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SECTION 1: Nuts and Bolts

1.1 CONTACT INFORMATION

ADDRESS, PHONES AND FAX OF AFFILIATE HOST INSTITUTION IN AUSTRALIA

Louise Keller
International Admissions Officer (Study Abroad Programs)
James Cook International Office
James Cook University
Townsville QLD 4811
Australia
P: +61 7 4781 5410
F: +61 7 4781 5988
Email: Louise.Keller@jcu.edu.au

24/7 emergency number: 07-478-15555 (within Australia)
When calling from the U.S. 011-61-7-478-15555

EMERGENCY NUMBER AFTER HOURS/WEEKENDS: 315-781-3333

Hobart and William Smith Colleges
Thomas D’Agostino, Director
Center for Global Education
Trinity Hall 3rd Floor
Hobart and William Smith Colleges
Geneva, NY 14456
315-781-3307
315-781-3023 FAX
Tdagostino@hws.edu

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

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

Sharon Walsh, Short Term Programs Coordinator
(same address, phone and fax)
e-mail: walsh@hws.edu
Contact for: Info on short-term/summer programs

Sue Perry, Office Support Specialist
(same address, phone and fax)
e-mail: cgestaff@hws.edu
Contact for: Paperwork, general inquiries
1.2 PROGRAM PARTICIPANT LIST

Spring 2014

<table>
<thead>
<tr>
<th>Townsville/Cairns</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mitchell, Caitlyn</td>
<td><a href="mailto:CM4304@hws.edu">CM4304@hws.edu</a></td>
</tr>
<tr>
<td></td>
<td>Norrgard, Haley</td>
<td><a href="mailto:HN5826@hws.edu">HN5826@hws.edu</a></td>
</tr>
</tbody>
</table>

1.3 TERM CALENDAR

Spring 2014 – this is called “Study period 1” in Australia

<table>
<thead>
<tr>
<th>Event</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrival service</td>
<td>10 – 16 February</td>
</tr>
<tr>
<td>Latest departure from the U.S.</td>
<td>14 February*</td>
</tr>
<tr>
<td>Latest arrival in Australia</td>
<td>16 February</td>
</tr>
<tr>
<td>Orientation</td>
<td>17 – 21 February</td>
</tr>
<tr>
<td>Classes begin</td>
<td>24 February</td>
</tr>
<tr>
<td>Mid-semester recess</td>
<td>14 – 18 April</td>
</tr>
<tr>
<td>Classes end</td>
<td>30 May</td>
</tr>
<tr>
<td>Study week for exams</td>
<td>2 – 6 June</td>
</tr>
<tr>
<td>Exam period</td>
<td>9 – 20 June</td>
</tr>
<tr>
<td>Exams finished/fly home</td>
<td>21 June</td>
</tr>
</tbody>
</table>

*You may arrive in Australia any time during arrivals week but you should plan to be there at least a day or two before orientation begins to give yourself time to get over jetlag. Note that it will take you TWO days to get to Australia from the U.S.

1.4 ACCEPTING YOUR OFFER/FINALISING ADMISSION

After you receive your admission from James Cook University (usually via email) you will be asked to return several forms to them. These include an enrollment form accepting your place at the university, prompts to apply for housing and some other forms. You MUST return these in order to finalize your admission status and to receive a “Certificate of Enrollment” which is required before you can apply for your Australian visa. Please return all materials to Louise Keller at JCU directly. If you have questions, ask Amy Teel at the CGE. You will not be able to apply for your housing on campus or obtain your student visa until you have completed all paperwork with JCU and have been issued a student authorization number.

1.5 PASSPORTS AND VISAS

By now you should have your passport in hand. Your visa will be issued by the Australian government electronically after you have completed an application on-line and paid the visa fee (about $600). While the Australian visa process is VERY expensive, it is not particularly difficult. Note that the documents required for the visa include a copy of your offer letter from the university, proof that you have the requisite health insurance from the Australian government (called OSHC – and this is covered by your HWS tuition and should be referenced in your admission letter), proof
that you can pay your university housing fees, and in some cases proof that you are in good health. It shouldn’t take more than two weeks at most to secure your visa which is issued electronically. Once the visa is issued, we strongly recommend that you make two copies of your passport ID page and the visa approval notification from the Aussie government. Bring the copies but keep them in a separate location from the originals. Leave another set at home with your parents in a safe location. If in the unlikely event the originals are lost or stolen, it is much easier to replace them if you have good photocopies. If both the originals and copies you bring with you are lost or stolen the copies from home can be faxed so that everything can be replaced.

