, which also advocates for students with disabilities and seeks to empower students to become their own and best advocates. If you have a disability and believe you will need campus, classroom or residence hall accommodation, please contact the Center for Student Success (704-688-2849) or email **sashelp@queens.edu**. for assistance.

- DIVERSITY, INCLUSION & -COMMUNITY ENGAGEMENT

DIVERSITY & INCLUSION

Queens is committed to an academic culture that promotes inclusion, diversity, equity, and access to realize its mission to provide "transformative educational experiences that nurture intellectual curiosity, promote global understanding, encourage ethical living and prepare individuals for purposeful and fulfilling lives." An insightful view of diversity acknowledges that human identities and qualities such as age, race, sex, religion, sexual orientation, heritage, national origin, class, language, and ability influence one's world view, life choices, and interpersonal relations. Our commitment to living and succeeding in a changing world challenges us to develop cultural humility and to find common ground with those unlike ourselves. To learn more about this department and its goals and events, visit this link: http://www.queens.edu/About-Queens/Diversity-and-Inclusion.html or contact Darryl White, Sr. at whited4@queens.edu.

COMMUNITY ENGAGEMENT

Queens' motto is "Non Ministrari, sed ministrare" or "Not to be served, but to serve." At Queens, all students learn not just about a particular field of study but also about how to be responsible citizens. The Community Engagement team in Student Life offers resources for getting involved and coordinates civic engagement opportunities for students, faculty & staff. Some of the premier events on campus include Up 'Til Dawn, Summer in Service, and Sleep for a Cause. For more information contact Rosa Ramirez at ramirezr2@queens.edu

STUDENT ENGAGEMENT

CAMPUS ACTIVITIES

There is so much to do on campus! From annual Queens traditions like Boars Head, Casino Night, & Midnight on Ice to clubs and organizations, you'll never get bored. There are more than 70 active clubs and organizations that students may join; each semester, the Clubs and Organization Fair provides the opportunity to learn more about and sign up for clubs and organizations. To learn more about campus activities, visit this link: https://www.queens.edu/life-at-queens/activities/

FRATERNITY & SORORITY LIFE

According to Ball State University, "a fraternity or sorority is a group of men or women formed by a brotherhood or sisterhood and common goals and aspirations who make a commitment to each other for life. The members that form a fraternity or sorority share their efforts, friendship & knowledge...[they] have been a part of college campuses since the late 18th-century. These organizations are referred to as 'Greek' because their names consist of Greek letters that serve as a reminder of the group's values." At Queens, there are six sororities. Each fall and spring, students can explore and join through either a "Recruitment" or "Intake" process. To learn more about your options for Fraternity and Sorority Life, check out our Fraternity and Sorority Life website here: http://www.queens.edu/life-at-queens/activities/fraternity-sorority-life.html

CAMPUS RECREATION

At the Levine Center for Wellness & Recreation, students may use the fitness center to work out, or join intramural sports teams that compete during the school year on campus. Fitness center hours and intramural sports information are listed here Levine Center for Wellness and Recreation | Queens University of

SHIPPING PACKAGES

Queens' mailroom provides US Postal Service, FedEx and UPS services. You are able to receive mail at the mailroom. After receiving your Queens ID card, you may retrieve mail with your student ID. Incoming mail can be sent to the following address:

Your Name 1900 Selwyn Ave. Charlotte, NC 28274 USA

ID CARDS

Every Queens student is issued a personal identification (ID) card, or "Q Card." These cards will be used to access your residence hall and the Levine Center, print or make copies on the campus printers, and to purchase food from the coffee shop, the dining hall, and Einstein's Brothers Bagels. During orientation, you will receive your Q Card.

WORKING ON CAMPUS

Students on F-1 visas may work on-campus without any special work authorization for up to 20 hours per week when classes are in session and up to 40 hours per week during breaks (e.g. winter break, spring break, summer break). Applications for on-campus employment are made through individual offices and departments. In order to receive pay for your work, you must have a social security number. For information on the application process for a social security number please refer to the **Social Security Information page** on the MPCIE section of MyQueens (<u>my.queens.edu</u>)

ISEP students on J-1 visas must have the permission of ISEP before they can get a job on-campus.

