

GET SET!

BERLIN

IES ABROAD CUSTOMIZED PROGRAMS GUIDE & STUDENT HANDBOOK 2011

Note to Student: The information contained in this IES Abroad *Get SET!* Guide is believed to be accurate at the time of publication. However, IES Abroad reserves the right, AT ANY TIME AND WITHOUT NOTICE, to change information contained in this document, and to publish corrections thereto.

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IES ABROAD BERLIN

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Office Hours	Center Hours
8:30 a.m.—4:30 p.m. U.S. Central Time, Monday-Friday (7 hours difference from Berlin)	9 a.m.—5 p.m. Mon., Wed., Fri. 9 a.m.—8 p.m. Tues., Thurs. <i>When IES Abroad courses are in session:</i> 9 a.m.—8 p.m. Mon.-Thurs. 9 a.m.—6 p.m. Fri.

IES ABROAD CENTER STAFF

Dr. Barbara Gügold	Director
Frau Katrin Arendt	Assistant Director
Herr Rolf-Dieter Staudt	Coordinator of Student Services & Office Manager
Frau Britta Tonak	Housing & Special Programs Manager

EMERGENCY TELEPHONE NUMBERS

Predeparture	
Use these numbers for emergencies before the start of the program, including travel delays prior to leaving the U.S.	
If you are calling:	From the U.S. dial:
8:30 a.m.—4:30 p.m. Central time	800.995.2300 (312.944.1750)
After business hours in case of emergency*	800.766.7793
*Please note: the after-hours number will contact an IES Abroad Representative at home and should be used only in the event of a real emergency.	
Upon Arrival Abroad	
Use these numbers** and the dialing instructions below for emergencies on-site, including travel delays within Europe.	
Katrin Arendt	176.2210.7731
Rolf-Dieter Staudt	176.2210.7728
Britta Tonak	176.2451.8533
Dr. Barbara Gügold	177.280.0871
If you are calling from:	Dial:
Germany	0 + number above
Another European country	00.49 + number above
**The emergency contact is an on-duty staff member who speaks English. Please remind friends and family not to use this number except in cases of real emergency and to remember the time difference between the U.S. and Germany.	

TIME DIFFERENCES

Berlin	New York U.S. Eastern	Chicago U.S. Central	Denver U.S. Mountain	Seattle U.S. Pacific
5 p.m.	11 a.m.	10 a.m.	9 a.m.	8 a.m.

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IES ABROAD BERLIN CENTER

Welcome to IES Abroad Berlin! Please review this *Get SET!* Guide and Student Handbook carefully. There are many things you need to think about as you prepare to go abroad. Use this Guide and Handbook as your introduction to Berlin and IES Abroad Customized Programs. Find on these pages details about culture, communication, finances, packing, insurance and more!

If you or your family members have any questions left unanswered by this Guide and your school's information meetings, please contact your program advisor, professor or an IES Abroad Customized Programs Representative.

LOCATION

The IES Abroad Berlin Center is located in Mitte, a district characterized by cozy restaurants and stylish boutiques. Housed on the ground floor of a modern red brick building, the IES Abroad Center is just a five-minute walk from the Humboldt-Universität Berlin, Brandenburg Gate, and German Parliament. The two IES Abroad programs at the Berlin Center are conducted on separate floors of the building.

RESOURCES

The Center includes:

- Classrooms
- Small library
- High-speed Internet and printer access
- Student lounge
- Outdoor terrace



Brandenburg Gate, near the IES Abroad Center, is one of Berlin's most famous landmarks.



IES Abroad Berlin Center
Located on the ground floor of a modern red brick building, the IES Abroad Center offers classrooms, a small library, a computer lab, and a student lounge.



IES Abroad Computer Lab
The IES Abroad Berlin Center has computers that students can use for homework and research.



IES Abroad Berlin Library
The Center maintains a library to help students with research and assignments.



Student Lounge
The IES Abroad Center has a student lounge where you can study or converse with your fellow students and IES Abroad staff.

TRAVERSING NEW CULTURES

Exploring the sites and culture of your host country will most likely be one of the most memorable aspects of your time abroad. From housing options and extracurricular events to field trips and independent travel, this chapter will help you *Get SET!* for the excitement and challenge of living in another culture.

CULTURAL INTRODUCTION

SPIRIT OF PLACE

Berlin was once called the heart of Europe, and it remains a significant center of European economic and cultural development. Situated between the East and West, Berlin is a melting pot of people from different cultures and social systems. People from all over the world have been calling Berlin home for many years. This unique mixture gives the city a kind of rough charm, which is particularly attractive to young people.

In this city of 3.5 million inhabitants, you will find one of the richest and most avant-garde cultural scenes in Europe: three opera houses, two symphony halls, and over 50 theaters (more than 20 of them state-subsidized) offer a dazzling choice for everybody's taste, and at very moderate student prices. In reunified Berlin you will also find some of the most diverse museums in Germany. Countless art treasures and historical artifacts can be seen in the city's 150 museums. Berlin offers some of the most interesting nightlife, with dance clubs, music venues, and countless Berlin pubs catering to a variety of tastes around the clock. Berlin is also a very cosmopolitan city and hosts several global congresses and exhibitions each year.

Besides offering a uniquely varied city life, Berlin is also surrounded by numerous forests and lakes, with parks and resorts providing an array of recreational opportunities. But you don't have to leave the city to enjoy nature: many rivers, lakes, and forests can also be found right within the city itself. Berlin, believe it or not, has more bridges and canals than Venice.

Berlin is also perfectly situated for exploration of central and eastern Europe: Poland is only 50 miles away, a train to Prague takes only 5 hours, and a plane to Budapest takes 1½ hours.

The IES Abroad Center, centrally located in the historic *Mitte* district, about a 5-minute walk from Humboldt Universität, provides easy access to the best the city has to offer, whether culturally, academically or socially.

MEETING THE BERLINERS

Many students are initially disappointed when they arrive in Berlin. They are in a strange place, wanting to make new friends, but finding themselves confronted with a sea of anonymous faces. Making friends with locals is often difficult, but well worth the effort. Germans maintain a big difference between acquaintances (*Bekannte*) and friends (*Freund*); to become someone's friend takes time. It is mainly up to you to take the

initiative and join clubs or groups that will allow you to meet people. IES Abroad Berlin arranges joint activities between IES Abroad and Humboldt Universität students. The following is a list of observations and advice from former students about meeting the Berliners:

- **Study abroad is not a spectator sport**
- Do things with the Germans you live with
- Go rock climbing, dancing, or to a café
- Join a sport or dance class
- Attend the Humboldt Universität international student club
- Network: deepen each German contact you have; they lead to others

For more information and ideas about ways to get involved and meet people, see *Extracurricular Activities*.



The World Time Clock in Alexanderplatz.

INTERCULTURAL COMPETENCE: PREPARING FOR YOUR CROSS-CULTURAL ADVENTURE

Studying abroad is a great adventure. There are places to see and people to meet, and with it all comes a sense of excitement. But study abroad also means a transition from a culture with which you are familiar to a culture or cultures that may be very different. Even as you have to adjust to new food, housing, and possibly a new language, you will be adjusting to unspoken rules and cues that are different from those that you take for granted at home. Adjusting to a new culture is part of the process of gaining intercultural understanding. This can be a long process, but the period during which you study abroad can give you a great start. There are many aspects to the cultural transition process outlined for you in the Intercultural Competence section of your *Student Handbook*. We encourage you to familiarize yourself with this process as you prepare for your cross-cultural adventure. Additionally, viewing films like *L'Auberge Espagnole* and *Lost in Translation* will help provide a glimpse into the cross-cultural experience.

EXTRACURRICULAR ACTIVITIES

CLUBS

IES Abroad Berlin students have the opportunity to participate in numerous clubs and extracurricular activities. Center staff can assist you in locating those that suit your interests.

Cultural Institutes

Foreign cultural institutes are ideal places for meeting both foreign and German students. They also show un-dubbed films and organize readings, so you will have plenty of opportunities to do something for your cultural education as well. More information will be available on-site and posted on the IES Abroad bulletin board.

SPORTS & FITNESS

You can join a local sport club. In the past, IES Abroad students have joined local clubs for rugby, swimming, fencing, softball, American football, lacrosse, climbing, and running.

Running and Indoor Pools

Berlin is a great place for running and jogging because of its many parks. By far the most popular—because of its size and central location—is the Tiergarten, though Treptower Park and the Volkspark Friedrichshain are also well-frequented. Practically every district in Berlin has an indoor pool for recreation and exercise.

Fitness Centers

Unfortunately, most of the fitness centers require a minimum one-year contract. There is no two-week grace period required by law in Germany; once you have signed a contract you are obligated to honor it. For this reason, *always consult IES Abroad staff about any document that requires your signature.*

MEALS & CUISINE

On weekdays, an inexpensive lunch can be taken at the university *Mensas* (cafeterias) that also cater to vegetarians. Major grocery stores, discount grocery stores, and markets can be found all over Berlin. Most stores are closed on Sundays. You must either purchase a bag, or bring your own bag in which to carry your groceries.

Food in Germany is seen more as something to be enjoyed than as a necessity, and meals can last a long time. Wine often accompanies a meal, but alcohol is seldom abused. German foods are very often rich, but with daily exercise of walking or cycling, Germans generally stay trim. German restaurants rarely serve bread or water with a meal; these must be ordered and paid for separately. Germans enjoy eating foods from other cultures; Berlin has a variety of restaurants, such as Italian, Spanish, Indian, Korean, Chinese, Vietnamese, Turkish, and American cuisine. In less formal restaurants, it is normal to share a table with other guests.

INSURANCE & HEALTH

LIABILITY INSURANCE

In Germany, it is customary to have personal liability insurance to cover accidents caused by an individual. Students are strongly encouraged to explore family insurance coverage for personal liability incidents abroad. If no family property or liability insurance exists, it is highly recommended that the student obtain coverage prior to departure. A wide variety of providers can be found on Internet, one of which is HTH Worldwide (www.hthstudents.com).

PRESCRIPTION DRUGS

If you plan to take any type of medicine or prescription drug abroad, IES Abroad strongly advises you to consult with your physician prior to departure regarding any need for monitoring. You may also consult with your doctor regarding on-site referrals in Berlin, though the IES Abroad Berlin staff will have a list of physicians available for consultation as well. Disclose any health conditions and note any medications on your IES Abroad Medical Report.



IES Abroad Berlin Center

It is recommended that you bring enough medication to last the duration of your stay. If you plan to purchase medication in Germany, you will need to see a German physician to obtain a new prescription, and make certain that your medication is available in Germany in your specific dosage.

To ensure that your medication is **legal** in Germany, visit the German Federal Institute for Drugs and Medical Devices website at **www.bfarm.de**. Click on the English version and go to "Narcotic Drugs." Under "Narcotics Act" you can click on an Excel sheet, "*Nicht amtliche Übersicht über die dem BtMG unterstellten Stoffe*," that lists drugs that cannot be obtained legally in Germany. You will need to know the active ingredient or the generic name of your medication.

Do not mail medicines or vitamins; they may be held up in customs, and a prescription from a local doctor must be shown to pick them up. **Always carry prescription drugs in a drug store bottle with a label showing your name, the generic name and dosage of the drug, and instructions for use.** If you need to bring a supply to Berlin, you may want to use a "model form" from the Federal Institute for Drugs and Medical Devices that can be found on their homepage under "Narcotic Drugs" and then "Forms." This form for travelers is available in English, and should be filled out by your doctor.

DISCUSSING DIVERSITY

At IES Abroad, diversity is the representation and integration of multiple cultures, groups, perspectives, and ideas with a single, non-discriminatory environment. We value the unique contributions that the individuals comprising our diverse student body have to offer. We believe in creating a diverse student population that attracts and supports groups which include, but are not limited to, students of color, the GLBT population, students from different religious, ethnic, and economic backgrounds, and students with physical disabilities. We seek to cultivate an educational environment that is welcoming to students with varied backgrounds, communication styles, and ways of thinking. By embracing human difference through inclusion, IES Abroad articulates the idea that diversity represents not only a characteristic of our student body, but an essential component of the intercultural learning experience central to the mission of study abroad.

IES Abroad staff is aware and sensitive to the range of issues students experience while adapting to their new international setting. Staff is always available and accessible to discuss how you are adapting to your host environment and interacting with local residents, especially if you are experiencing being part of a minority or heritage population for the first time.

In preparation for your upcoming study abroad experience, we hope the information below will answer some of the questions or concerns you might have. If you have any further questions, contact the IES Abroad Dean of Students Office or Diversity Coordinator at **800.995.2300**. We are dedicated to helping you have the most enriching study abroad experience possible.

DIVERSITY IN GERMANY

There are few places where most of the population comes from one

national, religious, or ethnic group. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists within Germany. IES Abroad students are continually provided with opportunities to explore the cultural richness of their host environment and learn about economic, social, and political status of local populations.

Berlin is a real multicultural city, where people from more than 80 nations are represented. Berlin celebrates its multiculturalism each year in a peaceful festival, the "Karneval der Kulturen der Welt" or Carnival of the Cultures of the World, which attracts roughly 1.5 million visitors.

Minority Students

Students considered racial and ethnic minorities in the U.S. will still be part of a minority population in Germany. Although more than 90% of the population is German, the next largest population is Turkish followed by residents with Greek, Italian, Polish, Spanish, Russian, Croatian, and North African origins, all of which are quite visible in today's population.

Tensions continue and are often visible between Germans and Turks in certain areas of Berlin. Students of Middle Eastern heritages and others with darker complexions are to be aware of these tensions and the possible occurrences of mistaken identity. IES Abroad Staff can also provide information on support groups and cultural or social organizations in local ethnic communities.

Sexual Orientation and Gender Identity

Germany is progressive in its attitudes towards its GLBT population. Berlin, tagged in many guidebooks as the epicenter of GLBT life in Europe, has a visible and open GLBT and GLBT-friendly population and community. Travel guides in English are readily available for GLBT students at tourist centers and official websites.

Prior to arriving, you should consider how your sexual orientation and gender identity may affect your relationships with local residents and other IES students, your cultural adjustment, safety and overall education abroad experience. Furthermore, IES Abroad staff can provide resources to GLBT students about support networks and events in Berlin.

Religious Issues

Germany has a history as a secular country. Since World War II, Germany's secularism has provided freedom for residents to practice and ascribe to a range of religions. You can easily find a community of worship or practice. The CIA's World Fact Book identifies approximately 34% of the population as Protestant and 34% as Roman Catholic. At approximately 3.7% Muslim and growing, Germany's Islamic community is one of the largest in Western Europe. About 1% of its population is Jewish; the remaining group is without an affiliation. All of these identities contribute to the religious mosaic that reflects Germany's diverse populations.

IES Abroad staff can assist you in finding an appropriate local place of worship.

Physical Disabilities

Germany is conscientious in its goals to be accessible. Information is readily available about accommodations, routes, museums and public

transportation. Tourist centers can provide more detailed information.

ADDITIONAL DIVERSITY RESOURCES

Additional information and site-specific resources are located under Diversity Resources at **www.IESabroad.org**. You are strongly encouraged to use the suggested readings and resources to acquaint yourself with your new context and better understand how your many identities may influence your experiences.

If you have any further questions related to diversity, contact the IES Abroad Dean of Students Office or the IES Abroad Diversity Coordinator at **diversitycoordinator@IESabroad.org**.

Handbook.

RESOURCES

READING PREPARATION

Your preparation for living and studying in Germany should include the following:

With the aid of a German news weekly such as *Der Spiegel* (www.spiegel.de) or an English-language periodical such as *The Economist*, develop your knowledge of German politics.

The following books may also interest you:

Bryson, Bill. *I'm a Stranger Here Myself: Notes on Returning to America after 20 Years Away*.

---. *Neither Here nor There: Travels in Europe*.

Burns, Rob, ed. *German Cultural Studies: An Introduction*. New York: Oxford University Press, 1995.

Schmidt, Patrick L. *Understanding American and German Business Cultures*. New York: German-American Chamber of Commerce, Inc., 1999.

Schulze, Hagen. *Germany: A New History*. New York: Harvard University Press, 1998. Trans. Deborah Lucas Schneider.

Turner, Henry A. *Germany from Partition to Reunification*. New Haven: Yale University Press, 1992.

Lonely Planet: Berlin and *Lonely Planet: Germany*

You may also be interested in reading works from contemporary authors whose subjects include Berlin, such as Wladimir Kaminer, Judith Hermann, Bernhard Schlink, Thomas Brussig, Ingo Schulze, and Jakob Hein.

You may also be interested in viewing the following films about Berlin, all of which are available in the IES Abroad library:

Goodbye Lenin, *Sonnenallee*, *Zimmerspringbrunnen*, *alaska.de*, *Vergiss Amerika*, *Lola rennt*, *Das Leben ist eine Baustelle*, *Berlin is in Germany*, *Der Himmel über Berlin*, and Oscar-winning *Das Leben der Anderen*.

Other recommended German films include: *Schultze gets the Blues*, *Gegen die Wand*, and *Die innere Sicherheit*.

Such preparation is especially beneficial because students at German universities tend to be politicized. The university student does not see him or herself as being confronted only with problems of knowledge, but very often also with the link between his or her respective field and the political situation. Knowledge about political and social conditions in Germany will be of great use in your attempt to integrate with German students.

In many ways, the most valuable orientation that a student going abroad can have is to his or her own country. While abroad, you will be looked upon not only as a student, but also as a representative of your home country. For this reason you will likely to be questioned by Europeans on many subjects related to history, politics, economics, and cultural life. Some students going abroad have minimal knowledge of their own country. European students with whom you will come in contact may have a much more thorough knowledge of your country's politics and background than you have. For this reason, we strongly suggest that you spend some time familiarizing yourself with current literature on your country's history,

politics, and social trends before your departure for Europe. One way to do so is by reading international or U.S. news sources, such as www.nytimes.com or www.cnn.com.