The visa application is now done on-line initially. Once you have completed your on-line application you will be asked by the Australian Embassy to mail in or scan in any additional documents that are required. These might include bank statements to prove financial solvency, medical records if they are concerned about your health history and public health risks it poses, or police records if you have a history of arrest or other ‘flags’. For most U.S. citizens, the process is relatively painless and benign. Detailed instructions about how to apply for the visa have been provided to you by JCU along your admission packet. If you still have questions, show the materials to Amy Teel at the CGE and she’ll help you figure out what needs to be done, when and how. Make sure you apply no less than a month before you need to be in Australia, however, just in case anything needs to be corrected or clarified.

1.6 INTERNATIONAL STUDENT IDENTITY CARD (ISIC)
You may want to purchase the $25.00 International Student Identity Card (ISIC). This card provides coverage for a lost passport, baggage delay, etc and entitles you to student discounts in most countries. This card also provides emergency evacuation and repatriation which you are required to have— and this coverage is NOT included as part of the health insurance you will need to purchase through James Cook University (JCU) in Australia, so we recommend that you buy this card to get the extra coverage. Order the card online at http://www.myisic.com/.

Finally, if your passport is lost or stolen, you will be eligible for special replacement services which will expedite the process and pay for a new passport. Be sure to make a photocopy of the card in case you lose it; the cost of replacing it will be covered by ISIC as long as you have the ID number and issue date from the card, although you will need to pay for the new card up front and put in a claim for reimbursement. Some students have reported that they were able to change currency with no fee when they showed their ISIC card, so do ask about this when changing money. The ISIC card is also a pre-paid Mastercard so you can add money to it if you’d like to and use it up to the value on the card. Order the card online at http://www.myisic.com/.

Finally, if your passport is lost or stolen, you will be eligible for special replacement services which will expedite the process and pay for a new passport. Be sure to make a photocopy of the card in case you lose it; the cost of replacing it will be covered by ISIC as long as you have the ID number and issue date from the card, although you will need to pay for the new card up front and put in a claim for reimbursement. Some students have reported that they were able to change currency with no fee when they showed their ISIC card, so do ask about this when changing money.

1.7 VOTING FROM ABROAD DURING ELECTION YEARS
If you are not already registered as a voter in your home state (or in Geneva, NY), you can register before you leave the U.S. so that you are able to vote by absentee ballot while abroad. Most states now offer voter registration at the local Department of Motor Vehicles. You can register EVEN if
you can’t drive! Please see section 4.8 of this guide for more information on obtaining an absentee ballot once you are a registered voter.

**1.8 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.

**1.9 TRAVEL DATES**

**FLIGHTS**

As soon as you receive your admission notification you can book your flight. There are often decent student rates on [www.studentuniverse.com](http://www.studentuniverse.com) and [www.STAtravel.com](http://www.STAtravel.com) or you can work with Jeff Osborne at Jeff’s Travel Port 484 Exchange Street, Geneva NY  315-781-0265  800-536-5333

You may arrive in Australia any time during arrivals week but you should plan to be there at least a couple of days before orientation begins to give yourself time to get over jetlag. Note that it will take you TWO days to get to Australia from the U.S. and on the way home you will arrive only a little while after you leave given the international date line and the time in air.

**PLANE TRAVEL**

The flight over is not too bad; you will be over the Pacific at night time. If you can sleep for several hours, you should not be too jet lagged because you arrive in Australia in the morning. Avoid consumption of alcohol as this will exacerbate both dehydration and jet lag. You will want to pack a few simple toiletries in your carry-on bag—toothbrush and the like. A backpack as a carry-on bag works well. Bring a book and music. It is very important that you get up and walk every few hours to keep your circulation going. Women who use oral contraceptives in particular should be aware that they are at greater risk of blood clots if they do not make sure that they stand up and move around the cabin periodically, but we suggest that everyone get up and move around frequently. Plane travel can also be very dehydrating. Bring a water bottle on the plane and try to drink 2 liters of water during the flight. Walking about and staying hydrated will make you much more comfortable while traveling and reduce unpleasant side-effects when the trip is over.

**1.10 ORIENTATION**

You will find the orientation program to be very helpful and we urge you to attend all pertinent sessions. Australian culture really is different than U.S. culture in many ways and this is a chance to begin to become familiar with new terminology, an extremely laid back approach to life, and a very
self-reliant culture. Expect that you will be given a lot of information and you may not ‘get’
everything the first time you hear it. That is normal. But you speak English; ask questions if there is
anything you do not understand. Just as important as the cultural orientation is the academic one.
Australian educational institutions are HUGE and very, very impersonal so you will need to learn
where to go for what services and how to ask for help. But if you ask, people will be extremely kind
and supportive. In addition to covering practical topics such as your rights and responsibilities as a
‘foreigner’, mechanics such as how to report a problem with your room or how to change a class,
orientation will also provide you with a chance to begin exploring the city. Because JCU is a degree
granting university and not a study abroad program custom-made for visiting students, social and
cultural activities are not built into the tuition and often you will be asked to pay your way on
excursions. The university offers these expeditions to you at cost and does an excellent job
organizing them so we encourage you to participate at least in a few of these outings, which may
include a visit to the beach, to some area parks, museums and shopping districts. You might also
want to consider registering for classes that offer field trips as part of the instruction. Those classes
were indicated as having a field component on the course schedule.