Please be aware that F-1 and J-1 visa regulations prohibit students from working off-campus unless they apply for and are granted special authorization in advance. NEVER work or intern off-campus without getting proper authorization first as it will result in the termination of your F-1 or J-1 status. International student athletes are also not able to profit from their Name, Image and Likeness (NIL) while in the US. Please see the **Employment Information page** on the International Students section of the MPCIE MyQueens page for more information.



A group of international students participated in Charlotte's annual Color Run 5k.

CRIME AND SAFETY

All Queens' officers are state-certified police officers, who have undergone extensive training and have the same powers as other certified law enforcement officers in the state of North Carolina.

The department is committed to creating an environment in which teaching, research, community life and public service may flourish. We are dedicated to upholding and enforcing the law and managing risks to ensure the safety of students, faculty, staff and guests at Queens. We strive to maintain excellence and integrity, and respect the rights and dignity of all persons with whom they make contact.

To help ensure your own protection, please adhere to the following safety precautions:

- Always lock the door to your room after leaving
- Do not leave personal items unattended
- Do not walk around Charlotte alone

Campus Police is located in **Watkins Hall**. Phone number: **704-337-2306**, please program this number into your phone.

There are "blue light" emergency phones around campus. If you activate the phone by pushing the button, you will be connected to campus police. You can also call campus police to request an escort if you need to walk across campus late at night.

QAlert is the emergency notification system that Queens uses to notify the campus community of an emergency, inclement weather, or class cancellations. Students, faculty and staff are automatically registered for QAlert through the university's enterprise resource management system. To review and/or update your contact information-including your cell phone number for text messages—please go to https://myaccount.queens.edu/ics and log in using your network user name and password. Then click the "Update Your Contact Information" button in the middle of the page.

EMERGENCY SERVICES

If you need emergency assistance (police, fire department, ambulance), dial 911.



Charlotte isn't far from great places to ski in the winter!

TRANSPORTATION

BUS

Queens offers discounted rates for the Charlotte bus system. You can find information in the mail center, or access the Charlotte Area Transportation System (CATS) bus system online. **Bus 20** stops across Selwyn Avenue, in front of Withers House, on the way to Uptown Charlotte. It stops in front of Queens Hall Circle returning from Uptown. Charlotte also has a light rail system called the LYNX that from Uptown Charlotte can get you to different parts of the city.

Most students get around with personal cars or riding with friends. In North Carolina, you must wear a seatbelt when driving and riding in car. If you have a car and intend to park on campus, you must purchase a parking permit from Campus Police.

TAXI CAB AND RIDE SHARING SERVICES

Charlotte also has a number of taxi cab companies and ride sharing networks of independent drivers such as Uber and Lyft. Inquire with your fellow students for their recommendations of how they get around Charlotte. We recommend that you travel in groups when possible. The following includes a number of services available (The MPCIE does not endorse any specific service):

- <u>Uber</u> (smart phone application, https://www.uber.com/
- Lyft (smart phone application), https://www.lyft.com
- Yellow Cab of Charlotte (704-444-4444)
- Royal Cab (704-222-2222)



CHARLOTTE BIKES :

The city of Charlotte sponsors a bicycle-sharing program called Joy Rides . You can rent a bike through their kiosk (shown below) at each rental location or station. The closest one to Queens is located at Freedom Park, 1908 East Blvd, Charlotte, NC 28203.





HOW IT WORKS



E-SCOOTER SHARING PROGRAM

The city of Charlotte also sponsors an e-scooter share programs (Bird, Lime and Spin). For more information please visit their websites:

For e-scooter : <u>Step-by-step guide to riding Charlotte's new rentable scooters - Axios Charlotte</u> For bike rentals: <u>etrekn.com</u>





ACADEMICS

WHAT TO EXPECT

Students studying in the U.S. for the first time may find a very different academic system than the one to which they are accustomed at home. Academic cultures vary from country to country but the U.S. system of higher education is distinct from almost all other higher educational systems. U.S. colleges and universities have degree programs designed to give students a broad knowledge base ("general education") while also allowing them to develop an expertise in one or more areas. Incoming exchange students tend to have already concentrated in a specific discipline at their home institutions so identifying classes that mesh with their background preparation and are at the appropriate level can require patience and persistence.

