

BON VOYAGE!

Study Abroad Handbook

international
education
means
the world
to UNH



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UNIVERSITY of NEW HAMPSHIRE

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Stages to Becoming a Global Citizen

A Developmental Model of Intercultural Sensitivity:

This model by noted interculturalist Milton Bennett describes ethnocentricity as the idea that one's own culture is superior, at one end of a spectrum with "ethnorelativism," a successful blending of more than one culture, at the other end. The model has many stages and people often move subconsciously through these stages as their international and intercultural experiences grow. .

Ethnocentric States

I. Denial of Difference. No recognition of cultural difference because of isolation or intentional separation. Attribution of deficiency in intelligence or personality to culturally deviant behavior. Tendency to dehumanize outsiders.

II. Defense against Difference. Recognition of cultural difference coupled with negative evaluation of most variations from native culture - the greater the difference, the more negative the evaluation. Evolutionary view of cultural development with native culture at the acme. A tendency towards social/cultural proselytizing of "underdeveloped" cultures.

III. Reversal. Tendency to see another culture as superior while maligning one's own.

IV. Minimization of Difference. Recognition and acceptance of superficial cultural difference such as eating customs, etc., while holding that all human beings are essentially the same. Emphasis on the similarity of people and commonality of basic values. Tendency to define the basis of commonality in ethnocentric terms (i.e. everyone is essentially like us).

V. Physical Universalism. Emphasis on commonality of human beings in terms of physiologic similarity.

VI. Transcendent Universalism. Emphasis of commonality of human beings as subordinate to a particular supernatural being, religion, or social philosophy.

Ethnorelative States

I. Acceptance of Difference. Recognition and appreciation of cultural difference in behavior and values. Acceptance of cultural differences as viable alternative solutions to the organization of human existence. Cultural relativity.

II. Adaptation of Difference. The development of communication skills that enable intercultural communication. Effective use of empathy, or frame of reference shifting, to understand and be understood across cultural boundaries

III. Integration of Difference. The internalization of bi-cultural or multicultural frames of reference. Maintaining a definition of identity that is "marginal" to any particular culture.

References: Bennett, Milton J. "A Developmental Approach to Training Intercultural Sensitivity." *International Journal of Intercultural Relations*. Vol. 10 (2). Summer 1986. "Towards Ethnorelativism: A Developmental Model of Intercultural Sensitivity." In Paige, Michael (Ed.). *Cross-Cultural Orientation: New Conceptualizations and Applications*. University Press. Lanham, MD. 1986.

THE TEN COMMANDMENTS OF A GOOD STUDY ABROAD STUDENT

1. You shouldn't expect things to be like they are at home. This is the whole point: you've left home to find **DIFFERENCES** in far-off lands.
2. You should count every moment as **PRECIOUS** and use it well because you might not have the same opportunities to engage your host culture again in such an in-depth way.
3. You shouldn't let other students get on your nerves because you have paid good money to enjoy this study abroad experience: **ENJOY YOURSELF**.
4. Remember to take **HALF** as many clothes as you think you need and **TWICE** as much money.
5. Know at all times where your **PASSPORT** is because a person without a passport is a person without a country.
6. Remember that if we had been expected to stand or sit all day we would have been created with roots. **GET OUT AND EXPLORE**.
7. You shouldn't worry; those who worry take no pleasure in the details of the experience. You must cultivate a **POSITIVE ATTITUDE**.
8. When in a foreign country, you should **DO AS THE LOCAL RESIDENTS DO**. You will **LEARN** many new things this way.
9. **DO NOT JUDGE** the people of the country by the person with whom you've had trouble.
10. Remember that **YOU ARE A GUEST** in other lands. **THOSE THAT TREAT THEIR HOSTS WITH RESPECT** will be treated with **RESPECT** in turn.

Remember to **BE KIND** to your classmates and teachers, for without them you will become lost.

EMERGENCY CONTACTS

In case of an emergency:

CIE Office: **1-603-862-2398**
Business Hours: Mon – Fri 8:00 am to 4:00 pm EST or EDST

Sexual Harassment and
Rape Prevention Program: **1-603-862-SAFE (7233)**
24-hour Crisis Line

UNH Counseling Center: **1-603-862-2090**
UNH Health Services: **1-603-862-1530**

In the event of an EXTREME EMERGENCY for which you must contact UNH immediately, use the following telephone number

UNH Police Dispatch: **1-603-862-1427**

Procedure:

State your name, identify yourself as a study abroad student, your location, nature of the emergency, and how to reach you in the event the connections are lost or there is a need to contact you later. If you call UNH Police Dispatch, the dispatcher will contact CIE staff.

Penalties:

The UNH Dispatch number is **not to be used for non-emergency purposes**. Contacting CIE via the UNH police for non-emergency purposes, as determined by CIE, at its sole discretion, will result in a \$200 charge to your student account.

WORDS OF WISDOM FROM CIE

Congratulations! You are ready to leave for the study abroad program of your choice! You have put a lot of effort in the process of selecting the program and applying to it. Now, as the time of your departure comes closer, the Center for International Education would like to share with you some information which we hope will be useful to you now as you're preparing to leave, while you're overseas, and when you return home.

In this booklet, we have included excerpts from the Safety Handbook, recently published by the Safety Abroad First-Educational Travel Information (SAFETI) Clearinghouse of the University of Southern California's Center for Global Education. The full version of the book, as well as lots of other useful information is available on the web - <http://www.studentsabroad.com/contents.html>

Please remember to consult the CIE website. It contains a lot of valuable information that will help you to prepare to go abroad and come back to campus. There is even a page entitled "While Abroad". USE THIS TOOL!

http://www.unh.edu/cie/studyabroad/while_abroad.html

But first, some reminders...

STUDY ABROAD REGISTRATION

Most students studying abroad through CIE will be registered in one course called simply

INCO 685 /686, Study Abroad or INCO 585/586 Foreign Exchange

Other examples of study abroad courses are:

ADMN 685 – WSBE-Budapest, Fall Semester

ADMN 686 – WSBE –Grenoble, Spring Semester

HMGY 686 – WSBE-Switzerland, Spring Semester

SPAN 682 – Puebla, Mexico, Summer

TECH 685 – CEPS-Budapest, Fall Semester

Each of the study abroad courses carries 12 credits for a semester or 6 credits for a summer, to ensure your full time status. If you are taking more than 12 credits abroad, **PLEASE DON'T PANIC!** They are merely place holders! The actual number of credits you earn abroad will transfer once we receive your official transcript. Please share this information with your parents to avoid any confusion.