TIME DIFFERENCE
Like the U.S., Australia has a number of different time zones. Like the U.S., Australia has a Standard
time and a Daylight savings time so at some point in your semester the time difference will change by
an hour. When you arrive, the time difference between NY and Townsville is 14 hours (they are
ahead of us) so if it is 6 PM here, it is 8 AM there, the next morning. You may find that they shift
back to standard time/daylight savings time on a different time line than we do here so at some point
the time difference may be 13 or 15 hours.

1.11 WHAT TO BRING

CLIMATE
Townsville has a tropical climate. The wet season is November - May and the dry Season is June -
October.

<table>
<thead>
<tr>
<th>Townsville temperatures</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Temperature in ºF</td>
<td>82.0</td>
<td>81.5</td>
<td>80.1</td>
<td>77.0</td>
<td>72.6</td>
<td>68.0</td>
<td>66.7</td>
<td>68.6</td>
<td>72.4</td>
<td>77.0</td>
<td>80.2</td>
<td>81.9</td>
</tr>
<tr>
<td>Max Temperature in ºF</td>
<td>88.3</td>
<td>87.6</td>
<td>87.1</td>
<td>85.1</td>
<td>81.5</td>
<td>77.9</td>
<td>77.0</td>
<td>78.8</td>
<td>81.7</td>
<td>84.7</td>
<td>87.3</td>
<td>88.5</td>
</tr>
<tr>
<td>Min Temperature in ºF</td>
<td>75.6</td>
<td>75.0</td>
<td>73.0</td>
<td>68.9</td>
<td>63.7</td>
<td>58.1</td>
<td>56.3</td>
<td>58.5</td>
<td>63.1</td>
<td>69.3</td>
<td>73.2</td>
<td>75.2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Townsville Rainfall</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total rainfall in Inches</td>
<td>10.7</td>
<td>11.5</td>
<td>7.6</td>
<td>2.7</td>
<td>1.4</td>
<td>0.8</td>
<td>0.5</td>
<td>0.7</td>
<td>0.4</td>
<td>1.0</td>
<td>2.4</td>
<td>5.1</td>
</tr>
<tr>
<td>Total number of rainy days</td>
<td>14.4</td>
<td>15.8</td>
<td>12.9</td>
<td>8.0</td>
<td>6.1</td>
<td>4.0</td>
<td>3.0</td>
<td>2.7</td>
<td>2.4</td>
<td>5.1</td>
<td>7.1</td>
<td>9.8</td>
</tr>
<tr>
<td>Chances of rain</td>
<td>46.5%</td>
<td>56.4%</td>
<td>41.6%</td>
<td>26.7%</td>
<td>19.7%</td>
<td>13.3%</td>
<td>9.7%</td>
<td>8.7%</td>
<td>8.0%</td>
<td>16.5%</td>
<td>23.7%</td>
<td>31.6%</td>
</tr>
</tbody>
</table>
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.
3. Overpacking is EXPENSIVE! Penalties for overweight/over dimensions luggage can be significant. In some cases, students have been expected to pay as much as $2 or more per excess pound/square inch.

WHAT TO BRING

For School
Laptop (not required but most students find useful)
Watch and/or alarm clock in case your phone doesn’t have one
A 512mb USB storage device (sold as “memory sticks,” “thumb drives,” “microdrives,” etc.)
This handbook

You may dress casually in Australia: shorts and tops, jeans, t-shirts (no holes). In addition to light weight clothes, be sure to bring a few long-sleeve shirts, a sweater or two, and sleep wear for both warmer and cooler weather.

Evening out clothes: Men: dress shoes, pants other than jeans and collared shirts. Women: closed-toed shoes and 1 or 2 nice outfits for clubs and/or upscale restaurants.

