Welcome to the IELP!

We’re very happy you chose to study English with us.

The Intensive English Language Program at the University of New Orleans offers one of the most effective and diverse language programs in the United States. The IELP is designed especially for non-native English speakers who plan to study at an American university or who wish to improve their English for personal or professional reasons.

At IELP, our classrooms are small so you receive individual attention. We offer full and part-time schedules with up to 20 hours of English instruction per week.

We currently have 82 students from 25 different countries improving their English in the IELP. Since 1995, more than 1900 students from over 120 different countries have improved their English skills in the IELP. More than 600 of those students have gone on to study at UNO and earn degrees at the University of New Orleans.

We’re very excited to work with you, and we hope you enjoy learning English in our program.

Welcome to the IELP!

~IELP Staff

We also believe learning should be fun. Our classrooms are designed so you work together in groups. Our teachers prepare games and activities in the classrooms to foster a creative learning environment.

Each week, an IELP teacher or staff member leads an activity. We have cooking classes, dance classes, trips around the city, and study groups you can join to get to know your classmates better. We also take one large field trip every session to places like City Park, the Mardi Gras Museum, Rock’n’Bowl, and the French Quarter.
Paying Tuition

Tuition is due during the first week of classes. You can pay tuition in the IELP office. Bring a credit card, check, or money order.

IELP CANNOT accept any cash in the office.

Don’t want to stand in line?

Pay your tuition quickly by filling out a CREDIT CARD PAYMENT FORM in your orientation folder. You can leave this at the office. We will process your payment and send a receipt with your teacher!

Life on UNO’s Campus!

As an IELP student, you are part of the UNIVERSITY. You are allowed to use all the campus resources.
Computer Labs

There are five Computer Labs on campus. As a student, you can use these computers for free.

Buildings with COMPUTER LABS

🌟 3   Bicentennial Education Building, 305-P
🌟 11  First floor of the Earl K. Long Library
🌟 10  Computer Center, 101-R
🌟 21  Liberal Arts, Room 334
Using the Library

To check out a book from the library (like renting), choose the book you would like and show your UNO ID at the front desk. Just make sure you return it by the date in the book! You are borrowing, which means you must give it back.
Using the Gym

UNO has a huge and wonderful gym with an indoor pool, weight area, basketball court, indoor track for running, and many kinds of exercises classes. The gym is a great place to meet people and practice your English!

To join the gym:

 ✓ Complete the Recreation & Fitness Center Membership Form (pink sheet in your orientation packet)
   - Ask IELP for help if you need help filling out the form.
 ✓ Pay $50 to the gym (Building #30 on your Campus Map)

Where to Eat

There are many different places to eat on campus and many choices for food.

At the University Center (Building #34), students can choose from a large selection of food. There is a small market, many different restaurants, and a university cafeteria where you can select food from a large variety for one price.
Opening a Bank Account

There are several banks in New Orleans that will let you open a bank account as an international student.

**UNO Federal Credit Union**
#16 on the Campus Map

The credit union on campus is the easiest and cheapest banking option.

**What you need:**
- [✓] UNO ID

**Other banks in New Orleans**

Chase Bank and Capital One Bank are the most popular banks in New Orleans.

The closest Capital One is at:
3161 Gentilly Boulevard
New Orleans, LA 70122

You can take the #55 bus from UNO to this Capital One

**What you need:**
- [✓] A bank letter from the IELP
- [✓] Your passport, I-94, and I-20
- [✓] A mailing address (if you live on campus, you will need a PO Box)

There are no BANK OF AMERICA banks in New Orleans.
Receiving Mail

If you live on campus, you will need to sign up for a PO Box number to receive mail. You cannot receive mail at Pontchartrain Hall or Privateer Place.

Where:

UNO Campus Mail/Post Office located in the UC.
(#34 on the campus map)

When:

Monday – Friday: 8:30am – 1:30pm
Saturday: 10:00am - 12:30pm.

