



# A STUDENT'S GUIDE TO STUDY ABROAD IN NEW ZEALAND

Prepared by the Center for Global Education

## CONTENTS

### Section 1: Nuts and Bolts

- 1.1 Contact Information & Emergency Contact Information
- 1.2 Program Participant List
- 1.3 Term Calendar
- 1.4 Passport & Visas
- 1.5 Power of Attorney and Release of Medical Information
- 1.6 International Student Identity Card
- 1.7 Travel Dates/Group Arrival
- 1.8 Orientation
- 1.9 What to Bring

### Section 2: Studying & Living Abroad

- 2.1 Academics Abroad
- 2.2 Money and Banking
- 2.3 Housing and Meals Abroad
- 2.4 Service Abroad
- 2.5 Email Access
- 2.6 Cell phones and Communications Home
- 2.7 Travel Tips

### Section 3: All About Culture

- 3.1 Experiential Learning: What it's all about
- 3.2 Adjusting to a New Culture
- 3.3 Culture Learning: Customs and Values

### Section 4: Health and Safety

- 4.1 Safety Abroad: A Framework
- 4.2 Health Care and Insurance
- 4.3 Women's Issues Abroad
- 4.4 HIV
- 4.5 Drugs
- 4.6 Traffic
- 4.7 Politics

### Section 5: Coming Back

- 5.1 Registration & Housing
- 5.2 Reentry and Readjustment

**Appendix 1:** Instructions relating to HWS insurance

# SECTION 1: Nuts and Bolts

## 1.1 CONTACT INFORMATION

### FACULTY DIRECTOR

Professor Khuram Hussain  
Department of Education Merritt Hall  
Hobart and William Smith Colleges  
campus tel: 315-781-3953  
cell phone USA: 315-729-2286  
cell (effective in Auckland): TBA  
email: [Hussain@hws.edu](mailto:Hussain@hws.edu)

Address and telephone number for Professor Hussain in Auckland: TBA

### CENTER FOR GLOBAL EDUCATION

Thomas D'Agostino, Director  
Trinity Hall, 3<sup>rd</sup> Floor  
Hobart and William Smith Colleges  
Geneva, New York 14456  
315-781-3307 (tel)  
315-781-3023 (fax)  
e-mail: [tdagostino@hws.edu](mailto:tdagostino@hws.edu)  
Contact for: Emergencies and other critical issues

Amy S. Teel, Programs Operations Manager  
(same address, tel, fax)  
e-mail: [teel@hws.edu](mailto:teel@hws.edu)  
Contact for: Program details, flight information, etc.

Doug Reilly, Programming Coordinator  
(same address, phone and fax)  
e-mail: [dreilly@hws.edu](mailto:dreilly@hws.edu)  
Contact for: Orientation questions, return issues, SIIF grants, the Aleph, etc.

Sharon Walsh, Office Support Specialist  
(same address, phone and fax)  
e-mail: [walsh@hws.edu](mailto:walsh@hws.edu)  
Contact for: Paperwork, general inquiries

## ADDRESS, PHONES AND FAX OF AFFILIATE HOST INSTITUTION IN AUCKLAND

Ross Crosson  
Programme Manager  
International Short Courses  
Centre for Continuing Education  
The University of Auckland  
Private Bag 92019, Auckland  
Telephone: 09 373 7599 ext 87038  
Fax: 09 373 7419  
[r.crosson@auckland.ac.nz](mailto:r.crosson@auckland.ac.nz)  
[www.cce.auckland.ac.nz](http://www.cce.auckland.ac.nz)

Ross takes care of all logistics (excursions and field trips, orientation, program management) for the Auckland program.

Please send all college-related business mail in care of Ross. Note, please write “HWS Colleges” on all correspondence. You should use your home stay address to receive personal mail. Typically, students receive this information in late July to early August.

Dr. John Hope  
Professor, College of Education  
University of Auckland  
Private Bag 92019, Auckland  
NEW ZEALAND

Dr. Hope coordinates the academic program and oversees your placement into school internships.

## HOTEL CONTACT INFORMATION

When you first arrive, the group will be transported from the airport to the Copthorne Hotel, a short walk from campus, for an intensive orientation program. Here are the hotel details. You'll be there on Sept 1 and 2:

Copthorne Hotel Anzac Avenue,  
150 Anzac Avenue, Auckland.  
Phone: 64 9 379 8509 Fax: 64 9 379 8582 (When calling from the U.S., first dial 011)

## 1.2 PROGRAM PARTICIPANT LIST

**Final list New Zealand**

FullName	UserName
Brown,Lauren	<a href="mailto:LB5376@hws.edu">LB5376@hws.edu</a>
Cappio,Laura	<a href="mailto:LC6171@hws.edu">LC6171@hws.edu</a>
Carmichael,Keira	<a href="mailto:KC6350@hws.edu">KC6350@hws.edu</a>
Crisco,Rachel	<a href="mailto:RC7996@hws.edu">RC7996@hws.edu</a>
Gordon,Heidi	<a href="mailto:HG7213@hws.edu">HG7213@hws.edu</a>
Moloney,Kathryn	<a href="mailto:KM7221@hws.edu">KM7221@hws.edu</a>
Morosky,Lauren	<a href="mailto:LM5821@hws.edu">LM5821@hws.edu</a>
Nugent,Emily	<a href="mailto:EN6076@hws.edu">EN6076@hws.edu</a>
Rogers,Louisa	<a href="mailto:LR3998@hws.edu">LR3998@hws.edu</a>
Rowe,Lucia	<a href="mailto:LR7676@hws.edu">LR7676@hws.edu</a>
Sullivan,Corinne	<a href="mailto:CS3529@hws.edu">CS3529@hws.edu</a>
Thomas,Lara	<a href="mailto:LT2846@hws.edu">LT2846@hws.edu</a>
Vasquez,Ariana	<a href="mailto:AV5289@hws.edu">AV5289@hws.edu</a>
Warren,Christopher	<a href="mailto:CW225@hws.edu">CW225@hws.edu</a>
Webster,Kimberly	<a href="mailto:KW6532@hws.edu">KW6532@hws.edu</a>
Webster,Melissa	<a href="mailto:MW3534@hws.edu">MW3534@hws.edu</a>
York,Katherine	<a href="mailto:KY4510@hws.edu">KY4510@hws.edu</a>

### 1.3 TERM CALENDAR

#### Fall 2011

August 30	Group flight departs the U.S.
September 1	Arrival in Auckland, transport to Hotel
September 1 ,2	Orientation to Auckland and University
September 3	Homestay begins
Sept 3	Free day to settle in
Sept 5	Academic program begins
Sept 7	School placements begin
Sept 8-Nov 25	Academic program/internships continue
Nov 26-Dec 10	South Island Excursion will take place some-time in this period. Precise dates and schedule to provided as available
Dec 10	Return to Auckland for group flight home

A more detailed itinerary, including contact and telephone information for accommodations, plus details on one or two day trips will be provided closer to the beginning of the program.

## 1.4 PASSPORTS AND VISAS

A valid passport and visa are required for all students participating in this program. By now we should have all of your visa application materials, as we will be applying for the visa on your behalf. **Please make sure we have these before you leave campus.** If you do not yet have your passport, send it to us by a secure form of mail as soon as you receive it. It will be mailed back to you in the pre-paid mailer you provided as soon as the visa has been issued. We anticipate that this will be sometime in June.

One recommendation we have remains consistent and universal: **make copies of your passport's identification page (with the photo on it), any pages with entry stamps, your visa and your acceptance letter.** Put these copies in various locations. Leave one at home with your parents. Put them in different pieces of luggage/locations. Here's why: if you lose your passport, having a copy of it will make getting a new one much, much easier.

## 1.5 POWER OF ATTORNEY/MEDICAL RELEASE

Sometimes, after students have departed the U.S., important issues arise that require legal signatures or procedures. An example is a student loan or financial aid document that requires a student signature – but you will be gone and generally a fax or photocopy is not considered 'legal' in lieu of an original signature. We recommend that you consider signing Power of Attorney over to your parent(s) to cover such eventuality. Since the form and process varies from state to state, we can not cover all options here but you can easily find Power of Attorney information on the internet through search engines such as google or metacrawler.

In a similar vein, we encourage you to prepare and sign a general release giving permission for insurance companies and medical practitioners to speak with your parents in the case of emergencies and so that they can help you make medical decisions and/or file claims on your behalf. You can bring a copy of this with you and leave one with your parent(s). If you are uncomfortable with signing a general release, you can also sign more limited or specific releases to control or release specific sorts of information. Keep in mind that if you are over 18, medical providers may refuse to share any information at all about your condition without such written consent.

## 1.6 INTERNATIONAL STUDENT IDENTITY CARD (ISIC)

Program participants should consider applying for an ISIC. Many of you have already done this through HWS' Registrar's office. If you have not, you can do it now. The card will provide an emergency evacuation and repatriation insurance package; in the unlikely event that you are injured or fall ill and need to be evacuated back to the United States, the ISIC card will pay the expense. It also provides some benefits for lost luggage, passport replacement services, and other traveler services. HWS students already have such services IF you have purchased the colleges' student insurance plan. If you have other coverage, buying extra MedEvac can be unbelievably expensive, so make sure you get your ISIC card! You *may* also receive discounts with the card (for admission fees and the like) reserved for students, but this varies by country. Check out insurance coverage, discounts, emergency numbers, at <https://www.myisic.com/MyISIC/Travel/Main.aspx?MenuID=5004> There is also a feature called ISICConnect (which is free but you must sign up for it online) and this gives you big discounts on phone calls as well as free voicemail, an email account and a fax service described at <https://www.myisic.com/MyISIC/Travel/Main.aspx?MenuID=5003> Finally, if your passport is lost or stolen, ISIC will expedite the process to get a new passport. **Be sure to make a photocopy of the card in case you lose it; it will be replaced free of charge by ISIC as long as you have the ID number and issue date from the card.**

## 1.7 TRAVEL DATES/GROUP ARRIVAL

We are recommending the following itinerary for students who would like the convenience and comradeship of flying as a group:

**30 AUG 11 QANTAS AIRWAYS #26 DEPART: LOS ANGELES 11:40PM  
01 SEP 11 ARRIVE: AUCKLAND 8:10AM**

**10 DEC 11 QANTAS AIRWAYS #25 DEPART: AUCKLAND 3:10PM  
10 DEC 11 ARRIVE: LOS ANGELES 6:35AM**

Please note that Carmela Coleman and Darlene Sweet of Advantage Travel of Central New York are our travel agents for this program. You can reach them at 1-800-788-1980 or 1-315-471-2222. Since all our students live in different cities, the “group” flight is only from Los Angeles to/from Auckland. However, Advantage Travel will be happy to book your connecting flight from any city of your choice as well. While you are not required to book the domestic connections through Advantage to utilize the group flight, you may find it useful to do so. That way, if the entire ticket is drawn as one itinerary, if your U.S. flight is cancelled or delayed to/from Los Angeles (remember late August/early September is hurricane season on the eastern seaboard and December is snow season), Advantage can monitor this and re-book your international flight on your behalf.