Walking shoes, sneakers

Beach and Reef
swimsuits
beach towel
Sunglasses
Sun block (SPF 30 or higher) - note that skin cancer is a real risk in Australia and you should always wear sun block
Hat (Baseball cap ok, but big brim is best)
Long sleeved t-shirt for sun protection on warm days
Face cloth (not usually supplied in Australian accommodations)

1 fleece jacket or sweatshirt
1 outer shell (rain parka)
1 pair of rain pants

1 nylon bag for toiletries
   toothpaste/toothbrush, shampoo, soap, chapstick, etc (you can easily buy all these in Australia )

Miscellaneous
1 camera (optional)
film or memory cards (optional)
1 mosquito repellent
1 qt/ltr water bottle

Personal medication (extra prescription, just in case), toiletries, cosmetics, sanitary items for first week ‘til you know where to buy them.
Book(s) and music for trips

Luggage
Consider a backpack (day pack) for your carry-one and one larger backpack (or Duffel) for one of your checked bags.

Note: You may bring no more than one carry-on plus two pieces of checked luggage for the international flight. Be sure to check with your own airlines for exact luggage requirements once you have booked your flight.

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! You can use the same day pack for field work. It should be big enough to hold rain gear, a jacket, water, your lunch, your notebook and camera. It’s also handy if your pack also has room for some essentials and a bathing suit for a weekend trip to the Sunshine Coast. If you forget any of these essentials, 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 to 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 folks from the States are some of the most informal people 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. 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/ or the Center for Disease Control: www.cdc.gov/travel/)

LAPTOPS AND ELECTRONICS
We encourage you to bring a laptop if you have one. Please check on insurance issues before you leave. Most laptops have an adapter built into the cord. Check this and make sure it says "Input 100-240 v, 50-60hz." Both the voltage and frequency are different in Australia. Regardless of whether you bring a laptop or not, we suggest all students have a 512mb or larger USB storage device (sold as flash drives, memory sticks, microdrives, etc) so that you can do your work on one computer and print it out or show it as a powerpoint somewhere else. Many of the residence halls at JCU have internet access (for a fee). If yours does not, you will certainly have access at various places on campus where you can easily bring your laptop and get on-line.

Australian electrical power is 240v, 50Hz using a flat 3-pin plug (different from the US). Unless you have equipment that can handle 240v, do not bring it (US is 110v, 60 hz). There are two kinds of adapters. Plug adapters can be bought for about AU$10, but these simply allow you to plug a US-type cord into an OZ/NA type outlet. They do not alter the voltage. The second kind of adapter, the voltage converter, will convert 240v to US 110v, but they are more expensive. What you need will depend on what you want to do. Most laptops can handle the difference in power, meaning that you might only need the plug adapter, not the voltage converter, but make sure you check first! Cameras or other electronics might not be as flexible. On the other hand, it doesn't make sense to waste packing space with a hair dryer from home along with a converter - just buy a cheap dryer there. For more information on electric power issues, you can visit www.laptoptravel.com/Info_ForeignElectric.aspx This is an informative commercial site that also sells power adapters and converters.

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/global/pdf/journal_writers.pdf

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. 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.

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

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. And don’t expect not to run into bureaucracy. But do look at how the people around you react to these things, and follow their lead. If they’re not throwing a temper tantrum and lecturing the mail clerk/waiter/train conductor, then neither should you.

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. You will also be held to high standards of academic honesty. Plagiarism in written
work, cheating or simply not pulling one’s weight in group work will not be tolerated. 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
The academic program at JCU usually consists of four classes. You must take a minimum of 12 JCU
credits to maintain your visa status. If you take one JCU course that is worth 3-4 credits, HWS will
award you 1.0 course credits. Students will not be permitted to exceed a standard course load
except in extraordinary cases as determined by a student’s dean’s office, academic
advisor, and the Center for Global Education.

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
regular grade point average and will be posted on your permanent transcript. A full-time course load
on our shared programs abroad is four courses and, if you have not been directed otherwise, this is
the load you should expect to take.

As on the home campus, you may request to take any course OUTSIDE your major or minor
on a Credit/No credit basis so long as you do so no later than two-thirds of the way into your
course term abroad. Note that the deadlines for students abroad for exercising CR/NC are based
on the “host” program’s calendar, not on the HWS calendar. You must contact the HWS Registrar’s
office no later than two-thirds through your term abroad if you wish to take a course CR/NC.
Australian grading standards are quite rigorous! The international office can give you a grading
“key” which will show you how your Australian marks equate to HWS grades. Don’t panic if you
get a 70 on your first test. That’s probably an A- here!