COURSEWORK ABROAD

Before you leave you will have completed a *Study Abroad Planning Form* listing the courses you expect to take while you are abroad. Take a copy of the form with you! Sometimes, your choice of courses may change once you have arrived at your host institution. Expected courses may not be offered, additional courses may now be available, the exact listing of courses may now be posted, or you may just change your mind. As soon as you know of the change in your coursework, go to the CIE website and fill out **On-Line Replacement Course Approval Form**:

http://www.unh.edu/cie/students/ca_approval.html

Please keep in mind that it may take weeks for your new courses to be approved on campus.

UNH COURSE REGISTRATION FOR THE SEMESTER YOU RETURN

Before you leave, you will have completed a *Return Registration Form* projecting the courses you will need to take upon your return. If you do not have reliable access to internet, your UNH advisor will be able to register you into classes using this form as a back-up.

How to do it right and make it work:

- Fill out the Return Registration Form with your advisor – it allows both of you to review your plan of study and identify courses you should be taking upon your return.

- **Make a copy of the form and take it with you!** When the Time and Room Schedule comes on-line, you will be able to make informed comparisons without e-mailing the Center.

About a month before the registration for the next semester begins, detailed instructions on registration from abroad will be posted on the CIE website. There, you will find information on:

- Where to get your RAC number
- How to get permissions for Permission Only courses
- Registration options
- Registration procedures and key contact people in different colleges.
- Special instructions for students in the Honors Program, as well as some majors with mandatory pre-registration (International Affairs, Communications, Honors Program).

Follow the instructions and the rest will be easy!

TRANSCRIPTS AND CREDITS

At the end of the semester(s) you are abroad, your UNH academic record will show one grade - **"IA"**, which indicates that no transcript has yet been received. Make sure that an official transcript is sent to the Center as soon as possible. It is not uncommon for it to take two to three months after your semester has ended before we receive your transcript. Once your transcript is received and study abroad experience report has been handed in to CIE, your transcript will be forwarded to the Registrar's Office where the "IA" grade is removed and the course titles, grades, and credits are entered into your academic record. To check on the status of your transcript, look up your record on Webcat. If your record does not show courses you have taken abroad, it means your transcript has not been processed yet. In this case, check with the Center to see if we have received and are processing your transcript.

Credit Transfer: Study abroad credits are treated as transfer credits according to the UNH policy.

- You may transfer credit from another institution that has a UNH-approved study abroad program.
- The grade received in transferred coursework will appear on your official UNH transcript, but will not factor into your UNH grade point average.
- Only courses with grades of C (or its equivalent) or better will be accepted for transfer credit. (Graduate students require grades of B or better.)
- A course must be valued at least three semester hours to satisfy general education, major or minor credit.
- If your transcript for study abroad is issued by an accredited US institution, credits will transfer one for one. A course taken for 3 semester hours will be worth three credits in transfer to UNH.
- If your transcript comes directly from a foreign institution, courses measured in quarter hours, term hours, or course units will be converted to semester hours as a basis for determining the UNH credit award. Foreign grades will be converted too, using established grade conversion charts.
- No credit will be awarded for courses that review or repeat those taken at UNH or another institution.
- No credit will be awarded for non-credit language study which is part of a study abroad orientation

- No credit will be awarded for pass/fail courses.
- Study abroad fulfills (waives) General Education Group 5 “Foreign Culture”, but no extra credit is awarded for it, unless you have taken a culture course. **There are no “magical” credits** given for simply studying abroad.

You should keep and bring back to UNH all course syllabi, notes, exams, and other materials to make sure there are no complications with transfer of credits after your return. This is especially important if your Study Abroad Planning Form reflects that a course is “at risk.” This means that the department must review your course materials before a determination about major, minor, or general education credit can be made. This is also the case for all foreign language coursework.

ACADEMIC CONDUCT

It is expected that students UNH attending the study abroad programs will conduct themselves in accordance with the rules and regulations of the University including those pertaining to academic honesty. The members of not only the UNH academic community but also the international academic community both require and expect one another to conduct themselves with integrity. Students will adhere to the academic policies of both UNH and their host institution while abroad or face the consequences up to and including dismissal. Cheating, plagiarism, misrepresentation and all forms of academic dishonesty will not be tolerated while you are studying abroad.

PROGRAM WITHDRAWAL OR CURTAILMENT

Your health, safety and wellbeing is of paramount importance to UNH both on campus and off. As such, if it becomes necessary, due to external factors or medical concerns, for a student or group of students to cut their study abroad short, all reasonable accommodations will be made by UNH to facilitate a student's safe return. However, there will always be academic consequences for an early withdrawal from a program to take into account.

A withdrawal, initiated by the student for whatever reason, will almost certainly result in no credit for the program and most likely no refund for the program cost. Additionally, if a student received financial aid for the program, a certain amount of that aid would have to be given back depending on the type of aid and the date of withdrawal. Each program will have its own policies concerning early withdrawal for medical and other reason and you must make yourself familiar with those details.

A curtailment of a program, initiated by an institution or program due to external factors, is typically handled in a different fashion. A refund might not be a possibility but programs will typically work with students to address the academic credit issues. For example, if a program is cut short due to a university strike, then program and institutions will likely make arrangements for students to submit final projects or take finals even after they return home. Each situation is different but generally, your program would make every effort to accommodate the situation.

In the event of an outright dismissal from a program, no refund or credit would be issued on the part of the program or UNH.

Study Abroad Report: All students returning from study abroad are required to write a Study Abroad Report. You all have taken advantage of the reports provided by the students who studied abroad before you. Now it is your time to share your experiences.

STAY IN TOUCH WHILE ABROAD!

The Center can best serve you if we are able to contact you in a timely fashion. Make sure you supply the Center with your address and phone number in your host country. Providing the Center with your **correct e-mail address** is of particular importance. Go to the CIE website http://www.unh.edu/cie/studyabroad/while_abroad.html to submit your contact information.

To contact CIE while abroad: Upon arrival, learn how to use the telephone system and how to reach emergency services. Learn how to contact your local program support staff. Determine the time difference between your location and UNH by going to this website: <http://www.timeanddate.com/worldclock/>

You can reach us by phone, fax or e-mail

CIE phone: (603) 862-2398 – Monday through Friday 8:00 am to 4:30 pm

CIE fax: (603) 862-0169

CIE e-mail: study.abroad@unh.edu

SAFETY HANDBOOK

INTRODUCTION

When thinking about safety around the world, it is important to have a balanced perspective. Safety is a global, national, regional, and local phenomena. As Americans have come to realize, the U.S. is no more immune to acts of crime or violence than other parts of the world. This resource gives a framework of information, checklists, questions, and resources that help review the type of study abroad program you have chosen, the available support services, and ways for you to be prepared for the realities abroad.

While no study abroad program can offer an absolute guarantee that students will be safe, there are many steps that can be taken to reduce the risk of becoming injured or a victim of crime abroad. We encourage all students, their parents, and study-abroad program administrators to read through the following safety suggestions in order to better prepare themselves in the case of health or safety challenges abroad.