What you need:

Your UNO ID
Cash or check (4 months costs $12)

Using Internet on Campus

✓ Go to http://secure.uno.edu
✓ Log in with UNO ID and password (this is on the ORANGE paper in your orientation folder)

If you live on campus:
Ponchartrain Hall has wireless internet in the lounge and wired internet in your bedrooms.

Privateer Place has wired internet in the bedroom.

Forgot your password?
✓ Go to http://reset.uno.edu
✓ Type in your username
✓ Check the email you gave to IELP

Is your password expired?
✓ Go to http://password.uno.edu
✓ Click If you know your current password and want to change it
✓ Type in your username, current password, and the new password
How to Park Your Car

You need a parking pass to park on campus. Without a pass, you will get a ticket that can cost up to $100!

It’s easy and cheap to get a Parking Pass:

- Complete the information on the parking form
- Bring your car registration to IELP’s office
- Bring your driver’s license (from your home country is okay)
- Pay IELP $5 with credit card, check, or money order. No cash.

Important things to remember about parking

- Hang your pass on your rearview mirror
- Park in the WHITE LINES only
- Do not back into any space
- If you believe you were given a ticket unfairly, you only have 14 DAYS to appeal the ticket.
- Your parking pass must hang from your rearview mirror.
- Your parking pass means you can park in the WHITE lines only.
- Never park in the YELLOW LINES.
How to Get a Driver’s License

NEW RULES AS OF MARCH 28, 2015

You must take a 6-hour driving class. There are many different driving schools in New Orleans. Visit the IELP office if you would like help choosing one.

What you need to take to the OMV (Office of Motor Vehicles):

- Passport
- I-94
- I-20
- UNO ID
- Receipt showing that you paid your tuition for IELP
- Proof of insurance on the car you will be driving
- Proof of address (apartment lease, bill, address on social security letter)
- Fee—$36
- Letter from Social Security saying you are not eligible for a social security number
- A copy of your Driving School Certificate of Completion
- An English translation of your home country license (IELP can help with this)

How to get the social security letter:

Go to a social security office and ask for a letter that says you are not eligible for a social security number. Tell them you need the letter to get a driver’s license.

You must take:

1. Your passport
2. I-94 (printout from website)
3. I-20

Here are the addresses of the two closest offices:

400 Poydras St, Suite 500
New Orleans, LA 70130
Mon – Friday, 9:00 am to 4:00 pm

1616 Joe Yenni Blvd.
Kenner, LA 70065
Mon – Friday, 9:00 am to 4:00 pm
Where to go:

Orleans Parish-New Orleans Office
100 Veterans Blvd.
New Orleans, LA 70124
Monday – Friday, 8:00 am to 4:00 pm

Jefferson Parish-Harvey Office
2150 W Harvey, LA 70058
Westbank Expressway
Monday – Friday, 8:00 am to 4:00 pm

** (no outside driving tests from 11:00 am to 1:00 pm)

What you have to do:

1. Show the DMV all of your documents
2. Take an eye test
3. Take a written test
4. Take a driving test

You must bring a car for the driving test. It is possible to take the written part one day and take the driving test another day.

How to study for the written test:

Go to http://dpsweb.dps.louisiana.gov/DPSForms.nsf/ and click on “Driver’s License” then click “Class D & E Driver’s Guide.”

What to do if you need a translator:

The written test is given in English or Spanish. For other languages, you can bring a translator to help you, but you must follow these guidelines:

1. The translator must bring a photo ID
2. You must arrive at the DMV office at 8:00 am
3. You must not come on a Monday or Friday.

It is possible that the office will ask you to set an appointment to take the test with a translator.