But HWS will ‘convert’ your JCU grades according to the following conversion guide

<table>
<thead>
<tr>
<th>JCU Grade</th>
<th>Category</th>
<th>HWS equivalent:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>Pass with High Distinction</td>
<td>A</td>
</tr>
<tr>
<td>D</td>
<td>Pass with Distinction</td>
<td>A-</td>
</tr>
<tr>
<td>C</td>
<td>Pass with Credit</td>
<td>B</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>C</td>
</tr>
<tr>
<td>PC</td>
<td>Pass Conceded</td>
<td>D</td>
</tr>
<tr>
<td>P-</td>
<td>Pass Minus (a borderline pass – Engineering only)</td>
<td>E</td>
</tr>
<tr>
<td>S</td>
<td>Satisfactory (a passing level in an ungraded subject)</td>
<td>CR</td>
</tr>
<tr>
<td>N</td>
<td>Failure</td>
<td>F</td>
</tr>
<tr>
<td>U</td>
<td>Unsatisfactory (failed to reach a passing level in an ungraded subject)</td>
<td>NC</td>
</tr>
</tbody>
</table>

Note that ‘intermediate’ grades (i.e. B+ or B-, etc) will be awarded if JCU provides a key for the
grade range within each general category.
WITHDRAWAL FROM A PROGRAM

A student participating in an HWS off-campus program who withdraws from that program after arrival at the program site may not return to campus to take classes that semester except under extraordinary circumstances, as determined by the student’s dean’s office, the Center for Global Education and the Vice President for Student Affairs.

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 are likely to 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 professor’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.

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 quickly and 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 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 Australia, 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 10 kilometers. 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 (HWS) and its staff CANNOT change a grade once it’s 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 professor 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 then 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 professors 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 a professor'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 ideas or themes.
- Class attendance may be announced as optional but be forewarned. U.S. students rarely are successful on their Australian exams if they have been skipping class. If you are going to class, be on time; being tardy is unacceptable.

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 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

CURRENCY
Australian currency is decimal based, with the Australian dollar as the basic unit. Notes come in $100, $50, $20, $10, and $5 denominations. Coins are minted in $2, $1, 50¢, 20¢, 10¢, and 5¢ denominations. There are no pennies. The terms "nickel" or "dime" are not used, and of course, there are no "quarters." In November 2013, one Australian dollar = .93 US cents and 1.07 AUD = 1 USD. You can get the latest exchange rates using the Universal Currency Converter http://www.xe.com/ucc/. In addition to the relatively weak value of the U.S. dollar against the Australian you will tend to find things more expensive there than here because 1) you'll be in a large city and 2) they import more of their produce and goods than we do in the States. Be frugal!

BANKING
Among the larger banks in Australia are the ANZ, Commonwealth and National Bank of Australia. All have branches on the University of Queensland campus. Banking Hours are similar to those in the US. Most banks have automatic teller machines.

Though traveler's checks are a safe way to carry funds, they are often inconvenient because the only way to convert them to local currency may be at the bank during business hours. Moreover, the rate of exchange is sometimes unfavorable. Most banks require a passport to cash them and then charged a substantial fee to exchange them to Australian dollars. If it is possible to obtain traveler's checks denominated in Australian dollars, then do so. However, even this is no guarantee that they will be accepted at a store or restaurant.
The cheapest and most convenient method to obtain Australian currency is by using an ATM debit card. A more expensive alternative is using the cash advance feature on credit card. The differences are:

1. If your bank card shows the Cirrus symbol (or if you know that it has the Cirrus encoding), then you can use this card at any of the ATM machines of the ANZ and the Commonwealth banks. This gives you direct access to the funds in your checking account. There is usually a minimal fee for accessing your own funds this way. If you have a bank card that shows the Plus symbol (or if you know that it has the Plus encoding), then you can use this card at any of the ATM machines of the ANZ bank. Again, any transfer fees are minimal. However, the advantage is that you get the best possible exchange rate—the one banks use between one another. Make sure you keep track of any funds withdrawn this way, taking into account the exchange rate; otherwise you may overdraw your checking account.

2. If you have a bank card that is actually a debit card and it shows a MasterCard or Visa logo, you can use it at most ATM machines to access funds from your bank account. Again, any transfer fees involved are minimal. (Debit cards are not credit cards; the amount of a "charge" is immediately deducted from your checking account. Debit cards are less common in the US than credit cards.) Again, keep track of any funds withdrawn this way, taking into account the exchange rate; otherwise you may overdraw your checking account.

3. If you have a credit card, (MasterCard or Visa), then you can use it in most ATM machines to get a cash advance. There can be substantial fees involved to do this! Usually there is a transaction fee plus interest charges that will appear on your next credit card statement. You are essentially taking out a small loan. This differs from the transactions in 1 or 2 where you are simply accessing your existing checking account funds. This is the least preferred method of getting money. It is less expensive for you to use your credit card to actually make the purchases you require than it is to get "cash advances".

4. Any card showing the MasterCard or Visa logo can be used inside almost any bank at a teller to get cash. It will be either a debit transaction (see 2) or a cash advance transaction (see 3) depending on whether you are using a debit or a credit card. Note: An ordinary US bank card (showing no Visa or MasterCard logo) cannot be used to get cash from a bank teller, even if it has the Cirrus or Plus encoding.