More detailed information about the flight was sent to you in an email back in March. If you have not already booked this flight or any other, do so immediately! Please note that the only flight which will be met at the airport in Auckland is the group flight. If you have made your own separate arrangements, this is just fine but you will either have to make your own way to the Copthorne on arrival or you need to time your arrival early enough to get over to the Quantas Terminal by 8 am on Sept 1<sup>st</sup> in order to find the other HWS and transfer with them.

## GENERAL TRAVEL SUGGESTIONS

You may want to contact your local travel agent about other travel information, especially if you are staying in your host country after the end of the program. The CGE’s agency is Advantage Travel of Central NY (1-800-788-1980). Also in Geneva, Destinations Travel at 315-789-4469 (Cynthia Cannon) or Jeff’s Travel Port at 315-781-0265 are convenient.

## 1.8 ORIENTATION

A formal orientation program has been arranged by the Center for Continuing Studies at the University of Auckland for the first two days of your arrival. This program will include tours of campus and of the city, an introduction to using the public transportation system, important cultural “dos and don’ts” to bear in mind, how/where to find money, mail letters, accessing University computers and library, and a Maori welcome. You will also meet the coordinator of the Auckland Homestay program who will provide you with details about how to make the most of your home stay experience, what to expect, how to negotiate any difficulties that might arise and how to get help if this is needed. An orientation to the academic program will take place on the first day of classes.

Even with all this formal programming, do not expect that your orientation period will take only two or three days! Cultural orientation and adjustment is a long process. Some students may not feel truly settled until about half-way into the semester. This is normal and this is part of any cross-cultural experience. The key is to keep yourself busy, ask questions, and ask for HELP if you are

struggling emotionally. Professor Hussain and the staff of the university can only assist if they know you need something!

## 1.9 WHAT TO BRING

### CLIMATE

The first thing you need to know about New Zealand's climate is that its seasons are opposite to those in the Northern Hemisphere.

Summer	December to February
Autumn	March to May
Winter	June to August
Spring	September to November

New Zealand comprises two long thin islands that run north-south and, as such, there is a noticeable difference in the climates in the northern region of the North Island, which is sub-tropical, and the southern region of the South Island, which is temperate. Overall, however, New Zealand's is a very mild climate making it a pleasant place to be all year round.

Summer	Average maximum temperature: 20°-25°C (68°-77°F)
Winter	Average maximum temperature: 10°-15°C (50°-60°F)

### PACKING

How much to pack is our concern here, or rather: *How little to pack!* The rule of thumb is: pack light. Most students abroad do more walking than they do in several years in the United States, and often you are carrying your luggage, or a subset of it, around with you. Students who pack three suitcases are often sorry for it. There are several ideas out there about how not to overpack:

1. Pack up what you think you'll need, and walk around the block with it. Chances are you will decide on taking about half of that.
2. Or, trust the experience behind the above piece of advice, put what you planned to take abroad on your bed, and then remove half of it.

### WHAT TO BRING

Each individual will have her or his own tastes and habits, but the following is a suggested list of items to include:

- Light windbreaker
- Raincoat, ideally with a zip or button-in/out lining
- Fleece or sweatshirt
- Two skirts, dress pants for formal events or clubs for women
- One sport coat and tie for formal events or clubs for men
- Jean/trousers (3-4) – none sloppy as you may also wear to your placements
- Shirts/blouses, some short-sleeved, some long (5-7 in all)
- T-shirts/bras
- Underwear/socks (7)
- Shorts (2)

Sturdy walking shoes (most important item)  
One pair of dressier shoes  
Mid-weight sleep wear and slippers (important!)  
Bath towel/washcloth for excursions (1)  
Sleeping bag for excursions  
Travel alarm clock (battery operated)  
Earplugs (spongy ones are best)  
Enough prescription medication for the term  
    with your doctor's prescription  
An extra pair of glasses or contacts  
An umbrella  
Camera and film or extra memory card  
Laptop computer (optional, but see below)  
Money belt or pouch to wear under your clothes  
Cosmetics, toothbrush, sanitary items etc. (if you have brand  
    favorites, bring them)  
The essentials--passport and visa, traveler's checks, ISIC card  
    airline ticket (photocopies of these), credit cards  
This handbook  
Notebooks for journaling  
Any texts or academic materials Prof. Kelly requires (she'll be in touch directly about this)  
A gift or two (inexpensive) for your host family  
A few photos of family/friends from home to share with your new friends.  
A Newberry Award book or Caldecott Award winner for your New Zealand classroom

## WHAT NOT TO BRING

More luggage than you can carry on your own  
Expensive jewelry  
Expensive electronics that you are afraid will be stolen (petty theft is the most common  
crime affecting students abroad.)

Other things to keep in mind:

**Point 1: Most other countries have stores!** Most other countries have stores that sell things like toothpaste and socks. The brands might be unfamiliar to you, but they will get the job done. Also, you're going to want to do some shopping abroad for souvenirs, art, clothes, etc...so leave some empty space in your luggage.

**Point 2: Bring a day pack large enough for a weekend away but not so large you break your back.** You'll need a day pack to get your books/things back and forth around the city, and a 4000 cubic inch frame backpack is quite inconvenient for this! A lot of people forget this basic necessity. (If you do, see point 1!)

**Point 3: Choose the form of your luggage carefully.** Many students find the internal frame backpacks efficient for getting around since they can be worn instead of being dragged or wheeled (not nice on cobblestones or dirt roads!) But there are options for all kinds of people and all kinds of travel. You know what you like best...we really just want you to bring less.

**Point 4: Bring some nice clothes.** Check with the faculty director, a guidebook, or students, and they'll all likely tell you U.S. Americans are some of the most informal folks around. That means that

for most students going abroad, you'll be diving into a more formal culture with a more formal standard of attire. Shorts are great for hot weather, but (in Europe and Latin America, for example) are reserved for sport and certainly not for visiting cathedrals! In general, bring at least some dressy clothes with you. It never hurts to look "good"—just remember that this is culturally defined. (See the section on fitting in, as well.)

## PRESCRIPTIONS

If you have any medication you must take while you are abroad, please be sure that you have enough for the entire time you are away as it may be difficult to have prescriptions filled. Be sure to bring the written prescription (no photocopies) and a signed statement from your doctor if you have a particular medical requirement. Also, please notify the Center for Global Education before departure if you haven't done so already on your medical form. Immigration authorities may question medications in your possession and you should have proper documentation. Finally, it would be advisable to verify that a particular drug is not restricted in the host country (or others that you may plan to visit). Some countries ban certain drugs, even when prescribed by a doctor (for example, the drug Ritalin cannot be legally brought into some countries). The best advice is to be prepared and check either through your personal physician or through official government sources (such as the US State Department [www.state.gov/travel/](http://www.state.gov/travel/) or the Center for Disease Control: [www.cdc.gov/travel/](http://www.cdc.gov/travel/))

## LAPTOPS AND ELECTRONICS

The utility of having a laptop computer varies from program to program. As would be the case at HWS, you may find it convenient to have your own computer, but this is not required as the programs do their best to provide computer access to students. Having said this, for this particular program, previous students have STRONGLY recommended that you bring your laptop if you have one. But bear in mind that EVEN if you bring a laptop, this doesn't guarantee internet access. Some of your host families will have internet at home and be willing to let you "plug in". Others will not. Expect to access internet primarily from the University (NOT 24/7!!) or at internet cafes, which are easy to find.

If you do take a laptop, remember to thoroughly investigate whether you need a special power converter. Many countries operate on 220 volts (the U.S. is on 120). Many laptops have 120/220 switches that will allow them to work on European/NZ current without a separate transformer. These only need a plug adapter to allow you to plug it in. Ones that do not have a switch (which may be automatic: read your manual!) need a converter.

Please note that petty theft is the most common crime affecting travelers. Please do not bring anything without first considering the impact of it getting stolen, or the reality of having to worry about the safety of these possessions all the time.

Two general rules for all electronics: 1) bring copies of your receipts. If your equipment looks new, upon return to the U.S., you may be asked to pay customs duties if you don't have a receipt to prove that you didn't purchase it abroad. 2) we recommend you investigate insurance coverage for your electronic devices and other expensive items. They might be covered by parents' homeowners' insurance policies.

## JOURNALS

*Have you thought about keeping a journal abroad?* Many students write journals as a way of capturing and reflecting upon their experiences, even though some may have never kept a "diary" before. A journal (or diary) is a book of dated entries. The author can record experiences, dialogues, feelings, dreams, describe sights, make lists, take notes, whatever the writer wants to leave as documentation of his or

her passage through time. **Journals are tools for recording and interpreting the process of our lives.**

*Why should you keep a journal? Because a journal...*

- is a keepsake that will record memories that you'd otherwise forget.
- is a keepsake that will record the person you are now—and how you'll change abroad.
- is a way to interpret what you're seeing/experiencing.
- gives you something to do on long plane/bus/train rides or alone in cafes.
- helps you become a better writer.
- is a good remedy for homesickness.
- is a space where you can express yourself with total freedom.
- is a powerful tool of exploration and reflection.

For more about keeping journals, download the CGE's Writing to Explore Journal Handbook at <http://www.hws.edu/academics/enrichment/studyabroad/downloads/LearningtoExploreMarkII.pdf> from our website.

## DON'T BOTHER BRINGING...

Expectations: "Don't expect, accept," is a good attitude for students crossing cultures to have. How you set your expectations now will impact how positive of an experience you will have abroad. This means that you can do a lot now to help ensure you will get the most out of your program.

---

## How you set your expectations now will impact how positive of an experience you will have abroad.

---

Simply put, examine your expectations and be realistic. You are going to a different country. Expect that things will be different. You have no idea how many things will differ or in what ways, and of course you may well be surprised at how many things are similar. But for now expect that *everything will be different*.