For more information about the new driving school requirements, please visit:

http://dpsweb.dps.louisiana.gov/omv1.nsf/58c968bd569b099986256cdc000806eb/c7d692e3f153acbc862564ae006d751f?OpenDocument
Health Care around Campus

As a UNO student, you can see a doctor at UNO’s Student Health Services in UC 238 (Building #34) for free; however, some services may cost money. Health Services is an inexpensive option for you. You can make an appointment by calling (504) 280-6387. This clinic is good for non-emergencies like stomach aches, a cold and flu, or minor injuries.

There are also many good Urgent Care facilities near campus. Urgent Care is also for non-emergencies, but is available much later than UNO’s Health Services. Urgent Care will be more expensive than UNO’s Health Services. You do not need an appointment to access Urgent Care.

Some Urgent Care Facilities near UNO

Lakeview Urgent Care
111 Robert E. Lee Blvd
New Orleans, LA 70124
(504) 831-3112

Doctors after Hours
101 W. Robert E. Lee Blvd
Ste 100
New Orleans, LA 70124
(504) 288-3456

Urgent Care MD
826 Harrison Ave.
Ste. A
New Orleans, LA 70124

MHM Urgent Care
231 N. Carrollton Ave.
Ste. B
New Orleans, LA 70119

The Emergency Room

Use the emergency room for emergencies only. Emergencies are things like car accidents, very bad pain, or a sickness that gets worse very quickly. Don’t go to the emergency room if your stomach hurts a little. It’s better to visit UNO’s Health Services or Urgent Care.

There are many different Emergency Rooms in New Orleans you can use.

Ochsner Baptist Medical Center
2700 Napoleon Ave.
New Orleans, LA 70127

Tulane Medical Center
1415 Tulane Ave.
New Orleans, LA 70112

Touro Hospital
1401 Foucher St.
New Orleans, LA 70115

If you need immediate assistance from the police, call 9-1-1.
How to Use UNO’s Insurance

UNO offers an affordable insurance plan for international students. Insurance in the United States means that a company will help you pay for your medical bills, but you must pay some of the cost, too. Health care in the United States is very expensive. If you go to the emergency room, you may have to pay 20% of the total bill. This could be thousands of dollars. If you have specific questions, come ask in the IELP office.

Another important part of insurance in the United States is that you choose a preferred provider. This makes your cost much lower. Preferred provider means the insurance company has a special relationship with that doctor or hospital. You can find a preferred doctor or hospital by going to https://www.uhcsr.com/SelfServiceSupport/Students/CollegeHome.aspx and clicking on UHC Options PPO.

IELP will give you an insurance card. If you lose it, we can print another for you. We can also help you find a doctor.

IELP Academic Program Policies

IELP is a fun place to study, but we are a serious program. You will need to study hard to succeed.

On the first day of class, you will receive information from your teacher about attendance requirements, academic dishonesty, and appropriate classroom behavior. You will be asked to sign a statement indicating that you know what is expected of you.

Most students who study in the IELP plan to go on to study at the university level, so we have requirements that will help students prepare to be successful when they continue their educations.

IELP classrooms might be a little different than classrooms in your country. In many places, the teacher stands at the front of the room and talks, but IELP classes are interactive.

Group work is very important. You must work with your classmates, listen respectfully to all opinions, think critically, and prepare material. We often play games that encourage learning. Our tests can be traditional or projects and presentations.

You may be in class with many people who speak the same language as you, but it’s very important you speak English in your classes. You will improve faster the more you practice.

Attendance

You are allowed to miss the following number of hours in each class:

- 4 hours of absence or less in Grammar, Writing, Reading and Listening/Speaking.
- 2 hours or less in Conversation/Pronunciation.
Arriving Late to the Session

For new students who arrive after the first day of class, the Director or Academic Coordinator will give you written notice of how many absences you will be allowed. Returning students will be marked absent for all missed days. All Students: Remember, lateness to class of five (5) minutes or more counts as ½ absence.