Regardless of the type of card you choose to take with you, it is important to speak to a service representative from the issuing bank to make certain that the card will work. You also want to inform them of your travel plans, both dates and locations, as card activity in foreign countries can appear suspicious and may be challenged (a hassle you do not need).

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

HOW MUCH MONEY DO YOU NEED?

SPENDING MONEY
Students and families always ask us to estimate the amount of funds that they'll need for personal spending in Australia. This is VERY difficult for us to estimate as “typical” student spending ranges vary so widely depending upon resources available and personal spending habits. We estimate that you will need approximately $3000-3600 for accommodation for the semester depending on the
residence hall you choose and about $2000-$2400 for your meals if you plan to cook for yourself in the communal kitchen. The housing is more expensive than here at HWS but if you prepare your own meals, food should be no more expensive than eating at Saga. We recommend bringing at least $1500 for personal expenses above and beyond room and board costs. If you are a power shopper, expect to travel every weekend, or tend to consume large amounts of alcohol or food at night, you will certainly spend more. Most students tend to spend however much they have (we seldom hear of students bringing money back home with them), whether this is $1000 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. and 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 for tips on doing more with less cash. Also, you are eligible to work in Australia as a benefit of your student visa status. If you are really strapped, it is acceptable to seek part-time employment.

Note about financial aid

Many students manage the cost of their education through grants, scholarships and loans. If the total of these items exceed the total amount that HWS bills you for your term abroad, you will be eligible for a refund. You can use this refund to pay for room, board, travel or any other educationally related expenses while abroad. You can determine the amount of your refund by referring to your student bill for the abroad term. If the balance due is preceded by a minus sign, this indicates a credit owed back to you. To arrange for your refund check, contact the Student Accounts Office at 315-781-3343. If the refund is not enough to cover your expenses, be sure to contact the Financial Aid Office to explore your options in terms of additional loans or grants. The Student Accounts Office can also help you and your family plan for an expected refund before the term bills are generated. However, before making the call, please be sure to educate yourself regarding the costs of your program including things like airfare, how much money you think you’ll need to take with you and your current financial aid package in order to gain the most information from the conversation. Applicable e-mail addresses are Finaid@hws.edu and studentaccounts@hws.edu.

2.3 HOUSING AND MEALS ABROAD

Students live in residence halls next to campus, usually with other international students. In most residences, students have their own bedroom in a 6 or 8 bedroom self-contained apartment. Students can either cook for themselves in the shared kitchen and/or eat at one of the campus cafeterias. There is a shopping center near the campus where students can buy groceries, as well as restaurants and fast food options.

All rooms on campus have internet access and a phone (for a fee). The internet runs on the university’s network, but access is through an outside provider. It is a paid service, depending on the level you need.

In general, basic furniture is provided in most residences. Shared fridge, freezer, stove (cooker), table and chairs are provided in each kitchen. Sofa and chairs for the living room. A single bed, mattress, wardrobe, desk chair, lamp, heater and fan are provided in each study/bedroom. Linen, (sheets, pillows etc) are not provided but can be purchased from the residence or local shops. They don’t provide cooking or eating utensils, (cups, plates, cutlery, saucepans etc), or items like woks, microwaves or rice cookers. It is recommended that these, especially electrical items be purchased in Australia, as students will often be able to share things like saucepans or woks. There have been instances of units with 6 rice cookers! Many units will hire items such as microwaves, televisions and
stereos, as the rental cost between 6 or 8 will be minimal. (Also see electrical equipment section). An ironing board, vacuum and other cleaning equipment is provided, but students need their own iron.

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. 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

Email has become such a part of student life in the United States that many students abroad are disappointed by the lack of easy email/internet access. So take note: email/internet access is not as universally available as it is in the U.S. Most rooms in the residence halls will have internet access for a fee. You can also use the computer lab at your residence hall which is open 24 hours a day, 7 days a week. The library also has computer labs that are open during library hours.

2.6 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 South Pacific islands? 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 (Lonely Planet does an excellent job with the Australian states and New Zealand). 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 (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. 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, consider limiting yourself to nearby destinations. Traveling around a region and visiting its different neighborhoods or towns can give you a fascinating comparative view and a sense of the diversity of the place.

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 college, 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 three 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). Although many students experience homesickness and/or culture shock and have good days and bad days, you want to try to maximize what little time you have abroad. 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 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
danger

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, expectations and manners, a language and a set of products. You’ve got to step out of this comfort zone if 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’re felt too shy to go into that corner pub except with a big group of friends from the program. You’re lost—but rather than ask someone for directions, you fumble with a map. You pass the towns 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 have lunch with your program classmates—again—instead of striking up a conversation with Australian students.