Believe it or not, notions of the "right way of doing things" are entirely cultural and relative. Efficiency, manners, punctuality, customer service and "the rules" do not mean the same thing in different countries. Germans might be meticulously punctual. Italians might operate under a different conception of time (and being "on-time".) The point here is not to draw national stereotypes but to understand that different countries organize things differently, and not all of them work well from the U.S. American's point of view. So don't expect people in your host country to define these terms in the same way as you do. Expect to run into bureaucracy, but do look at how the people around you react to these things, and follow their lead.

You'd be surprised how ingrained our expectations are. We don't see them as culturally-determined; rather, we see them as part of "the right way of doing things." So you will get frustrated. Expect that too. But keep telling yourself that things are different, and remember that it's not the local people's duty to meet your expectations—it's your duty to adjust yours to what is considered right and reasonable locally. "Don't expect, accept."

## SECTION 2: Studying and Living Abroad

## 2.1 ACADEMICS ABROAD

There is much to learn outside of the classroom. Nevertheless, study abroad is also fundamentally an academic endeavor. No matter what *your* goals and expectations might be, the Colleges also have expectations of *you*. These include the expectation that you will take all of your academics abroad seriously and that you will come prepared, meet deadlines, read assignments, write papers or exams with care, etc. Having said that, as study abroad programs are uniquely well-suited to non-traditional learning (i.e. experiential learning such as field-trips, internships, or field research), you will likely find that you have never had so much “fun” working so hard. The key, however, is to realize that if the fun comes at the expense of learning, you will likely be very dissatisfied with the final results. The sections that follow are designed to answer the most commonly asked questions about academics and study abroad.

### COURSES

All of you have registered for four courses to be taken in Auckland:

AUCK-200-99 1.00 NEW ZEALAND: INTERDISCIPLINARY STUDIES  
AUCK-220-99 1.00 MAORI CULTURE  
AUCK-450-99 1.00 SCHOOL INTERNSHIP  
EDUC-377-99 1.00 EDUCATION & DIVERSITY: NZ and the U.S.

Professor Hussain will teach “Education and Diversity: New Zealand and the U.S.” and your courses on Maori Culture and the interdisciplinary course on New Zealand will be delivered by members of the faculty of the University of Auckland and native New Zealanders, whether Anglo, Maori or Pacific Islanders, as arranged by the Faculty of Education. Your fourth class is the school internship with the accompanying weekly seminar. Internships/school placements meet all day on Tuesday and Wednesdays. Your other three classes will meet Mondays, Thursdays and Fridays except when excursions are planned through the weekend.

You should expect to adapt your learning style to the host country instructors, not the other-way around (although Professor Hussain and Professor Hope, our contact at the U Auckland school of Education, are there to help with this). There IS a different approach which you will find in New Zealand and you cannot reasonably expect your instructors to “teach American” just because you are most comfortable learning that way.

### GRADES AND CREDITS

If you are studying on any HWS program at any destination, you will be required to carry a full course-load and you will receive letter grades for your work which WILL be computed into your HWS grade point average and will be posted on your permanent transcript. A full-time course load on our programs abroad is four courses. If you have not been directed otherwise, this is the load you should expect to take unless there are truly unusual circumstances that would necessitate a course overload. In most cases, the fifth class would be an independent study that you arrange directly with a faculty member here on campus and which you can complete via email/internet correspondence. You would also need to consult with Professor Hussain to ensure that nothing you are arranging back home interferes with obligations you have in New Zealand. If you can work this out, you should petition to your Dean’s Office (with a copy to the CGE office) for permission to take an unusual course load, outlining the five classes you’d like to take and why you wish to overload. If your request is granted, the Dean’s Office will notify you and the CGE office and we will then facilitate your enrollment in the extra class. As would be the case on the HWS campus, there is no extra (tuition) charge for the fifth class, but you are also obligated to complete the course once you begin it.

We encourage you to undertake coursework in areas that would be unavailable to you here on campus. However, if you have any concerns that this could unduly affect your GPA, be aware that you may select any course outside your major on a credit/no credit basis, simply by notifying the Registrar at HWS during the first eight weeks of class.

## ACADEMIC CULTURE AND STANDARDS

As is the case on campus, there is no single “standard” or classroom culture abroad; each professor will run his/her own classroom his/her own way and your job, as the student, is to adapt to his/her expectations and teaching style. This having been said, there are some general statements that can be applied to most classroom settings outside the United States. Here are some of the most prevalent and most pressing that may affect the classroom “culture” you will experience and to which you must adapt if you will have any professors from the host country.

- 1) Learning is YOUR responsibility, not your instructor’s. It is much less common abroad for a faculty member to seek you out if your work is deficient, your attendance is unsatisfactory or your understanding of content inadequate. Faculty abroad expect that you will ask for help if you need it – and if you don’t then you should be prepared for the consequences. You will therefore need to be keenly aware of faculty expectations, especially for the AUCK-220-99 class which is taught by four different instructors.
- 2) Assessment (i.e. graded papers or exams) is less frequent and therefore each grade counts – a lot. In the U.S., we’re accustomed to frequent assessment and feedback. You normally receive a paper back with lots of comments. A first exam is usually returned before the second exam is given. This is NOT always true abroad. If you feel uncertain about how you are doing, make a point of sitting down with the professor to ask where you stand. For some classes the ONLY assessment may be in the form of a final paper or exam. Be sure you are prepared!
- 3) Unlike here where assigned readings are often discussed in class, faculty abroad frequently provide students with a list of required readings and also some supplemental “recommended” readings to further illuminate some of the themes emerging in class. However, these readings may never be discussed explicitly nor are you necessarily assigned homework designed to demonstrate your understanding of the readings. Be forewarned: whether or not readings are discussed, if they are assigned they are fair game for exams. You are expected to do the readings, to understand them and to incorporate them into your thinking about a particular topic. If you feel that you’re not “getting” something, ask questions.
- 4) Grading standards may vary from those you’ve experienced in the U.S.. In some countries, an “A” is reserved for only the most outstanding or original work with “B”s or “C”s being more of the norm for students who have clearly learned the material but aren’t going the extra mile. Similarly, you may find that you are rewarded or penalized for different skills than are normally measured here. Some cultures place a higher premium than others on rote memorization, others want you to think independently, and in others you might be expected to draw upon a basic factual foundation that is assumed rather than explicitly taught. If you aren’t certain what a professor expects of you or what you can expect from him or her, ask for clarification. The Center for Global Education and its staff CANNOT change a grade once it has been assigned nor intervene in its determination.
- 5) In most societies, classrooms are run more formally than in the U.S. (there are a handful of exceptions) and the division between student and instructor is more marked. Unless/until you are told otherwise, here are a few basic “don’ts” about classroom etiquette:
  - Don’t eat or drink in class.
  - Don’t dress more casually than is acceptable for the culture.

- Don't shout out an answer without being called upon.
- Do not interrupt another student while s/he is talking, even if you disagree.
- Don't put your feet up on desks or other chairs.
- Don't address your instructors by their first names without being invited to do so.
- Don't enter a faculty member's classroom or office (other than for the scheduled class time) without knocking first.
- Don't challenge an instructor's grade or assignment. (You can and should ask for an explanation of how a grade was determined and what you can do to improve your performance.)
- Don't assume that "dissenting" or original opinions are equally rewarded on exams and papers. Find out whether you are free to develop your own ideas or if you must demonstrate understanding and ability to apply the faculty member's own ideas or themes.

## STUDENTS WITH LEARNING OR PHYSICAL DISABILITIES

Both the law and the custom abroad with regard to accommodation for special student needs are different than the law and custom here. If you have a physical or learning difference that requires accommodation, you should: 1) disclose this prior to embarking on the program abroad to find out about the accommodation that is available and how to gain access and 2) be prepared to find arrangements more ad hoc than they would be here on campus. If you are attending a program led by an HWS or Union faculty member, you can normally expect to receive similar accommodations as you would here for his/her particular class(es) (such as extended time on exams or access to a note-taker, etc.) but may not receive the same accommodation from host country faculty unless this is arranged and agreed to well in advance.

## 2.2 MONEY AND BANKING

The most important general advice we have regarding money is to **make sure you can access money in several different forms**. That way, if for some reason your debit card doesn't work at a particular ATM, you can use a credit card or traveler's checks.

We recommend that you carry a credit card as a source of emergency cash and credit. Visa is the most widely used outside the U.S. You may also use your ATM card or Visa/MC debit card if it has the Cirrus or Plus logos--don't forget that you will need your PIN number.

Do your homework. Here are some things you're likely to need to learn about each way to access money:

### CREDIT CARDS

Credit cards are useful in many countries now, and one of the advantages is that by using them, you'll be getting a competitive exchange rate. But, if you're going to be using a credit card abroad, make sure your card company knows about your trip. It's possible that they may cancel your card if they see lots of foreign charges all of a sudden. While you've got them on the phone, ask about any fees for using the card abroad for purchases or cash advances. Increasingly, we are seeing credit card companies charging steep fees for currency exchange or foreign usage. Also, make sure you have your pin number memorized before you go. This will enable you to get a cash advance from many ATM machines. NOTE: You can often get a credit card cash advance inside a bank, though they may wonder why you are not using the machine outside. Just make sure you have your passport for identification purposes. This process may take a while, but can be a saving grace in a financial pinch.

## DEBIT CARDS

Make sure your card is on one or both of the big international ATM systems, Cirrus or Plus, by looking at the back of the card or by asking your bank. Make sure you contact your bank to let them know you'll be abroad and ask about any fees for using ATMs overseas. Out of network and international currency fees are increasingly being added by banks. These can be as modest as \$1 per transaction (a great deal) or as hefty as \$30 per transaction! Shop around if your own bank has hefty fees and consider opening an account instead with a bank that is less punitive in its fee structure.

**Please be aware of your surroundings when you take out money from an ATM. This is a common place for theft so stay alert.**

## CASH

You will have a chance to change currency at the airport in Auckland when you arrive if you wish to have some immediate cash in your pocket. You may do so either at a bureau du change or by using your debit card at an airport ATM. If you have a membership with AAA in the U.S., find out if you can buy NZ dollars in advance through your local branch. Triple AAA foreign currency fees are very modest and this can be a convenient way to buy currency before you go.

## TRAVELER'S CHECKS

These are used less and less as credit and debit cards become more popular, but they are still useful in some countries and are far safer than carrying cash. Traveler's checks have tracking numbers on them that will allow you to easily cancel them and recoup your losses in case they are lost or stolen. You must keep these tracking numbers separate from the checks and several copies in different locations are recommended. You can sometimes pay establishments directly with these checks, but most often you must change them at a change office or bank. There is often a fee involved in cashing them, expressed as a percentage of the total or a flat fee.