MEDICAL CARE AND INSURANCE

In this section, you will find information on how to obtain medical assistance while you are abroad. As insurance is critical in obtaining medical assistance while abroad, we will then review different types of insurance that are available. For international study and travel, there are various types of insurance which you should consider purchasing prior to leaving the U.S. These include major medical, emergency evacuation, repatriation of remains, 24 hour emergency help line, legal assistance, baggage, accidental death and dismemberment/life, motor vehicle, and kidnapping and terrorism insurance.

Medical Care

- **Reviewing Your Medical History and Needs Before Going Abroad:** It is a good idea to have a checkup to know your current medical condition. Your doctor or nurse can also advise you on what special precautions to take based on your medical history and where you are studying abroad. You may need to go to a special travel health clinic to get clear advice on medical care abroad and what challenges you may face.
- **Special Needs:** If you have any special needs, check with the study abroad administrator to determine how he/she can best help you. Regulations for accessibility may not be as updated in other countries as they are in the U.S. Check to determine if accommodations like wheelchair ramps are provided in all modes of transportation, and to determine if the housing facilities are equipped to serve people with special needs.
- **Availability of Medical Care:** The type of medical care available will vary from country to country. In some countries it will seem similar to the type of care you find in the U.S. In others, finding an English speaking doctor or appropriate medical facility might be difficult. You should ask your program sponsor whether they can provide advice on available medical care and support abroad. It is also important to find out about medical care during group or independent travel.
- **Support Services for Medical Care:** Ask your program staff about their capability to provide you with medical care assistance. Does this staff speak both the local language and English? Do they have a list of the best available local medical facilities? Also, find out if someone in the staff or administration is trained to handle emergency situations.

Insurance

What Insurance Covers: Know exactly what is and is not covered by your insurance plan. For example, high-risk sports injuries, dental care, and optical care are sometimes not covered by basic medical insurance. Also, if certain pre-existing conditions are excluded, check on the exact definition of "pre-existing."

- **Insurance Provided By Program Sponsor:** Some programs include insurance as part of their program fee and have pre-planned insurance arrangements for their participants. Purchasing their insurance may make it easier for the program staff to assist you while abroad. However, you should still look closely at the limitations in its coverage. If the program does not offer insurance, and/or you think the program insurance is not sufficient you should consider purchasing additional travel/study abroad insurance.
- **UNH Student Health Benefit Plan (SHBP):** Any UNH student currently on the SHBP is automatically covered while abroad through the Medex Plus plan. For more information consult www.memexassist.com.

Types of Insurance

Major Medical: This type of insurance assures that all or part of your medical expenses for illness and injury will be paid. As costs vary from country to country, it is important to have sufficient coverage for any healthcare needs you may have while abroad.

- **Pre-Existing Conditions:** Some insurance will specifically limit coverage for medical conditions existing prior to the beginning of coverage.
 - **High Risk Activities:** Some insurance will specifically exclude coverage for high risk activities like contact sports, skiing, mountain climbing, etc.
 - **Continuing Coverage in the U.S.:** Many international insurance plans do not cover continued care in the U.S., or if they do, the amount of coverage is limited. You may want to continue your Major Medical coverage in the U.S. while abroad in case you need to come home for medical care.
 - **Special Areas:** Some insurance will limit coverage for accidents involving alcohol and drug related activities.
 - **Advance Payment vs. Reimbursement:** It is important to know whether your insurance company will pay when services are provided. Many travel insurance policies require you to obtain approval before treatment, then pay in advance and then submit a claim for later reimbursement of medical expenses.
- **Emergency Evacuation:** This type of insurance provides support for transportation from the scene of an accident to the closest appropriate medical care facility. This could be by ambulance, helicopter, air rescue, or other form of special transportation. The insurance provider, in conjunction with an emergency assistance company should work with a local doctor in deciding where the appropriate medical care can be provided. It may not cover your return to the U.S. if the company does not believe it is necessary.
- **24 hour Emergency Assistance/Help Line:** This type of service can be limited to a simple phone response system, or provide you with comprehensive emergency assistance for evacuation, legal aid, translation services, and other support around the world.
- **Legal Assistance/Liability Insurance:** If you encounter legal difficulties abroad, you may need the assistance of a local attorney. If you are found responsible for damages, liability insurance may cover those costs. The U.S. Department of State may assist you in finding an attorney, but they can neither pay attorney costs nor damages.
- **Lost Baggage/Property Insurance:** Insurance can be purchased to cover lost baggage and lost or theft of your baggage abroad.
- **Motor Vehicle Coverage:** Whether you rent a car, motorcycle, moped, or accompany someone in a personal vehicle, you should insure that you, the vehicle, and any passengers will be covered in case of accident or injury. You may need to pay for damage to someone else's vehicle or the injury of others if you are found responsible in the case of an accident.
- **Kidnapping and Terrorism Insurance:** Insurance is available to provide for response to kidnapping or terrorism.
- **Repatriation of Remains:** In the event of your death, this type of insurance will provide means for the return of your remains to the U.S.

- **Accidental Death and Dismemberment/Life Insurance:** In the case of loss of limbs or death, this coverage provides funding to compensate you or your beneficiary. Students with a spouse or dependents may want to consider purchasing a comprehensive life insurance policy.

Additional Insurance for Study Abroad

The ISIC provides minimum basic insurance coverage for students while abroad. The following insurance carriers offer supplemental policies which enhance the coverage provided by the ISIC. This is a listing of insurance carriers and does not imply an endorsement by UNH of the carrier or its coverage.

HTH Worldwide Insurance Services

Phone: 800-242-4178
www.hthstudents.com

International SOS Assistance, Co.

Phone: 800-767-1403
www.internationalsos.com

Travel Guard Insurance

Phone: 877-370-4742
www.travelguard.com

CMI Insurance

Phone: 800-677-7887
www.cmi-insurance.com

Seabury & Smith

Phone: 800-331-3047
www.seaburychicago.com

Champion Insurance Advantage

Phone: 410-879-4577
www.champion-insurance.com

Cultural Insurance Services International (CISI)

Phone: 800-303-8120
www.culturalinsurance.com

BASIC HEALTH AND SAFETY

In this section, you will find information on how to stay well while abroad. The process of wellness starts before you go abroad with a visit to your doctor. You may need to get inoculations to protect yourself from infectious diseases endemic in the countries you will visit. You will also learn some tips to ensure you drink clean water and eat uncontaminated food.

- **What to Know About Your Country:** Learn all you can about the health and safety issues of the countries you plan to visit. This includes reading about the cultural and political climate of those countries, as well as learning about how others view people from your country, race, ethnic group, religion, gender and sexual orientation.