INTERNET RESOURCES

Berliner Zeitung	www.berlinerzeitung.de
Tagesspiegel	www.tagesspiegel.de
Radio Fritz	www.fritz.de
RadioEins	www.radioeins.de
Official Berlin Homepage	www.berlin.de
Der Tip	www.berlinonline.de
Zitty	www.zitty.de

COMMUNICATION

CELLULAR PHONES

Because IES Abroad is first and foremost committed to student safety and security, we require all students to have a cellular phone while enrolled in our programs. It is the responsibility of each student to acquire a cellular phone either in the host country within the first week of arrival or in the U.S. prior to departure. Failure to acquire a cellular phone and report the number to IES Abroad staff in this period of time will result in judicial action. Specific information about obtaining a mobile phone for your time abroad can be found in your *IES Abroad Student Handbook*. **CellHire is NOT recommended for use in Berlin.**

GERMAN CELLULAR PHONE PROVIDERS

You may obtain a cell phone in Berlin, but will need to negotiate the best terms and conditions for service on your own. Past students have found Simyo (www.simyo.de) and Fonix (www.fonix.de) to provide reasonable service and rates. IES Abroad provides this information to you for informational purposes only and cannot be held liable for service or billing practices. It will still be **very expensive** to call the U.S. from your cell phone! See sections on *International Calls*, *Skype*, and *Calls to the U.S.* for tips.

TELEPHONE ETIQUETTE

It is considered extremely rude and disturbing if you forget to turn off your mobile while in public and if you talk loudly while on public transportation, in the library, in the computer room, or at the IES Abroad Center.

INTERNATIONAL CALLS

International calls directly from your cell phone may be very expensive. We suggest that you communicate internationally through calling cards. Websites such as www.callingcards.com can help you find the best rates. If you use calling cards to make long distance phone calls from abroad, it is best not to use them from your cell phone. Using calling cards from a cell phone usually makes a long distance call more expensive than if you simply dialed the number directly from your cell phone. **You will realize savings in long distance with calling cards only if you use them from public telephones or other landlines that you have permission to use.**

SKYPE

If you are bringing a laptop, you may want to use a free, Internet-based provider like Skype. Visit www.skype.com for more information. Only personal computers may be used for Internet-based calling.

CALLS FROM THE U.S.

Telephone service abroad can be much more expensive than in the U.S. You may realize tremendous savings if family and friends in the U.S. call you. Check with your long-distance carrier for international rates. Most offer programs that substantially reduce rates for U.S.-originated calls for a monthly surcharge. Other international calling plans can be researched on websites such as www.lowermybills.com and www.smartprice.com.

TIME DIFFERENCES

Germany changes to and from daylight savings time earlier than the U.S. Ask your family and friends in the U.S. not call you from 10 p.m. to 7 a.m. Berlin time, except in cases of emergency. See *Time Differences* on Page 3.

MAIL

You will have a mailbox at the IES Abroad Center to receive mail:

Student name
c/o IES Abroad Berlin
Johannisstraße 6
10117 Berlin
Germany

To send packages from the U.S. to Germany, the sender must list of the value of the item(s) for customs.

- *Used items*: If the items are used, for private use, and from family or friends (not a company), no customs fees need to be paid. Print on the package: "Gebrauchte Kleidung für Eigenbedarf als Student in Berlin." You may have to pick up your parcel at the Freiburg customs office where the officials will check whether the items are used.
- *New items*: If the total value of the contents exceeds €45, you will have to pay customs duty of 13% of the declared value. It is advisable to include a receipt for all new items.

The least expensive way of shipping items to Berlin is in cardboard boxes through the U.S. Postal Service. Check for size and weight limitations. We caution against using courier-type services (e.g. UPS) because all of their packages are checked by customs; past students have been charged with exorbitant customs duty and VAT (value added tax) when the package arrived in Germany. The value of new items should not exceed €45.

Do not ship your laptop, camera, or other expensive items —this incurs an exorbitant customs charge and may take the length of the term to clear customs. Carry it with you on the plane.

Do not mail medication or vitamins. Many items which can be purchased over the counter in the U.S. are considered pharmaceuticals in Germany. Customs may charge you a customs duty, confiscate and/or return it to sender. See *Prescription Drugs* for details.

EMAIL & INTERNET ACCESS

The IES Abroad Berlin Center has wireless Internet access, about 25 PCs, a scanner, and two printers for student use during Center hours (see Page 2). If you bring a laptop, read *Laptop Computers* for important information. Students can **not** hook up laptops to Center printers. Bring a USB flash drive on which to save documents and other personal data.

IES Abroad cannot guarantee Internet at your housing placement; however, you can visit local Internet cafés for Internet access for a fee, or other WiFi hotspots throughout the city, found at:

- <http://wlan.lycos.de>: to download WLAN Sniffer to find the nearest hotspots to your location.
- www.hotspots-in-deutschland.de
- www.hotspot-locations.de
- <http://mobileaccess.de/wlan>
- www.cafespots.de/wlan-hotspots/berlin.htm

FINANCES

CURRENCY

The German monetary unit is the Euro (€). The Euro is subdivided into 100 cents. There are eight Euro coins denominated in 2 and 1 Euros, then 50, 20, 10, 5, 2, and 1 cent(s). Each Euro coin has a common European face and a face designed by each monetary member state. All coins can be used in every monetary member country. There are seven Euro bills which are differently sized and colored, and come in denominations of 500, 200, 100, 50, 20, 10, and 5. Switzerland uses Swiss Francs; England uses British Pounds. Visit www.xe.com or www.oanda.com for exchange rates.

ESTIMATING YOUR BUDGET

Many factors, both predictable and unpredictable, must be considered when creating a budget for your time abroad. The following information is intended to help you prepare and plan for your expenses.

Predeparture Expenses

Below is a list of predeparture expenses you may need to pay prior to going abroad.

- **Travel Expenses:** These may include airfare, a passport (first-time or renewal), passport photos, a visa, travel to the consulate*, and immigration documents.
- **Additional Expenses:** These may include School of Record transcript (if applicable) and required cell phone (if purchased pre-departure).

*Some consulates require students to appear in person to submit visa application materials. For some students, this may require a long drive or a domestic flight.

Estimated On-Site Expenses

Estimated on-site expenses are listed on the next page. Refer to a student travel guide for tips on creating and sticking to a budget; remember that you may spend more at the beginning of the term as you settle into your new environment. All estimates in Euros (€) unless otherwise noted.



An IES Abroad student explores a traditional German bakery in Berlin.

Meals		Social Activities/ Entertainment	
Groceries/week	30-40	Movie	7-8
Student Mensa (average meal)	2-5	Theatre	10-30
Local Transportation		Restaurants/bars	
Single-ride ticket	2.10	Dance club cover charge	5-10
		Fitness club/month	70
		Museum fees	2-5
Communication		Restaurants/bars	
Cell phone usage fees	vary*	Breakfast	5-6+
Pre-paid local and international calling cards/month	40	Lunch	5-8+
Internet use at cyber-café/hr	2	Dinner	10-12+
Personal		Beer	2-3
Laundry/month	20	Coffee	2-3
Toiletries/month	15	Soft drink	1-3
*Some students have experienced extremely high bills; please read your provider's terms and conditions carefully.			
You will be charged a replacement cost if your housing or center keys are lost, stolen, damaged, or destroyed.			

HANDLING MONEY

Before departing for Germany, change about US\$200 into Euros to cover incidental expenses during your first few days. Euros can usually be purchased at large U.S. banks, American Express offices, and international airports in the U.S. and abroad. More cash purchases are made in Germany than in the U.S. Many stores and retailers now accept credit cards; however, *food is still paid for in cash and supermarkets do not, as a rule, accept credit cards*. If you would like to pay by credit or debit card (*EC-Karte*), first inquire whether this is possible.

While abroad, plan to obtain local currency primarily using an ATM card linked to your home bank account. Past students have found that Germany's largest bank, Deutsche Bank, does not charge fees for withdraws on Bank of America ATM cards. In case of an emergency, you should have more than one way to access funds. The following guidelines will help you plan for financial management abroad.

ATM (Best option!)

When accessing a bank account through an ATM card, we recommend:

- Before departing, notify your bank that you will be using the card for an extended period of time abroad; inquire about usage fees and any special procedures that may be necessary to use your card abroad;
- If obtaining a new card, test your PIN number before departing;
- Give a family member access to the account in case of problems;
- Link the card to a checking rather than a savings account;
- Bring a duplicate card in case the card gets damaged, lost, or stolen.

Credit Card

You may make purchases and obtain cash advances using a credit card. VISA and MasterCard are the two credit cards most widely accepted internationally. Consider the following when bringing credit cards abroad:

- Before departing, notify your bank that you will be using the card for an extended period of time abroad, and inquire about any additional fees that may be associated with using your card abroad;
- Although accepted in many places, credit cards are not used as frequently in other countries as they are in the United States;
- Arrange for someone at home to pay your monthly balance;
- Using credit cards for a cash advances generally requires you to pay interest on the amount you withdraw, making a cash advance costly.

Emergency Funds

In case of emergency, such as the theft of your ATM or credit card, you should have an emergency plan for accessing funds. Money transfer companies, such as Western Union, are available throughout Europe and U.S. traveler's checks are accepted in most places in Germany in U.S. Dollars and in Euros. Traveler's checks can be easily and quickly replaced if lost or stolen so long as you keep an accurate record of serial numbers. Onsite staff know where to cash them. **Do not send checks, cash, or endorsed traveler's checks through the mail.**

Financial Responsibility

It is essential that you and your family members realize that financial responsibilities above and beyond those outlined in the *Form of Agreement and Waiver* are **your** responsibility. IES Abroad's general policy is not to provide students with personal loans. However, in case of emergencies IES Abroad may be able to provide cash advances or make payments for you.

PACKING

KEYS TO PACKING

Pack sparingly

Be very selective about the clothes you pack. Taking a few key items that you can mix and match is much better than packing many separate outfits. Students have rarely complained about taking too little, but many have said that they packed more than they needed. You are likely to accumulate additional possessions while abroad, so pack light! In addition, closets and storage spaces overseas are generally much smaller than they are in the U.S. For tips on packing efficiently, visit www.onebag.com.

Travel

You will have to carry your own luggage, so do not pack more than you can carry and fit in the trunk of a small taxi! (If you cannot carry your luggage up a flight of steps by yourself, you are packing too much.) Consider how much traveling you plan to do while abroad. Do you really want to lug around several suitcases? Check with the airline you have chosen for luggage allowances, as many have reduced the weight limits and number of bags allowed.

Weather & Local Dress

Consider the climate of your IES Abroad Center location when packing. Berlin has a moderately cool and humid climate. Berlin has a moderately cool and humid climate. December to February are the coldest months, with temperatures typically between -10 to 0°C (14 - 32°F) but sometimes as low as -15°C (5°F).

July and August are warmest, with temperatures around 25 - 30°C (77 - 86°F). The weather in the spring and summer months is unpredictable and can change very quickly from a very hot 35°C (95°F) to 15°C (59°F) within a few days. Berlin's latitude gives the city long midsummer days (daylight from 3:30 a.m. until 10:30 p.m.) but also long winters (with daylight only from around 8 a.m. until 4:30 p.m.).



Warm clothing is essential for winter and fall, particularly since German homes are seldom heated as much as you might be used to. Bring a warm coat, sweaters, and flannel pajamas. A light- or middle-weight coat or jacket and a raincoat and/or umbrella are very practical for fall and spring. Pack a few summer items for warm days in early fall and late spring, and don't forget comfortable walking shoes.

A waterproof jacket is strongly recommended, and don't forget comfortable walking shoes. Visit www.wetter.de.

SHIPPING LUGGAGE

IES Abroad does not recommend shipping clothing ahead of time. The Center cannot sign for shipped luggage because a customs fee often needs to be paid. Any items that are shipped over must also be shipped home, and **postage rates are generally much costlier abroad.**

STORING LUGGAGE

IES Abroad Berlin cannot store luggage prior to your arrival or while you are traveling.

ELECTRICAL APPLIANCES

German electricity operates at 230 volts, and the frequency of oscillation is 50 cycles per second, as opposed to 110 volts and 60 cycles in the U.S. Transformers are required for most American appliances and cost between \$30-\$40 in the U.S. Students have usually felt it wiser to keep appliances to a minimum or to purchase small appliances inexpensively in Germany. For further clarification of adaptors, converters, and transformers, please refer to www.kropla.com/electric2.htm.

LAPTOP COMPUTERS

If you choose to bring your laptop, be aware of the following issues:

- Students cannot connect their laptops to printers in the IES Abroad computer lab. Bring a memory stick to save documents onto for printing.
- Your laptop should be insured.
- Take your laptop on the plane with you as carry-on luggage to avoid damage and having to pay customs.
- Contact your manufacturer to verify that your laptop is configured for international use.
- IES Abroad cannot offer technical support for personal laptops and cannot assist with hardware or software malfunctions or incompatibilities.

The IES Abroad Berlin Center also has wireless access. If you would like to bring your laptop and utilize the wireless access, please ensure that your laptop is equipped with a WLAN card, and take note of the following:

- Notebooks must be equipped with updated anti-virus software.
- Upon arrival, students get a WEP key to connect to the wireless LAN.

CUSTOMS & PROHIBITED ITEMS

Helpful information entitled "Know Before You Go" is available through the U.S. government at <http://www.cbp.gov/xp/cgov/travel/vacation/kbyg>. For more information regarding customs and shipping packages to Berlin, see the preceding section on *Mail*.

Do not bring knives with blades longer than 12 centimeters (4.7 inches) and replicas of firearms, as they are illegal to carry in Germany.

PACKING LIST

We asked a variety of IES Abroad alumni from programs throughout the world to develop the following suggested packing list. Since personal styles and interests differ, no single list fits all students, so consider this list a general guideline to help with the packing process.

1. What to Pack in Your Carry-on

Here is a list of a few carry-on essentials. Also, contact your airline provider and ask about in-flight items already provided, such as an eye mask, ear plugs, etc. Make sure that what you pack in your carry-on luggage conforms to Transportation Security Administration rules, by visiting www.tsa.gov.

- Passport (with visa, if applicable)
- Airline ticket(s)

- Laptop computer & adaptor
- Cell phone & charger
- Prescription medications in original containers
- Change of clothing and toiletries in case luggage is lost
- Pen/Small notepad

2. Clothing

General

Keep in mind that your accommodations may be cooler than you are accustomed to in the winter and warmer than you may expect in other months.

- 1.5 week's worth of socks
- 1.5 week's worth of underwear
- 2 pairs of jeans – one nicer, one more casual
- 1-2 pairs of casual pants (khakis, corduroys, etc.)
- 2-3 T-shirts/polo shirts/casual button-downs
- 1 lightweight sweater for layering – dark colors work best
- 2 every-day casual skirts or dresses for women, 1 pair of nicer dark slacks for men

If it will be warmer, also consider:

- 2-3 pairs of shorts/skirts - depending on the nature of your program, and your style

If it will be colder, also consider:

- 2 sweaters
- 1 lightweight fleece, hoodie, or sweatshirt
- 1-2 long-sleeved T-shirts or long-underwear to layer

Outerwear

- 1 light, all-season, water-proof jacket (or raincoat). Gore-Tex™ is a popular choice.
- Hat, gloves, scarf

If it will get colder: Winter coat (Some students opt for bringing water-proof jackets that convert to colder weather coats through additional zip-in linings or layering with a heavy fleece, etc.)

For More Formal Occasions or Internships

If participating in an internship, include additional professional clothes. Also, some places (i.e. theaters or opera houses) do not allow jeans or require a little dressier look.

- 1-2 dresses for women (Suggested: a simple, solid color dress that you can dress up/down with accessories – like a scarf, wrap, cardigan, belt, etc.)
- A suit and tie or a blazer, slacks and button-down shirt for men
- Dress socks/hosiery
- Jewelry - do not bring very expensive or flashy items that attract attention.
- 1 small purse, wristlet, or clutch for evenings

Other Clothing Items to Consider Based on Interests/Activities

- 2 T-Shirts, 1 pair of shorts, athletic socks (athletic wear)
- 1 pair of athletic/running shoes
- 1 bathing suit (and beach towel depending on location)

3. Footwear Essentials

- 1 pair of very comfortable and broken-in walking shoes
- 1 pair of comfortable, sturdy shoes or sneakers that aren't the white

athletic kind

- 1 pair of dress shoes
- 1 pair of flip flops for the shower, beach, etc.
- 1 pair of slippers (especially if living in a homestay or with a host)

For cooler weather/outdoor footwear, consider packing comfortable casual boots for daily wear. If you like to explore the outdoors, pack very sturdy, comfortable, waterproof hiking boots or other appropriate shoes for day-long outings, hikes, etc.

4. Bath & Toiletries

Items past students say you should definitely pack:

- Deodorant/Antiperspirant
- Contacts & contact solution (and your glasses)
- Toothbrush, toothpaste, floss
- Hair brush/comb
- Travel size manicure set
- Shaver and replacement blades
- Cosmetics/Mirror
- Suntan/Sunscreen Lotion
- Insect repellent
- Travel-size hand sanitizer
- A mini "first-aid kit" with a small supply of band aids, antiseptic, etc.
- Travel size health aids such as Tylenol/Advil, Pepto-Bismol, Imodium, cold medicine, etc.
- 1 month of feminine hygiene products (some recommend more due to product differences)

Favorite personal products – depending on what you usually use and if there are any brands you "must have." Items to consider: shampoo/conditioner, hair products, body lotion, perfume/cologne, etc. If it's not a "must have" brand, you can save space and buy it abroad.

TRAVEL TIP! Place liquid/gel products in sealable/leak-proof plastic baggies.

Items to consider packing:

- Towels (purchase abroad; you may want to take one small-sized towel, depending on housing)
- Linens (purchase abroad; you may want to bring a single twin-size flat sheet, depending on housing)
- Small, travel-size toiletries – you can use these to get you through the first week, or you can use these for short trips.