We really recommend traveler's checks ONLY as a backup source of funds in the event that international money networks are down or your cash/credit card is lost or stolen. You will find them inconvenient to use on a regular basis. However, it's not a bad idea to bring along about \$200 (in relatively small denominations) in traveler's checks – just in case. If you don't use them while abroad, they're still "good" here in the U.S. upon your return.

## HOW MUCH MONEY DO YOU NEED?

Students and families always ask us to estimate the amount of funds that they'll need for personal spending in New Zealand. This is VERY difficult for us to estimate as "typical" student spending ranges vary so widely depending upon resources available and personal spending habits. Given the fact that all your basic needs are provided for and/or should have been pre-budgeted (see meals, housing below) and that the program pays for A LOT of group travel and tourist admission fees, you actually NEED (as opposed to will want) very little personal spending money. Thus, in addition to the \$800-900 you should plan to bring for food, for most students an extra \$1300-\$1,800 for personal/ discretionary spending should be adequate. This sum should still buy you that occasional night out or one or two extra weekend trips. Be forewarned, however! If you are a power shopper, expect to jet off to a new city or to Australia every weekend, or tend to consume alcohol or food at night, you will certainly spend a lot more. You'll also need more if you expect to stay on in the Pacific to travel after the program ends. Most students tend to spend however much they have (we seldom hear of students bringing money back home with them), whether this is \$500 or \$5,000 or even more. Our best advice is for you to sit down as a family and decide what you can afford and what you think is reasonable. Given that it is very easy to get money to you quickly if you underestimate (mom or dad can make a deposit at the ATM in the U.S.; you have access to the funds

within 24 hours), it's better to bring less and ask for more in a pinch than to re-mortgage the home up front. If you're on a tight budget and need tips, ASK us!

A quick word on exchange rates: At present (May 12, 2011), the U.S. dollar is strong relative to the NZ dollar, with one U.S. dollar buying \$1.26 NZ dollars. However, the cost of living in NZ is higher so you will still find that most of your actual expenses correspond fairly \$1 to \$1 or in fact cost more in New Zealand. Monitor the exchange rate in the months before your departure. If the value of the U.S. dollar is steadily declining you might want to consider buying some NZ currency in advance.

## 2.3 HOUSING AND MEALS ABROAD

U.S. Americans are used to large living spaces, lots of privacy, endless hot water and access to the telephone. Most people in the world do not have the same expectations and get by with (sometimes much) smaller spaces, have less privacy, take very quick showers, often turning off the water between getting wet and rinsing off, and use the telephone for only very brief communications. Often there are economic and ecological reasons for these differences.

One of the strongest aspects of the program in New Zealand is the family home-stays that are arranged. Your home stay family details will be sent to you via email about 10 days before your departure. These will include the names of the family members, ages, address, telephone number and a brief "bio" about the family/home where you will reside. Once you have received your host family's name and address, you may wish to look up the home's location relative to the University and other attractions in Auckland. Go to <http://www.wises.co.nz/> It has a feature where you can type in your location and destination and then it will give you directions, etc. Just type in your street name and suburb.

Past students have been very satisfied by the quality of their home stays. We expect this year to be no different. However, part of the success of your experience depends upon YOU. Be flexible. Be open. Be polite. Do not expect things to be as they are at home. Also keep in mind that the majority of our Auckland host families are not 'families' in the nuclear sense. Many are young couples without children, a single mom with a teen-ager, or a retired couple with children who are grown and out of the house (that's why they have an extra room to host you!). If a problem does arise during your homestay, we encourage you to try to address this directly with your family. If this does not resolve the problem, the staff from Auckland Homestays, the host-family placement organization will assist you in resolving it to everyone's satisfaction. Their staff are wonderful and previous students have found them very helpful in resolving any issues. Please do not take it upon yourself to make your own alternate arrangements.

It is a nice gesture to bring a little something from home to share with your home stay family. Gifts should not be expensive but should be representative of your home or region. For example, a student from Vermont might want to bring something with a maple theme, an upstate New Yorker might choose a "regional" memento from Niagara Falls or the Adirondacks or Finger Lakes, etc. The latest CDs are also a good idea (make sure your selection is suitable for a family perhaps with young kids or someone in their 70s). Keep in mind when choosing gifts that you CANNOT bring agricultural produce into New Zealand. So maple candy, homemade jams, upstate apples, etc will be confiscated at NZ customs.

You have been billed for a partial meal plan (2/3) which means that you will receive breakfast and dinner daily through your host family and/or from the program when you are on excursions and field-trips. You will be responsible for buying lunch daily both on school days and weekends. **You**

**should bring the 1/3 you're not being billed (approximately \$800) with you to cover these meals.**

### Laundry

Laundry service (2 loads per week) is provided for you on a weekly basis in your home stay. Please be flexible with the times and try and accommodate wherever possible a regular laundry schedule. If you need something in between, you should be prepared to hand wash it yourself.

### Telephones

Local phone calls are not free in New Zealand; **please** discuss this with your homestay family. Come to some arrangement about how you will pay for them. For long-distance calls, we recommend either that you have people call YOU or that you purchase a calling card/calling plan for New Zealand. (see also cell phones under Section 2.6 below) .Also discuss with your family how long you can talk. This is likely the only phone (and perhaps internet) line that they have for all.

Do not encourage your fellow students to telephone you at your homestay except for urgent reasons. Your host family's telephone number should never be given to casual acquaintances. Your family in the US should allow for the time difference – 16 hours. If it is 12:00 noon in New York it is 04:00 AM in New Zealand (the next day). When you do make or receive a call, try to keep the time to a minimum.

## 2.4 SERVICE ABROAD

U.S. Americans live in a service-oriented economy. We expect a certain level of service for our money. Many other countries have no similar service culture. Store clerks don't have to be polite and warm, although most are friendly. Wait-staff in most countries do not make their money from tips and so therefore do not feel the need to give you a lot of attention or deference. Remember that you expect what is normal, and what is normal for you is not necessarily normal for the local culture. The good side to this different definition of service is that you can often stay for as long as you would like at a café and the waiter won't bother you too often or urge you to leave. Locals are clearly okay with the quality of service at cafes and restaurants—they would have a different system if they were not. So accept it and look to the local people to help you figure out how to get your check. Tipping is still appreciated, of course.

## 2.5 EMAIL ACCESS

Email has become such a part of student life in the United States that many students abroad are appalled by the lack of easy email access. So take note: email/internet access is not as universally available as it is in the U.S. Don't expect to be able to log in from home. Some of our host families do not have internet and then another portion of those who DO have it are unwilling to provide you with access except in very limited situations. (The reason for this is not stinginess, but that in NZ many families are billed for internet based upon usage, i.e. how many bits and bytes are used, rather than paying a flat monthly fee. A student in the household who spends hours emailing friends from home can double or triple the family's regular bill).

Don't expect unlimited access at U Auckland which is NOT a 24/7 service campus. You may have to rely on internet cafes for off-hours. In some cases you may have to revert to that old stand-by,

snail mail. For the most part, however, you will find internet access at the university to be adequate for your needs.

## 2.6 CELL PHONES AND COMMUNICATIONS HOME

Many students and families worry about having easy access to telephone or other easy communication home. In every case, either at your home stay or in your residence hall or apartment, you will be provided with a telephone number for emergency use and your parents(s)/loved ones can reach you there should a pressing issue arise. So you do not HAVE to have a cell phone. We have learned that many students feel strongly about having one, however. Under ISIC card earlier, we mention a cell phone/calling card option. Unless you have a “quad band” or “international/universal” cell phone, your U.S. cell phone will not work in New Zealand. You can certainly shop the internet for deals on rental or purchase of international cell phones and calling plans. But we have learned from experience that most students will come out ahead financially if you wait until you arrive in Auckland and purchase a cheap cell phone there. You can then either buy a NZ SIM card and buy more minutes as you need them, or arrange for a local calling plan. Both of these options are usually less expensive than buying an international phone and international plan in the U.S.

In most cases, incoming phone calls are FREE to receive and the people who are calling you can try to arrange a volume calling plan with their own provider for the country where you are studying. Essentially we recommend that you use your phone to make local calls to other students in NZ and arrange for your family and friends in the U.S. to call you.

Another way for people to call you cheaply is for them to download “skype” or “messenger” onto their computers at home or the office. Both of these are free downloads and only require a microphone for you to be able to talk – in real time – from computer to computer (if you have internet access) or from computer to your cell phone. The caller pays only 1.2 cents per minute and if you are using your cell phone those minutes are free for you to receive.

ONE WORD OF CAUTION about cell phones and computer ‘skyping’ or ‘messaging’: Both here in the office and in the study abroad field in general, many of us have noticed an increase in the number of U.S. students abroad who experience prolonged difficult periods of cultural adjustment. This appears to correlate in part with excessive cell phone or internet use. Although it might seem intuitive that calling home daily to check in or having constant email communication will ease the transition and help you feel at home, in fact it connects you ONLY to home and really inhibits normal integration with the host culture. You never leave your U.S. mindset and so the local culture continues to feel ‘weird’ or uncomfortable. The more frequent your communication with the people at home you miss, the less likely you are to establish meaningful relationships with the wonderful new people around you. So, students, THINK SERIOUSLY about limiting the frequency of your use. You might want to establish a ‘check-in’ schedule (say once or twice a week, on Sunday and Wednesday evenings at such and such a time) when you know your parents or significant other will be available and they know that you will be around and ready to talk. And then really try to stick to that schedule. Keep a journal to record all the many new things happening to you so you won’t forget them when you next chat with people at home!

## 2.7 TRAVEL TIPS

For some of you, your term abroad represents your first excursion out of the country and your first real travel experience. Some of you are already seasoned travelers, or at least seasoned *tourists*. A term abroad will open up to you many opportunities for further travel. Sometimes there are so many

choices it can be difficult to make decisions. It's worth thinking about what you'd like to do, and how you'd like to do it, before you go. Develop a strategy or philosophy to guide your travels. Perhaps you have two weeks to travel after your program. Do you plan a whirl-wind tour of 10 countries? Or do you choose one or two places to get to know well? Do you put the well-known cities and sites on your itinerary, or do you choose lesser-known, out of the way places? This is a good time to do some homework, too, reading guidebooks about the country you are going to and the surrounding region. Consider what is important to you, what kinds of things you think would make the best memories later on. You might want to make a list of things you hope to see and experience while abroad, or maybe you even want to make a detailed plan; or maybe you want to leave it entirely open and be spontaneous. But thinking about how you want to explore now will enable you to make better use of your time.