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 tourism, 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 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) or rugby 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

Hanging out all the time with other Americans will keep you from getting to know the real Australia. So too will missing out on activities because you have 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 and new friends you meet. 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! Large groups of Americans (along with being immediately recognizable and off-putting) 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:
Many students who study in English-speaking countries go abroad with the mistaken belief that they will have only minor cultural adjustments 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, “craic” for good conversation, “how are you going?” for “how are things?”) 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—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” (not so difficult in Australia). “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.

* 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 Asian 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 “mate” culture of Australia values a loyalty and depth of relationship that takes time to develop. Taking time to talk and listen over food and beverages illustrates that ones “mate” and oneself is more important than things or experiences. 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? Perhaps the Australians can bequeath to you a daily appreciation of the good things in life without the stresses and urgencies of life in the States.

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. In the café culture of the Mediterranean, a
simple cup of coffee encodes the culture value of savoring each moment of life slowly. 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. In your 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. Our home stay coordinators 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. Offer to shop with your host parent or share a favorite recipe from home as a way to broaden cultural exchange. But above all, 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, for example, including Australia and New Zealand, have lively pub scenes where people drink a lot; but the careful observer will note that 1) people drink more slowly than in the U.S., 2) people are expected to hold their liquor, 3) being loud and calling attention to oneself is taboo. To be seen stumbling drunk is embarrassing, not funny. Being a loud, obnoxious or destructive drunk is a good way be get beaten up. 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. You will find Australians and New Zealanders more like Americans than most other cultures when it comes to drinking habits. So, most of what you’ll find will be pretty familiar. Please keep in mind, however, that you ARE a very attractive target for crime when you are alcohol-impaired.

A common practice in Australia 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. 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 contact per volume than their U.S. counterparts. In Australia and New Zealand alcohol, including beer, is much more expensive than in the U.S., so drinking to excess can be a big drain on the budget.

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, more alert and to 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 and dress 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 or your home stay.
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 vulnerable.

4.2 HEALTHCARE AND INSURANCE

- All students must have a health insurance policy through OSHC as specified by the Australian government in order to obtain your visa. JCU will buy the policy for you and will bill HWS for it directly. This insurance will become primary while you are in Australia even if you already have the HWS coverage offered through Gallagher Koster or insurance through your parents. Fall semester students going to JCU should arrange coverage through HWS for the spring semester in Geneva for your return to campus in January if you do not already have insurance through your parents’ policy. You can check on the exact coverage of the JCU policy here: https://www.oshcworldcare.com.au/skins/oshc2/pdf/OSHC_Simple_Guide.pdf
- Note that the OSHC policy does not cover evacuation and repatriation expenses like the policies through HWS do and all students need to have this coverage. You can get this coverage by buying the ISIC card for only $25 - see section 1.6. As long as you do not have chronic or complex medical needs, for most students the comprehensive JCU student health plan is most adequate as it provides for illness, hospitalization, psychological, and medical evacuation/repatriation. However, if you have special medical needs, you might also want to consider purchasing supplemental insurance through HWS – i.e. the study abroad semester plan.
- For fall students: If you do not purchase the year-long HWS policy through Gallagher Koster, then you need to waive this coverage on the Gallagher Koster website at: https://www.gallagherkoster.com/students/student-home.php?idField=1192 and click on “petition to waive”. If you do not waive the coverage, then the year-long policy will be purchased for you automatically and will appear on your tuition bill.

Standards of medical care are quite high in Australia and New Zealand: socialized medicine with universal coverage. You will have access to the JCU infirmary. Should you need to seek treatment, the staff at the international office can assist you either through the university or elsewhere. In most cases, if you show your student insurance card you will not have to pay. However, in cases where they do not accept your insurance and/or a fee is lodged up front, you should retain all receipts, prescriptions, and invoices for reimbursement. Be sure to ask for a copy of your medical records if you receive treatment abroad. These are important to continuity of care and also for insurance purposes.

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

Traffic is a major health hazard for U.S. students in Australia and New Zealand! In both countries, traffic drives on the left and your “natural” instincts as a pedestrian will be dangerous habits you will need to break. YOU MUST ALWAYS MAKE YOURSELF LOOK BOTH WAYS BEFORE STEPPING OFF ANY CURB!!! Always cross in the cross-walks, and obey the right-of-way rules. Pedestrians don’t have right of way in most circumstances and drivers will not expect to stop for you. 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. This takes some getting used to!

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. citizens 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. A key to success is listen carefully and don’t be reactionary. Listening is the first and most important step to real communication...on any topic.