ACADEMIC CALENDAR:

To access the Queens Academic Calendar online, search the main Queens website for the Registrar's department page. The current year, as well as a projection of future year's calendars, will be available there.

EXCHANGE STUDENTS:

If you are an upper-level student at your home institution, you should not be taking 100 or 200-level courses at Queens other than a few exceptions which may receive approval by your home institution (beginning language course, an elective related to your interests, etc.). Typically, exchange students will be most comfortable in 300 and 400-level classes (intended for third and fourth year students) in their field of study and preferably those for which you already have some background and training. Some departments may require an audition (like music or theater) before admitting you to a class, whereas other departments will be concerned about prerequisites, particularly in the languages and the sciences.

DEGREE-SEEKING STUDENTS:

You will be assigned an Academic Advisor (called a "Royal Advisor") in your field of study who will assist you with course registration each semester. They will ensure that you fulfill your degree requirements. During Orientation and the Royal Kickoff events, you will have time for one-on-one academic advising sessions with your advisor to get you started.

COURSE CATALOG:

The Academic Course Catalog is posted on the Registrar's Office <u>website</u>. This is an informative guide about the university. It includes information about the history of Queens, procedures, academic policies, academic requirements, and more. Since it is a lengthy document, using the bookmark tool on the upper right hand corner of your internet browser makes it easier to navigate the online PDF. One of the many ways students benefit from this catalog is by viewing the list of majors and minors offered at Queens in the 'Undergraduate Curriculum' section, as well as each major and minor's course requirements. The 'Course Descriptions' section of the Academic Course Catalog provides more information about each course and the required prerequisites.

CLASSROOM EXPECTATIONS

You may be surprised by the amount of continuous assessment in a U.S. course. Professors will distribute a document called a syllabus that shows a daily breakdown of the work expected (reading, writing, quizzes and examinations). It is not possible to postpone these assignments until the end of the semester as may be more common in some other countries. Each assignment has a numerical value that contributes to your final grade, so each is important. You will find that the final exam in most courses does not account for the majority of the grade and many finals aren't comprehensive in nature. Students need to keep up with the prescribed schedule or they will earn poor grades.

For most classes you will need to write 'papers.' Unlike regular in-class essay exams, 'papers' in the U.S. refer to 'take-home' research and analytical essays that students submit on an assigned topic. An instructor may give the class a topic or question. Students could be asked to use scholarly articles to support their argument and analysis. In other papers, you may be asked to summarize and reflect upon articles, essays, and/or arguments presented in class. If you have questions about how to format your paper, or how to avoid plagiarism, please contact the Center for Student Success at 704-668-2849.

Attendance, class participation and homework are graded and calculated as part of the final score. It is therefore important that you attend your lectures, discussion sections, labs and/or studios. Not attending all class sessions may result in a failing grade.

Queens University of Charlotte is a small school, so most of your classes will not exceed 25 students. Many upper level courses may only have 9 or 10 students, which encourage class discussion and strong teacher/student relationships. This may be different than what you are accustomed to and will take some getting used to. Because there are more continuous assessments throughout a course, the professor will likely know your work and be able to help you if necessary. Since Queens professors have office hours during which students can consult them, you should feel comfortable talking to your professors if you have any questions about the pace of the course, the material, etc., or would simply like some advice. You will find them quite approachable. Most professors also are available by e-mail and telephone.



The U.S. National Whitewater Center is a popular destination for its physical activities and summer concert series, River Jam.

CREDIT LOAD

As part of your F-1 or J-1 visa requirements, you need to remain a full-time student throughout your term(s) as an F or J visa holder. All undergraduate and exchange international students are required to enroll in at least 12 credit hours to maintain full-time status each Fall and Spring semester. The maximum course load is 20 credit hours. Credit hours can be increased with special approval, however, it is generally not recommended. We encourage registering for 15-16 credit hours per term. Graduate students must be enrolled in at least 6 credit hours to maintain full-time status each Fall and Spring, but 9 hours is common and strongly encouraged in order to complete your program before your I-20 expires.