5. Electrical Items (hair dryers, curling irons, electric shavers, etc.)

Most electricity abroad operates at voltages that require transformers and adaptors to operate U.S. electrical items. If you are bringing electrical items with you, you will need **a plug converter kit** and a **transformer**. However, it is often more convenient to purchase small, inexpensive electrical items abroad, rather than worry about yours working in your host city. Plus, it's less to carry.

6. Important Documentation/Finances

Please keep these items secure and separate from originals.

- A photocopy of your credit/debit cards (front and back) in case they are lost
- A traveler's check (for emergency, i.e. lost wallet)
- A photocopy of your passport and leave a second copy with a family member or friend

- A list of family/friends addresses for postcards, letters and gifts or emergencies

You may also wish to obtain these items in the U.S. before you study abroad:

- International Student Identity Card
- International Youth Hostel Association Card
- Train passes: such as a Eurorail pass

7. Prescriptions

Don't forget to pack copies of your prescriptions for medication or glasses/contacts and leave medication in original packaging or containers.

8. Other Useful Items to Consider

- MP3 player
- Camera and large memory card(s) or film (also bring required cords for uploading)
- Flash drive
- Headset for Skype™
- Language dictionary and phrase book
- Currency converter (some recommend it and others said it was not necessary)
- Umbrella
- Belt
- Sunglasses
- Journal (even if you don't currently keep one, we highly recommend taking one)
- Battery-operated travel alarm clock (some just use their cell phone)
- Small flashlight or headlamp
- Swiss Army knife (**REMEMBER:** this is NOT a carry-on item!)
- Neck pouch or money belt
- A small mesh laundry bag
- Travel guide(s)
- A small sewing kit
- A few packets of Tide™ and a flat rubber drain-stop for washing out clothes in a sink/tub
- A few photos of family and friends
- Small bungee cord (useful to hang laundry, attach items to bags or bikes, etc.)
- Reusable water bottle
- Vitamins/supplements (in original packing or container)
- Book(s) to read when traveling or relaxing

IES ABROAD STUDENT HANDBOOK CUSTOMIZED PROGRAMS 2011



**You are about to embark on
an extraordinary journey.**

Your well-being and safety are an integral part of your study abroad experience. This guide is designed to help you prepare for and maximize your experience abroad.



IES Abroad Granada students at the Pillars of Knowledge.

NOTICE: The reader should take notice that while every effort is made to ensure the accuracy of the information provided herein, IES Abroad reserves the right to make changes at any time without prior notice. IES Abroad provides the information herein solely for the convenience of the reader, and, to the extent permissible by law, expressly disclaims any liability which may otherwise be incurred.

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WELCOME

This handbook is the culmination of 60 years of experience—it has been designed to help you integrate, understand, and enjoy the new culture you are about to experience.

We are confident that you—like the 65,000 IES Abroad alumni before you—will find your study abroad experience will profoundly impact your future personal, academic, and professional goals.

ABOUT IES ABROAD

IES Abroad's mission is to help students learn how to live, study, work, and enjoy friendships in other countries and cultures. Learning how to empathize and function effectively in another culture requires commitment, humility, and self-awareness.

IES Abroad strives to provide you with a variety of tools and opportunities to prepare for and make the most of your experience, such as:

- Predeparture support and information
- Orientation on-site
- Innovative courses
- Various Housing options
- Informative field trips
- Cultural events
- Internship and service learning placements
- Volunteer opportunities
- Study opportunities at local universities
- On-site staff support
- Re-entry workshops

We challenge you to make the most of not only what IES Abroad has to offer, but most importantly, what your host culture will have to offer. Engage yourself with the local culture; make the effort to meet new people and explore new places—the rewards will be abundant.



IES Abroad Milan students on a field trip to Cortina

PREPARING FOR YOUR ADVENTURE

Your decision to study abroad marks your commitment to try something new, meet new people, learn in a new way, and experience a different way of life. This experience actually begins before you leave your home country, intensifies while overseas, and will continue long after you return home.

In preparation for your cross-cultural adventure, we encourage you to read a variety of resources available on our website.

ONLINE RESOURCES

- **Maximizing Study Abroad**

How to gain a better understanding of yourself while beginning the process of crossing cultures.

<https://www.iesabroad.org/IES/Students/maximizingStudyAbroad.html>

- **Setting Goals & Objectives**

How to set goals and objectives for your time abroad and how to keep a Cross-Cultural Notebook that helps you reach those goals

<https://www.iesabroad.org/IES/Students/goalsAndObjectives.html>

- **Living Abroad**

View the cross-cultural transition diagram to learn about the stages of adjustment.

<https://www.iesabroad.org/IES/Alumni/alumniStagesOfReentry.html>

- **10 Re-entry Challenges**

Tips for preparing to return home and what to expect

<https://www.iesabroad.org/IES/Alumni/alumniReentryChallenges.html>



IES Abroad Quito students visit the equator.

HOUSING AND MEALS

ADJUSTING TO HOUSING

Adjusting to new living environments can be a great adventure. IES Abroad recognizes that where you live is a very important part of your study abroad experience.

When you first move into your new accommodations many things may seem strange – even small things like doors opening the other way and light switches being upside-down. We hope that you will embrace this opportunity to learn about your host culture first-hand. If you're curious or confused about why something is the way it is, ask your host family or roommates-this is a great opportunity to begin a dialog with them.

IES ABROAD STAFF: YOUR SUPPORT SYSTEM

Remember that the Housing Officer or Student Affairs Coordinator at your Center is ready and willing to support you during this time, whether it is to discuss any issues you are having or simply as someone who understands what you are experiencing. Their goal is to help you feel as comfortable and safe in your new environment as possible.

HOUSING ASSIGNMENTS

- IES Abroad staff considers specific requests before making room assignments for students who have selected housing located by IES Abroad.
- It is IES Abroad policy that students may not request more than one student roommate (when applicable) in all housing options.
- All housing requests will be processed on a first-come, first-served basis.
- Although it is our hope that we can meet your request, we cannot guarantee that you will be placed in the specific type of accommodation you have indicated. We try but cannot always fulfill multiple requests from the same student.
- Timely completion and return of the Housing Questionnaire, the Medical Report, and the Waiver or Form of Agreement are required so that Center staff may attempt to locate housing that suits your preferences.
- You should prioritize when considering potential living situations (i.e. is it more important that you have a non-smoking roommate or that you live in a homestay?).

Until IES Abroad has received your fully completed and approved housing form, medical report, and form of agreement/waiver, **you will not receive a housing placement.**

In accordance with the IES Abroad Contract Waiver and Form of Agreement, IES reserves the right to make housing assignments and reassign students as deemed necessary. Housing located by IES Abroad provides students with accommodations-not a specific homestay, apartment, residence hall, or room.

IES Abroad will make every attempt to honor student assignment preferences. However, failure to honor a student's assignment preference will not exempt him or her from financial responsibilities for the assigned accommodations. IES Abroad students are not permitted to sublease their housing or change assignments.

LIFE WITH ROOMMATES

Many students who have lived on campus at their home schools have already experienced living with roommates. At those IES Abroad Centers where residence halls, or student apartments are the typical accommodations, you will likely find yourself sharing space with another student or students.

In all cases, the living space will be based on national size standards which may be different than what you may have experienced at home.



An IES Abroad Sydney student during a tour of the city

Here are some tips we have developed over the years to help students in these new environments:

- Try to find out as much as you can about your roommates' likes and dislikes for a starting point for developing solid and open relationships.
- Discuss with your roommates mutually agreed upon guidelines for living together successfully—even something as simple as who will use the bathroom first in the morning is a start!
- If you are living with someone who is a host country native, they may be a great source of information about the local culture or someone you can practice your language skills with.

LIFE WITH HOST FAMILIES

At some Centers, you will have the opportunity to live with a host family. This gives students the opportunity to experience 'real' host country life from the perspective of a native family. Many students find this to be one of the most rewarding parts of their abroad experiences.

IES Abroad makes every effort to find homestay placements that match student preferences, as outlined in the online Housing Questionnaire. Please keep in mind that it can be very difficult to match your needs and desires with the available hosts. We encourage all students who live in homestays to keep open minds about living situations and attempt to adapt to host country customs.

In living with a host family, it is important to recognize beforehand that you may be giving up certain levels of independence that you are used to having at your home school, such as choosing when and what to eat, doing your own laundry, etc. These adjustments may be frustrating at times. It is important to realize that these adjustments are temporary, and to view the way your host family lives daily life as an invaluable insight into your host country's culture.

You will be placed in your lodging for the entire term, since IES Abroad must make contractual commitments for this period. If you experience any problems with your homestay, do not hesitate to contact the IES Abroad Center staff to discuss your concerns. They will work with you to facilitate open communication and establish good relations between you and your family.

Here are some tips we have developed over the years to help students living with local residents:

- Common courtesies like keeping your space clean and tidy can be key factors

in building a good relationship with your family and are essential in apartments and residence halls, as well.

- It is a good idea to find out as much information as possible about your host family's expectations early in your stay.
- Consider asking questions about your family's daily life and views on your role as a guest in the home, such as:
 - ◇ Is it okay for you to come home late?
 - ◇ How late is too late on weeknights and weekends?

It is very important to remember that flexibility and communication are imperative. Your initiating these types of conversations will make for a much happier and more beneficial experience.

LOGISTICS

Center-Specific Housing Regulations

During your Center's orientation program, you will receive Center-specific rules and regulations for your housing arrangements. Please note that failure to comply with these policies may result in judicial procedures and sanctions including removal from IES Abroad housing.

Keys & Safety

Keys are the responsibility of each student. You will receive keys that allow you to access your accommodation. For safety reasons, do not loan your keys to others. You will be charged a replacement cost if your key is lost, stolen, damaged, or destroyed. This charge may also include the costs for recoring the lock, if necessary. In some countries, costs for recoring locks and replacing keys can amount to several hundreds of dollars.

Guests

Students who opt to live in IES Abroad-located housing are not allowed to have overnight guests. This includes students residing in apartments, homestays, and residence halls. Students who live in homestays should always ask permission from their hosts before inviting guests for even brief visits. Check with your Center Director and Student Affairs Coordinator at the Center during orientation for further details to avoid any risk of violating individual Center regulations. Judicial sanctions will result if the Center's guest policies are violated.

Emergency Drills

Fire and crisis drills are conducted periodically at student residential sites and are initiated for the safety of all residents. All students are required to fully follow the drill guidelines at all times. Failure to do so is considered a violation of IES Abroad policy and will result in a disciplinary review.

Room Change Requests

Although every effort will be made to meet your original housing request, it is not always possible to do so. Changes for non-emergency reasons may or may not be possible at your Center depending upon the availability of additional bed spaces (inquire with your Housing Coordinator on-site about this and possible accompanying fees), but are not generally available until the second or third week of the term in question.

MEALS AND NUTRITION

The food you eat abroad can be an exciting endeavor. Meal arrangements for students differ according to their chosen accommodations and their program locations. Check your *Get SET!* Guide for specific information on meal arrangements at your Center.

All students should try to maintain a balanced diet. All IES Abroad Center locations have a variety of food choices available to students. The food you eat is important, both from a health perspective and as a part of your intercultural experience. Dealing with differences in cuisine can be an adventure. The new

tastes and smells of your host country's food can be a joy, but may at times require some adjustment. Try to be adventurous and discover new things – you will likely discover meals that you will miss when you return home. Ask your host family if they will teach you to prepare a local dish or two, and in return, you could share some of your favorite recipes from home. If you live in a residence hall ask friends if they might be willing to share a favorite local recipe.

In other Centers and other types of accommodations, your meal plans might seem more restrictive than what you are used to at home. Again, do not be afraid to try new things. Also, most apartments and residence halls will have a kitchen that you can use to prepare simple meals with your friends.

While you are abroad, it is important that you make sure you maintain proper nutritional habits. In the excitement of adjusting to your new surroundings and adapting to your host culture's habits, it can be easy to forget that what you eat can have a great impact on how you feel. This is especially important if you have special dietary needs such as vegetarian/vegan requirements. IES Abroad makes every effort to accommodate the special needs of students with specific dietary requirements resulting from health reasons, religious requirements (such as kosher or halal diets), or personal preference. It is important that you note any special dietary requirements on your housing questionnaire and/or medical form. We do stress, however, that in some countries it can be difficult to maintain a strict vegetarian or vegan diet. A little research into the types of food available in your host country should provide you with some insight into what requirements you may have. You should then be able to make plans to supplement your diet. Center staff will also be available to talk with you and help with any concerns you may have.



IES Abroad Berlin students relaxing in Potsdam

COMMUNICATION

CELLULAR PHONES

Because IES Abroad is first and foremost committed to student safety and security, we require all students to have a cellular phone while enrolled in our programs. It is the responsibility of each student to acquire a cellular phone either in the host country within the first week of arrival or in the U.S. prior to departure. Failure to acquire a cellular phone and report the number to IES Abroad staff in this period of time will result in judicial action.

Throughout the program's entirety, students are required to have their cell phone turned on, charged, and with them at all times to enable IES Abroad staff and/or family to reach them in the event of an emergency. IES Abroad staff members use students' cell phone numbers to call or broadcast text messages with instructions during emergency situations.

CONSIDERATIONS

Some students use their cell phones only for emergencies while others use them daily for contacting friends in the program or back in the U.S. Some U.S. cell phone companies that provide service abroad are priced for emergency usage, rather than casual everyday use. IES Abroad encourages students to explore multiple options and select a provider that best meets their individual usage needs.

High cell phone bills are a reality when using cell phones outside of the U.S. without careful regard for roaming, per minute, and text charges.

All students are encouraged to discuss a communication plan with family and friends prior to departure that takes into account the cost of incoming and outgoing calls. Students are urged to be cautious if they elect to use additional services such as text messaging or web services through their cellular phones while abroad as these are often very costly.

Students need to be aware that cellular phone rates vary considerably by location and provider. Most cellular phone rates are much more expensive outside the U.S. This is particularly the case when a student is "roaming" outside the normal calling area, such as during travel. Most cellular plans abroad do not work similarly to plans in the U.S.; they are usually billed on a per minute or partial-minute basis.

CELLULAR PHONE OPTIONS

Obtaining a cellular phone on-site

Students are welcome to obtain a cellular phone once they arrive at their program location. Any student obtaining a cellular phone outside the U.S. will need to negotiate the best terms and conditions for cellular service on their own.

Using a SIM Card

Students should also investigate if their current cellular phone will accept a SIM card abroad. This is frequently a low-cost alternative to buying or renting a cellular phone abroad. IES Abroad is not able to provide technical support or recommendations for cellular service or phones. Contact your cellular phone provider to determine if your current phone is compatible with using a SIM Card.

Obtaining a cell phone in the U.S.

Students interested in obtaining cell phone service while still in the U.S. may work with a third-party provider. Third-party providers often arrange to ship a fully functional phone to a student's home address before departure and provide instruction for students to ship the phone back after returning from study abroad. IES Abroad does not have an agreement with and does not endorse any providers. Students and their families should do research on-line of third-party cellular service providers for study abroad on their own to determine what options exist and whether to pursue these options or not.

Students are encouraged to consider the following benefits of obtaining a cell phone prior to departure and after arrival:

Benefits of obtaining a cell phone prior to departure:

- Students will be able to provide cell phone numbers to family and friends before leaving home.
- Students who experience flight delays or problems during travel will be able to use the cellular phone to contact IES Abroad staff and/or family at home.
- Students who travel within or outside the country of study after the program ends will be able to keep the phone until returning home.

Benefits of obtaining a cell phone after arrival:

- Students may receive a less expensive rate for calls in some locations.
- A local provider may provide more expedient service and technical assistance than a U.S.-based provider.

Whether students choose to obtain a phone pre-departure or wait until they arrive at their program location, having a cell phone is a requirement. Students who arrive without a cell phone will be required to obtain one within a week of their arrival.

Finally, students must read the Terms and Conditions information of any mobile phone service provider obtained in the U.S. or abroad very carefully. It is especially important to understand that students are responsible for reporting lost or stolen phones as soon as possible. Failure to follow the instructions of the provider could result in the student being held responsible for usage charges that were not incurred by the student.

VoIP

VoIP is a general term to make verbal and video communications using the internet. If you are bringing a computer, you may want to use a free, internet-based provider like Skype to make international calls. Visit www.skype.com for more information. (Note: Only personal computers may be used for internet-based calling. Headphones and a microphone may be needed.)

MAIL

Receiving mail and packages can be cumbersome abroad. Depending on how mail is sent and its contents, mail and/or packages can take weeks or longer to arrive and packages are often held at customs. Any important item that must be mailed or shipped should be properly insured and mailed to an address that can receive it. Sometimes this is the Center and at other times, it is the student's residence.

Generally, letters can be sent directly to the student residence or the Center.

Packages are more difficult. Depending on customs in a particular country, there can be excessive charges on packages received. These charges can sometimes surpass the value of what is being sent. This is particularly true for electronics, like laptop computers. The benefit of sending a package or buying the needed item in country should always be carefully considered. It is the student or sender's responsibility to check and verify which existing customs procedures and regulations must be followed when mailing a package. IES Abroad is not responsible for any customs charges incurred and cannot assume payment or responsibility for any packages received.



IES Abroad London students' mailboxes

COMPUTERS & INTERNET ACCESS

Access to computers and the Internet varies by location. IES Abroad makes every effort to ensure that students have access to computers and the Internet for their academic work during the semester. You should be aware, however, that at some locations, access to these tools is somewhat limited. Please note: IES Abroad does not offer technical support for personal laptops and cannot assist with hardware or software malfunctions or incompatibilities. Check your IES Abroad *Get Set!* Guide for specific details of computer and Internet availability at your Center.