### AROUND THE CITY

The city you are studying in is your major entry-point into the study of the nation as a whole. This is one of the reasons we tend to name programs by both city and country (Auckland, New Zealand; Bath, England; Hanoi, Vietnam); we recognize that the city you live in is a major player in creating the sense of place you have. Students abroad can choose between two extremes, spending a lot of time getting to know every corner and nook the city has to offer, or traveling most weekends to other cities or even other countries. Recognize that there's a balance to be struck between these two extremes. But also recognize that weekend visits to other cities or countries will not offer the level of in-depth access you will get by regularly exploring the city you live in while abroad. One of the writers of this guide was struck when, at the end of his study abroad term in Seville, Spain (a gem of a city by all accounts) a fellow student asked him "what's there to do in this town?"

### FAMILIARITY AND TIME

Remember that around the world, most people don't move as often as U.S. Americans do. We're a very mobile society. Globally it is much more common for a person to spend his/her entire life in one city of one country. A result of this difference in mobility is that in general, people abroad spend much more time building relationships and friendships than U.S. Americans do. What this means for you abroad is that you might need to spend more time getting to know a place and its people before you become a "regular" at a café or life-long friends with your host family or local classmates. This reality is one of the reasons we suggest you explore your city and surrounding areas and save most of your major travel for after the program.

### AROUND THE COUNTRY

If you do travel during weekends outside of the excursions may be built into your program, consider limiting yourself to other cities in the country. This advice is especially relevant to students on language immersion programs. When learning a language in this style, taking a break entirely from it for a weekend will delay or even push back some of the progress you've already made. Traveling around a country and visiting its different regions and cities can give you a fascinating comparative view and a sense of the diversity of the place. Also, traveling in a country where you speak the language (even not very well) will always be a more in-depth experience than traveling through countries where you speak none of the language.

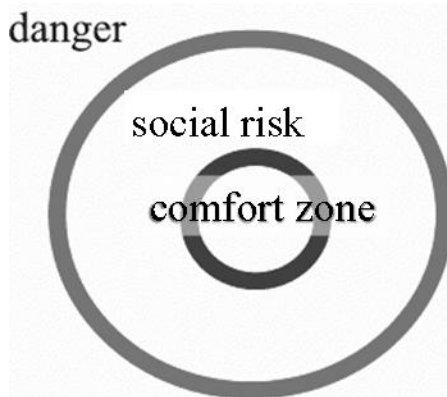
## SECTION 3: All About Culture

If you think back to your first year of college, you might remember both apprehension and anticipation. You were quickly hit with what you did not know—how to do your laundry, how to navigate the cafeteria, the necessity of having your I.D. card on you at all times, where to buy books,

how to succeed in a new kind of study...the list goes on. What you were going through was a *process of cultural adjustment*. You were learning the rules of a very new game; it took time, patience, and a willingness to watch, listen and learn. What you are about to experience abroad is roughly comparable in character to the transition you went through coming to HWS, but it will be far more intense, challenging and rewarding. It's the next step. Congratulations on choosing it.

How long will you be abroad? About four months? That's really not all that much time to fit in what many returned students would call the most significant and amazing experience of their college careers (if not their lives). You don't have much time to waste being homesick or being frustrated by the cultural differences you encounter. If you spend the first three weeks of your program disoriented and down, that's about 20% of your time abroad wasted. This section will help you understand what *intercultural adjustment* is all about, what you should expect to experience, and how you can actively work to make this process a vibrant learning experience.

You are about to encounter a culture that is typically much different from that with which you are familiar. The rules of the game will not be the same. Researchers of cross-cultural communication use several models to describe various aspects of the study abroad experience; this packet will guide you through them. You may not think you need this information now, but many students who have crossed cultures—and come back again—say that they are glad they knew about these ideas beforehand. Take this packet with you...our bet is that at some point in your time abroad, you'll pick it up again.



### 3.1 EXPERIENTIAL LEARNING

Much of the value of your study abroad program lies in the experiences of day-to-day living, the encounters and relationships you build with the people of your host country. The experiential learning model depicted to the left contains several key ideas that, if you keep them in mind, can help you get the most from your time abroad.

The experience of living amidst a totally new culture can be at turns exhilarating and frustrating. These frustrations can add up as you run into more and more differences between the culture you carry around with you and the host culture. One of the benefits of study abroad is this realization—that you actually carry America around with you. It's your comfort zone, a set of values, ideas, and manners, a language and a set of products. You've got to step out of this comfort zone if you want to truly have a great experience.

---

There's no way around this: If you want to really learn, you'll have to go outside of your comfort zone. And going outside of your comfort zone means taking a social risk.

---

A good rule of thumb for students abroad; if you're not feeling *uncomfortable*, you're not in much of a position to learn anything. *You haven't felt confident enough in your language to talk to the newspaper seller you pass every day, even though he looks like a character. You've felt too shy to go into that corner pub. You're lost—but rather than ask someone for directions, you fumble with a map. You pass the town square and people are dancing in traditional costume—what's the occasion? Your host family invites you to a familiar gathering—but your American friends have planned a day away at the beach. You're in class all day with foreign students and many of them look very interesting but they haven't introduced themselves to you.*

Stepping up to these challenges involves social risk and possible feelings of discomfort. But they all offer opportunity as well. There's much to gain, so take a chance!

## TOURISM VS. STUDY ABROAD

Most cities have their tourist attractions and these are great things to take in during your time abroad. But remember that most local people don't frequent these places. And remember too that the spaces where the local people live aren't frequented by tourists. There is a name for this: tourist infrastructure. Tourism is the largest economy on the planet. This infrastructure (with multi-lingual tour guides, menus in 12 languages, museums and historic sites and boutiques) is designed to do three things: make you feel comfortable, show you what most tourists want to see and separate you from your money.

If you understand the experiential foundation of study abroad, then you realize that this is not the optimal space for students studying abroad to spend their time. Tourist infrastructures in fact insulate the traveler from the daily life of the country (and the citizens that don't speak the tourist's language) and this is exactly what you should want to experience while abroad. So, as a student abroad and not a tourist, take delight in the simple pleasures of daily existence and really get to know your neighborhood and your city. Find a local hangout. Become a regular. Go to restaurants without menus out front in five languages (they're also often less expensive). Get to know the merchants, waiters, and neighbors you bump into every day. Play basketball or football (soccer to us) with the local kids. These experiences often have as much (or maybe more) to say than every city's "tall thing to climb" or sanitized "attractions".

## BREAKING AWAY

If you're abroad for a language immersion experience, hanging out all the time with other Americans will keep you from advancing your language skills. So too will missing out on activities because you have to wait around for your boyfriend/girlfriend to call for the second time that week. And: did you really travel halfway around the world to spend *all your time* with people you already know or talking to people at home? So take advantage of invitations from your host family, your language partner, or a foreign classmate. Go off exploring on your own or with one good friend.

---

It's okay to explore with an American buddy, but beware of the pack! Socializing only with other Americans will keep you from really getting to know the local culture and people.

---

Going abroad is about *breaking away* from what you know, so make sure you actually do that and don't live abroad in "Island America". There are two other related things that will keep you from actually experiencing what is going on around you: one is the easy accessibility of internet cafes, and the other is cell phones. Technology allows us to be connected with people far away with great ease, but remember that is often at the expense of connections with those immediately around us (not to mention actual monetary expense!)

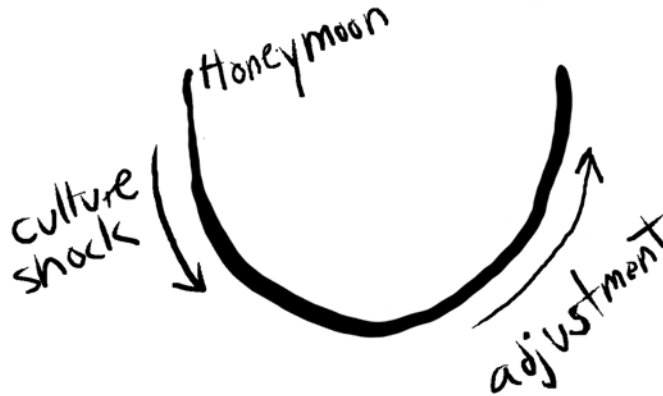
## "OH YEAH, YOU BLEND"

It's a famous line from *My Cousin Vinny*, a film about culture clash right here in our own country. But blending is what the characters try to do, and it's what you should do. Why should you try to blend? First and foremost, it's a great way to learn about the culture. To blend in first requires you to actually look at the people around you. You must become an ardent and keen observer of people's behavior, language, etiquette, dress and, in more general terms, the way people carry themselves and treat each other. Local people will appreciate your efforts to understand and adopt some of these

behaviors. It will show them that you respect and want to understand their customs and values. And therefore they'll trust you more, share more with you, and feel more of an immediate bond of commonality with you. You'll learn even more. Another reason you should try to blend in is safety. The reality is that foreigners are often the targets of petty crime or unwanted attention from the wrong kinds of people. Not sticking out in the crowd will keep you safer, and that bond of commonality will mean that local people will be more likely to look out for you.

### 3.2 ADJUSTING TO A NEW CULTURE

Just as you did when you entered college, you will go through a process of cultural adjustment abroad where you will learn to operate in a different cultural system, with different signals, rules, meanings, values and ideas. Your experience living in this host culture will change over time. Once the immediate sensations of excitement subside (*the honeymoon phase*), the experience of adjustment will likely be characterized by feelings of anxiety, stress, sadness, and fatigue, as things begin to seem very...*foreign*. This process of intercultural adjustment is often represented by the "u-curve", plotted below:



If you're studying in a non-English speaking country, your language skills will be quickly tested to their limit. You might not understand the local accent. You might not be able to communicate with the bus driver. Your host family's behavior may confuse you. You may feel fatigued at having to use the language so much, and finding it so difficult. This is normal and to be expected.

Many students who study in English-speaking countries go abroad with the mistaken belief that they will have no cultural adjustment to make. Beware! Don't mistake the superficial similarities of the countries for *sameness*. While the differences may seem subtle at first glance, closer examination often reveals very different attitudes, values and "norms". Unfamiliar social customs (etiquette), and colloquial expressions ("tube" for subway, "mate" for friend, "*cruc*" for good conversation) are just a few of the possible differences between countries that share the "same" language!