WHAT YOU CAN EXPECT IN A COURSE AT QUEENS UNIVERSITY:

- detailed syllabus outlining what is expected of you the entire semester and due dates for assignments and exams
- a specific percentage breakdown of the various components which determine the final grade (final exam normally counts less than 50%)
- frequent assignments (required reading of texts or articles, written papers or reports, etc.)
- periodic testing: quizzes (perhaps unannounced), exams (midterm and final or more)

WHAT A COURSE AT QUEENS UNIVERSITY EXPECTS FROM YOU:

- diligent attendance at lectures and discussion sections or labs (Note: lectures are the principal component rather than the discussions although both are required)
- · class participation, especially where it is specified in class grade points
- purchase of required texts and/or study packets for the course
- prompt completion of assignments (reading or written work turned in by the dates specified)
- presence at an instructor's offices hours IF you have questions or problems
- typed papers and reports (use computer labs on campus)
- taking the final exam on the day specified (some may be self-scheduled)

TYPICAL GRADING SCALE:

A+ 97-100	B+ 87-89	C+ 77-79	D+ 67-69
A 93-96	B 83-86	C 73-76	D 60-66
A- 90-92	B- 80-82	C- 70-72	F 59 AND BELOW

As students selected to study in the U.S. for your academic accomplishments, you should expect to receive grades of B and above. If you find yourself receiving grades below this on a regular basis, you need to talk to your professor about what the problem might be. U.S. students aspire to A's and B's. Grades of C and D are to be avoided.

ONLINE COURSE LIMITS

F-1 students are required to maintain full-time enrollment and be making progress towards completion of their degree requirements. International students can only count **ONE online** class toward their minimum number of credits for full-time enrollment (12 for undergrads, 6 for graduate students) during the Fall and Spring semesters. Failure to maintain full-time enrollment or enroll in too many online courses may result in termination of your F-1 visa status.

COURSE SELECTION

Your advisor will be in contact with you after you have been accepted to obtain your course enrollment selections. If you need to change courses after arrival, you will have a chance to do so through the first week of classes.

The Registrar's Office is the hub for academic assistance. Here is an overview of the services that you can expect from the Registrar's Office:

FACILITATES CLASS REGISTRATION: Along with your academic advisor, the Registrar's Office is the primary resource for registering for classes. You will receive information pertaining to registration dates from this office as well as from your advisor.

MAINTAINS YOUR GRADES: At the end of each semester, you will be able to view your grades online using the myAccount.quees.edu portal. Additionally, this office maintains your academic transcript. You may request a copy through the Registrar's Office website or by visiting the office located at Jernigan 101.

PROVIDES ENROLLMENT VERIFICATIONS: These documents are usually requested to obtain a driver's license, for insurance companies as well as potential employers. You may make this request on https://myaccount.queens.edu/ics or in-person at the office.

SENDS OFFICIAL COMMUNICATIONS: Communications are sent via email (<u>only</u> to your Queens email account) and the United States Postal Service. It is important that you keep your mailing address updated.

CLASS SCHEDULE ADJUSTMENT

ADD/DROP PERIOD

Changes in course registration are allowed online through the first week of classes.

WITHDRAWAL FROM A COURSE

After the add/drop period ends, a student who does not wish to continue in a course must withdraw from the course by completing an Online Registration Exception form and submitting it to the Office of the Registrar. Students must obtain the signature of the advisor. The withdrawal period dates are published in the <u>academic calendar</u>. A status of "W" is recorded if withdrawal occurs during the withdrawal period. After the withdrawal period ends, a student may withdraw from a course by requesting approval for a late withdrawal from the Student Qualifications Committee (SQC). The SQC may approve or deny the request. If approved, a status of "W" is granted and recorded.

If considering withdrawing from a course, remember that you must remain enrolled full time throughout the semester. Please consult with the PCIE before you withdraw from a course, take a leave of absence, or if you have any questions or concerns.

Failure to do so could result in termination of your SEVIS record.

PURCHASING COURSE BOOKS

The Queens Student Bookstore has all required books for all courses in stock. You have the option of renting a book for the semester for a lower cost or purchasing the book to own. If you would like to rent a text through the bookstore, you will need to use a U.S. telephone number to create a rental account. When you arrive in the U.S., you can purchase a pre-paid phone or SIM card which will be associated with a U.S. telephone number. There is a "buy back" period at the end of the semester where you can sell any books back to the bookstore for a small refund.