The IES Barcelona computer lab

If you have a laptop computer, IES Abroad encourages you to bring it only if it is fully insured against theft and/or damage before your departure. (If your family has homeowners' insurance, it is often possible to add your computer to that policy for a nominal fee. *IES Abroad is not responsible for insuring any individual student's property.*) Please keep in mind, however, that we cannot guarantee a compatible printer. Laptop computers are commonly targeted for theft. If traveling with a laptop we recommend carrying it in a bag that can be carried securely and conceals the contents. We recommend backing up all academic work on a USB flash drive and using the USB flash drive to transport papers for printing.

INTERNSHIPS & ACTIVITIES

INTERNSHIPS, COMMUNITY-BASED LEARNING & FIELD PLACEMENTS

There is no better way to experience another culture than through active engagement. Depending on your particular program, IES Abroad may offer several stimulating and challenging ways to get involved in the day-to-day activities of another culture. There are many internship, community-based learning, volunteer, and field study opportunities available that IES Abroad has been able to arrange with organizations concerned about contributing to student growth and development. In order to secure the most appropriate placements, it is essential that all forms and application materials are accurately completed and submitted on time to the appropriate IES Abroad office.

When you commit to a job as an intern or volunteer, IES Abroad expects your conduct to positively reflect on IES Abroad, your home school, your home country and on you as an individual. All IES Abroad interns and volunteers are expected to fulfill all job requirements for the duration of the agreed-upon period. Additionally, all interns and community-based learning participants are required to attend all seminar sessions and complete the required work associated with the placements. If you plan to pursue an internship during your time abroad, please remember to bring appropriate work attire. Grades will reflect participation in the internship or community-based learning placement and the academic seminar. IES Abroad has been able to maintain outstanding internships because of the motivated, conscientious students we have placed in previous semesters.

STUDENT EVENTS AND ACTIVITIES

At each Center, a number of activities and trips are planned each term, including visits to interesting local areas or historically or culturally significant sites. In addition, student activities are planned to assist in your integration with the local community and to facilitate your adjustment to your new culture and home for the term. IES urges you to participate in such activities and to suggest ideas you may have for future events to the Center staff. If you do not find an activity that matches your interests, ask the Student Affairs Coordinator onsite for suggestions as to how you can take advantage of local resources to pursue your own hobbies and/or interests.

STUDENT COUNCIL

At several Centers, a Student Council is in place to develop various student events and to serve as a representative to the Center staff, should student input or opinions be needed. Active involvement in the Student Council is encouraged for students who wish to take on leadership tasks, assist with building community among the students, or have a creative outlet.

STUDENT IDENTIFICATION CARDS

IES Abroad does not issue students an official IES Abroad Student Identification Card, though some Centers issue Center-specific identification cards. Some students have found that there are advantages to purchasing an International Student Identification Card (ISIC). This card provides photo-evidence that you are a full-time student, and may allow you to access a number of discounts on food, travel, etc. A small travel insurance policy is included with an ISIC card, if it is purchased in the U.S. Further information about the ISIC Card can be found at www.isic.org.

Note: At Centers where an identification card is issued, it is extremely important to submit your online photos on time. Failure to do so may mean that you will not receive your card on time, and this will adversely affect your ability to use student facilities including the computer lab, student cafeteria, library, etc.

ORIENTATION

A mandatory orientation program is conducted at each Center soon after students arrive. Full participation in orientation is required for your smooth adjustment to your host country and IES Abroad program. Orientation includes information related to:

- academics
- housing
- host culture
- emergency preparedness
- health and safety
- IES Abroad policies, services, and guidelines

Cultural adjustment information and, in some cases, intensive language sessions are built into this period. This is a key opportunity for you to learn as much as possible about the program, staff, faculty, and other students before classes begin.

Orientation is the most important adjustment assistance service available to students. It is when the many important differences between your previous academic experience and the current study abroad context are explained. Orientation is also your time to absorb information and ask key questions, which will assist you in having a truly successful experience. Last but not least, orientation is also a great opportunity for you to meet and establish friendships with the other students and the IES Abroad staff.



IES Amsterdam students enjoy a boat tour of the city during orientation

HEALTH & INSURANCE

MEDICAL REPORTS & HEALTH

You are required to complete and submit the IES Abroad Medical Report by the date specified for your program. It is essential that you and the medical provider at your college health clinic or your family physician respond in full to all questions about your health and medical treatment. Students participating in all IES Abroad programs are required to sign a contract/waiver verifying that IES Abroad has the right to provide medical care without further consent in emergency situations. In the case of illness or injury, IES Abroad reserves the right to contact families regarding their students' health status.

NOTE: It is YOUR responsibility to ensure that your medical provider completes ALL FIELDS on Part II of the Medical Report. If any fields are left blank, your Medical Report will be considered incomplete and will not be accepted. Students who submit an incomplete Medical Report will have the Medical Report returned to them in the mail and will likely miss the deadline for receipt of this document.

NOTE: If you do not provide IES Abroad Chicago with a completed Housing Form, Medical Report, and Form of Agreement & Waiver prior to departure, you will neither receive a housing placement nor be allowed to participate in the program.

Illnesses, routine ailments, or minor accidents can sometimes happen overseas. IES Abroad understands that such experiences can be frightening and disorienting in unfamiliar surroundings. Healthcare in other countries will sometimes resemble and sometimes differ substantially from healthcare in your home country. In some cases, staff from the Dean of Students Office may call you before departure to offer assistance with making overseas medical arrangements. At each Center, you may obtain a list of English-speaking physicians, mental health counselors, dentists, and other healthcare providers and facilities. Although they are not affiliated with IES Abroad, these providers and facilities have offered excellent service to past students. Center staff are available to advise students about locating and visiting appropriate medical practitioners. It is important to notify Center staff if you become ill or are injured.

While you are abroad, you will be enrolled with a comprehensive international health insurance coverage designated by IES Abroad, and included as part of the program fee. Details of the IES HTH Worldwide Student Health Insurance policy and host country insurance plan required at some Centers can be found in the FAQ Section on health and insurance in this Handbook (see FAQ on "What to do if you get sick"). Students requiring medical assistance may be asked to pay up-front for the visit and will subsequently file a claim with HTH Worldwide or a local insurance provider (see FAQ on "Filing an insurance claim"). Students participating in mandatory host country insurance plans are more likely to have the host country insurance recognized by health care providers at the time of treatment and may not be asked to pay up-front. See the section on HTH Worldwide and other insurance on page 22.

STUDENTS WITH DISABILITIES

IES Abroad actively works to reduce barriers faced by students with disabilities who participate in its programs. Working individually with students, IES Abroad attempts to provide reasonable accommodations for students whose disabilities have been documented by a qualified professional, and who request and are deemed eligible by IES Abroad for such assistance. **In order to attempt to provide accommodations to eligible students, IES Abroad must receive requests for accommodations and full documentation from a qualified professional in writing no later than four weeks before the beginning of the term.** Although accommodations may not always be possible, IES Abroad remains committed to attempting to provide them.

To enhance study abroad opportunities for students with disabilities, IES Abroad offers \$500 grants to students whose disability may add significant costs to their study abroad experience. A limited number of grants is available annually. Please contact the Student Affairs Assistant for more information at 800.995.2300 extension 5051.

Students with disabilities of any kind are encouraged to visit the website of Mobility International USA at www.miusa.org. A U.S.-based national non-profit organization, Mobility International is dedicated to empowering people with disabilities around the world through international exchange, information, technical assistance, and training; and to ensuring the inclusion of people with disabilities in international exchange and development programs. The Mobility International website includes testimonials of disabled students and their tips for students with disabilities who plan to embark on study abroad programs.

PRESCRIPTIONS

If you plan on taking medicine or a prescription drug while overseas, IES Abroad strongly suggests that you consult with your physician prior to departure. You may also consult with your doctor regarding local referrals while you are away, though the IES Abroad Center staff will have a list of physicians available as well. You should make arrangements to ensure that you have enough medication for your time abroad. Please be aware that your medication or a comparable version of your medication may not be available in some locations. In this situation, you will need to bring enough to last for the duration of your stay. IES encourages you to contact your U.S. insurance provider well before your departure to investigate any potential problems with accessing a sufficient supply of your medication. If you plan to purchase medication while you are abroad, you will need to see a host country doctor in order to obtain a new prescription. Any medication that you bring overseas should be packed in your carry-on luggage and stored at all times in the original prescription bottle with a label showing your name, the generic name and dosage of the drug, and instructions for use. **Please remember to consult the Transportation Security Administration (www.tsa.gov) for updates on baggage regulations for international travel.**

Do not mail medicines or vitamins; they can be held up in customs and are often returned to the sender or confiscated.

STUDENTS WITH MENTAL HEALTH CONCERNS

Students being treated with any prescribed medications for depression, anxiety, OCD, bipolar disorder, or ADD/ADHD should be aware that, in several countries, the drugs commonly used to treat these conditions are either severely restricted or, in some cases, illegal. Students who take these medications should contact the Student Affairs Assistant in Chicago at least two months before departure to discuss options and the legal restrictions on certain medications for their host countries. (800.995.2300 x5051)

VACCINATIONS

Vaccine-preventable diseases continue to infect people around the world. While many diseases have been eradicated in the U.S. due to the application of public health laws, many diseases are still prevalent in other countries. A student's immunization status should be considered before going abroad. IES Abroad strongly recommends that students consult their doctor, county, or state Department of Public Health, and the U.S. Centers for Disease Control (CDC) for the most up-to-date vaccination requirements and recommendations for where they plan to study or visit while abroad. IES Abroad considers vaccinations and prophylactic medications to be a matter of individual student choice.

Most students have received vaccinations for numerous preventable diseases as children or as part of the matriculation process to their college or university. Individual student vaccination requirements vary from state to state and institution to institution. In accordance with the American College Health Association (ACHA) and the Center for Disease Control (CDC), IES Abroad strongly recommends that all students be vaccinated against the following diseases:

- Measles, Mumps, Rubella (MMR)
- Polio
- Varicella
- Tetanus, Diphtheria, Pertussis (+DaP)
- Hepatitis A
- Hepatitis B
- Meningitis/Meningococcal Tetravalent (A,C,Y,W-135)
- Pneumonia/Pneumococcal Polysaccharide
- Yellow Fever

In addition to the above vaccinations, the CDC also recommends vaccinations and preventive medications for students studying or traveling to various locations around the world. Some examples of other diseases for which students may need protection include Japanese Encephalitis, Yellow Fever, Malaria, Rabies, and Typhoid.

Students should bring documentation of the above vaccinations with them to their study abroad location should documentation of vaccination or preventative treatment be requested. Documentation information can be found at www.who.int/csr/ihr/IVC200_06_26.pdf.

Tuberculosis is a major concern in many parts of the world. Students studying or traveling to areas known to have tuberculosis should be tested for tuberculosis before leaving their country of origin, upon return to their country of origin, and three months after their return to their country of origin.

The CDC operates an international traveler's hotline which provides up-to-date vaccination requirements for any region or country you select. The toll-free number is **888.232.3228**. You may also consult their website at www.cdc.gov.

MEDICAL INSURANCE

Health insurance is an important component of study abroad with IES Abroad. All IES Abroad students are required to be covered by the comprehensive international health insurance plan mandated by IES Abroad in order to participate in a program. Once a student has been confirmed for his/her IES Abroad program, IES Abroad will automatically enroll the student and purchase the required international health insurance on his or her behalf. The cost of the mandatory insurance that includes an administrative fee will be included in the program fees and *cannot be waived*.

IES Abroad offers a carefully considered plan for international student insurance. It is comprised of three parts:

- A) HTH Worldwide emergency assistance, evacuation and repatriation coverage;**
- B) Accident and Sickness Insurance; and**
- C) Security and Political Evacuation Services (provided by Medex)**

A) HTH WORLDWIDE EMERGENCY ASSISTANCE , EVACUATION AND REPATRIATION

HTH Worldwide provides a \$200,000 emergency medical evacuation and repatriation insurance policy for every student studying at an IES Abroad Center. This insurance includes a worldwide, 24-hour emergency telephone assistance service.

HTH Worldwide contact numbers are as follows:

800.257.4823 (Assistance in the U.S.)

610.254.8771 (call collect from outside the U.S.)

HTH Worldwide Policy ID# (Australia, New Zealand, Nagoya):

HM3068-A-09

HTH Worldwide Policy ID# (all other programs): **HM3067-A-09**

Website: www.hthstudents.com

HTH Worldwide assistance services include:

Medical Assistance:

- Emergency medical referral service
- Medical monitoring
- Prescription drug replacement/shipment
- Direct payment system for hospitalization costs

Travel Assistance:

- Obtaining emergency cash
- Traveller's check replacement
- Lost/delayed luggage search
- Replacement of lost and stolen airline tickets

Technical Assistance:

- Credit card/passport/important document replacement
- Advice on immunizations
- Political/environmental warnings update
- Currency exchange rates and ATM locations
- Telephone translation for emergency situations
- Locating legal services
- Worldwide inoculation/traveller's health information

B) INTERNATIONAL ACCIDENT & SICKNESS INSURANCE

All students studying at IES Abroad will be enrolled with the interna-

tional health insurance plan designated by IES Abroad. Once a student is confirmed on a program, IES Abroad will automatically enroll the student and purchase the required international health insurance on his or her behalf.

IES Abroad has identified HTH Worldwide as an excellent international health insurance provider with an established reputation. HTH Worldwide has an excellent track record in handling claims in every language from medical providers around the world.

HTH Worldwide coverage obtained through IES Abroad provides for:

- \$0 deductible for each illness or injury
- Accident Medical/Sickness Expense: Up to \$500,000 per incident (unlimited number of incidents)
- Pre-existing Conditions
- Inpatient Hospital Services: Paid at 100% of reasonable expenses
- Hospital & Physician Outpatient Services: Paid at 100% of reasonable expenses
- Physician Office Visits: Paid at 100% of reasonable expenses
- Mental and Nervous Benefit: Inpatient expenses are covered at 100% to a \$25,000 maximum per policy year. Outpatient expenses are covered at 100% to a \$25,000 maximum per policy year
- Accidental Death & Dismemberment: \$25,000
- Disappearance Paid as Accidental Death: \$25,000 (see policy for details)
- Prescription Drugs: Paid at 100%
- Limited Home Country Coverage: Up to \$10,000 if not covered by another plan
- Injuries received while playing in scholastic or organized sports
- Accidental Dental: Dental care necessitated by an injury
- Palliative Dental: Emergency pain relief treatment or repairs to sound, natural teeth (up to \$1,000 per policy year)
- Pregnancy: covered if conception occurs while covered under plan

HTH Worldwide does not cover:

- Preventative medicines, routine physical or eye exams
- Elective surgery
- Correction of birth defects or congenital conditions
- Cosmetic surgery (unless necessitated as a result of covered injury)
- Diagnosis and treatment of acne and sebaceous cyst
- Injury or loss arising from participation in professional sports, scuba diving, hang gliding, parachuting or bungee jumping.

Students will receive an insurance confirmation/registration email prior to departure. After completing the online insurance registration, students can print their insurance cards and brochures. The IES Abroad Center staff will provide students with information on local hospitals and doctors during orientation as well as information on how to file claims and seek medical assistance for emergencies.

C) SECURITY AND POLITICAL EVACUATION SERVICES

MEDEX, an affiliate of HTH Worldwide, will on a best-effort basis assist students in arriving to a safe haven. If evacuation becomes impractical due to hostile or dangerous conditions, MEDEX will maintain contact with students and advise them until evacuation becomes viable or the emergency situation has passed.

MEDEX coverage provides for:

- Arrangement for transportation to the nearest safe departure point designated by MEDEX
- Payment for transportation to the nearest safe haven up to a maximum of

- \$100,000 per emergency security situation
- Assistance with ground transportation to the designated international airport or other safe departure point
- Pre-Travel Information: Updated destination intelligence for 173 countries covering subject areas such as weather, currency and culture
- Real-time Security Intelligence: Provision of the latest authoritative information and security guidance for over 173 countries and 283 cities that includes intelligence from thousands of worldwide sources

MEDEX does not cover:

- Travel arrangements that were neither coordinated by nor approved by MEDEX
- Taking part in military or police service operations
- The commission of, or attempt to commit an unlawful act
- Failure to properly procure or maintain immigration, work, residence or similar type visas, permits or documents
- Security or political evacuations from your home country
- Security or political evacuation with the emergency security situation precedes the student's arrival in the host country, or when the evacuation notice issued by the recognized government of your home country or host country has been posted for a period of more than seven (7) days

An HTH Worldwide policy summary defining all benefits and exclusions will be distributed to students during orientation at the Center.

For questions regarding claims, coverage, or extending coverage please call 888.243.2358 or 610.254.8769 or visit www.hthstudents.com for more information.

It is recommended that students who plan to extend their stay abroad for any reason beyond the duration of the IES Abroad program term purchase additional coverage from HTH Worldwide or another reputable insurance company. Additional coverage can be purchased 2 weeks before a program begins.

CENTERS REQUIRING LOCAL INSURANCE

Students studying in **Auckland, Christchurch, Melbourne, Nagoya, and Sydney** during Fall, Spring, and Academic Year programs are required, either by host country or host university regulations, to purchase host country insurance. IES Abroad will automatically enroll the student and purchase the required international health insurance on his or her behalf. The cost of the mandatory insurance which includes an administrative fee will be included in the program fee and cannot be waived.

- **Melbourne** and **Sydney** students will be covered by the mandatory OSHC Worldcare Assist insurance plan required by the Australian government as part of the La Trobe University, University of Melbourne, Macquarie University, University of New South Wales, University of Sydney, and Australian visa regulations. Melbourne and Sydney programs will also be provided with supplemental Mental Health coverage to compensate for a deficiency in the national policy.
- **Auckland** and **Christchurch** students will be covered by the Uni-Care Travel & Medical Insurance Policy to satisfy the insurance requirements for interna-

Note: If an IES Abroad student anticipates traveling outside the Australian continent during his or her study abroad term on non-IES Abroad organized trips, s/he will have no insurance coverage during that period. Therefore, IES Abroad recommends that students planning such personal travel purchase additional international health insurance coverage through HTH Worldwide or another reputable international insurance company. Please visit www.hthstudents.com to enroll online.

tional students set forth by the New Zealand Ministry of Education. Students attending New Zealand programs will also be provided with supplemental Mental Health coverage to compensate for a deficiency in the national policy.