The truth is living in a culture different from your own is challenging and exhausting, especially early on in the process where almost everything is a mystery. What is happening is simple: you are realizing how different this new culture really is! And you are realizing that what you knew from before, what was familiar and comfortable to you, may not help you at all now. Some people call this "*culture shock*".

You may react to "culture shock" in a number of ways: you may find yourself favoring time alone, preferring contact with friends or family at home over contact with foreigners or fellow students, and perhaps as a sense of rejection of the host culture (hopefully, for your sake, temporarily!). Don't let this phase of adjustment forfeit an amazing opportunity to learn and grow! It is important to bear in

mind that the initial difficulties do wear off, and get much easier with active immersion in the culture that surrounds you. As shown on the U-curve, the initial low subsides as you become accustomed to the norms and custom of your host-country. This is called *adjustment*. Another note of good news: there are concrete strategies you can use to minimize emotional and social difficulties:

- \* **Take time to re-energize with your friends.** Don't feel guilty about hanging out and comparing experiences...you can do a lot of processing in these sessions. Just don't isolate yourself from the culture in that group.
- \* **Get out and explore.** Don't waste your time abroad in a mob of U.S. Americans! Strike off on your own, or pair up with a friend, be it another American on your program, your host brother or sister, or a local acquaintance you've cultivated. It's good to have someone to experience things with, bounce ideas off of, help out with language—but it's also good to explore on your own and see what life throws your way.
- \* **Narrow your world**—focus your efforts on a neighborhood, street or even a single place, and try to get to know that, using it as a window onto the rest of the culture.
- \* **Widen your world**—wander around the city or take trips to places you've never really heard of. Be curious and open to the possibilities around you. View unfamiliar things as mysteries to be investigated.
- \* **If you have a hobby or interest you pursued at home, pursue it abroad.** If you sang in a choir or played soccer, do those things abroad, too. You'll meet local people who share that interest! One student we know of brought her tennis racket to France; every other day she'd play tennis at the nearby university, and this social sport became her doorway into French culture, introducing her to many local people she would never otherwise have encountered.
- \* **Keep a journal.** Journals are powerful tools for becoming aware. You can focus on the changes going on within yourself, or you can focus your writing on what is going on around you, the weird and wonderful details of that culture, or both.
- \* **Write letters.** Letters can help you formulate your impressions and communicate your experience with others; just be careful, you could alarm family and friends unnecessarily if you write about your difficulties only and not your successes!
- \* **Set small goals for yourself every day.** “Today I'm going to buy a newspaper and conduct the transaction in the local language.” “This evening I'll accompany my host parents to their relative's home and see what happens.”
- \* **Read...**reading a book about the culture and civilization, be it a popular history or the musings of another traveler, can be relaxing and informative. It's great when what you read sheds light on what you see or experience every day.
- \* **Find a conversation partner.** In non-English speaking countries, many local people are seeking to practice their English. Set up meetings and spend half the time conversing in English and the local language. In English-speaking countries, take advantage of the shared language to really engage people in dialogue about local history and contemporary issues.
- \* **Be open to invitations!** One student reported back to us that she never felt like she had successfully lived in a place unless she had had dinner in a family's home and seen how normal people lived. In some countries inviting foreigners into one's house is an honor—for both the guest and the hosts!

You may have your down moments, but if you persist in trying, eventually the daily victories—when you have successfully adapted to one or another aspect of the culture—will start to outweigh the setbacks and frustrations. Over time, as you gain confidence in your ability to navigate through a different cultural system, as your familiarity with local norms, values, and attitudes grows, and as you start to see things from different perspectives, your adjustment will enhance the exciting and happy time you originally anticipated your experience abroad to be.

One final note: everyone experiences cultural adjustment differently. This is just a general model to help you visualize the fact that you will go through a process of cultural adjustment, and that this process will include ups and downs, good days and bad, and moments of alternating homesickness and elation at the new culture that is all around you.

### 3.3 CULTURE LEARNING: CUSTOMS AND VALUES

Before you go abroad, it's a good idea to start thinking about culture as being one part customs and one part values. As a person going abroad to immerse yourself in a different culture, you should be extremely flexible about your customs, that is, the little things that make up your daily routine, the way you do things, the level of service or quality of life you expect. You should, however, be more reserved about your values, that is, the core beliefs that are important to you. It won't hurt you to eat a food you are not accustomed to (notice the word "accustomed"?) but say, for example, your host-father makes a racist comment about the recent wave of North African immigrants. You shouldn't feel like you have to agree with him just for the sake of fitting in. Be respectful, but be true to your values, too.

There's a connection between customs and values, however; the values of a culture are often expressed in its customs. The café society of many Mediterranean countries suggests a certain value for comfortable social interaction, a relaxed view of time, and the idea that life should be savored teaspoon by teaspoon. So as you adopt new customs, take time to reflect on the values that underlie them, and examine your own values as well. Is there something in this culture worth taking back with you, making part of your own core values?

#### LOCAL CUSTOMS

##### EATING AND DRINKING

Food is one of the most important parts of any culture. Although we may have pushed eating aside in the United States, trying to make it fast and unobtrusive on the *real* concerns of our lives, for many cultures across the world, eating and food are still of central importance to family and social life. Be aware that many countries frown upon eating on-the-go and it is considered rude to eat food while you're walking across campus or down the street. Follow the examples of the locals: if you never see anyone else eating food as they walk, you can assume it is not appropriate. Following the logic above, a country's eating habits and customs suggest its values. Note the café example above; a simple cup of coffee has many facets of Mediterranean culture encoded in it. In Africa, to take another example, meals may be eaten with hands from a central bowl. Encoded in this is a statement about community, family and sharing. As a guest in another culture, you should be open to trying as many different new customs as you can, and this means kinds of food and modes of eating. But be realistic: don't expect yourself to eat beef if you're a vegetarian or down tripe soup for the fourth time if you really hate it. If you're in a home-stay, first and foremost, be honest on your application for housing. If you're a vegetarian, say so. If you can't handle cigarette smoke, write that. The programs we work with abroad will try to meet your needs as best as they can. But expect some compromises! Also, be honest and polite with your host families; probably not every family member likes the same kinds of food there, too. It should be a process of mutual discovery. But also try new foods. Experiment with menu items you can't necessarily identify. You never know what you'll discover. Bon appetit!

While alcohol consumption varies in degree and social context from country to country, it is safe to say that, in general, few countries consider the kind of drinking prevalent on American college campuses to be socially acceptable. Many countries do not have strict drinking ages and therefore

alcohol, not being illegal or taboo, isn't considered novel, and binge drinking is relatively rare. Many other cultures appear to have a much healthier relationship to alcohol than does society in the U.S..

Many English- and German-speaking nations, including NZ, enjoy pub life where people drink quite a bit; but the careful observer will note that 1) people drink more slowly than in the U.S. and 2) people are expected to hold their liquor. To be seen stumbling drunk is embarrassing, not funny. In these cultures, you may also note that, with the exception of pubs that are explicitly for the student population, there is a broader mix of people who socialize together. It is quite common in England and Ireland, for example, for young adults to go to the pub with dad and grandma or even with a young sibling in tow. So, conduct yourself in a way that is appropriate for a mixed age crowd.

A common practice in New Zealand is to "buy rounds". If you go to a pub with a group, one member of the group will ask everyone else what s/he is drinking and will then pay for all the drinks for everyone. Be prepared! If you accept the offer of a drink in such a scenario, YOU are expected to buy the next round for all. If your budget cannot handle this and/or if you know that you need to limit the total amount you consume, buy your own.

Mediterranean cultures value alcohol as a social lubricant and as an intrinsic part of meals. People will socialize in bars, but the careful observer will notice that the local people will space their drinking out over a large stretch of time, and eat small snacks in-between drinks. In this environment, it is not uncommon to leave drinks half-finished as there will be a lot of sampling over the course of the evening. If you finish everything, you'll normally drink quite a bit more than you might here.

In a number of Asian countries, most notably Japan, you'll probably be surprised by the quantity of alcohol consumed, especially within a short time-frame. You might even witness drunken behavior – within the confines of the bar or restaurant. But notice two important things: 1) this behavior ends when you cross the threshold from the bar to the street where drunkenness is NOT tolerated and 2) behavior that might be okay for a local is more likely to be disapproved of when displayed by a guest. Asians are very mindful of the differences between hosts and guests and each has explicit responsibilities to the other. In Japan you are likely to be showered with gifts and offers of hospitality by total strangers – which are okay for you to accept. In return, however, you must be certain that your own behavior is always seen as respectful.

Although you are all "legal" abroad, we strongly encourage you to drink responsibly and carefully abroad. Drinking too much leaves you more vulnerable to pick-pocketing and other petty crime and, in excess, will lead you to display behavior that may fuel anti-American sentiment. If you choose to drink, be very aware of the quantities you consume. Also note that alcoholic drinks in other countries, beer and hard cider in particular, tend to have a higher alcohol content per volume than their U.S. counterparts.

## SECTION 4: Safety and Health

### 4.1 SAFETY ABROAD: A FRAMEWORK

Take a look at the experiential learning model again. Notice that there's "social discomfort", and there's **danger**. Taking social risks doesn't mean putting yourself in harm's way. What you "risk" should only be embarrassment and a wounded ego, temporary feelings that wear off. You can rely on your good judgment to tell the difference between risk and danger much of the time: for instance, there's talking to the newspaper seller, and there's wandering through a seedy part of town alone in the middle of the night. One poses the kind of social risk we're encouraging, and one poses danger to your well-being.

Recognize, however, that there are instances when you **can't** sense the line between social risk and danger simply because you don't understand the culture. Sellers in the open market place follow you around. They seem aggressive. Are you in danger, or is this simply the normal way of doing things in your host country? Is there some kind of body language you can use to communicate that you're not interested? You can't know this unless you know the culture well. And to know the culture well, you need to get out there, learn, ask questions, and take social risks!

---

The best way to stay safe abroad is to be more aware and learn as much as you can about your host-country.

---

Statistically the crime rate in most overseas locations where we send students is lower than the typical US city. However, because there is often a large student population in many of the locations, students can be lulled into a false sense of security. Remember that with your American accent you will stand out and could be a target. Given that you will be in unfamiliar surroundings while you are abroad it is particularly important that you use your best judgment. Above all, be street smart: if you are going out at night try to go in groups and be aware of your surroundings. Look out for one another. You will be spending a lot of time in an urban environment so act accordingly. If something doesn't feel right, listen to your instincts.

Regarding your personal belongings, be sure to secure your important items (passports, traveler's checks, valuables) and to lock the door to your flats at all times.