Once you have missed 6 hours in G/W/R/LS or 4 hours in Conversation/Pronunciation, you will be required to meet with the Director and Academic Coordinator to discuss your absences and you will be placed on Attendance Probation should you return to IELP the following session. If you continue to have excessive absences, you may be dismissed from the program and not allowed to return for the following session.

The Director, Academic Coordinator, and Instructors maintain weekly records of student attendance. If you miss class because of a doctor’s appointment or medical emergency, please give the doctor’s note to your teacher. All absences will be full absences; there are no excused absences.

How does a failure in attendance affect you?

1) YOU WILL NOT RECEIVE A CERTIFICATE AT THE END OF THE SESSION.
2) Too many absences may reflect negatively on your university recommendation.
3) Too many absences could affect your F-1 student status.

Sponsored students are required to follow the rules and guidelines made by their sponsored organization as well as the IELP.

Success at the university depends upon your ability in English. A successful student attends class regularly. It is your responsibility to attend class, work hard, and improve your English.

Academic Dishonesty

Completing your own work is essential to learning. When you use another person's words or ideas, you are committing academic dishonesty. The University and the IELP consider academic dishonesty a very serious offense.

The penalties for academic dishonesty are as follows:

- An Academic Dishonesty Report will be filed in the IELP’s records.
- The student may receive a grade of “0” or “U” for the assignment or test.
- The student may receive a grade of “0” or “U” for the course.
- The student may be put on probation at IELP.
- The student may be dismissed from IELP.
The following are considered academic dishonesty:

- **Cheating** – When you copy from another student, use a textbook during an exam when not instructed to by the teacher, or when you use notes or other specially-designed materials when they are not allowed is considered cheating.

- **Plagiarism** – When you present someone else’s writing without giving credit and you present it as your own work, you are committing plagiarism. Even if you paraphrase or summarize someone else’s writing, if you do not give credit, it is plagiarism. This applies to all forms of writing: journals, take-home writing assignments, and essays done during class.

- **Misconduct** – Stealing or buying materials (tests, essays, etc.), selling them, or giving them to others is considered academic misconduct.

- **Falsification** – Creating false data or sources is considered falsification. Doing someone else's work (taking a test, writing an essay) or having someone else do work for you is also falsification.

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**F-1 Immigration Responsibilities**

While studying in the United States, you must follow Immigration Regulations. Following these rules of your immigration status means you are “in status.” Being “in status” is important. Be sure to ask questions in the IELP office if you have any questions or concerns about your status. **Do not ask your friends!** They may have a different situation than you!

**Immigration Documents:**

- Be sure that your passport, I-20, I-94 remain valid (NOT EXPIRED) at all times.
- Your passport should remain valid at least 6 months into the future.
- If you need to apply for an extension (more time) to remain in the US, please give yourself 3-6 months in advance of your expiration date.
- For example: if your passport expires in DECEMBER 2014, you should apply for a new one as early as MARCH 2014.

**Travelling:**

- **In the US:** If you are stopped by the police, you may need to show proof of your immigration status.
- **Outside of New Orleans:** always take all your documents (passport, I-20, I-94).
- **In New Orleans:** carry copies and keep the originals in a safe place.
- **Outside of the US:** Visit the IELP office at least 1 week before leaving the country, so that you can check and sign your documents.
Change of address:
- The US government requires you to keep your address up to date.
- Come to the IELP office and update your address within 10 days of moving.

Medical Insurance Compliance:
- At UNO, F & J students MUST have medical insurance.
- Fees are automatically placed on student fee bills.
- Waivers are available, but you must have proof of approved insurance.

Academic:
- Attendance: Attendance is required by federal law.
- If you fail to attend class, you are considered “out of status” with immigration.

Course load:
- F-1: You must attend full time to be “in status” (20 hours at the IELP).
- F-2 & B: You may only attend part time (max 10-12 hours).

Exceptions:
- Illness or other medical condition ➔ must have doctors note.
- You must return to a full course load when you are better.
- You will complete all degree requirements by the end of the school term.
- You may take a vacation once you have completed four full time sessions.