- **Milan, Rome, and Siena** students will be covered by Assitalia insurance. Under Italian law, you are required to have both medical insurance and the Italian Assitalia policy. During orientation, IES Abroad will purchase the Assitalia policy on your behalf at no additional cost to you. This does not replace the IES Abroad HTH Worldwide insurance but rather gives you an emergency/catastrophic insurance policy immediately recognized by any Italian health care facility or hospital.
- **Nagoya** students will be required to participate in the Japanese National Health Insurance Program (JNHI). **Please note that you will not be billed for this insurance before you leave. You must be sure to have sufficient funds (the equivalent of US\$300) to pay for this insurance after you arrive in Nagoya.** Students participating in the JNHI program are also eligible to participate at no extra cost in the AIEJ International Student Medical Fee Reimbursement Program. Students insured under these two plans will have over 70% of their treatment costs covered. Students should purchase travelers' health insurance before they travel outside Japan. A small number of applicants for Japanese National Health Insurance may be denied coverage at the discretion of the ward officer. In this situation, students should immediately notify the Nagoya Center Director. Full health insurance coverage will be provided to these students by HTH Worldwide.

HEALTH INSURANCE BROCHURES & CARDS

Students attending programs in Melbourne, Nagoya, and Sydney will receive an insurance card from the national provider which are Uni-Care, Worldcare, or JNHI and emergency policy description materials from HTH Worldwide.

(Policy#: HM3068-A-09)

Students attending programs in Auckland and Christchurch will receive a Uni-Care policy brochure and card upon arrival at the IES Abroad Center that should be carried at all times.

Students attending programs at all other Centers will receive a confirmation/registration e-mail from HTH Worldwide prior to departure. Students may print off insurance cards and brochures prior to departure or once on-site. Students with HTH Worldwide insurance through their home schools will be provided with insurance policy information and an insurance card from their home schools prior to departure.

If you are studying at a Center where host country insurance is required, the staff will explain the relevant Center insurance policy. The Center staff will also provide you with information on local doctors and hospitals.

OTHER INSURANCE CONSIDERATIONS

STUDENTS WITH PRE-EXISTING CONDITIONS

The HTH Worldwide insurance that IES Abroad requires for participating students covers pre-existing medical conditions. However, the coverage for follow-up care, such as physical therapies, for injuries that occur prior to a student's study abroad are not covered. Please contact the Dean of Students Office at 1.800.995.2300 for more information.

PROPERTY INSURANCE

IES Abroad does not insure students' property while they are abroad. *IES Abroad urges all IES students to purchase property insurance for the entire duration of their time abroad.* Despite students' best efforts to safeguard their property, it is still possible for belongings to be lost, stolen or damaged during travel abroad. Students should investigate their parents' homeowners' insurance to ensure that all items brought on the trip will be covered by their policy. **IES Abroad recommends that you purchase property insurance for all belongings, especially high-cost items such as laptop computers, MP3 players, and other valuables.**

LIABILITY INSURANCE

Students may also choose to be covered by their family's property or homeowners' insurance for personal liability, as in other countries (France, Germany, Ireland, Italy, Japan, and Spain), it is considered customary to have personal liability insurance to cover accidents caused by an individual.

HTH Worldwide insurance (HTH) offers personal property and liability insurance through one of their affiliates, Haylor, Freyer & Coon, Inc., for interested students who are not covered under their parent's homeowners' policy or another plan. Students may enroll in one or both plans offered by Haylor, Freyer & Coon, Inc., by downloading the plan(s) at www.hthstudents.com. Enrollment begins 2 weeks before the program start date.

HEALTH AND INSURANCE FAQs

Q: What do I do if I become sick or injured?

A: If you become ill while on an IES Abroad program, you should immediately contact an IES Abroad staff member from your program, who will put you in contact with a doctor and/or hospital. A list of staff emergency contacts appears in your *Get SET!* Guide, and you will be given a card with emergency contacts to be carried with you once you are on-site.

Q: How do I file a claim if I am covered by HTH Worldwide insurance?

A: You can download a copy of the HTH Worldwide policy information and a claim form at hthstudents.com. You will need to sign the claim form and send it to HTH Worldwide along with a copy of your bill (or invoice, if you are required to pay up-front for the treatment). You will also need to send a rough translation of the bill if it is in another language.

You must indicate on the claim form whether or not you have already paid the bill. If you have paid the bill, HTH Worldwide will process the claim and send the refund check to the address you write on the claim form. If you have not paid the bill, HTH Worldwide will send payment directly to the doctor or hospital.

If you have already paid the bill, IES Abroad advises that you include a note to HTH Worldwide asking them to send the refund check in U.S. dollars to your home address. This check can then be deposited in your bank account in the United States. This will decrease the possibility of delays in processing or the imposition of fees on a check in foreign currency.

Q: I have host country insurance; how do I file a claim?

A: If you are studying at a Center where alternative insurance is used (Auckland, Christchurch, Melbourne, Nagoya and Sydney), you should follow the instructions given by the Center staff on how to file a claim with the local insurance provider.

Q: I have home school HTH Worldwide insurance; how do I file a claim?

A: If you have an alternative HTH Worldwide insurance policy through your home school, you should have a copy of the policy and a phone number to call for assistance. Ask your Study Abroad Coordinator for this information before you leave. You should follow the instructions outlined on the claim form to file a claim with HTH Worldwide. Consult the Student Affairs Coordinator at your Center if you have questions about this process.

Remember: the Center staff is there to help you locate a medical provider and receive the treatment that you need. You must notify the Center staff if you become ill.

If you have any questions or concerns,
see the Student Affairs Coordinator at your Center.



IES Abroad Paris Students sightseeing at the Jardin de Luxembourg

SAFETY

While you are abroad you should take serious care when attending to your own safety as you become acquainted with your new home city or when you are traveling in general. You should be cautious and smart about your own safety no matter where you are in the world. Knowing how to be safe is an important personal responsibility.

Suggestions for personal safety follow:

- **Be aware** of your surroundings at all times.
- **Know how to ask for help** in the native language of the country.
- Know the **local emergency telephone numbers of all countries you visit or stay in and save them in your cell phone.**
- Always be aware of where your money is and where you are storing your important documents.
- Act like you know where you are going and what you are doing.
- **Do not draw attention to yourself as a foreign visitor.** College sweatshirts, baseball caps, and iPods identify you as being American. Backpacks and big purses can also be targets. It is frequently sensible to avoid locations where anti-American sentiment might manifest – American fast food chains, areas where tourists congregate, etc.
- **Do not** carry wallets in back pockets.
- **Do not** carry large amounts of cash.
- Exchange money only at authorized outlets.
- Avoid wearing expensive jewelry or watches.
- **Do not** carry your passport unless you absolutely need it – a photocopy will do fine for everyday use. When you do carry it, use a concealed body pack.
- **Do not walk or ride the bus or train alone at night** – spend the money on a taxi or travel with friends in a group.
- **Do not** stay in less reputable establishments – the few dollars saved on a cheap motel or hostel when on personal travel is a small amount compared with the replacement costs of a passport, camera, rail tickets, etc. Make sure your room is secure and can be locked from within as well as when you go out. **Remember: When deciding what to take or leave in your hotel room, if you cannot afford to lose it, then you cannot afford to leave it unguarded.**
- **DO NOT hitchhike.**
- **Avoid traveling alone.** Stay informed about developments in your host city and country and in the world. U.S. foreign policy does affect how people overseas will treat you. If you plan to travel to another country check with the nearest U.S. consulate as to what the situation is there. If the United States is at odds with a country, you will immediately be seen as a representative of your country. If your travel destination is having political or military difficulties – ranging from demonstrations to terrorist attacks to civil war – **do not go.**
- **Do not** go alone to unknown areas.
- **Do not** go to dangerous areas.
- Remember that thieves frequent bus and train stations, airports, and tourist attractions.
- If you are sexually active, be sure to practice safe sex at all times.
- **Do not leave any drink unattended in a public place.**
- **Never carry packages for strangers or for anyone if you do not know the contents.**

It is essential that you fully understand the safety features, locks, fire escape routes, and other emergency information at your residence. **Students should lock their room or apartment doors at all times.** If deadbolts are installed on housing doors, they should also be **used at all times.** Always remember to lock windows.

Lastly, in IES Abroad communities all over the world, students look out for one another. While abroad, you may become aware of issues of concern with students in your IES Abroad community—perhaps that a student is ill, has been injured, victimized, or harassed, or is developing behaviors that may be harmful to him/herself or others. If you ever have any concerns about the health or safety of your fellow IES Abroad students, please alert your Center’s Student Affairs Coordinator as soon as possible.

STATE DEPARTMENT REGISTRATION

As part of our comprehensive student safety program, IES Abroad will register you with the U.S. consulate closest to your study abroad destination. By registering you with the local U.S. consulate, you will receive any State Department updates related to the locations abroad. The registration process requires that IES Abroad provide your name, email address, passport number, IES Abroad Center address and duration of the IES Abroad program. The State Department is subject to the provisions of the Privacy Act (5 USC 552a) which prevents your information from being released to a third party without your approval. You may view information about the Travel Registration program at the following website: <https://travelregistration.state.gov/ibrs/ui/index.aspx>.

TRAVEL SAFETY

Students enrolled in IES Abroad programs are likely to be involved in two kinds of travel: independent travel on weekends and during vacations and travel associated with IES Abroad courses or field trips. Students are responsible for their own transportation during all travel not associated with scheduled IES Abroad field trips. Students should take adequate safety precautions and make every effort to safeguard their property during all excursions.

FIELD TRIPS AND FIELD STUDY

Field trips are an integral part of IES Abroad programming. In all cases, an IES Abroad staff or faculty member will develop the itinerary and lead the trip. It is necessary that all students adhere to the guidelines that have been developed for each outing. Failure to follow the guidelines, instructions, or policies set up for a field trip may result in disciplinary action. Students who fail to meet the established timetable for the trip will have to make alternative arrangements on their own and cover the costs for such arrangements, whether they are late at the beginning of, during, or at the end of a trip. If students are not on time at the beginning of a trip, the trip leader is authorized to depart without them. IES Abroad students are prohibited from bringing family members or guests on IES Abroad sponsored trips. **There will be no refunds for students who miss field trips.**

In accordance with the IES Abroad MAP, field study complements and supports the academic program. Students who are unable to attend required field study for reasons of illness, disability, or religious observance, may design an alternative trip in association with one of their courses. Their plan must be approved by the course instructor and should include an exercise that will be graded by the instructor as part of the course either in connection with a regular assignment or as an extra assignment.

INDEPENDENT TRAVEL

IES Abroad continues to maintain its longstanding commitment to student safety. In light of this priority, IES Abroad employs procedures that establish avenues of communication and information tracking between students and staff. **IES Abroad requires students to have mobile phones during their study abroad experience, encouraging and simplifying effective communication with both the IES Center and parents in the event of emergencies. Students are required to provide their Center with their mobile phone number and to keep their mobile phone turned on and charged at all times for the duration of enrollment. Additionally, students are required to place an electronic independent through TravelTracker™ and/or a paper independent travel itinerary form to Center staff any time you are away overnight.** This information provides necessary information in the event of an emergency and students need to be reached when mobile phones are not functioning.

Independent travel commonly occurs over breaks and weekends. Such travel arrangements cannot interfere with your class schedules or mandatory field study. You are also encouraged to discuss your travel plans with your homestay host or roommates when you plan to be gone overnight. Traveling alone is discouraged. In case of accident or illness, students traveling alone are exposed to substantial and unnecessary risks.

In most parts of the world, hitchhiking is extremely dangerous for both men and women. Under NO circumstances should any student hitchhike. Students should heed the U.S. State Department "cautions" and "warnings" regarding travel in areas deemed unsafe or risky. Center staff will also from time to time disseminate information or warnings in times of emergencies and heightened risk. Students should keep up-to-date on these advisories by visiting the U.S. Department of State travel advisory site at www.travel.state.gov. This site also provides helpful information about safety and crime issues in all countries.

MOTORIZED VEHICLES

Driving motorized vehicles in a foreign country can pose significant safety risks, not only for the individual driving but also for motorists and pedestrians. For this reason, IES Abroad prohibits students from purchasing, renting, or operating motor vehicles of any type (including automobiles, trucks, motorcycles, mopeds, motor scooters, or off-road vehicles) except as necessary in emergency situations.

DOCUMENTS REQUIRED FOR ENROLLMENT

FORMS OF AGREEMENT & WAIVERS OF CONTRACTED INSTITUTIONS

Every student who participates in an IES Abroad program, along with his/her parents or guardians, is required to read, sign, and submit a Form of Agreement & Waiver by the date specified. This document describes the conditions under which you may participate in an IES Abroad program, and the kinds of responsibilities, and requirements you must fulfill as an IES Abroad student. You and your parents are urged to read this document very carefully before signing.

Students are subject to all statements included in the Form of Agreement & Waiver and will be held accountable for adhering to these guidelines in accordance with the IES Abroad Code of Student Conduct and the policies outlined in the *IES Abroad Student Handbook*.

The only students who are not required to have a parent sign the Form of Agreement & Waiver are those who fall into at least one of the following categories:

- 1) At least 24 years old

- 2) An orphan or ward of the court
- 3) Married
- 4) Have children or dependents other than a spouse (who receive more than half of their support from you)
- 5) Veteran of active duty military service (including enrollment in the Air Force, Army, Coast Guard, or Naval Academies).

In order to verify your independent student status with IES Abroad, you will need to provide documentation from the Dean of Students or Financial Aid Office at your home college or university.

MEDICAL REPORT

You are required to complete and submit the IES Medical Report by the date specified for your program. It is essential that you and the medical provider at your college health clinic or your family physician respond in full to all questions about your health and medical treatment.

IMPORTANT!

If you do not provide IES Chicago with a completed Form of Agreement/Waiver of Contracted Institutions, Medical Report, or other required document, you will not be allowed to participate in the program.

HOUSING QUESTIONNAIRE

Your housing questionnaire must be received at IES Abroad Chicago by the date specified for your program. Receipt of the Housing Questionnaire after the deadline may result in the inability to place you in housing located by IES Abroad, in which case you will be required to find your own independent housing.

TRIP WAIVERS

Students may be required to sign waiver forms for travel activities or events scheduled by IES Abroad. Without the required signed form, students will not be allowed to participate in said events.

IES ABROAD CRISIS MANAGEMENT PLANS

The safety of our students is a top priority for IES Abroad. The purpose of the IES Abroad Crisis Management Plan is to put comprehensive safety measures in place that will be useful in local emergencies, as well as in the wake of more serious occurrences. IES Abroad recognizes that it is prudent to be prepared for all possible circumstances, however unlikely.

The plan has a number of purposes:

- to protect the safety of students and staff
- to take steps that will ensure communication and the ability of all Centers and Chicago to operate in the event of a crisis.

IES Abroad has adopted a series of policies concerning decision-making under extraordinary conditions and preparation for possible major emergencies at each of its overseas program locations and in Chicago. Should an emergency occur at the site of an IES Abroad program or in Chicago, these policies will reduce and manage the risks for students and staff.

The Center staff will give you further and more detailed information about these plans during orientation. Please be aware that emergency drills will be practiced during your stay; these will be addressed during your orientation as well.

DIVERSITY ABROAD

WHAT YOU SHOULD DO DURING A CRISIS

- Avoid places of unrest.
- Contact the staff at your Center and notify them of your whereabouts.
- Contact your family to assure them of your safety.
- If you are traveling away from the Center site, contact the U.S. Embassy or Consulate or the Consulate from your home country.
- Keep informed through the news media and the U.S. Embassy website.

At IES Abroad, diversity is the representation and integration of multiple cultures, groups, perspectives, and ideas within a single, non-discriminatory environment. We value the unique contributions that all the individuals comprising our student body have to offer. We foster and believe in creating a diverse student population that attracts and supports groups which include, but are not limited to, students of color, the GLBT population, students from different religious, ethnic, and economic backgrounds, and students with physical disabilities. We seek to cultivate an educational environment that is welcoming to students with varied backgrounds, communication styles, and ways of thinking. By embracing human difference through inclusion, IES Abroad articulates the idea that diversity represents not only a characteristic of our student body, but an essential component of the intercultural learning experience central to the mission of study abroad.

In preparation for your upcoming study abroad experience, we hope the information below will answer some of the questions or concerns you might have. If you have any further questions related to your upcoming experience, feel free to contact the IES Abroad Dean of Students Office at **800.995.2300**. Please also refer to the diversity resources on the IES Abroad website or contact our Diversity Coordinator. We are dedicated to helping you have the most enriching study abroad experience possible.

DIVERSITY AT IES ABROAD STUDY ABROAD LOCATIONS

In today's world, there are few places where most of the population comes from one national, religious, or ethnic group. Global migration is making most of the world more diverse. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists in host countries. Our students are continually provided with opportunities to explore the cultural richness of their host environment and learn about economic, social, and political status of local populations. Study abroad provides a wonderful opportunity for all students to gain a new understanding of diversity: as it impacts the local culture, in relation to their own identities, and as it affects their peers on the program. Students of all backgrounds will likely find study abroad to be a valuable learning experience full of unique challenges and opportunities.

HOW DOES IES ABROAD SUPPORT UNDER-REPRESENTED STUDENTS?

IES Abroad staff are always available to discuss issues related to diversity with all students and are more than happy to serve as a resource to students seeking to process their insights and feelings or connect to local peer groups. During orientation and throughout the program, resources will be provided to support students from a range of diverse backgrounds including, but not limited to, the following populations.