## DANGEROUS BEHAVIOR

The following is behavior you should avoid while abroad:

- 1.) Don't give out the names, numbers, and addresses of other program participants.
- 2.) Don't invite new friends back to your quarters; meet in a public place until you know them better.
- 3.) Don't do drugs abroad (see below for why).
- 4.) Avoid American hang-outs (McDonald's, Hard Rock Cafes, etc.) and avoid being in large groups of Americans.
- 5.) Don't wander alone in an unfamiliar city where you don't know the good areas from the bad.
- 6.) Don't drink too much in public; it may make you look foolish and you be more susceptible.

## 4.2 HEALTHCARE AND INSURANCE

You can expect the standard of health care and treatment to be very high in New Zealand. The quality of service is excellent and the accessibility is equally so (and somewhat surprising to Americans raised on fears about national health insurance).

On insurance, many of you are covered by your parent's policy and have waived coverage by HWS. You are required to have insurance that is valid worldwide as a condition of participating in a program abroad. If you are using your own insurance make sure that you have the insurance card with you and that you know the phone number for international assistance. You will need to check with your provider for questions about coverage, deductibles, claims, and the like.

If you are an HWS student who has purchased either the HWS general Student Accident and Sickness Medical Insurance plan OR the HWS Study Abroad Insurance plan, then you have coverage

worldwide. **Please consult the appendix at the end of this handbook for specific information about how to use your coverage, where to get information, how to make claims and the like.**

Normally, you will have to pay for each office visit (\$20-\$40 NZ at the clinic) and obtain an official receipt of the treatment you have received with the date of treatment. Then you must present that receipt upon your return to Gallagher Koster or to your own provider for reimbursement. If you return for follow-up care to the same doctor later on in your stay, often there is no charge.

#### 4.3 WOMEN'S ISSUES ABROAD

*American girls are easy.* A special word to women going abroad: the sad truth is that some foreign men believe this stereotype to be true. How they may have arrived at this conclusion is not hard to surmise if you watch a little TV. What this means for you is that certain behaviors in public (drunkenness being a big one) may get you unwanted attention from the worst kinds of people. Again, blend in by watching the behavior of those around you and adopting it as your way.

#### 4.4 HIV

HIV is equally or more prevalent abroad and just as deadly as it is here. Sometimes Americans abroad lower their guard and engage in activities that they never would back at home, feeling somehow “immune” or “invincible”. Resist these thoughts! Also, in a different context, many Americans are unsure of the cultural cues involved or are unsure of how (or whether it is appropriate) to talk about sex. Don't let this uncertainty get in the way of your safety: get to know your partners, use a condom, and be aware of safer sex practices.

#### 4.5 DRUGS

Each year, 2,500 U.S. Americans are arrested abroad, 1/3 of these arrests for possession of illegal drugs. So here it is in simple terms: don't do drugs abroad. If you get caught doing drugs in another country you are fully subject to their laws (which are often more stringent than our own) and chances are good that you will spend time in prison, or worse: some nations have the death penalty for those found guilty of drug trafficking. Being a U.S. citizen gives you no special privileges. The U.S. embassy will not go out of its way to help you out. The Marines will not execute a daring amphibious landing to rescue you. And, HWS can do nothing to intervene other than to call your parents and advise them to hire an international lawyer – fast and at their own expense.

There are three key things to understand about this issue (drawn from a study of U.S. Americans in prison abroad by journalist Peter Laufer):

1. Most nations adhere to the Napoleonic code, which presumes the accused to be guilty until proven innocent.
2. Few nations grant bail between arrest and trial.
3. The State Department will rarely intervene to aid an accused or convicted American for fear of upsetting relations with the host country.

**DON'T DO DRUGS ABROAD!** Use of illegal drugs is, on top of everything noted above, grounds for being returned home to the US (to your parents' home – not to your college) at your own expense and normally at the forfeit of academic credit (and tuition dollars) for the term. If you are caught using drugs abroad by the authorities, the only assistance the Faculty Directors and your home campuses will provide is to refer you (and your parents) to legal counsel. We cannot and will

not intervene in matters between you and the local authorities. Breaking the law there is simply unacceptable and could be a decision you will spend a lifetime regretting.

## 4.6 TRAFFIC

Look both ways before you cross, cross in the cross-walk, obey the right-of-way rules. Traffic safety and the roles of drivers and pedestrians are deeply engrained in a car-oriented culture such as the U.S. When going abroad, it's important—essential—to understand that like everything else, traffic rules differ from country to country. For students studying in the United Kingdom, Ireland, Japan, Australia or New Zealand or South Africa, you have to remember to look **right** first because that's where the cars are coming from. This takes some getting used to! For students studying in the Germanic nations of Denmark, Germany and Austria, you have to understand that people in general follow the rules. Pedestrians do not jay-walk; they wait for the walk signal—even if there isn't a car in sight. In contrast to this are Italy, Spain, France and much of the developing world, where general chaos often rules and pedestrians are expected to make way for cars—in the crosswalk, in the middle of the street, even sometimes on the sidewalk. Beware!

A final word about traffic: given the differences in the traffic rules but also patterns and driving customs, we strongly advise AGAINST ever renting a vehicle and driving yourself while abroad. Public transportation in most nations is far better and more accessible than it is here. Use it!

## 4.7 POLITICS

Don't read the newspaper? Unfamiliar with what's happening in Washington or New York, let alone the events shaking Paris or Moscow or Delhi? You're in the minority. People around the world, by and large, know a lot about politics and spend a lot of time talking about it. Not just their politics, *our* politics. So it is very important to read up on what's going on in the country you're going to, and what's going on here, too. We can pretty much guarantee you that people will press you for your opinion of the current U.S. administration or the next stop on the globe-trotting war on terror.

You can learn a lot from talking politics with surprisingly well-informed foreigners. Some of you might, however, be on the receiving end of angry talk against the United States. Second to the surprise over how knowledgeable people around the world are about politics is how angry many of them are over U.S. policies. In general people are very good at distinguishing between U.S. Americans and the U.S. government, but in some cases you might feel the need to remind them of this distinction and to diffuse some of the anger by saying that you might not necessarily agree with the policy either. It's an instance where you'll have to use your judgment. As you re-examine some of your values over time, you might also find yourself questioning some of your political beliefs. And you might change other's minds as well. Eventually people all around the world will have to come to the table and talk out their differences...you might as well be in on it early.

# SECTION 5: Coming Back

## 5.1 REGISTRATION & HOUSING

### HWS Registration for Spring 2012

The Office of the Registrar no longer has any printed advance registration materials so you can expect to be notified via email about registration dates, courses, and procedures at the same time as

students who are on the home campus (end of October). You'll be notified of the need to consult with your advisor (electronically is fine) during advising week and then your advisor will clear you for on-line registration. Please note: advance registration dates will be sent to you but are likely to be during the first week in November. You should not be at any registration disadvantage due to your off-campus status. Be aware of time differences and remember that there may only be a small window of time for you to register, so plan accordingly. If it works out that registration overlaps with the dates/times of one of your excursions and that you will not have internet access during the designated dates, we will ask Prof. Hussein to confirm this and then will make arrangements for staff members in the Registrar's office to register for you. **Also, be sure to check before you leave HWS that you do not have a financial or administrative hold on your account or you may be unable to register.**

### **HWS Housing for your return**

Students going abroad in the Fall were invited either to co-sign for a room with a student going abroad in the Spring or can work directly with Residential Ed staff to have a room assigned. Everyone is guaranteed a place to stay on campus upon your return from abroad but if you do not co-sign you should be aware that choices will be limited.

Please note that only rising seniors will be considered for off-campus housing status and you must apply for off-campus approval by the same process as students on campus. **DO NOT SIGN A LEASE UNTIL YOU RECEIVE WRITTEN APPROVAL FROM RESIDENTIAL EDUCATION.**

## **5.2 REENTRY AND READJUSTMENT**

This information is designed to help you prepare for the transition back "home". It is organized into two themes: *Closing the Circle* looks at a few things you can do now to prepare for the next phase of your international experience, coming home (or reentry). *Opening New Doors* suggests ways you can keep your international experience alive and relevant, including information about some of the programs the CGE offers for returning students.

### **CLOSING THE CIRCLE**

Are you ready to leave this place? Have you wrapped up all your academics? Think back to all the times over the last few months (or in those months of planning and anticipation) that you said "before I leave I'd really like to..." Now's the time to review this list and see if there's any way to fit a few more of these things in before you go. We hope this will ignite a lifetime passion of travel and intercultural endeavor on your part, but although many students say they will return to their host country again, in reality most do not. So get out there while you can and have as few regrets as possible.

Think about all the photographs you've taken over the last few months. Did you really photograph everything that's important to you? How about what you see on your walk to class every day? Or your host-family? Do you have a photograph of your favorite café or restaurant, or your host-country friends? Don't end up with a thousand pictures of churches, temples or castles and none of the things that make up your day-to-day life, because it's those commonplace details you'll think-and talk-about most when you're back.

---

An idea: do a “day in the life of” photo-shoot. Photograph your whole day from morning till night, so you can visually answer the question “what was a typical day like”.

---

## PACKING UP

Remember the airline weight limits you worried about before you left? They still apply. Check with your airline if you don't remember what they are. Now might be a good time to ship a box home if you can. Remember that you'll likely be tired on the way back, and that jet-lag tends to be worse coming home than going away.

Now might also be a good time to pack up some things you wouldn't have thought about bringing home otherwise. Think of the food you've (hopefully) grown to love over the last couple of months. Is there anything you'd like to share with your family, or just have at home for a taste of your host-country on those days when you're missing it? Are there any recipes you'd like to have? Now's the time to ask about them and write them down.

Other things you might want to pack up include memories. If you've been keeping a journal, the last few weeks are a great time to reflect on your experience. The times in peoples' lives that are characterized by change often have a crisper quality to them; every experience seems to be imbued with a deeper meaning. Try to capture this in your writing.

Ask yourself some questions:

- What did I accomplish while abroad?
- What did I learn about myself?
- What did I learn about this country?
- What friends did I make, and what did they teach me?
- What will I miss the most?
- What am I most looking forward to?
- What does this experience mean for my future? Will I live differently now?
- What did I learn about my own country and culture while abroad?
- Do I want to return to this place? What have I left undone?

You'll want to ask yourself these questions again after you've been home for a while, but thinking about them now can be rewarding and can help you put a little closer on your experience.