If you find a text book offered for a lower price, you may qualify for "Price Matching" at the Bookstore. Certain rules apply:

- In-store only
- Prices matched against Amazon, Barnes & Noble, Chegg (certain websites are not included)
- Online sites must be located within the U.S.
- For the full list of price-matching policies, visit the bookstore website: <u>http://www.bkstr.com/</u> <u>queensucharlottestore/shop/books/information-529756--1/price-match-guarantee</u>

Note: The cost to purchase course books varies by major. Approximate cost per semester is \$500-\$600.

ACADEMIC HELP

CENTER FOR STUDENT SUCCESS

The Center for Student Success is the place on campus that is geared towards supporting your academic studies and helping you achieve your academic goals. Your participation will greatly enhance your college experience and help to ensure your academic success. The Center strives to adequately prepare and support you for the wonderful opportunities that await you here at Queens.

SERVICES THE CENTER PROVIDES ARE:

- Individual peer tutoring
- Queens Writing Center
- Review sessions
- Academic workshops
- Study skills assessments
- Individual academic assistance and guidance

The Center houses the Writing Center which is designed to facilitate student participation in the writing process. Students work with peer tutors on various subjects, including writing. Furthermore, we work closely with the Office of Student Accessibility Services to provide accommodations for students with documented disabilities.

For more detailed information please feel free to contact The Center for Student Success at 704-688-2849 or email <u>studentsuccess@queens.edu</u>.

THE HONOR CODE

AS A MEMBER OF THE QUEENS COMMUNITY, I WILL ENDEAVOR TO CREATE A SPIRIT OF INTEGRITY AND HONOR FOR ITS OWN SAKE AT QUEENS UNIVERSITY OF CHARLOTTE.

ACADEMIC PLEDGE: I PLEDGE TRUTHFULNESS AND ABSOLUTE HONESTY IN THE PERFORMANCE ON ALL ACADEMIC WORK.

COMMUNITY PLEDGE: I PLEDGE TO BE TRUTHFUL AT ALL TIMES, TO TREAT OTHERS WITH RESPECT, TO RESPECT THE PROPERTY OF OTHERS AND TO ADHERE TO UNIVERSITY POLICIES.

ACCEPTING BOTH THE PRIVILEGES AND REPONSIBILITIES OF LIVING BY THIS CODE OF HONOR, I RESOLVE TO UPHOLD THIS CODE AND NOT TO TOLERATE ANY VIOLATIONS OF ITS SPIRIT OR PRINCIPLES. Queens University of Charlotte is firmly committed to principles of honor and prides itself on the spirit of trust that exists among all of its members. At the very heart of Queens University of Charlotte is the Honor Code.

The Honor Code is based on the principle that a spirit of trust should pervade all aspects of student life. Its essence is that any violation of the Honor Code is an offense against the community.

The Honor Code at Queens University of Charlotte is the keystone of the University's belief that its students should act honorably and responsibly in all aspects of life, both on and off campus. The Honor Code incorporates the high principles of honor and integrity in both personal conduct and academic work.

The purpose of the Honor Code is to assist in the development of mature individuals who act responsibly at all times and promote a community based on the principles of responsible citizenship, mutual trust and respect. The Honor Code is binding on all members of the University community and applies to all phases of life at the University.

An effective Honor Code depends upon each student adhering to the spirit and letter of its principles. It demands accountability on the part of each student for his or her actions. Queens students are responsible for their personal conduct at all times and shall be subject to review, including possible suspension, for behavior that discredits themselves or the University.

As a commitment to this system of honor, students are asked to sign the Honor Code as part of their application for admission.

The Honor Code incorporates two different pledges of student conduct: the academic pledge and the community pledge. In addition, it embodies the individual's commitment to develop a community of honor, including taking action against those who violate the Code.

You may access the Honor Code online at <u>http://www.queens.edu/About-Queens/Get-to-Know-Queens/</u><u>Honor-Code.html</u>

SEXUAL MISCONDUCT & INTIMATE PARTNER VIOLENCE

Due to the unique and complex nature of sexual misconduct and intimate partner violence, as well as the existence of federal laws that guide how universities must respond to these issues among both students and employees, the University has developed a comprehensive Sexual Misconduct and Intimate Partner Violence Policy.