- **Infectious Diseases and Inoculations:** Find out about the infectious diseases endemic in countries to which you will be traveling, and get the appropriate shots and pills, and take the appropriate medications with you if your doctor thinks it's necessary. Find out about any potential side-effects of shots and pills that you may take.
- **UNH Travel Health Clinic:** UNH Health Services offers advice concerning travel health and immunization during the academic year through our state-approved travel clinic. Immunizations are available for a fee, but are less expensive than most external providers.
- **Physicals and Check-ups:** Get a complete physical, eye exam and dental check-up before going abroad.
- **Can You Drink the Water?:** Find out if water is safe to drink in the countries to which you will be traveling. Default to drinking bottled water if such conditions exist in your host country.
- **Food Safety:** Poor refrigeration, undercooked meat, and roadside/outdoor vendors could pose problems related to food contamination. If you get diarrhea or food poisoning, remember to drink plenty of fluids to stay hydrated. As with any illness, consider seeing a doctor if your condition worsens.
- **Laws and Codes of Conduct:** Make yourself aware of both the rules and regulations of the study abroad program sponsor, and the local laws and customs of the countries which you will be visiting. Understand that you will not only have to conform to the legal system of the country you will be visiting, but also obey the codes of conduct required of program participants.
- **Mental and Physical Health:** Consider your own mental and physical health issues when applying for a study abroad program, and make all your necessary health information available to the program's administrators so they can assist you with any special needs, or advise you on the risks you might face. Study abroad may include both physical and mental challenges for students.
- **Prescriptions:** Get a doctor's signed prescription for any medication you have to bring abroad. Some prescriptions may need to be translated if you wish to fill them abroad. Include your glasses or contact lens prescription. Bring an extra pair of glasses.
- **Walking:** Get a good pair of comfortable walking shoes. Without access to a car or public transportation abroad, you may have to do quite a bit of walking. Break in your shoes before you go.
- **Emergency Contacts:** Keep the program staff and an emergency contact at home well informed of your whereabouts and activities and provide these people with copies of your important travel documents (i.e. passport, visa, plane tickets, traveler's checks, and prescriptions).
- **Air Travel:** When you travel by air, drink a lot of non-alcoholic fluids, stay away from caffeine, eat light, and stretch often to avoid jetlag.
- **Transportation:** Accidents involving in-country travel, whether by air, bus, train, taxi, car, etc., are a major cause of injury to students abroad. It is important to understand what the safe modes of travel are abroad.
- **Setting an Example:** Set a good example. Remember you are like an ambassador for your U.S. college or university. Behave in a way that is respectful of others' rights and well-being and encourage others to do the same.

RISK FACTORS AND STRATEGIES TO REDUCE RISK

Based on anecdotal information, most of the incidents resulting in injury or death of students while participating in study abroad involve:

- use and abuse of drugs or alcohol
- crime/petty theft
- travel/traffic accidents
- mental health issues/stress
- diseases and illnesses that exist in the host country
- sexual harassment and assault

Resources and information about each of these issues can be found below.

- **Precautions When Accepting Food and Drink:** Be cautious about accepting drinks from a stranger, alcoholic or non-alcoholic. Be cautious about accepting food from a stranger.
- **Risk Upon Arrival:** Travelers, especially those having just arrived abroad, are often targets of crime and at higher risk of harm, because they:
 1. Are unfamiliar with their surroundings
 2. Might not speak the local language well
 3. Are clearly recognizable as foreigners
 4. Have not yet learned the social norms or unwritten rules of conduct
 5. Are eager to get to know new people and the local culture
 6. Are naive to the intentions of people around them
 7. Are carrying all their valuables with them when they first step off the plane, train, or boat
- **Keeping In Control:** In addition to the circumstances involved with being new in a foreign country, which are often beyond one's immediate control, there are many situations that students *can* control. Some controllable factors that place students at greatest risk include:
 1. Being under the influence of alcohol or drugs
 2. Being in a known high crime area
 3. Being alone at night in an isolated area
 4. Locking your door

- **Non-verbal Communication:** Non-verbal communication (like body language and hand gestures) considered harmless in the U.S. may be offensive to people in other countries. The list of gestures considered rude in other countries can grow beyond the obvious.
- **Sexually Transmitted Diseases:** Keep yourself free from sexually transmitted diseases by using protection (like abstinence or condoms).
- **International Sources of Information:** Inform yourself as much as possible about your new environment, making use of as many different sources as possible - online, in the library, on television and radio news programs, and in the paper. Don't limit yourself to U.S. sources. Instead, contrast the U.S. information with that provided by other countries.
- **Understanding Locals:** Make it a point to try to understand what locals are communicating to you, how they feel about you and about U.S. citizens in general, how you are fitting with their values, and how well you understand them. Obviously a stronger grasp of the native language will help you with these things, but even knowing a few essential phrases can be immensely beneficial.
- **How to Dress:** It is often best to dress conservatively – by local standards, so you can't be identified on sight as a tourist or a U.S. citizen.
- **Jewelry and Other Valuables:** Leave any expensive jewelry at home, and keep money in a safe place like a money belt or pouch.
- **Becoming Aware of Your Surroundings:** You should be aware of your surroundings, remembering to:
 1. Pay attention to what people around you are saying
 2. Find out which areas of the city are less safe than others
 3. Know which hours of night are considered more dangerous
 4. Stay and walk only in well lit areas
 5. Avoid being alone in unfamiliar neighborhoods
 6. Know where to get help (police station, fire station, phones, stores, etc.)
 7. Do not touch suspicious items like letters or packages mailed to you from someone you don't know
 8. Know what is "normal" and "not normal" to see on a daily basis in the areas you frequent
- **Effects of U.S. Foreign Policy:** The foreign policy of the U.S. does not always sit well with citizens of foreign countries. In some cases, Americans living abroad can be targets of the frustrations of these individuals. Consider the nature of the political climate and relations between the U.S. and the countries you plan to visit.
- **Crimes Against U.S. Citizens:** There are some steps you can take to avoid being targeted for politically motivated crime or anti-U.S. crime in general. Try to assimilate your style of dress and mannerisms as much as possible into the local norms. "Dressing like a U.S. citizen" (or any way conspicuously different from the native look) makes it easier to identify you as "the other" or an "outsider" and can make you a target.

- **Political Rallies:** Avoid political rallies or protests which can increase tensions and emotions or breed angry mobs for which a U.S. citizen may serve as a scapegoat. **You also face the possibility of being deported if you attend political rallies or protests.**
- **Political Conversations:** The point of studying abroad is to your horizons and be more aware of foreign political situations. That being said, be aware and sensitive in your dialogue with people in your host country. Remember that you are a visitor, and do not to take venting about America personally.