INTERNATIONAL STUDENTS AND EXPATRIATES

IES Abroad is aware that not all of our students are U.S. Americans and that some of the information from IES Abroad may not be applicable to international

students or expatriates (anyone who has spent a significant amount of time living outside his/her home country). IES Abroad also recognizes that if you are not a U.S. American, you may be able to integrate more easily into local culture than others and you may already be knowledgeable about some of the topics covered in orientation. Though you have already lived overseas, we believe that studying abroad will present new and exciting experiences and will give you the opportunity to gain further insight into your personal and world views. If you have any questions not addressed in this guide, IES Abroad will be happy to assist you.

MINORITY STUDENTS

Students considered racial or ethnic minorities in the U.S. may bring to a study abroad experience a perspective different from their majority student peers. It is also important to realize those students who are the racial or ethnic majority in the U.S. or another home country may experience life as minorities for the first time in the study abroad context. Returning students tell us that these differences can provide valuable learning opportunities and encourage intercultural dialogue.

Students may explore issues of race and ethnicity as they relate to personal identity, local culture, academic interest, or a host of other reasons. In all cases, such exploration can add a fascinating new dimension to the study abroad experience. IES Abroad staff is aware and sensitive to the nature of these issues and is always available to students to discuss them. Staff can also provide information on support groups and cultural or social organizations in the local ethnic communities.

SEXUAL ORIENTATION AND GENDER IDENTITY

As is true everywhere, attitudes regarding gay, lesbian, bisexual, and transgender issues can vary widely abroad. Before leaving, it is important to reflect on culturally-based ideas and definitions of sexual identity, and consider how your sexual orientation or gender identity may affect your relationships with residents of your host country and other IES Abroad students, your cultural adjustment, your personal safety, and your overall education abroad experience. Furthermore, IES Abroad staff can provide resources to GLBT students about support networks and services at your program location.

RELIGIOUS ISSUES

During the course of your study abroad, you may encounter people who ascribe to a variety of faiths and belief systems. IES Abroad encourages you to consider this experience a learning opportunity in which you can come to understand more fully how spiritual or faith-based issues contribute to the complex history and diverse worldviews comprising the local culture. If you wish to participate in religious services during your time overseas, IES Abroad can assist in finding appropriate local houses of worship. If you have faith-based dietary restrictions (e.g. kosher, halal), you should identify this on your housing form.

PHYSICAL DISABILITIES

IES Abroad will attempt to provide accommodations for students with documented disabilities. If you have a disability, you should inform the Chicago Dean of Students Office of the disability prior to departure at **312.261.5051**. A representative from the Dean of Students Office will assist in making reasonable accommodations at the IES Abroad Center. Once onsite, students should feel comfortable approaching the Center staff for assistance in gaining information and resources that can facilitate successful participation in the program.

WHAT IF I EXPERIENCE HARASSMENT BASED ON RACE, SEXUAL ORIENTATION, RELIGION, ETHNICITY, OR DISABILITY?

The IES Code of Student Conduct strictly prohibits any form of harassment. If you experience harassment, you should speak with Center staff about your concerns immediately. If you experience harassment from someone outside the IES

Abroad program, Center staff will assist you in trying to address the situation and may notify local authorities.

ADDITIONAL RESOURCES

Additional country-specific information and resources related to issues of diversity can be found in your Get Set Guide and in the Diversity section on the IES Abroad website at **www.IESabroad.org** or by contacting the **IES Abroad Diversity Coordinator at 800-995-2300**.

IES ABROAD POLICIES

ACADEMIC GUIDELINES FOR SEMESTER-LONG PROGRAMS (EXCERPTED FROM IES ACADEMIC POLICY GUIDELINES)

The mission of IES is to provide American colleges and universities and U.S. students premier study abroad programs world-wide that deliver the highest academic quality as well as enhance the development of intercultural competency skills. Since IES does not grant degrees, IES is not an "accredited institution in the U.S." In order that students who attend IES programs may earn credit toward their degrees through their home institutions, the IES Board of Trustees has endowed the consortium with the power to set academic policy for IES and all of its programs. This power is exercised primarily through the elected Academic Council, which in turn has delegated supervision of the IES curriculum and courses to an appointed Curriculum Committee comprised of representatives from the consortium. The Academic Council of IES has thus established the following guidelines and requirements for academic programs of study offered under the auspices of IES. Some of these requirements apply to all IES programs; others apply only to IES courses, that is, courses submitted to and approved by the Curriculum Committee of the Academic Council.



IES Nantes students working on a project in the Center library

I. GENERAL GUIDELINES FOR ALL IES ABROAD PROGRAMS OF STUDY

IES students in fully integrated programs and IES students enrolled in individual courses at outside institutions are subject to the academic guidelines and regulations of those institutions. In such instances, IES policy is to be applied in so far as it does not contravene policy of the host institution.

- A. **ACADEMIC STANDING**: All students entering IES programs must be in and maintain good academic standing throughout the period of study with IES. IES reserves the right to withdraw admission from any student who has a grade point average of less than 2.0 or the equivalent in the semester prior to anticipated study at an IES Center.
- B. **DROP/ADD PERIOD**: Each IES Center Director shall establish an appropriate deadline for a Drop/Add period. The Drop/Add period should last no longer than two weeks following the beginning of classes in the fall and spring semesters and three days following the beginning of classes in the summer session. At Centers where students may enroll for IES and/or university courses, there may be separate Drop/Add deadlines for IES and university courses.

Courses which are dropped within the Drop/Add period do not appear on the IES grade report. Students must, however, maintain the appropriate minimum course load (see Section B).

- C. **WITHDRAWALS**: Each IES Center Director shall establish an appropriate deadline for withdrawing from a course. The deadline for withdrawals

should be no later than one month before the beginning of final examinations in the fall and spring semesters and two weeks before the beginning of final examinations in the summer session. At Centers where students may enroll for IES and/or university courses, there may be separate withdrawal deadlines for IES and university courses. Course withdrawal requires: 1) a valid academic reason for requesting a reduced course load; 2) approval of the Center Director or designated Center academic advisor; 3) written home school authorization. The student's intention not to transfer academic credit to the home institution does not qualify as a valid reason.

When a student withdraws from a course after the Drop/Add deadline, but before the withdrawal deadline, the title of the course appears on the grade report with the appropriate number of credits and the grade of W.

When a student withdraws from a course after the withdrawal deadline, the title of the course appears on the grade report with the appropriate number of credits and the grade of F.

When a student withdraws from a program after the program has started, a grade report will still be issued with grades of W or F according to the deadlines outlined above.

- D. INCOMPLETES:** Students must complete all course and program requirements before leaving the program site, unless they have petitioned for and have been granted an official 'Incomplete' through the IES Center office.

Only those students who have completed at least 75% of the total number of weeks of instruction for a given term and have a documented medical or family emergency that necessitates their departure from the program site and/or prevents them from completing work by the end of the term are eligible to request and be granted Incompletes for their courses.

Students may petition for Incompletes only for IES courses, not for outside courses. In the case of outside courses, students receive an automatic Withdrawal (W). Students must secure from each IES professor precise instructions on what work still needs to be done to finish all course requirements, and the dates by which all coursework is to be completed.

Incompletes are granted only for full course credit, i.e. a student must complete all course requirements for full credit, take an F for the course, or petition the Center Director for a retroactive Withdrawal.

Petitions for an Incomplete are reviewed by a committee consisting of the IES Center Director in consultation with the faculty member, the IES Program Dean, the IES Registrar, and the IES Dean of Students.

A Petition for an Incomplete Grade, available on request from IES centers or the Chicago office, must be submitted with the required signatures and approved by the Director no later than one week before the end of the term. The time limit for completing the course shall in no case extend beyond six months of the final examination for the course. Thereafter, the grade becomes F.

- E. GENERAL GRADING POLICY:** A common IES grading policy applies to all IES Programs and Centers and is communicated to students at the beginning of each semester of attendance. The IES policy utilizes a standard readily recognized by U.S. institutions.

The following define the IES use of letter grades:

- (A) — Excellent performance
- (B) — Good performance
- (C) — Adequate performance
- (D) — Unsatisfactory performance and/or comprehension of the subject matter.
- (F) — Failure to complete course requirements or wholly inadequate comprehension of the subject matter.

The ranges between the letter grades can be expressed by plus or minus signs. Hence, the grading system recognized by IES is A, A-, B+, B, B-, C+, C, C-, D, F. The plus sign is not used with the A grade and plus and minus signs are not used with the D and F grades.

Grades received for courses at outside institutions will be converted into grades on the above scale according to an approved conversion system.

- F. PASS/FAIL GRADING:** With written permission from the home school, presented at the time of registration, students may register for no more than one course and no more than four credits per semester on a Pass/Fail basis. Under IES Academic Guidelines, letter grades of A through C = Pass; C- through F = Fail. Students should be advised that IES policy may be at variance with their home school policy regarding Pass/Fail options.

The Pass/Fail option does not apply to courses which are mandatory for a specific program, courses in the student's major, and summer program courses.

- G. AUDITS:** Students are permitted to sit in on IES courses with the permission of the instructor. Students may also audit courses at outside institutions, subject to the requirements or restrictions for each individual course and/or institution. Audits will not be recorded on the grade report and do not count toward fulfillment of course load requirements.

- H GRADE APPEALS:** Students who wish formally to appeal a grade received for a course must complete a *Petition for a Grade Appeal* (available at www.iesabroad.org) and submit it to the IES Chicago registrar within 60 days of the mailing of grade reports from the Chicago office. The registrar will forward the appeal to the Program Dean and Program Associate. The Program Dean determines the validity of the argument that is the basis of the appeal. If the Dean judges that the argument is not logical, it is returned to the student with an invitation to revise and resubmit it.

IES courses: If the Dean judges the argument to be logical, it is forwarded to the Center Director, who will give a copy of the appeal to the instructor involved and discuss the particulars of the case.

Once a determination has been made (normally within 30 days of receipt of the appeal by the Director), either the instructor or the Director shall send a written response to the student through the IES Chicago office. A copy of the appeal shall also be filed with the Chicago office.

The IES Chicago office will forward the response to the grade appeal to the student and to the home campus coordinator, when appropriate.

The course instructor is the primary authority in matters of grading. The Director retains certain discretionary power in an extraordinary circumstance, such as the instructor's absence. In such a case, the Director may refer the case to an instructor in the same discipline to make a determination on the validity of the appeal.

University Courses: If the Dean judges the appeal to follow a logical argument, it is forwarded to the appropriate contact for review (IES staff or university staff). Students who appeal a grade in a course taken at an outside institution will be subject to the appeal policy and procedure of the outside institution. IES will facilitate this process, for example, arranging for students to re-take the final examination at the start of the next academic term. IES policy and procedure are to be applied in so far as they do not contravene the policy of the host institution. Each IES Center that enrolls students in courses at one or more outside institution will make available general academic policies for each institution as part of its student materials.

- I. **GRADE REPORTS**: The academic grade reports issued for each student who has participated in any IES program (semester, academic year, or summer) shall list all courses for which the student was registered after the Drop/Add period. Credit and the appropriate notation shall be entered for each course listed, including those for which P/F, W, or I is given. The IES grade report will include no record of academic work not arranged and supervised through IES.

In the United States, final course grades are normally required to be received from instructors no later than two weeks after the completion of the final examination. Although the restrictions of time and distance will not permit this type of requirement for receipt of grade reports in the Chicago office, the importance of issuing grade reports in a timely manner should be stressed to IES faculty and staff. Delayed grade reports can lead to problems of home college registration and may result in loss of home college financial aid.

Although IES has no direct control over the reporting of grades from faculty at outside institutions, Directors should devise methods of informing university faculty about the urgency of receiving grades in a timely manner.

It should be noted that the student's home institution may, in certain circumstances, assign credit or grades which differ from those which appear on the IES grade report (e.g., conversion of credits from semester to quarter hours or assignment of Pass/Fail credit). In some cases the home institution may require a student to submit corrected examinations and/or papers for credit evaluation upon the student's return. Such documentation should be available, upon written request, for a period of at least one calendar year following completion of a course at IES. For courses taken outside IES, students should be informed at the beginning of the semester that it is their responsibility to arrange for such documentation with the individual instructor. It is the student's responsibility in all such cases to pay the costs of photocopying and mailing.

- J. **RESPONSIBILITY FOR WRITTEN WORK**: It is the responsibility of each student to insure that written work is submitted and received when due. Students are expected to retain copies of all written work submitted; failure to do so will be interpreted as work never completed in cases where submission or receipt of written work cannot be documented.

II. GUIDELINES SPECIFIC TO IES ABROAD COURSES

- A. **READINGS**: IES instructors are required to provide a syllabus with a list of required and recommended readings for each course. Additional or expanded reading lists may be made available according to the needs of the students for a given course or course assignments. Instructors are encouraged to use a syllabus as an occasion to familiarize students with available library resources and additional recommended readings.

In order to monitor student progress and adherence to reading assignments, IES instructors are urged to make use of discussion sessions, quizzes, etc.

- B. **SUPPLEMENTARY ASSIGNMENTS**: Each IES course should have required supplementary assignments appropriate to the individual course. Such assignments may be in the form of term papers, book reports, work journals, portfolios, essays, field study reports, oral presentations, individual or class projects, or the like. Special emphasis should be placed on consistent graded written assignments that further the development of students' writing skills.
- C. **EXAMINATIONS**: A mid-term evaluation and normally a written final examination are required in each course. The results of the mid-term evaluation should be communicated to the students in a timely manner. The nature of a particular course may dictate a form of final evaluation and assessment other than a written exam. Final examinations are to be kept on file for one year.
- D. **COURSE REQUIREMENTS**: Students must complete all components of the required work for each course according to the deadlines established for each component. Failure to complete a component of the course requirements as scheduled or when due may result in a grade of 'F' for the course.
- E. **CLASS ATTENDANCE**: Since IES courses are designed to take advantage of the unique contribution of the instructor and the lecture/discussion format is regarded as the primary mode of instruction, regular class attendance is mandatory.

Each IES Director, working with his/her faculty, shall establish and implement a policy designed to encourage and maintain regular class attendance as well as a policy which outlines how unexcused absences (ordinarily permitted only in cases of illness) will impact student course grades. Each Center shall communicate these policies to the students during orientation. Each instructor shall devise methods of recording class attendance and should notify the Director of students who are not attending regularly.

- F. **INDEPENDENT STUDY**: Independent study is permitted under certain conditions. No student may take more than one independent study course per term. IES identifies three types of Independent Study.

1. **IES course cancellation**. In the event that IES cancels a course that was listed in the online pre-registration materials, the following guideline applies. IES Abroad will offer the course as an independent study at no additional cost to a student who needs the credit from the course to stay on

track in meeting graduation requirements either in the student's major field or in electives for which another course cannot be substituted. The student is required to provide written confirmation of this necessity from an advisor at the home institution. Such independent study will be listed on the transcript with the number and title of the originally scheduled course and will receive the same number of credits.

2. Other IES directed independent study for IES credit. Students may request an independent study for three or four credits in areas not covered by IES programs. Students requesting such an independent study for IES credit assume all costs associated with it and must prepare and sign a contract for Independent Study that should be countersigned by the supervising faculty member, either an IES faculty member or a faculty member at an accredited institution of higher learning in the host country, and approved by the Director and the home school. Such an independent study constitutes part of the IES course load requirements. An independent study of this type will be listed on the grade report as course 399 in the appropriate department, and the grade will be recorded. An evaluation of the Independent study project must be attached.

A sample listing:

XX399	Independent Study: (Title)	Credit	Grade
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3. Home school directed independent study. Students may request an independent study which is guided and evaluated by a faculty member of the home school. Students requesting such an independent study assume all costs associated with it and must present authorization for the independent study from the home school at the time of registration. Such an independent study may be used to fulfill IES course load requirements. An independent study of this type will not be listed on the IES grade report.

G. **CREDIT CALCULATION:** IES semester credits are based on 15 academic contact hours plus two hours of preparation per credit for area studies courses. Semester credits for language courses are based on a minimum of 15 academic contact hours plus two hours of preparation per credit. An academic contact hour is generally understood to be 50 minutes.

Exceptions to the guideline are as follows:

- In locations where the university standard for 1 credit is 12 academic contact hours, student preparation time is 3 hours per credit for area studies courses. (IES Dublin and IES London)
- In locations where the university culture defines an academic contact hour as 45 minutes, IES courses follow the cultural norm. (IES Vienna and IES Freiburg)
- A research seminar with fewer than 45 contact hours but with a major research component must demonstrate that students are expected to spend a minimum of 4 hours/week in preparation.

H. **IES ABROAD COURSE NUMBERING:** IES assigns course numbers according to the following guidelines:

- *100 Level: denotes introductory courses that assume no prior background such as foreign language and studio art.
- *200 Level: denotes general interest or survey courses with no prerequisites.
- *300 Level: denotes courses that assume some background in the field and may have specific prerequisites.

*400 Level: denotes courses that assume a substantial background in the field, usually have specific prerequisites, may be restricted to majors in the field, or require permission of the instructor or Director to register. Examples here would include the upper division courses of language based programs, i.e. courses that would normally receive fourth year credit in a U.S. language department.

Methodology, type of intellectual activity, and level of performance expectation are also determining factors in level designations, not merely number or type of pre-requisites.

RELIGIOUS OBSERVANCE POLICY

It is the policy of IES to make every reasonable effort to allow members of the IES community to observe their religious holidays without academic penalty in all IES-taught courses. IES staff will assist students in arranging with outside universities to observe their religious holidays. Arrangements with outside universities cannot be guaranteed.

Absence from classes or examinations for religious reasons does not relieve students from responsibility for any part of the course work required during the period of absence. Students who expect to miss classes, examinations, or other assignments as a consequence of their religious observance shall be provided with a reasonable alternative opportunity to complete such academic responsibilities. Students will not be penalized for class absences because of religious holidays.