Employment:
- Students in level 5 or above may find work on campus.
- Must be no more than 20 hours a week.
- Immigration prohibits F-2 dependents from working.
- Note: While there are opportunities for students to work on campus as an F-1 student, working improperly is a serious violation of your status. Always come talk to the IELP staff before accepting work. It is your responsibility to maintain your status.
- Remember, you may only work on the university campus.

Social Security Number (SSN)
Eligibility for a social security number:
- Only students who are authorized to work in the US.
- If you work on campus, you will need to apply for a SSN.
- F-1 students must have a job before they can apply for a SSN.
- You will need a letter from IELP and from your on-campus employer.
- **KEEP YOUR SSN CARD IN A SAFE PLACE – do not carry it with you.**
Important Immigration Information

Basic Definitions

**Passport:** document from your country of citizenship.
- Always keep on you
- Must be valid for at least 6 months

**Certificate of Eligibility: I-20 / DS 2019**
- This certificate is an immigration document that tells you what kind of immigration status you have
- I-20: used for F-1 and F-2 students
- DS 2019: used for J-1 Exchange Visitors and J-2 dependents
- Always keep a record of your papers. They are a record of your immigration history.

**Visa:** This is the stamp in your passport that is obtained at the US Embassy or Consulate outside of the US.
- It does not indicate how long you can stay in the country
- Says how many times you may come into the country → 1, 2, or M (multiple)

**Immigration Status:** The type of visa you were issued, and says what you can / can’t do while in the US. (F-1, F-2, J-1, J-2, B, H, PR etc.)

**Form I-94:** an arrival / departure record
- Tells you what your immigration status is and how long you can stay
- Printed out and given to you during orientation
- D/S = “Duration of Status” means you can stay as long as you are maintaining status

**F-1 Students:** term used for students looking to study a full course of study at an academic or language institution.
- Only used to study.
- Must be full time.
- Cannot work off campus

**J-1 Exchange Visitors:** used for exchange visitors
- At the university, used for exchange students, visiting faculty, research scholars, short term scholars, and specialists.

**United States Citizenship and Immigration Services (USCIS):** government agency that is responsible for administration of immigration and naturalization in the US.
- Used to be called “Immigration and Naturalization Services”

**Department of State (DOS):** government agency in charge of J-1 Exchange Visitor Programs, US Embassies, and Consulates.
- Student and Exchange Visitors Information System (SEVIS): a database that schools use to communicate required information to the Department of Homeland Security and DOS.
**Important Contact Information-IELP**

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone Number</th>
<th>Location</th>
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<tbody>
<tr>
<td>Christina Indovina Director</td>
<td>Director</td>
<td>504-280-5530</td>
<td>International Center, #131</td>
</tr>
<tr>
<td>LaTesha Gonzales, Academic Coordinator</td>
<td>Academic Coordinator</td>
<td>504-280-5530</td>
<td>International Center, #131</td>
</tr>
<tr>
<td>Coleen Maidlow, Immigration Coordinator</td>
<td>Immigration Coordinator</td>
<td>504-280-5530</td>
<td>International Center, #131</td>
</tr>
<tr>
<td>Jamie Larson, Program Coordinator</td>
<td>Program Coordinator</td>
<td>504-280-5530</td>
<td>International Center, #131</td>
</tr>
<tr>
<td>All teachers</td>
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<td>International Center, #131</td>
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</table>