STAYING SAFE with ALCOHOL (or OTHER DRUG) DECISIONS WHEN STUDYING ABROAD

Drinking in Low-Risk Ways:

- First and foremost, know that the safest low-risk choice is non-use.
- Be aware of your body: Is your stomach empty? Have you been sick? Are you tired? Are you on any medications (prescription or non-prescription) If you answered "yes" to any of these, we suggest that you think twice before choosing to drink. Our bodies do not process alcohol well when we are fun down or tired. Being physically ill can also contribute to becoming impaired sooner. Before going out make sure you have eaten a meal. If you have been sick and are not feeling well, it would make better sense to rest and get healthy before venturing out and drinking. It is never a good idea to mix alcohol with medication.
- Our bodies process one standard drink within one hour. (12 oz. beer, 4 oz. wine, 1 oz. of 100 proof distilled spirits.) Any more consumption than one drink per hour puts you at risk for impairment and alcohol related problems (driving under the influence, blackouts, sexual assault, etc.) The recommended guidelines from the Food and Drug Administration are no more than one drink per day for women and two per day for men.
- Be aware of what size your drink is. Is it a 4oz glass of wine, or is it in a big wine glass that is about 6oz (which would be more than one drink)? A pint of beer is just that, 16 oz, which is larger than the average serving in the US.
- The suggested number of drinks for women is a lower number because women need less alcohol to feel its effects. Women experience more short and long-term consequences from drinking a smaller amount compared to men. This is because women's bodies have one-third less than men's of an enzyme that breaks down alcohol. So, if you are a woman, be very aware of how much you are consuming. And men-this doesn't mean that you can throw caution to the wind.
- Be aware of your surroundings. Who are you with? Where are you? What is your plan to arrive home safely? Make sure you are always aware of your drink. Do not let strangers pour a drink for you. Always hold your drink. Often times a moment of distraction is when a "date rape" or predatory drug is slipped into your drink.
- Alcohol laws vary in different countries. Even if there is not a drinking age, many cultures look down upon drunken behavior. Do not disrespect the culture you are in or the host family with whom you are staying. You might wear out your welcome.
- One of the most dangerous things you can do is try drugs in a country where you do not know what you are getting. There is never a guarantee on potency of a drug here or

abroad, and the legal penalties for drug use tend to be more severe. The only low-risk choice for drugs is to not use them at all.

The best time abroad is one that can be remembered and is filled with great experiences. Planning can be everything. Become familiar with other activities and resources that do not involve drinking. Have a fun and *safe* experience!

We are here to provide support to you even when you are studying abroad. We can provide confidential and supportive counsel to you over the phone or via email.



UNH Health Services
Office of Health Education & Promotion
603.862.3823
www.unh.edu/health-services

SEXUAL ASSAULT, STALKING and INTIMATE PARTNER VIOLENCE RESOURCES

Sexual Assault is defined in the United States as nonconsensual sexual penetration or attempted penetration by physical force, threat of bodily harm, or when the victim is incapable of giving consent by virtue of mental illness, mental retardation, or intoxication. Sexual assault committed by someone you know carries the same penalties as an assault committed by a stranger.

Sexual Assault can happen anywhere and to anyone. This may include when you are studying in a foreign country. Being the victim of a sexual assault is always traumatic; having an assault happen when you are away from home adds additional complications and stress to an already difficult situation.

If you or someone you care about has experienced a traumatic event, you have a right to information and support. The Sexual Harassment and Rape Prevention Program (SHARPP) can be a resource for you, even when you are studying abroad. SHARPP can help you by providing support, information and options for healing.

SHARPP provides services to female, male, or transgender survivors who have experienced sexual violence, relationship abuse, sexual harassment, or stalking. In addition, we offer assistance to survivors' loved ones and friends who are impacted by these issues. SHARPP's services **are free and confidential** and available to *all* members of the UNH community—students, staff, and faculty.

To contact SHARPP when you are abroad, access us via our website @ www.unh.edu/sharpp/

In addition, a SHARPP staff member can be reached
Monday – Friday

STUDENT CONDUCT and STUDY ABROAD PROGRAMS FAQ's

1. What is the UNH Student Rights, Rules and Responsibilities document?

The Student Rights, Rules and Responsibilities, outlines the expectations (rules) that UNH has for its community members. A PDF version of the Student Rights, Rules and Responsibilities may be accessed via the following link:

<http://www.unh.edu/vpsas/pdf/srr0809.pdf>

2. Do the UNH Student Rights, Rules and Responsibilities apply to me while I am studying abroad?

Yes. The UNH Student Rights, Rules and Responsibilities apply to all persons who have a continuing relationship with the University of New Hampshire regardless of where learning occurs.

3. Does this mean I do not have to abide by the rules of my host institution or laws of my host country?

No. By electing to participate on a UNH approved, exchange or managed program, a student is responsible to abide by the host institution rules and the laws governing the host country and to uphold the expectations outlined in the UNH Student Rights, Rules and Responsibilities.

4. What happens if I violate the UNH Student Rights, Rules and Responsibilities or my host institution rules or my host country laws?

Depending on the alleged violation(s), one of two processes will likely be followed. For less serious violation(s) where a separation sanction is not a possibility, the violation may be documented on a violation form. For more serious violation(s) where a separation sanction is a possibility, a student may be required to attend a formal hearing. A violation of the host institution rules or host country laws will be applied to the UNH Student Rights, Rules and Responsibilities and Student Code of Conduct.

5. How will the UNH Student Rights, Rules and Responsibilities about alcohol be applied abroad?

Although the possession and consumption of alcohol may be legal in most countries, the UNH Student Rights, Rules and Responsibilities prohibits, among other things, public intoxication, excessive consumption and consumption leading to injury or illness. In the wake of even one incident of public intoxication or a call to the emergency room, study abroad staff may inform a student that the incident constitutes a violation, which may result in a requirement to abstain entirely from consuming alcohol. Violation of the terms of probation could result in the student's dismissal from the program and suspension from UNH. As described elsewhere in this FAQ, the hearing on the charge leading to dismissal may be by electronic means while the student is still abroad.

6. What is a violation form and how will the process work when I am studying abroad?

A violation form is a means to resolve less serious violation(s) of the UNH Student Rights, Rules and Responsibilities in an informal process. The form will contain information about the alleged violation(s). The student may choose to resolve the matter by accepting responsibility and the prescribed sanctions as outlined on the form. The form is then forwarded to the UNH Office of Conduct and Mediation where it will be kept on file.

If the student does not agree with the alleged violation(s) and prescribed sanctions, the student will have the ability to meet with the person alleging the violation(s) to discuss the incident. Once this meeting has occurred, if the student still does not agree with the alleged violation(s) or prescribed sanctions, the student may request a formal review of violation form **ONLY** if sanctioned with probation. If the student is not sanctioned with probation, the violation form is final and the process ends.