## COMING HOME

The first (and often surprising) thing to know about coming home is that in many ways you will feel like you did when you arrived in your host country a few months ago: exhausted and excited. Probably it will feel as great to be home as it felt to be in your host country for the first few days, though for different reasons. You'll enjoy some home cooking, calls from old friends, and telling your family about your experiences.

But, just as your initial elation at being in a new and excited place was tempered by a realization at how foreign and unfamiliar it felt, your honeymoon period at home may also start to not seem totally right. Things that you expected to be familiar may now seem quite alien. Your ears might find it weird to hear English being spoken everywhere. You might think your family throws too much away. You may balk at spending \$50 for a meal out when you know your host family lived off that much for a month. The abundance in the supermarket may stop you in your tracks, as you have become used to getting by with less. You may be dismayed at how fast-paced US culture is, or frustrated at

how little people actually want to hear about all your experiences (or look at all your pictures). You may not experience every single one of these things, but most of you will experience some of them. The most important thing to realize is that this is totally normal, and the ups and downs you're experiencing constitute what is frequently called "reverse culture shock". It actually often gets mapped just like the U-curve:



The most important step in being ready for reverse culture shock is to expect it, and to realize that most of it is caused not by changes in home, but changes in you. You won't know how far you've come until you can reflect on the journey from the place you call(ed) home. This is actually a great time to not only learn about yourself and how you've grown while abroad, it's also a great time to learn about home from a far more objective perspective than you've ever had before. Lots of students come back saying that they never felt more American than when they were abroad, and never more foreign than when they were back in the US.

The first thing to do is relax. Like culture shock the first time around, you'll get through this, and end up stronger for the experience. You'll have your ups and downs, good days and bad. Some of the same coping skills you used to get yourself through the low points while abroad will serve you well here—reflect in your journals, keep active, rest and eat well, explore your surroundings with new eyes. Soon you will have adjusted, though we hope that you're never quite the same as you were before your experience abroad!

## OPENING NEW DOORS

While the last section dealt with things you needed to address while still abroad, this section examines your (new) life at home and back on campus. And while we encouraged you to put some closure on your experience abroad, now we're going to suggest you take the next step—figuring out what doors have opened to you as a result of your experiences. We've posed a series of questions below with some information as well as suggestions where you can find out more.

### **DO YOU WANT TO STAY INVOLVED WITH STUDY ABROAD?**

Get involved. Talk about your semester abroad in your classes. Make a zine about it. Come to Away Café and tell a story that crosses borders. The students who continue their international experiences often go on to international careers, or exciting opportunities like Peace Corps or the Fulbright Program. To start with, consider becoming a *Global Ambassador*. Ambassadors help the CGE represent programs to prospective students at admissions events, general information sessions for study abroad programs, and general and program-specific orientations, as well as tabling, and talking to classes. Contact Doug Reilly at [dreilly@hws.edu](mailto:dreilly@hws.edu).

### **DO YOU WANT TO KNOW MORE ABOUT THE COUNTRY YOU STUDIED IN?**

Talk to your advisor, the faculty director of the program or anyone at the CGE; we'll help you find courses that may build upon your experiences. You can also consider an independent study; talk to your academic advisor to find out more. Some students focus their honor's thesis on their country of study as well.

**DO YOU WANT TO LEARN MORE ABOUT INTERNATIONAL CAREERS?**

Maybe you think you'd like to make travel a part of the rest of your life. Maybe you'd like to spend a few years after graduation traveling or working abroad before settling down. Career Services and the Center for Global Education present an International Career Workshop every semester. In addition, please visit Career Services and the CGE and learn about some of the many options!

**DO YOU WANT TO PUBLISH YOUR WRITING, ART OR PHOTOGRAPHY?**

There are several opportunities available to you. There's a yearly photo contest, usually held in the Spring semester, and the CGE curates a gallery space on the third floor of Trinity Hall called the *Global Visions Gallery*. *GVG* hosts individual and group shows, with the goal of opening a new show each semester. If you have an idea for a show, see Doug Reilly. There's also *The Aleph: a journal of global perspectives*, published every Spring by the Center for Global Education and an editorial board of students just like you. To submit your work to the Aleph or learn more about the editorial board, email Doug Reilly at the CGE at [dreilly@hws.edu](mailto:dreilly@hws.edu).

**DO YOU WANT TO SHARE YOUR EXPERIENCES WITH FELLOW STUDENTS?**

Learn about becoming a paid Programming Assistant (PA) with the CGE and help orient other students going abroad, help the CGE develop on-campus programs aimed at making HWS a more culturally-diverse place, and help us out with programs like the photo contest, *The Aleph*, and International Week.

**DO YOU WANT TO MAKE A FILM ABOUT YOUR EXPERIENCE ABROAD?**

Doug Reilly at The Center for Global Education has been regularly offering a Reader's College on digital storytelling. Students meet each week to eat, tell stories, learn about making films, and actually make their own three-minute digital story. This is a great way to both process your experience and also create a statement about it that you can share widely. Contact Doug Reilly at [dreilly@hws.edu](mailto:dreilly@hws.edu) for more information.

**DO YOU WANT TO TALK ABOUT YOUR REENTRY EXPERIENCE?**

The staff of the CGE love to talk about study abroad. Most of us have studied abroad ourselves - that's why we do the work we do today. Make an appointment with one of us or just drop in - if we're available, we'd be more than happy to hear about your experiences. It helps us learn how students perceive our programs, and it gives you a chance to talk to someone who understands.

Our hope is that you'll take advantage of one or more of these opportunities.

CENTER FOR GLOBAL EDUCATION  
THIRD FLOOR TRINITY HALL  
315-781-3307

## APPENDIX 1.

### HEALTH INSURANCE INSTRUCTIONS FOR HWS STUDENTS WHO HAVE PURCHASED THE GENERAL HWS STUDENT ACCIDENT AND SICKNESS INSURANCE PLAN:

**Be sure that you bring your health insurance ID card from Gallagher Koster with you abroad.** On it is your name, the group policy number and information for medical providers. Note that you will not be able to access the toll-free number on the card from overseas. So, if you need to speak with the insurance company, either have your parent(s) call the toll free number for you 1-877-320-4347 OR use the internationally accessible number : 1-617-769-6092 (call collect) or use customer service email contact: Live Chat” or email Customer Service through [www.gallagherkoster.com/HWS](http://www.gallagherkoster.com/HWS).

Every attempt will be made to contact your parents/emergency contacts by the program director abroad if hospitalization or surgery is necessary. In the most extreme cases, your insurance provided by your policy will cover the cost of evacuating you to the U.S. or nearest suitable location for treatment if adequate care isn't available on site.

If you use the clinic at the local university OR if you are referred to a doctor outside of the campus, you will usually have to pay up front and put in a claim for reimbursement later. Keep in mind that there are deductibles and co-pays and when overseas you will be reimbursed at the Out of Network rate. To file an insurance claim for payment you must have bills, receipts and all detailed documentation of diagnosis and treatment that your doctor or other provider gives to you upon admission and/or discharge. If the itemized bills are in a foreign language, you should submit them along with a translation into English (ask your program director for help with this) and should include a cover letter indicating that you are seeking reimbursement for services already paid during your term abroad. Put your name, home address, ID number and HWS College on all bills and documents. You must also use Claim forms. Forms and instructions for filing them can be found online at [www.klais.com](http://www.klais.com)

You will also be covered for emergency medical evacuation, repatriation and travel assistance services through On Call International, the 24 hour worldwide assistance service. Any services not arranged for in advance by On Call International will not be considered for payment. You can reach On Call International at 603-898-9172.

BEFORE you depart the U.S., we strongly recommend that you give your parent(s) Power of Attorney and also that you sign a release authorizing them to speak with medical providers and insurance coordinators on your behalf if you think you would find their assistance helpful as you seek care abroad and/or file claims. Otherwise, their ability to assist you may be limited due to medical privacy laws which are just as restrictive abroad as they are in the U.S. for patients over 18 years of age.

For more information about your HWS Student Accident and Sickness Insurance Plan go to: [www.gallagherkoster.com](http://www.gallagherkoster.com)

**INSURANCE INSTRUCTIONS FOR HWS STUDENTS WHO WAIVED THE GENERAL  
INSURANCE PLAN BUT WHO HAVE PURCHASED THE STAND ALONE STUDY  
ABROAD INSURANCE PLAN:**

**Be sure that you bring your health insurance ID card from Gallagher Koster with you abroad.** On it is your name, the group policy number and information for medical providers. Note that you will not be able to access the toll-free number on the card from overseas. So, if you need to speak with the insurance company, either have your parent(s) call the toll free number for you 1-800-243-6124 OR use the internationally accessible number : 1-202-659-7803 (call collect) or use customer service email contact: [OPS@europassistance~usa.com](mailto:OPS@europassistance~usa.com). In some cases, if OPS has helped you to arrange your medical appointment in advance, they will pay the doctor directly. Normally, you will have to pay for each non-emergency office visit yourself, however, and obtain an official and detailed receipt of the treatment you have received with the date of treatment. Then you must present that receipt to the insurance company for reimbursement. You should make sure all itemized bills and receipts are accompanied by a translation into English and you should include a cover letter indicating that you have already paid for these services and are seeking reimbursement. Include your name, address, ID number and college name on all bills and documents. Claim forms and instructions for filing them can be found on-line at [klaisclaims@klais.com](mailto:klaisclaims@klais.com), 1-877-349-9017 (from the U.S.) or 1-617-769-6052 (from overseas).

In case of emergency, you will be treated first and billed later. The program does have some preferred care providers who are English speakers so if you have a specialized need we strongly encourage you to contact the customer service telephone or email contact first and have them help you arrange for treatment. They can then advise you whether you need to pay and be reimbursed or whether direct payment from the insurance company to provider can be arranged.

Every attempt will be made to contact your parents/emergency contacts by our program directors if hospitalization or surgery is necessary. In the most extreme cases, your insurance provided by your policy will cover the cost of evacuating you to the U.S. or nearest suitable location for treatment if adequate care isn't available on site.

BEFORE you depart the U.S., we strongly recommend that you give your parent(s) Power of Attorney and also that you sign a release authorizing them to speak with medical providers and insurance coordinators on your behalf if you think you would find their assistance helpful as you seek care abroad and/or file claims. Otherwise, their ability to assist you may be limited due to medical privacy laws which are just as restrictive abroad as they are in the U.S. for patients over 18 years of age.

For more information about your student study abroad medical insurance plan, visit the plan's website: [www.gallagherkoster.com](http://www.gallagherkoster.com).