It is the obligation of the students to provide faculty and the Center Director with reasonable notice in writing of the dates of religious holidays on which they will be absent. Students who are absent on days of examinations or class assignments shall be offered an opportunity to make up work, without penalty, unless it can be demonstrated that a make-up opportunity would constitute an unreasonable burden on the faculty.

Should disagreement arise over what constitutes an unreasonable burden or any aspect of this policy, parties should contact the Center Director, Program Dean, or Vice President for Academic Affairs.

ADMINISTRATIVE POLICIES FOR ALL PROGRAMS

GRADE REPORTS FOR CREDIT TRANSFER

At the request of your home school, an official IES Abroad grade report will be provided. If you are taking courses at IES Abroad partner institutions in the host country, you should be prepared for some delay in receipt of grade reports due to the disparities in administrative procedures between overseas and U.S. institutions. Grade reports will not be released if there are any outstanding financial obligations.

STUDENT LOANS

Although IES Abroad does not offer its own loan program, there are many lending institutions to help students finance their study abroad experience. One such program is called Key Lend. Students can obtain more information on this program by calling **800.KEY.LEND** (students should mention that they will be attending a program through the Institute for the International Education of Students when applying for credit approval). The IES website can also provide students with additional financial aid resources at www.IESabroad.org.

CODE OF STUDENT RESPONSIBILITY

The Code of Student Responsibility is made up of four parts:

- The IES Academic Integrity Code
- The Academic Integrity Code Violation Review Process
- The Student Code of Conduct
- Judicial Procedures

Students participating in an IES Abroad program are expected to take responsibility for their own actions or failure to act. The IES Abroad Code of Student Responsibility includes policies based on the premise that students are adults and guests abroad. Students are expected to abide by the IES Abroad code and the laws and customs that govern the host country where they are studying. IES Abroad students are legally subject to the same laws and regulations that govern the host country's citizens, and any other laws that are applicable to you as a foreign citizen in the host country.

As an academic institution, the members of the IES Abroad community are expected to respect the rights and dignity of other students, staff, faculty, members of host institutions, and local citizens. Students must take responsibility for acting in ways that demonstrate respect for themselves and others and recognize that each student represents IES Abroad and your country for the duration of your time in the IES Abroad program.

IES Abroad holds students responsible for knowing the policies as set forth in this handbook, in the catalog for your program, and those discussed during orientation or posted as needed on official bulletin boards. These policies exist to facilitate the educational process and to ensure a safe, fair, and successful experience for students. Ignorance of the policies is not an acceptable excuse for policy violation.

IES Abroad students who are participating exclusively in host university programs are subject to the rules of conduct, academic procedures, academic integrity codes, and student disciplinary procedures of their respective universities primarily, in addition to the IES code, secondarily. For students enrolled in both IES Abroad courses and local university courses, the local university codes apply and take precedence over IES codes with regard to violations within the local universities' jurisdiction. Otherwise, the IES Abroad code applies. For all other students, the IES Abroad policies are enforced, and the IES Abroad procedures must be followed in response to any violations of conduct or academic regulations. This does not prevent further actions being taken by students' home schools with regard to any violations.

THE IES ACADEMIC INTEGRITY CODE

The IES Abroad Academic Integrity Code is in effect without adjustment when no other university jurisdiction is in effect. By enrolling in an IES program, a student agrees to abide by this Academic Integrity Code.

When a student enrolls in a course at an IES partner institution as part of the student's IES program, IES will uphold the academic integrity policies of the host university. Should a student engage in academic dishonesty according to the host university's policies, IES Abroad will notify the student's home school of the university's findings and will retain a record of these findings. IES also reserves the right to review charges and findings related to academic misconduct in a host university course, and to review the case and assign its own sanctions to the student.

IES Academic Integrity Code

Students will approach their academic work with dedication and honesty, understanding that they are responsible for learning and for earning grades through their own effort. Further, students agree to be fully prepared for each class session, to abide by the attendance policy in place for each course, to complete the required number of academic credit hours per term, and to abide by all academic policies of IES Abroad.

By enrolling in a program with IES Abroad, students agree not to engage in plagiarism, cheating, use of unauthorized materials, accessing or distributing confidential academic materials, academic sabotage, falsification of information, or deception. Specifications of these violations are described below:

Plagiarism: The act of presenting the ideas or writing of another person as one's own. This includes copying or paraphrasing passages from books, periodicals, the Internet, or other sources without appropriate citations. It also includes copying or paraphrasing the direct or mechanically-reproduced statements of others and representing them as one's own.

Self-Plagiarism: The submission of one's own course assignments or research papers in whole or in part for one course when such materials are being or have been submitted to another course. All work submitted for each course must be original work specific to the course.

Cheating: The act of copying or paraphrasing from the examination or other written work of another current or former student, with or without the knowledge or compliance of the person from whom the materials are copied or paraphrased. Persons who assist with cheating by sharing their work are also guilty of cheating.

Use of Unauthorized Materials: The use of any books, papers, notes, or other materials for reference during closed book examinations or other academic exercises unless specifically allowed by the instructor.

Accessing or Distributing Confidential Academic Materials: The act of obtaining unauthorized access to examination questions or answers and/or distributing such knowledge or materials to others.

Sabotage: Any act that undermines the ability of a fellow student to complete his/her academic work to the best of his/her ability. Sabotage can include restricting access to reference materials, books or periodicals; stealing or tampering with a fellow student's notes or papers; erasing, corrupting or otherwise tampering with electronic materials and files related to another student's academic work; and related actions.

Fabrication of Information/Deception: The act of falsifying data, information, citations, field study reports, lab results or any other material used in relation to academic work, or of providing false information to an instructor concerning academic work, including giving a false excuse for missing a deadline or falsely claiming to have submitted work.

Attendance: Attendance at all classes and field trips that are part of a course is mandatory unless noted otherwise in the particular syllabus.

ACADEMIC INTEGRITY CODE VIOLATIONS REVIEW

If a student is witness to academic dishonesty, the student is expected to report

the dishonesty to the faculty member for the course in which the dishonesty has been witnessed. The student may present any evidence or academic dishonesty to the faculty member or Center Director.

If a faculty member is witness to or informed of an act of academic dishonesty, the faculty member must report the dishonesty to the Center Director. The faculty member will also present any evidence of academic dishonesty to the Center Director.

The Center Director will inform the Program Dean of the incident, and may consult with the Program Dean about the incident.

The faculty member and the Center Director will determine the severity of the incident. If the incident is not determined to be severe, the Center Director and the faculty member may determine that the faculty member or the Center Director will discuss the incident with the student. In such cases, any sanctions applied will be within the scope of the course, such as a grade of "F" on the assignment, or the requirement to complete a new assignment.

If the incident is determined to be severe, the Center Director will convene a Review Board consisting of the Center Director, the faculty member who raised the charge, and a second faculty member who is unconnected to the incident.

The accused student will be notified in writing, usually within two working days, that there has been an academic dishonesty charge filed against him/ her. He/ she will also be notified that a review of the charge of dishonesty will be held at a particular time and place.

The Review Board will conduct a review of the charge with the student, usually within seven days of the student receiving the hearing notice. A third party, other than legal counsel, may accompany the student at the review if the student so chooses.

At the review, the student will be informed of the charges filed against him/her and will be given the opportunity to view any evidence connected to the charge. The student can present his/her case, including pertinent information or written statements from witnesses.

After the review, the Review Board will determine whether the charges are valid, and if the charges are valid, what sanction(s) should be assessed against the student.

The Center Director will notify the student in writing within seven working days of the Review Board's final decision. If the Review Board requires further information, the Center Director will notify the student of this fact in writing. Notification to the student will include the specifics of the violation and the sanctions against the student.

The Center Director will inform the Program Dean of the results of the review and will send a copy of the decision letter given to the student. The Program Dean will send a copy of the decision letter with information concerning the incident to the student's home school.

Sanctions for academic dishonesty may include, but are not limited to warning, reprimand, grade penalty, removal from the course, community service, probation, suspension, dismissal from the program, or any combination of the above.

A student may appeal a decision concerning an Academic Integrity Code violation. The appeal must be submitted by the student to the Center Director within five working days of the student's receipt of the Review Board's final decision. The Center Director will send the appeal to the Executive Vice President for Academics in Chicago, who will conduct the review. In the absence of the Executive Vice President for Academics, the appeal will be conducted by a Program Dean other than the Dean for the program where the incident took place. All sanctions remain in effect until any appeals have been considered and responded to in writing.

If an Academic Integrity Code violation is discovered after a student has departed from the program, the Center Director will notify the student and the student's home school of the charge in writing by email or fax, and also in hard copy by express mail within one week from the time the offense is discovered. The Center Director will also inform the Program Dean.

The student will respond to the charge in writing by email, by fax or in hard copy by express mail within two weeks of the date of the Center Director's notification.

The Center Director will convene a Review Board consisting of the Center Director and the faculty member for the course in which the violation occurred. If the faculty member for the course is not available, the Center Director may select another faculty member for the Review Board.

Once the Review Board is satisfied that sufficient information has been received, the Review Board will reach a decision, and the Center Director will notify the student and the student's home school in writing of the decision and of any sanctions that may apply. This notification will be in writing by email or fax, and also in hard copy by express mail. The Center Director will also send a copy of the final decision to the Program Dean.

A copy of all documentation concerning any allegation of academic dishonesty will be saved at IES according to IES policy.

THE CODE OF STUDENT CONDUCT

Students who participate in IES Abroad programs are representatives of IES at all times during their enrollment. As a result, any student who engages in conduct unbecoming of an IES student will be violating this code and will be subject to appropriate review and sanctions, up to and including dismissal from the program. **Information regarding students who violate IES Abroad policies will be provided to the students' home schools and may be provided to their parents.**

The following Code of Student Conduct is in effect in addition to any other university jurisdiction that may be in effect.

The following are prohibited:

- Violence against others. This is defined as striking or doing any other physical harm to another.
- Sexual misconduct. This is defined as any actual or attempted nonconsensual sexual activity. Nonconsensual sexual activity may occur in situations including, but not limited to, those in which the victim is unable to consent due to force, threat of force, or impairment due to illness, injury, disability, or consumption of alcohol or other drugs.
- Verbal abuse of faculty, staff, students, or representatives from IES

partner organizations.

- Willful or malicious maligning of members of the broad IES community
- Obstruction of classes at the IES Center or local universities, or obstruction of other IES activities.
- Damage to IES property, property of host universities, residence halls, hosts or host families, apartments, facilities used by IES, or of fellow students.
- Vandalism at IES Centers or facilities used by IES, the host universities, Center-located residences or of institutional members' property.
- Possession and/or use of firearms or other dangerous weapons.
- Possession or use of fireworks, incendiary devices, or dangerous explosives.
- Theft.
- Unauthorized entry to or use of IES Center facilities, equipment, or technology or host university/partners' facilities, equipment, or technology.
- Use of IES Abroad technology for any illegal or inappropriate purpose as outlined in the IES Abroad Information Technology Policy.
- Disorderly, lewd, indecent or obscene conduct, gestures, or actions.
- Behavior that is disturbing or distressing to students, staff, faculty or IES Abroad partners.
- Violations of residential guidelines and/or rules, including, but not limited to, unauthorized overnight guests, excessive noise, rowdy conduct, and drunkenness.
- Forgery or alteration of IES Abroad documents, identification instruments, legal or government documents, or use of any documents with the purpose to defraud.
- Criminal behavior or violation of local laws.
- Conduct unbecoming to an IES Abroad student including but not limited to violating any policies contained in this handbook and/or the Center's handbook and/or the Form of Agreement/Waiver for Students of Contracted Institutions.
- Failure to follow the IES Abroad established guidelines, directives, timetables, and instructions of the IES staff or faculty members.
- Obtaining unauthorized access to, viewing of, copying or distributing confidential IES Abroad academic, administrative, or personal records.
- Falsification of or alteration of academic or personal records, including, but not limited to, any unauthorized alteration of grade reports, grade reports, medical report form, or any verbal or written misrepresentation of student records. Falsification or unauthorized alteration of any portion of the application for admission or financial aid or other official documents required for participation in an IES Abroad program.
- Harassment of any person not limited to members of the IES Abroad

community. Harassment is defined as any act or behavior that demeans, slurs, intimidates, or stereotypes an individual or group. This includes but is not limited to oral and written remarks, illustrations, innuendoes, and physical gestures or actions.

- Stalking of any person not limited to members of the IES Abroad community. Stalking is defined as the willful and unsolicited following or harassing of another person. This includes but is not limited to excessive and unsolicited telephone calls, visits, mailings, emails, text messages, blogs, instant messages, newsroom comments, or any other electronic means of contact, following and/or threatening another person or his/her acquaintances, observing another person or a person's acquaintances from a distance, trespassing, or vandalizing the property of the person or the person's acquaintances.
- Violation of any requirements contained in the student's Waiver for Students of Contracted Institutions or his/her Form of Agreement.
- Permanent or temporary diversion of academic materials needed by other students, including unauthorized removal of library materials, audio-visual materials, or technological materials.
- Self-endangerment, including involvement in activities or behavior that could result in personal harm, including, but not limited to frequenting dangerous places, association with criminals, self-destructive behavior, including failure to maintain and monitor personal health at a stable level, extreme intoxication, repeated intoxication, etc.
- Failure to acquire a fully functional mobile phone within the specified timeframe and/or, once acquired, failure to keep the phone charged, turned on and in one's possession at all times.
- Alcohol and Other Drug policy violations.
- Sexual harassment policy violations.

JUDICIAL PROCEDURES

Should a violation of the Code of Student Responsibility occur, an investigation of the circumstances will follow, and the student(s) involved will participate in an Administrative Review. The procedures for conducting Administrative Reviews are as follows:

- Students will be notified verbally and/or in writing by the Hearing Officer of the incident/violation that is charged against them and of the time and place of the Review procedure.
- At the Review, students will be informed of all the information that has been reported about the incident/violation in question. Generally, this information will be in writing.
- At the Review, students may present any relevant information, including written statements from witnesses. The Hearing Officer will determine relevancy to the case.
- Students may be accompanied by a third party if they choose, but that party may not be legal counsel, as this is not a case before a court of law, but rather an institutional procedure.
- The Hearing Officer will have the accused discuss his/her involvement in the incident in question. If the student admits to the behavior, the causes and circumstances will be discussed, and appropriate sanctions will be determined based on all the available information.
- If the accused student denies involvement in the violation/incident, the discussion will focus on the available reports and other relevant

information. The Hearing Officer will make a final determination as to whether the accused student did or did not violate the Code or policy in question based on the available information and evidence regarding the incident.

- The Hearing Officer has up to two working days to render a final decision in each case, unless there is a need for further investigation. In those cases, the student will be notified within two working days that a delay will occur for further investigation, which will be conducted in a timely fashion.
- Students will be notified in writing as soon as possible after a decision has been reached. Sanctions for violations are in effect as soon as the student has been notified either verbally or in writing, whichever comes first.
- Home schools are notified of any judicial action taken with a student on an IES Abroad program.

ADMINISTRATIVE REVIEW

The accused student(s) will have the opportunity to meet with the Hearing Officer who is the Center Director or his/her designee to review what was reported. The student will then have the opportunity to explain him/herself and his/her actions with regard to the incident in question. The Center Director will consider these comments and make a decision based on the available information regarding his/her responsibility for the incident/violation. If the student is found responsible, the Center Director will determine an appropriate sanction(s) for the violation(s).

NOTE: Should an offense be discovered at the end of the program or after a student has left the program, IES Abroad reserves the right to notify the home institution to handle the review of said case. In this situation, all documentation and information pertinent to the case will be forwarded to the accused student's home institution for appropriate judicial action.

Interim Suspension

PLEASE NOTE: In the case of alleged egregious behavior or for the sake of safety, the Center Director has the authority to immediately remove any student from his/her residence and/or the program until an administrative review can occur.

Appeals

Students have the right to request an appeal of a decision made by a Center Director (or designee). All student appeals should be directed to the IES Dean of Students Office in Chicago.

In order for an appeal to take place, the student must demonstrate that at least one of the three reasons for appeal exist:

- There were procedural errors that substantially affected the rights of the student.
- New information has been discovered that could not have been presented at the original hearing and that is of a character directly affecting the decision.
- The sanction(s) was/were excessive.

If one of the requirements for an appeal is satisfied the student may submit a written appeal to the IES Dean of Students (or designee) within 5 days of being notified of a decision. The student may give the appeal request to the Center Director who will fax the appeal to the Dean of Students (or designee) in Chicago. The student may also fax the appeal directly to the Dean of Students (or designee) at **312.264.5118**. Note: All sanctions remain in effect until any appeals have been considered and responded to in writing.

Initial review of the merits of an appeal is based on the content of the written request and the written record and may include consultations with Center Staff and other individuals involved. Initial review does not include a hearing, as not all appeal requests will meet the grounds required to grant an appeal hearing.

If an appeal is granted, the student will be afforded an opportunity to present the basis for it via telephone. The student may be accompanied by a third party on the phone, provided that party is not legal counsel. The Dean of Students (or designee) will review the record and consult with individuals regarding pertinent information to the extent necessary to decide the appeal. It should be noted that the burden of proof in an appeal shifts to the student. An appeal is *not* a rehearing of the case. In any appeal, the Dean of Students (or designee), after hearing the appeal, may deny any change in the finding or sanction(s), modify the finding and maintain the sanction(s), allow the finding to stand and reduce or increase the sanction(s), modify the finding and reduce the sanction(s), or vacate the finding in whole or in part.

Sanctions

All sanctions are designed to be educational, with student development in mind. Sanctions can take a variety of forms, and can be issued in combination, depending on the violation in question.

- **Written warning**: This is a written reprimand for a specific violation.
- **Parent/Guardian Notification**: This involves informing the parent or guardian of any violation
- **Restitution/Fine**: This involves charges to be paid for damages, theft, or penalty.
- **Community Education or Service**: This involves students being required to perform an educational task or to provide service to a group as assigned for a limited period of time. These efforts will generally relate to the violation in question.
- **Loss of Privileges**: This means that a student's privileges to use facilities or to participate in activities or events will be withdrawn for a specified period of time.
- **Housing change or termination**: This means that a student may be required to leave his or her housing and move to alternate housing or obtain housing accommodations independently. No refunds will be provided.
- **Disciplinary probation**: This is a notification that any further violation within a stated period of time will result in dismissal from the program.
- **Dismissal**: This means permanent termination of student status from the program.