4.8 NOTE TO STUDENTS ABROAD DURING AN ELECTION YEAR

It is easy to forget about your own country when you are abroad but you will find that the people in your local city and country are quite interested in following the U.S. national elections, particularly the election of the President. For many of you, this will be the first time when you are ‘legal’ to vote so it would be a shame to miss out on exercising your rights of citizenship. To obtain an absentee ballot and ensure that you have a voice in the election go to: www.longdistancevoter.org. Please note that procedures, deadlines, forms and instructions vary by State. To ensure that you do not miss the deadlines for your own state, we recommend that you start the process of requesting a ballot by September 1 at the latest.

SECTION 5: Coming Back

5.1 REGISTRATION & HOUSING

HWS Registration for the Fall semester

The Office of the Registrar will email instructions to you on how to register when you’re abroad. You will be directed to the Registrar’s webpage for the registration dates and course catalog, which is available online. 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 you will be on a required excursion or break during your registration dates, you may contact the Registrar’s office in advance and they can register for you. Keep in mind that you can only register you for classes for which you have met the pre-requisite(s), are open to students in your class year, and do not require special permission of instructor. If special permissions are required, you can email the instructor BEFORE registration day, tell him/her you are abroad, state your case and ask him/her to issue the permit. 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 Preferences**

Students who will be abroad for the Spring will be sent, electronically, all pertinent information about opportunities and procedures for the following Fall. Before you depart for your term abroad, you will be sent an email from Residential Education spelling out the housing selection process for rooms on campus (or off-campus approvals) for the fall. Room selection will be done online and you will be able to participate in the process exactly at the same time and through the same medium as everyone else on campus.

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—it will arrive just as you are returning from New Zealand. 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. These entries will mean a lot to you years from now when you want to refresh your experience.

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. You may be thrilled to pull all those clothes you left behind from the drawer and put on something clean for the first time in some weeks.

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. You might think your family throws too much away or uses way too much water. The produce in the supermarket may seem unfamiliar. You may be dismayed at how fast-paced and rushed US culture is, or frustrated at how little people actually want to hear about all your experiences (or look at all your pictures). You will also be returning from the bloom of late spring into the dark depth of winter. Just the colder temperatures and shorter days may throw your for an emotional loop. 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 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 you 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’ve 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 closer 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.

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.

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.

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 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 – USING YOUR HWS STUDENT HEALTH INSURANCE

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

If you have purchased the insurance through HWS, 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 “Live Chat” or email Customer Service through 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, the 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 have Claim forms (forms and instructions for filing them can be found online at 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. You must call On Call before you take advantage of these benefits. Any services not arranged for in advance by On Call International will not be able to be reimbursed. 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
INSURANCE INSTRUCTIONS FOR HWS STUDENTS WHO WAIVED THE GENERAL INSURANCE PLAN BUT WHO HAVE PURCHASED THE STAND ALONE STUDY ABROAD INSURANCE PLAN:

If you have purchased the insurance through HWS, 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. 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 klasclaims@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.
Registering with Gallagher Koster to get a medical insurance card

Year-long medical coverage

The year-long medical coverage is purchased in one of two ways - either: 1) by the student or parent proactively signing up for it at the Gallagher Koster website www.gallagherkoster.com/hws or 2) by default if you did not go to the Gallagher Koster website to waive the insurance coverage – in this case you will see a charge for it on your tuition bill and HWS will purchase the year-long coverage for you automatically.

If you have the year-long coverage, you can go to www.gallagherkoster.com/hws then you need to click on Account Home. The student will enter their HWS email address as their user name and their HWS student ID number (the one on their HWS student ID card) as the password. Once they log in, they can print off a medical insurance card, check the coverage on the policy, etc.

If you have any trouble with this, you can call the Gallagher Koster Customer Service number specifically for this plan at 1 877-367-2835.

Study-abroad only medical coverage

The study-abroad-only one semester medical coverage can be purchased by the student or parent by proactively signing up for it at the Gallagher Koster website https://www.gallagherkoster.com/students/student-home.php?idField=1180. This policy is normally purchased when the student is not covered by any other policy for their semester abroad but does not need the full-year policy because they are covered in the U.S. by their parents’ policy. There is a choice between the gold or silver policies and both are outlined on the website.

If the student has purchased the study abroad only plan for just one semester, they should go to: https://www.gallagherkoster.com/students/student-home.php?idField=1180 then click on Account Home. If this is the first time they are using the site since purchasing the insurance, they will need to create an account, following the instructions on the screen. They can then print out a medical insurance card, check the coverage on the policy, etc.

If you have any trouble with this, you can call the Gallagher Koster Customer Service number at: 1 800-933-4723.