If the student is out of the country, this process may be handled electronically. The student would receive an electronic copy of the violation form in his or her UNH e-mail account and any meetings will take place via e-mail, iChat, AIM, Skype or similar technology. In some instances, the formal conduct and mediation process could start when the student returns to Durham.

7. What is a formal hearing and how will the process work when I am studying abroad?

In an incident involving serious violation(s) of the UNH Student Rights, Rules and Responsibilities, or in the event that the new violation could result in a separation sanction, the student shall have the right to a hearing to determine responsibility for the charges and impose the appropriate sanctions. The student will be formally notified of the charges by receipt of a form called an incident report, and the student will be asked to meet with the person alleging the violation(s) to discuss the incident within a specified timeframe. After this meeting, the incident report will be forwarded to the UNH Office of Conduct and Mediation to start the formal hearing process. For more specific information regarding the hearing process, visit the UNH Office of Conduct and Mediation website at <http://www.unh.edu/ocm/studentinfo.htm>

If the student is out of the country, correspondence regarding this process will be handled electronically. A meeting with the person alleging violation(s) may take place via e-mail, iChat, AIM, Skype or similar technology. The formal hearing will take place using Skype or similar technology. The Office of Conduct and Mediation will work with the student through this process.

8. What is probation?

Probation is a written reprimand for violation of specified regulations. Probation is for a designated period of time and serves as a reminder that any further misconduct could lead to additional and more serious sanctions being imposed. Being on probation may also impact participation in activities such as studying abroad.

9. Can I be sanctioned with probation while I am studying abroad?

Yes.

10. What is a separation sanction?

A separation sanction means that the student is separated from the University in some manner. Examples of separation sanctions include, but are not limited to, eviction from housing, expulsion from housing, separation from the study abroad program, suspension and dismissal.

11. Can separation sanctions apply to me while I am studying abroad?

Yes.

12. Whom can I contact if I have questions regarding the student conduct process and how it applies to me while I am abroad?

You may contact the Office of Conduct and Mediation via e-mail at judicial.clerk@unh.edu or phone at (603) 862-3377.

HOW FOREIGN LAWS APPLY TO YOU

In this section, you will find information on what you should know about the legal system of the countries to which you will be traveling. The U.S. Embassy or Consulate abroad is limited in what it can do to assist you if you should get into legal trouble abroad. As a foreigner in a foreign land, you are obligated to act in accordance with foreign law.

- **Know the Relevant Laws:** Make sure you know the relevant laws for each country to which you plan to travel. Foreign laws apply to visitors, regardless of the visitor's country of citizenship.
- **Travel Warnings and Consular Information Sheets:** Read the Travel Warning and State Department Consular sheets for information on the legal systems in the countries to which you will be traveling.
- **Embassy or Consulate Assistance:** If you find yourself in legal trouble abroad (for example, arrested), the U.S. Embassy or Consulate (or that of the country where you are a citizen) may only be able to assist you in the following ways:
 - Visit you in jail after your arrest
 - Give you a list of local attorneys
 - Notify your family and friends and relay request for money and other aid
 - Intercede with local authorities to help ensure your proper treatment under the law and in accordance with internationally recognized standards
 - Protest mistreatment
- **Legal Representation:** You will be responsible for bearing the financial burden of your legal representation as well as the outcome of a trial.
- **Constitutional Rights:** You cease to be protected by U.S. law and Constitutional rights once you leave the country.
- **Unfair Imprisonment:** If you feel you have been unfairly imprisoned by another country's government, the U.S. State Department can provide some assistance. It may be necessary to hire a local attorney as well.

- **Hostage Situations:** If you are taken hostage by a terrorist organization, the U.S. State Department may help negotiate for your release. Check with your insurance provider to see if you can purchase additional hostage, terrorist, or emergency assistance insurance.

THE U.S. EMBASSY AND YOU

Overseas Citizens Services (OCS) in the State Department's Bureau of Consular Affairs is responsible for the welfare and whereabouts of U.S. citizens traveling and residing abroad.

Consular Information Program

- Travel Warnings: Issued to recommend against travel to an entire country.
- Public Announcements: Issued for short-term concerns in a country such as a hurricane, demonstrations, a bomb threat, regional concerns or a general Worldwide caution.
- Consular Information Sheets: Travel information for every country in the world.
- Warden Message: Issued by a U.S. Embassy or Consulate to the local American community.

How to Access Consular Information Sheets, Travel Warnings and Public Announcements

Travel Warnings, Public Announcements and Consular Information may be heard at any time by dialing the Office of Overseas Citizens Services, American Citizens Services and Crisis Management, Bureau of Consular Affairs, at (202) 647-5225 from a touchtone phone. This and more information can be accessed on the internet at www.travel.state.gov.

Main Switchboard of the U.S. Department of State: 800-877-8339 (Federal Relay Service)

Hotline for American Travelers: 202-647-5225

U.S. Consulates abroad assist American citizens in cases of:

- Death
- Destitution
- Disappearance
- Detention
- Medical Emergency
- Child Abduction
- Victim of a Crime
- Citizenship/Passports
- Voting
- Adoption
- Judicial Assistance

CRISIS MANAGEMENT

- **Emergency Action Plan:** Consider adopting an Emergency Action Plan (E.A.P.) for yourself. Essentially, this document describes what actions to take in the event of an emergency. Your E.A.P. could be as simple as a list of people to call in case you are hurt, along with copies of your insurance papers, passport, and names of any medications to which you are allergic.
- **Resident Director/Coordinator:** The best placed individuals to assist you in the event of a crisis will be the study abroad program staff in country.
- **Registration with the Embassy:** When you arrive, your program provider should register with the U.S. Consulate or Embassy in the country where you will be studying. Registering with the Consulate or Embassy will make it easier for them to contact you in case of an emergency and to assist you in case you lose your passport, etc.
- **Serious Emergencies:** Natural disasters, political upheaval, and terrorism are some of the events the U.S. State Department considers to be serious emergencies or crises. If the need arises, the embassy in your host country will contact the program staff on the ground.
- **Injury:** It is important to know where you can seek appropriate medical facilities in case of injury abroad. And whether your travel insurance will pay in advance for care, or whether you will need to apply for reimbursement. In the case of injury, your program director is best placed to assist you. Additionally, the U.S. Bureau of Consular Affairs can assist your family in sending you the necessary funds, help in transportation arrangement and accompaniment back home.
- **Charter Out of a Country:** If political crisis disturbs regular departures from the countries in which you are traveling, and it is unsafe for Americans to remain abroad, your program provider and/or the U.S. State Department may be able to arrange for special charter travel out of a country.
- **Death:** In the event of your death abroad, the Bureau of Consular Affairs will work in concert with your program to locate and inform your next of kin and relay special instructions for the disposition or burial of your remains, although they will not pay for this. A representative from the Bureau can also help to settle your estate on behalf of your relatives by preparing an official Foreign Service Report of Death that can be used in U.S. courts.