Student Privacy Rights Policy

As a consortium, IES Abroad is not required to follow the full application of FERPA, the Family Educational Rights and Privacy Act (1974), that is common on U.S. campuses. The student contract to participate in an IES Abroad program articulates the particular privacy rights you will be afforded by IES Abroad. Students should refer to their form of agreement/waiver for specific information, but an adapted version of those rights is provided below.

IES Abroad students authorize employees, agents and representatives of IES, the home campus, the overseas campus, health care providers, and others who, in the sole discretion of IES Abroad, have a need to know to share information and materials from the students' academic and education records with one another, and also to communicate with one another and with the students' parents or legal guardian concerning any emergency, medical, academic, disciplinary, legal, or health-related issue involving or related to the student, or to any conduct,

misconduct, alleged misconduct, student disciplinary proceeding(s), academic proceeding(s), or legal proceeding(s) involving or relating to the student in any manner. The student's privacy rights will expire upon the student's separation from IES Abroad, the overseas campus or the student's home campus, whichever occurs last, except with respect to any information or materials that have already been shared or exchanged.

In accordance with the student's form of agreement/waiver, IES Abroad, at its discretion, may also provide to others directory information about students. Directory information includes: name, permanent address, name of parent(s)/guardians(s), local address, local telephone number, email address, dates of enrollment, majors, minors, concentrations, advisor, awards/honors/scholarships, and activities.

Students may revoke authorization for IES Abroad to share directory information by writing the IES Dean of Students within one (1) week of being admitted to an IES Abroad program. This request must be faxed or sent by mail and signed and dated by the student. Email requests for restrictions on directory information will not be accepted. The Dean of Students fax number is **312.264.5118**. The mailing address is 33 N. LaSalle Street, 15th Floor, Chicago, IL 60602-2602.

IES ABROAD ALCOHOL AND OTHER DRUG POLICY

Alcohol may be consumed, but not abused, by students who are of legal age in their host countries. Students who choose to consume alcohol do so with the knowledge that they remain responsible for their actions at all times. IES Abroad prohibits the illegal distribution of alcohol to students who are not of legal drinking age in their host countries. IES Abroad prohibits the unlawful use of alcohol in any of its facilities and at any of its activities. IES Abroad will impose serious sanctions on any student who commits an alcohol infraction, including drunkenness and/or any abuse of alcohol. Specific sanctions from the host country for alcohol-related legal violations may also occur; details are available at the Center. IES Abroad does not encourage the use of or condone any drinking patterns or behaviors that are detrimental to the health and welfare of the individual, the IES Abroad community, or the local community.

Possession, use, or distribution of any substances that are considered by host country law to be illegal drugs or controlled substances is prohibited. Specific sanctions from the host country for illegal drug use are available at the Center office. Students are cautioned that the possession of drugs is often dealt with harshly by local, host country law enforcement. **NOTE: Any alcohol or other drug infraction will be considered a grave violation of policy and will result in serious sanctions, up to and including dismissal from the program.**

The use of illegal drugs and the abuse of alcohol are seriously detrimental to one's health and well-being. IES Abroad urges students involved in either of these situations to obtain the necessary assistance from medical professionals and counselors. Information is available at the Centers suggesting possible treatment and assistance locations that provide alcohol detox and drug rehabilitation, as well as associated counseling.

IES ABROAD INFORMATION TECHNOLOGY POLICY

The IES Abroad Student Acceptable Use Policy is designed to lay a foundation for a strong commitment to technology access for students, while protecting both students and IES Abroad from malicious actions.

The scope of this policy extends to any and all technologies at work at IES Abroad facilities, and to any computing resources (Irrespective of ownership) located in Residence Halls, apartments, home stays or other sites made available to any member of the IES community, worldwide, by or on behalf of IES Abroad . These resources are designed to support the work of IES Abroad faculty, staff, and students only. These resources consist of computer networks, computers, workstations, telephones, fax machines, copiers, printers, and scanners. Users must, at all times, adhere to any and all policies applicable to the operations of these resources.

Authorized personnel may use any or all of the resources specified above for purposes related only to instruction, coursework, research, and administration. These resources are not to be used for commercial or resale purposes if not directly related to the mission of IES Abroad. These resources are not to be used for improper or illegal purposes, including unlicensed use of software, intent to breach security, chain letters, and introduction of computer viruses. Access to or transmission of pornographic or sexually explicit images or text is prohibited.

Making use of any IES Abroad resource, or any equipment or computing resource located in a residence hall, apartment, home stay or other facility provided by or on behalf of IES Abroad to illegally obtain or distribute any copyrighted material is strictly prohibited.

Each member of the IES community is responsible for protecting access codes, passwords, and other authentication data from non-authorized users. No user may reveal his/her password to any other person.

Misuse of computing resources includes, but is not limited to, the following:

- Unauthorized access to the resources of the IES Abroad computer systems or network (e.g. attempting to log or break into accounts or computers for which you are not authorized). IES Abroad computer systems and network are those maintained within IES Abroad facilities, including but not limited to, IES Abroad Headquarters in Chicago, all IES Centers, and the IES Abroad London Residence Hall, and those services rendered for IES Abroad by a third party.
- Disruption or obstruction of authorized use of the network
- The excessive or unneeded use of IES Abroad resources such as staff time, network bandwidth, or computer capacity
- Destroying the integrity of computer-based information
- Unauthorized use, or attempted unauthorized use, of IES' computer systems, computer networks, computer software, data files, or computing facilities
- Compromising the privacy of users, including, but not limited to, misrepresenting or forging identities on or through the use of the IES Abroad network
- Using IES Abroad computer and network systems for personal or commercial purposes unrelated to activities which support and are consistent with the educational and business purposes of IES
- Using IES Abroad computer or network systems and resources for obscene purposes or in a pervasively profane manner, including but not limited to, any use which may bring into public disrepute IES' established identity and image as a serious professional educational institution
- Theft, distribution, or reproduction without lawful authority of copies or reproductions of property or subject matter of any kind belonging to another, including, but not limited to, that which is protected by federal, state, host country, or international law governing patent, copyright,

trademark, trade names, trade secrets, privacy, publicity, unfair competition, or licensing agreements, together with tampering with computer software or data files belonging to others, or using the resources in such a manner that would cause IES Abroad to be at risk of suit, regulatory action, or liability for vicarious or contributory infringement of federal, state, international, or host country laws protecting intellectual property, including but not limited to, laws which protect patents, copyright trademarks, trade names, trade secrets, privacy, publicity, unfair competition, or licensing agreements

- Using these resources in a manner, or with the intention, to inflict mental harassment, to intimidate, or to invade the privacy of any particular individual in a manner that is extreme or offensive in the sense of being unacceptable to reasonable members of a civilized society and which, in the case of other students, faculty, staff, administrators, or members of the IES Abroad community, including all residents of the IES Abroad London Residence Hall, home stay families, and other residents or university community members, interferes with their ability to exercise their rights to participate fully in the purpose, mission, education, and life of IES Abroad
- Sharing IES Abroad account passwords with others, or using networked machines to provide IES Abroad network access to people or organizations that do not already have legitimate access
- Using these systems to electronically publish information, including websites and blogs, that violates any section of the *IES Student Handbook* or any pertinent law regarding slander or copyright. IES Abroad requires that all members of the IES community act in a responsible, reasonable, and non-defamatory manner when exercising free speech through digital and all other forms of communication
- Using these resources to post material on behalf of other parties, sharing personal access to IES Abroad resources with others, or using personal computers connected to the IES Abroad network to mirror another site (i.e., to make a copy of someone else's site)
- Using these resources to threaten any particular individual with violence, to engage in that which naturally and directly tends to provoke acts of violence, or a breach of the peace by the person to whom, individually, the conduct or remarks are addressed
- Using these resources in a manner which violates the laws of the United States of America, the State of Illinois, the relevant host country, or international law
- Using these resources in a manner that would lead IES to reasonably believe that continued use of its property and resources in such a manner may subject it to the risk of suit, regulatory action, or liability of any kind under the host country, international law, the laws of the United States of America, the State of Illinois, or any U.S. state
- Using these resources for the creation or maintenance of a hostile working or educational environment involving discrimination based on race, color, gender, sexual orientation, religion, national origin, age, veteran status or disability, whether physical or mental, or in such a way that would cause IES Abroad to reasonably believe that continued use of its property and resources in such a manner may result in a determination that it is in breach of its legal duty to take reasonable steps to eliminate such attributes, conditions, or vestiges of a hostile educational and business environment.

Any individual or group that participates in conduct which adversely impacts IES' Abroad pursuit of its educational and business objectives, violates or shows disregard for the rights of individuals within the IES Abroad community, or dam-

ages property, will be subject to institutional discipline. Officials charged with enforcement of these regulations shall have the authority in execution of such duties to perform such acts as required to maintain the security, well-being, and safety of the IES Abroad community or any of its members. Disciplinary sanctions will be in accordance with the violation up to and including dismissal from the IES program.

IES Abroad reserves the right to suspend and examine any account or network access at any time it deems fit.

IES ABROAD STUDENT SEXUAL HARASSMENT POLICY

IES Abroad policy promotes a professional learning and work environment in which all persons are treated with dignity and respect. All IES Abroad students, staff, and faculty should be able to enjoy an academic and work environment free of any form of harassment, including sexual intimidation and exploitation. Sexual harassment in any form is prohibited and will not be tolerated at any IES Abroad location worldwide.

It is the policy of IES Abroad that no IES employee or student may sexually harass any other member of the community, within or outside the workplace. IES Abroad further prohibits retaliation for filing a complaint of sexual harassment, as required by law.

Sexual harassment is an offense against Title VII of the Civil Rights Act (1964) when it affects employees of IES and Title IX of the Education Amendments (1972) when it affects students. These laws list three criteria for determining whether unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment:

- Submission to the conduct is made either an explicit or implicit condition of employment or education.
- Submission to or rejection of the conduct is the basis for either academic decisions affecting the individual student, or decisions affecting pay, benefits or advancement opportunities or the lack thereof, or continued employment or termination of the individual employee.
- The conduct has the purpose or effect of substantially interfering with an individual's academic or professional performance or creating an intimidating, hostile, or offensive employment, educational, or living environment.

IES Abroad further recognizes that as an educational institution, an imbalance of power exists between students and faculty/staff. Therefore, IES Abroad strives to safeguard students by prohibiting any sexual involvement by faculty/staff with any IES Abroad student.

If a complaint of sexual harassment is made, every effort will be made to resolve the situation; appropriate action will be taken. Appropriate corrective action may consist of discipline up to and including termination. Any conduct of a sexual nature (including verbal conduct) that is offensive to students or employees of IES Abroad must be avoided. Sexual harassment may also arise from other forms of conduct, such as unwanted demonstrations of affection (hugging, kissing, etc.), unwanted touching, sexual gestures, "off-color" jokes, or suggestive remarks about appearance or grooming. What might seem normal "banter" or "fun" to some could be deeply offensive to others. In any instance of substantiated sexual harassment, IES Abroad will take appropriate corrective action. Depending upon the severity of the conduct and prior history, such action may range from

counseling to termination of IES' relationship with the offending individual.

The following is a partial list of behaviors that constitute sexual harassment:

- Unwelcome sexual advances or repeated flirtations, whether or not they involve physical touching
- Offering employment or educational benefits in return for sexual favors
- Making or threatening reprisals after negative responses to sexual advances
- Unwelcome whistling, staring, or leering at another person
- Verbal conduct that includes using derogatory comments, epithets, and/or slurs
- Unwelcome sexual jokes
- Unwelcome intentional touching of another person or other unwanted intentional physical contact, including patting, pinching, or brushing against another person's body, assault, or coerced acts
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, and/or suggestive or obscene letters, notes, or invitations
- Displaying sexually suggestive objects, pictures, or cartoons
- Conduct or remarks that are sexually suggestive or that demean or show hostility to a person because of the person's gender or sexual orientation including: jokes, pranks, teasing, obscenities, obscene or rude gestures or noises, slurs, epithets, taunts, negative stereotyping, threats, and/or blocking of physical movement

Sexual harassment may occur between a student and another student, a student toward a faculty/staff member or a faculty/staff member toward a student.

Internal procedures are in place to respond promptly to complaints by a student or faculty/staff member who believes s/he has been subjected to sexual harassment. The offended student or staff member is encouraged, but not required, to promptly tell the person that such conduct is not welcome, is contrary to IES Abroad policy, and violates United States federal law.

If a student divulges a sexual harassment problem to an employee of IES who is not a Resolution Officer, that person is required to promptly report such incidents to a Resolution Officer.

An affected student seeking further information may engage in an informal conversation with the Dean of Students or his/her Center Director regarding questions, concerns about, or clarification of this policy.

Formal complaints of sexual harassment by an affected student should be made to either of the Resolution Officers listed below:

Dean of Students, IES Chicago – **312.944.1750**

OR

The Center Director for your program:

Amsterdam: Ms. Chantal Omloo	31.20.525.5468
Arles: Ms. Marie-Anne Devaux	33.6.64.12.10.23
Auckland: Ms. Gael Howell	64.9.373.7599. x89673
Barcelona: Dr. Cesar Alegre Alsina	34.93.342.8470
Beijing: Mr. Brian Eyler	86.10.8881.3946
Berlin: Dr. Barbara Gúgold	49.30.280.0870
Buenos Aires: Dr. Irina Podgorny	54.11.4328.2106
Cape Town: Ms. Naomi Claassen	27.83.945.2897
Christchurch: Ms. Eunice McKessar	64.3.332.1840

Delhi: Dr. Catherine Whitcomb	91.971.745.5729
Dublin: Dr. Ashley Taggart	353.1.497.0176
EU: Dr. Ullrich Lohrmann	49.761.383.7780
Freiburg: Mr. Joachim Staguhn	49.761.36.761
Granada: Dr. Javier Martínez de Velasco	34.958.221.890
London: Mr. John Ockey	44.20.7299.4420
Madrid: Dr. Elvira Munoz	34.91.549.7394
Melbourne: Luke Rungie, Liz Agostino	61.407.506.518
Milan: Dr. Roberto Andreoni	39.02.86.99.69.83
Nagoya: Dr. Satoshi Tsukamoto	81.587.34.6334
Nantes: Dr. Thibaut de Berranger	33.2.40.73.30.35
Paris-FS: Ms. Marie-Anne Devaux	33.1.4322.6413
Paris-BIA: Mme. Nathalie Lenfant	33.1.56.54.08.17
Quito: Mr. Eduardo Ortiz	593.2.243.1082
Rabat: Mohamed Baghdadi	212.537.769.571
Rome: Dr. Octavio di Leo	39.06.688.291
Salamanca: Ms. Barbara Liberatore	34.923.27.19.32
Santiago: Ms. Maria del Carmen Cortes Arce	56.2.264.0648
Shanghai: Dr. Xiaojun Li	86.139.160.78.245
Siena: Amanda Bruttini	39.0577.287.644
Sydney: Ms. Thais Oso	TBA
Tokyo: Dr. Karl Friday	81.43.211.8678
Vienna: Dr. Morten Solvik	43.1.512.2601

Complaints submitted by IES Abroad students to the Center Director will be copied to the Dean of Students and vice versa. A full investigation of the complaints will follow in a fair and expeditious manner. Alleged harassers will be provided with a full opportunity to explain and defend their actions. Complaints made against members of the faculty or staff will be shared with the Vice President of Human Resources. Sanctions against anyone who is found to have violated the IES Abroad Sexual Harassment Policy will be strictly enforced. Appeals of decisions made by the Center Directors will be sent to and decided by the Dean of Students. Appeals of decisions made by the Dean of Students will be sent to and decided by the Executive Vice President for Academic Programs.

Any deliberately false sexual harassment accusations put forward by a student against another member of the IES Abroad community will be subject to administrative review and appropriate sanctions.

IES ABROAD PROGRAM FEES

Program fees vary depending on the program that was designed for your home school. In general, the IES Abroad program fees **include** all of the following:

- Tuition for full-time course load within the limits prescribed by the program;
- Orientation;
- Housing;
- Varying meal plans when available (as specified by each program);
- HTH Global Health & Safety coverage (emergency medical evacuation and repatriation insurance);
- Required HTH and host Center insurance;
- Required field trips;
- Partial subsidization of the cost of housing, meals, bus, or second-class rail transportation, and tips for optional field trips;
- Partial to full subsidization for many cultural outings;
- In some cases, supplementary language instruction and special lectures;

The following are **not included** in the IES Abroad program fees:

- Passport fees;
- Consular fees for visas;
- Visa processing cost through a visa service;
- Cell phone charges;
- Municipal registration (at applicable Centers);
- Meals not included with housing accommodations;
- Meals during independent travel;
- Additional fee for special housing options;
- Housing between terms, semester breaks, and during vacation periods (except where noted in the program descriptions)
- Books, photocopying (unless provided by instructor or staff), copy right fees, language recordings, school supplies, and test certificates;
- Personal expenses (phone, beverages, laundry, transportation, etc.);
- Independent travel costs;
- Students' share of optional field trip costs and fees;
- Tuition for courses over the prescribed credit hour limit, or for art and music in courses not specified in the course listings;
- Any of the applicable "Special Fees" listed in the following section;
- Key/lock changes (only when a student's keys are lost or stolen).

IMPORTANT CONTACTS

FOR ON-SITE QUESTIONS OR EMERGENCIES:

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IES Abroad Chicago**

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312.944.1750 (ext. 5055)

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**Assistant Dean of
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See your IES Abroad *Get SET!* Guide for Center addresses and telephone numbers.