The Sexual Misconduct and Intimate Partner Violence Policy prohibits sex-based harassment, which may include dating violence, domestic violence, and stalking or other acts of verbal, nonverbal, or physical aggression, intimidation, or hostility based on sex or sex-stereotyping, even if those acts do not involve conduct of a sexual nature.

PLAGIARISM

Plagiarism, as defined by the University, is "the intentional or unintentional act of using the work/ideas of others without appropriate acknowledgement." Missing or improper citation for other people's ideas and words results in plagiarism. Plagiarism is a violation of the Honor Code and consequences may include a hearing with the Campus Judicial Board (CJB), mandatory completion of specific sanctions as outlined by the CJB, Dean of Students, or Provost, or expulsion from the university.

If you are not familiar with the U.S. system of citing sources used in academic papers, we strongly suggest you contact The Center for Student Success for a tutorial or access their web page for additional information and academic tips: <u>http://www.queens.edu/students/index.html</u>

CHEATING

Cheating, as defined by the university, is using trickery, deceit or fraud to gain an unfair advantage.

Examples of cheating include:

- Glancing briefly at another's exam
- Passing exam information to someone who has not yet taken the exam
- Substantial use of another's work

Cheating is a violation of the Honor Code and consequences may include a trial with the Campus Judicial Board, mandatory completion of specific sanctions as outlined by CJB, Dean of Students, or Provost, or expulsion from the university.

ALCOHOL

In the U.S. the legal drinking age is 21. Please be aware that this means you cannot possess or consume alcohol at any time if you are not 21. If you are 21, you may not give alcohol to someone under 21 and you may not walk around the residence halls, campus, or Charlotte with open containers of alcohol. If you are 21 or older and are in possession of or consuming alcohol, always carry photo identification that includes your birthdate.

SMOKING

Smoking is not permitted inside any Queens buildings or in the Trexler Courtyard or Diana Fountain Courtyard. There are two designated smoking areas on campus: behind Morrison Hall, and at the entrance of North Parking Deck.

All of this information may be found in the <u>Honor Code Handbook</u>.

LIVING IN CHARLOTTE

WHERE TO EAT

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MAC'S SPEED SHOP BBQ (\$) Barbeque 2511 South Blvd.

CABO FISH TACO BAJA SEAGRILL (\$\$) Tacos, Southwestern, Mexican 3201 N Davidson Street

AMELIE'S FRENCH BAKERY* (\$) French, Bakery, Soups 4321 Park Rd



3

BAD DADDY'S BURGER BAR (\$\$) Burgers, American 1626 East Boulevard



COWFISH SUSHI BURGER BAR (\$\$\$) Sushi, Burgers 4310 Sharon Road



MIDWOOD SMOKEHOUSE Diner, Desserts, American 540 Brandywine Rd C



FUEL PIZZA (\$) Pizza, Wings, Salads 1501 Central Avenue



EVER ANDALO (\$\$\$) **Italian Cuisine** 3116 N. Davidson Street



RU SANS* (\$\$) Japanese, Sushi, Vegetarian 2440 Park Road



American 1220 Thomas Ave.

DISH (\$)

THE DIAMOND (\$) Comfort food, Greek, Italian, Southern 1901 Commonwealth Ave.



CRISPY CREPE (\$\$)

European, Gastropub, Desserts 1436 South Blvd.



P.F. CHANG'S CHINA BISTRO (\$\$\$) Chinese, Asian, Vegetarian

6809 Phillips Place Court



CHIPOTLE MEXICAN GRILL (\$) Mexican, Tacos, Vegetarian

239 S. Kings Drive



LEAH &LOUISE (\$\$) Southern Cuisine 301 Camp Road



BASIL THAI CUISINE (\$) Asian, Vegetarian, Thai 210 N Church Street



BLACKFINN AMERICAN SALOON (\$\$) American, Pub Food, Steakhouse, Bar 210 E Trade Street



MELLOW MUSHROOM (\$)

Pizza, Salads, Calzones 2820 Selwyn Ave.