**Important Contact Information-UNO**

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<tr>
<td>Office of International Students &amp; Scholars</td>
<td>OISS</td>
<td>504-280-6021</td>
<td>International Center, #125</td>
</tr>
<tr>
<td>Jorge Franco</td>
<td>International Admissions Coordinator</td>
<td>504-280-5530</td>
<td>International Center, #108</td>
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<td>Campus Police Emergency</td>
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<td>504-280-6371</td>
<td>University Computing Center, #234</td>
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<td>UNO Health Clinic</td>
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<td>504-280-6387</td>
<td>University Center, #238</td>
</tr>
<tr>
<td>Off-campus Emergency</td>
<td></td>
<td>9-1-1</td>
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New Orleans is one of the greatest cities in the U.S. to study. We celebrate every season with holiday gatherings, small and large festivals, and many concerts all throughout the year. Our students enjoy Mardi Gras, French Quarter Fest, Jazz Fest, and many other free or inexpensive fun events in New Orleans.

The teachers and staff of the IELP love living in New Orleans. Many are from here, but many others chose this as their home. If you need ideas of how to have fun while you’re here, come ask us! We’re happy to help!

Some Fun Festivals in New Orleans
You can Google each of these festivals for more information and ideas!

**February**
- Rock 'n' Roll Marathon
- Mardi Gras

**March**
- Soul Fest
- Buku Music and Art Project
- St. Patrick's Day
- Tennessee Williams Festival
- Foodfest
- Congo Square New World Rhythms Festival
- Spring Fiesta
- Hogs for the Cause
- French Film Festival

**April**
- Freret Street Festival
- French Quarter Festival
- Jazz & Heritage Festival

**May**
- Bayou Boogaloo
- N.O. Wine & Food Experience
- Greek Fest
- New Orleans Oyster Festival

**June**
- Cajun Zydeco Festival
- Creole Tomato Festival
- Festivals

**July**
- Essence Festival
- Bastille Day
- Running of the Bulls
- Tales of the Cocktail

**August**
- COOLinary New Orleans
- Satchmo SummerFest
- Whitney White Linen Night
- Red Dress Run
- Dirty Linen Night
- September
- Southern Decadence

**October**
- Oktoberfest
- Art for Art's Sake
- Ponderosa Stomp
- New Orleans Film Festival
- Crescent City Blues & BBQ Festival
- Louisiana Seafood Festival
- Voodoo Music Experience
- Halloween in New Orleans

**November**
- Mirliton Festival
- Fringe Festival
- Oak Street Po-Boy Festival
- Words and Music
- Treme Creole Gumbo Festival

**December**
- Christmas New Orleans Style
- New Year's Eve
Staying Safe

While there are many fun things to do here, New Orleans is still an American city. If you follow some general safety guidelines, you have a better chance of enjoying our city without problems.

General Safety Tips

1. **WALK** with another person when sightseeing or shopping, especially at night.
2. **DON'T CARRY** your wallet in your back pocket, which is an easy target for thieves.
3. **LEAVE** your purse at home if you are a woman. Carry your things inside a coat pocket or in your front pants pocket.
4. **TRY** to look as if you belong.
5. **BE** prepared to run if you are being followed.
6. **STAY** alert and pay attention.
7. **DON'T GO** anywhere with a stranger.
8. **AVOID** dark areas of the city.
9. **RIDE** only in marked cabs.
10. **DON'T MAKE** purchases from people who walk up to you on the street. They want your money, not a sale.
11. **DON'T LOITER.** Remain alert while window shopping or waiting for someone.
12. **DON'T WALK** through dark parking lots or in a deserted garage.

Visiting Bars in New Orleans

You can visit bars and legally drink if you are at least 21 years old. If you choose to drink, please do so responsibly. Here are some general guidelines to enjoy your time here without any problems.

1. **The bar workers are boss.** They have the right to do almost anything to you (kick you out, make you pay, be rude to you). They will not care that you are an international student and cannot speak English perfectly. **Show them respect even if they are disrespectful.**
2. **Leave before it is too late!** If club workers are not nice to you for any reason you should pay your bill and leave. If they decide to call the police, YOU WILL BE ARRESTED. UNO students have had problems at Razoo and Checkmate.
3. **Nothing is free.** Assume that anything someone gives to you must be paid for. **Even if you did not ask for a drink, you will have to pay!**
4. **Be alert.** It is important to be aware of your situation when you are out in New Orleans. It is best if you go out in groups and at least **someone in your group does not get totally drunk.** Someone needs to look out for the others.