HANDLING BUSINESS AT HOME WHILE OVERSEAS

While you are overseas, you will need to take care of certain civil, financial and legal matters in the United States. Advance planning in these areas will make life easier.

Power of Attorney

Giving a family member or trusted friend power of attorney, while you are abroad, is a good idea. Power of attorney gives that designated person the power to act on your behalf in case a legal document requires your signature while you are away. This is especially important if you receive financial aid. Checks that you receive to cover educational costs must be endorsed by you before they can be deposited. It may also be helpful when completing and signing other

financial aid forms, such as your FAFSA (Free Application for Student Aid), that must be taken care of while you are gone.

You can arrange power of attorney through student legal services office in the MUB (room 115) free of charge.

Absentee Voting (Fall)

If elections are going to take place in the United States while you are overseas, you can still take part in the election process by completing an absentee ballot. You must, however, register to vote before you leave home. Contact local election officials to obtain information on absentee voting, including whether you need to have your ballot notarized at a U.S. embassy or consulate.

Filing Income Tax (Spring)

If you currently pay income tax and will be out of the United States during spring semester, you can request an extension of the deadline for filing federal, state and local tax returns. If you choose to file from abroad, then you can request your family or friends to send you the necessary paperwork. You can also find out if the closest American embassy or consulate has forms. The embassy and consulate staff may also be able to find someone to help you complete the forms.

U.S. Customs and Duties

Save receipts for major purchases made overseas, as you may be able to get reimbursed for the taxes (VAT) paid. You are allowed to bring up to \$400.00 of gifts and souvenirs duty free. Above that amount, you will be charged an import duty equivalent to ten percent of the value of the items. A good publication to get before you leave is "Know Before You Go" which can be obtained from the U.S. Customs website: <http://www.cbp.gov/xp/cgov/travel/vacation/kbyg/>.

MONEY MATTERS

You should consider using several different forms of payment for your expenses. Traveler's checks, credit cards, ATM cards and cash can all be used effectively depending on the country.

Pre-Arranging Money Matters

The major costs of your study abroad program (tuition and fees, housing, sometimes food and occasionally international airfare) are usually billed and paid prior to departure to the sponsoring institution. Be sure you know exactly what is covered and what is not covered in those costs so that you are prepared to cover all other expenses. It is a good idea to make a budget and then live by it so you don't run out of money.

ATM and Credit Cards

A debit/check card is typically the main way students access money while abroad. Check before you leave to be sure that your PIN can be used overseas. **You may need to change it to four digits and you need to memorize it as numbers and not by letters.** Additionally, be aware of your bank's regulations and fees for using foreign ATMs. The exchange rate between banks via ATM may be the best but transaction fees may be high. Credit cards can be used abroad for purchases. They are accepted in most countries, but may not be accepted for as widely as in the US.

Currency Exchange

Traveling with large amounts of cash is not recommended but it is always good to have some local currency when you arrive on site (around \$100 is a good amount). Currency exchange upon arrival at the international arrival airport is handy but typically has the highest commissions.

Later on in your experience, it is recommended that you exchange cash at the major national banks throughout the world.

You can also obtain traveler's checks in U.S. dollars and some foreign currencies at most banks and travel agencies. Some of the companies that offer traveler's checks are American Express, Citicorp, Thomas Cook, etc. Traveler's checks usually are the most expensive to exchange but have the added value of safety if lost or stolen so it is important to keep the serial number list separate from the actual checks. It is best to get the checks in \$100.00, \$50.00, and \$20.00 denominations. That way you can regulate the amount of money you want rather than changing huge denomination checks.

METHODS OF COMMUNICATION WHILE ABROAD

- **Cell/Mobile Phone:** Cellular phones have become more common and less expensive around the world. Although, local calls may be inexpensive, international calls may have a high cost. However, in many countries there is no charge to receive calls so friends and family may be able to call you without using your minutes. Short text messages sent from a cell phone may be a cheaper way to communicate internationally, provided the person you are messaging can receive text messages on his/her cell phone.
- **E-Mail:** Probably the least expensive and easiest method of communication for people in different time zones is e-mail. It is a good idea for students to get an internationally accessible and free e-mail account address. Two popular examples are Hotmail and Yahoo. Prior to departure, give family and friends your e-mail address so that they know how to contact you. Please also check your UNH account regularly as that is the one that CIE will use to send important announcements or other updates.
- **VIOP/Skype:** Many students abroad are now using voice over internet services at little or no cost to talk to friends and family back home. You will need to consider two points if you go this route for communications. First, you might not have as much internet access abroad as you are used to at home. Second, make sure that whomever you want to communicate with has the software installed back home and knows how to use it.
- **Telephone:** It is important to know the telephone numbers for the program administration abroad and in the U.S. both during business hours and in case of an emergency. The sample UNH Emergency Card includes phone numbers you should have available at all times. Your program will also have an emergency card with local emergency numbers that you should keep with you at all times.
- **International Calling Cards:** The most reasonable way to communicate between the country abroad and the U.S. may be through the use of an international calling card, available through companies like AT&T, Worldcom, Sprint, etc. You can also purchase calling cards abroad.
- **Mail:** Regular or Express: Postcards and letters are still an important and inexpensive method of communication. For those documents that need to get there faster, there are many companies that provide fast international mail delivery (U.S. Post Office, FEDEX, DHL, etc.). It is important to find out the mailing address for both the program administrative offices in the U.S. and abroad, as well as the mailing address for students (housing and administrative office when available) before they go abroad. The national mail system of other countries may not be as fast as the U.S. mail service, so allow for extra time when mailing from abroad.

CULTURE SHOCK

In this section, you will learn what culture shock means and how you can overcome its effects. Experiencing new cultures, and obtaining a better understanding of your own culture, can result in some of the most positive, life-altering experiences students have while studying abroad. When going abroad, students will experience differences in manners, beliefs, customs, laws, language, art, religion, values, concept of self, family organization, social organization, government, behavior, etc. All of these elements combine to form culture.