POPPY'S BAGELS (\$) Bagels, Salads

2921 Providence Road



ORIGINAL PANCAKE HOUSE (\$\$)



4736 Sharon Rd.

SHAKE SHACK



Burgers, Sandwiches, Hot dogs, Custard 1605 East Woodlawn Road



CANTINA 1511* (\$\$) Mexican, Tex-Mex, Vegetarian 4271 Park Road

WHERE TO SHOP



В

С

NORTH DAVIDSON ARTS DISTRICT (NODA)

North of Uptown, this revitalized area is quickly establishing itself in Charlotte's art circles thanks to unique galleries, performance venues, coffee shops, and eateries. If you're looking for original artwork in the Queen City, NoDa is the place to find everything from textile and heritage art to black-and-white stills and sculpture. After shopping, catch a show at the Neighborhood Theater or grab a bite to eat. NoDa's gallery crawls, held the first and third Friday of each month, are a terrific introduction to the district.

SOUTHPARK MALL

The centerpiece of some of Charlotte's most exclusive real estate, SouthPark is synonymous with fashion and style in the Queen City. Long considered one of the top malls in the Southeast, Among the mall's specialty shops are Anthropologie, Apple, MontBlanc, and Origins; its anchor stores include Belk, Dillard's, Macy's, Nordstrom and Neiman Marcus.

CONCORD MILLS

If you think of yourself as a serious shopper, then Concord Mills may pose a good challenge for you. Among this enormous mall's more popular tenants are the Polo Ralph Lauren Factory Store, Saks Fifth Avenue Off 5th Outlet, Bass Pro Shops Outdoor World, Bed Bath & Beyond and Nine West. Concord Mills also features a 24-screen movie theater and more than a dozen places to eat.



PARK ROAD SHOPPING CENTER

Since it opened in the mid-50s, this quaint, crescent-shaped center has only gained charm as it has aged, and it continues to offer today's shopper a terrific mix of shops, restaurants and services. From hardware to soda shop fare, few modern shopping centers have Park Road's sense of style.

METROPOLITAN

Located in Midtown Charlotte, Metropolitan is an exciting retail destination for the Queen City. Four full service restaurants, New Dominion Bank, boutiques, hair salon and major retailers such as West Elm, Best Buy, Marshalls, Staples and Target across the street make Metropolitan a great destination for shopping and dining.



Ε

CENTRAL AVENUE

Central Avenue is one of the most eclectic areas of Charlotte. With several thrift and vintage clothing, record, and housing stores it is one of the most enjoyable streets to window shop down. When your feet exhaust you, sit down for a delicious meal at one of the many restaurants ranging from breakfast to soul to barbeque, or maybe grab a drink at Snug Harbor.

CAROLINA PLACE

Anchor stores include Dillard's, Macy's, Belk, JCPenney and Sears; in addition to those, Carolina Place also features more than 140 name brand specialty shops like Aeropostale, Abercrombie & Fitch and Godiva Chocolatier.

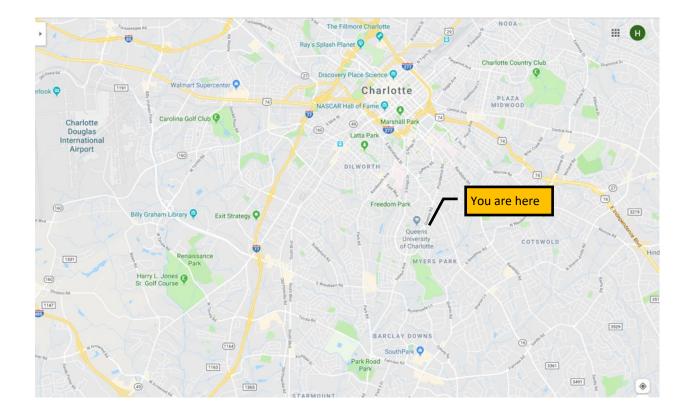


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CHARLOTTE PREMIUM OUTLETS

Brand new outlet malls operated by Simon Property Group and Tanger Factory Outlet Centers. Featuring: American Eagle, Brooks Brothers, Justice, Wet Seal and ADIDAS.

MAP OF CHARLOTTE



To find all of the restaurants and shopping centers on an interactive map, follow this link to the <u>Google map</u>.