Getting Around Town

New Orleans has a few different options for public transport. **You can take the streetcar if where you need to go is on the route.** You can also take the bus. The UNO bus stop is located right across the street from the International Center.

**The bus costs $1.25 for one way.** If you do not have exact change, you will receive a card with your change on it. You can use this to pay for future fares on the bus. If you are changing buses, give the first driver an additional 25 cents to get a bus transfer. When you get on the second bus, just give that driver the transfer. Express buses cost $1.50 — they do not make as many stops as the regular buses.

Bus stops are marked with a white sign with purple, green and gold stripes. They say BUS STOP and most of them (not all) list at the bottom of the sign the numbers of the buses that stop at that place.

If you are riding the bus three times or more during one day, you can buy a one-day **Jazzy Pass** for $3 from any of the bus drivers. With this you can take unlimited rides until 4:00 am the following morning.

**If you ride the bus on a daily basis, you might want to buy a monthly bus pass for $55 in the UNO Bookstore.** The passes are color-coded by month, so you should buy the pass at the beginning of the month.

Go to [www.norta.com](http://www.norta.com) for a route map and individual bus schedules. You can use your smartphone and Google Maps to find a local bus route as well. Just put in the starting and ending point and select the bus icon to give you directions for riding public transportation to your destination. If you have questions, come by IELP and we’ll try to help you find the correct bus to take to your destination.
Common Bus Routes

To French Quarter/Downtown:
Take **#55 Elysian Fields** from UNO to Decatur Street in the French Quarter or to Canal Street near the River. You can catch this bus at the bus stop in front of the Administration Building.

To Tulane and Loyola Universities, Audubon Park, Uptown, and the Zoo:

Get on the **#55 Elysian Fields** at UNO & buy a transfer ticket ($1.25 fare + $.25 transfer). Get off on Canal Street, cross the street, and walk to the corner of Carondelet and Canal to board the **St. Charles street car**, which goes uptown on St. Charles Avenue.

To Lakeside Mall and Veterans Boulevard Shopping:

Get on the **#55 Elysian Fields** at UNO and buy a transfer ticket ($1.25 fare + $.25 transfer). Take the bus through the French Quarter and get off at the first Canal Street stop. Cross to the middle of Canal Street and take the **Cemeteries street car**. Take the streetcar to the end of Canal Street and get off in the area where you will see lots of cemeteries. When you get off, walk just around the corner to your right. At this bus stop you’ll catch the **E-1 Veterans Boulevard** bus. For the shopping mall, you get off just past Causeway.

Taxi Service

Taxi prices are different for every company, but all taxis should have a working meter visible to the customer. It is customary to tip the driver between 10% and 15% of the fare.

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<tr>
<th>Company</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Cabs</td>
<td>522-9771</td>
</tr>
<tr>
<td>Checker-Yellow Cabs</td>
<td>943-2411</td>
</tr>
<tr>
<td>King Taxi</td>
<td>469-5464</td>
</tr>
</tbody>
</table>

If you live in Metairie, try Metairie Cab at 835-4242.

Airport Shuttle Service

The airport shuttle provides transportation from UNO to the airport for $20 per passenger. You should call at least 24 hours in advance to reserve your spot — they will ask for your flight number and time of departure. The shuttle will pick you up in front of the University Center. Return arrangements can be made at the shuttle desk near baggage claim.

<table>
<thead>
<tr>
<th>Airport Shuttle</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>522-3500</td>
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</tbody>
</table>

Website: [http://www.airportshuttleneworleans](http://www.airportshuttleneworleans)
Welcome to the IELP!
We’re so happy you’re here!!!!