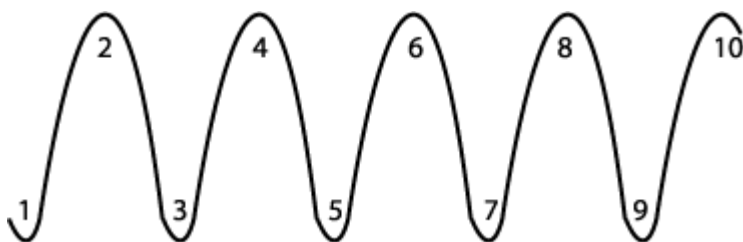
While the introduction to new and foreign cultures greatly benefits students, it can also be overwhelming. Cultural differences can be so great that a student may need extra time to adjust. This is normal. The new cultural elements a student encounters may be so different that they seem “shocking” in comparison to cultural norms they are used to at home. A student’s reaction of feeling “shocked” by a culture’s attributes can manifest itself in mood swings ranging from anger, to depression, to panic. It can be difficult to explain culture shock, especially if you have never been through it. As Bruce La Brack wrote in his article [“The Missing Linkage: The Process of Integrating Orientation and Reentry”](#):

“Just as you can’t really describe the taste of a hot fudge sundae to someone who has never experienced one, it is difficult to actually convey just how disorienting entering another culture can be to a student without any cross-cultural experience.”

Prepare yourself for some down times; they happen to practically everyone trying to make it in a culture they have never lived in before. Realizing that what you are feeling is natural, and that other students are probably experiencing the same thing, will help you to avoid discouragement. Culture shock has its ups and downs, good days and bad—but you will pull through. Many students studying abroad experience times when they feel depressed. However, the overwhelming majority comes away from their experience abroad even stronger and better adapted for living and working with others.

Culture shock and its effects can occur in a number of stages. However, culture shock is not an exact step-by-step process; every student doesn’t experience culture shock the same way or at the same time. When things are going well, a student may feel comfortable, adjusted and relaxed. When negative or stressful situations spring up, a student often lapses back into feeling depressed rather than happy and well-adjusted. Sometimes a “normal” level of stress that a student can easily deal with at home suddenly turns into a high-stress situation abroad because a student is outside of his/her comfort zone. The following 10 steps of cultural adjustment outlined by Steven Rhinesmith show how culture shock can be like a roller coaster ride of emotions:

Rhinesmith’s Ten Stages of Adjustment



1. initial anxiety

2. initial elation
3. initial culture shock
4. superficial adjustment
5. depression-frustration
6. acceptance of host culture
7. return anxiety
8. return elation
9. re-entry shock
10. reintegration

Riding the roller coaster of culture shock, a student actually follows a natural pattern of hitting peaks and valleys. The high points of excitement and interest are succeeded by lower points of depression, disorientation, or frustration. Each student will experience these ups and downs in different degrees of intensity and for different lengths of time. The process is necessary in order to make the transition from one culture to another; it helps a student or traveler to balance out and adjust.

Source: Returning Home, Canadian Bureau for International Education, 1984, p. 7.

Prior to going abroad, students may be excited about new adventures to come. The student arrives and perhaps begins to develop increasing independence as he/she starts to experience a country's culture. At first, a student's expectations may be too high. Through close contact with orientation advisors, introduction to housing, and supported group tours, a student may see things almost as a tourist would during the first few weeks abroad.

A student may be heavily comparing and contrasting his/her home culture with the culture abroad. It is common for students to focus on what they see as weaknesses in foreign cultures. Students tend to point out what a foreign culture lacks; this often leads to feelings of frustration over what is "missing" or what can't be obtained abroad the same way as at home. Students may be challenged on a regular basis by different ways of living abroad (banking, eating, relationships, etc.). Negative feelings and frustrations may reach a level where you begin to recognize you are going through "culture shock".

As a student gets used to the ways abroad, things that seemed like a "crisis" may now simply be seen as different ways of doing things. Most students gradually adjust their lifestyles to be balanced with a country's own cultural norms. The cultural traits that once annoyed or bothered a student generally come to be accepted as normal. Students usually begin to understand and appreciate the cultural differences between the U.S. and abroad. However, if significant problems arise, a student may briefly return to the "frustration" stage of culture shock.

As a student begins to adapt more and more, he/she may have a new set of friends, may be traveling more, and may even be dreaming in another language. The culture abroad may now become the "normal" way of living. The challenge here is that the better a student becomes integrated to the ways of a country's culture, the more difficult it may be to re-adapt to the U.S. upon return home. The U.S. just won't look the same way it did before leaving to study abroad; a student may see home with new eyes and may also be more critical of U.S. cultural traditions once thought to be "normal". This is called reverse culture shock. Fear of experiencing reverse

culture shock should not deter students from trying to integrate as fully as possible while abroad. No matter how integrated a student becomes while abroad, he or she will probably still be “shocked” by differences noted at home after so much time spent abroad

Making Friends

While abroad, try to make friends with locals. These people can help explain cultural practices and customs. Learning about a country's culture firsthand from the locals may make you more tolerant and lessen your culture shock. They can help you with the language and introduce you to things that tourists and vacationers never experience. They also protect you from the worst blows of culture shock that come from the temptation to only hang around with other Americans. Above all, pay attention to the unique viewpoints you bring with you. Just as a foreign culture will offer new insight to you, so too can you offer new insight to locals you meet. Making friends while abroad can help foster the international camaraderie that overseas living is all about.

Stress

Stress has many definitions. Stress affects everyone differently. The additional/new kinds of stress you may encounter abroad may lead to anxiety/panic disorders, depression, paranoia, eating disorders, and other phobias. Any mental health challenges you have prior to going abroad may become more severe once you experience the effects of culture shock. Even mental fatigue from constant language immersion and time change may cause the symptoms of culture shock to seem overwhelming.

Worldwide Concern

The symptoms of cultural adjustment a student experiences may be more intense due to the events of September 11th and other worldwide threats. Students, parents and administrators may have additional anxiety; they may also take studying abroad and safety abroad more seriously than they did prior to September 11th. Any added feelings of panic or fear related to the international war against terrorism can directly affect how well a student deals with culture shock. Because terrorism is an international phenomenon, terrorist threats in one part of the world--away from where you are studying--may create a chain reaction with consequences for the country in which you are studying. A threat to one country may be taken as a threat to all.

It is important to remember not to fear another country's culture; no culture is wrong or bad—it's just different from your own. If you let world events turn your culture shock into culture fear, you will not be able to fully adapt or integrate into the culture of the country in which you are studying. Remember, counseling is always a good option; talking to someone can usually help to work through anxiety or fears. Students can also talk to a study abroad staff member about their challenges in cultural adjustment abroad. For some students, the process is relatively simple, others may need counseling to help deal with their mental health challenges and stress abroad.

Prescriptions For Culture Shock

1. Pursue information gathering.
2. Look for logical reasons; make sense of your environment.
3. Don't disparage the host culture.
4. Make friends with a local.
5. Use all the wisdom and patience that you have.

6. Use your sense of humor.
7. Have faith in yourself and your hosts.
8. Don't fall into self-pity.
9. Be active--mentally, physically and socially.
10. Get sufficient rest.
11. Maintain a regular, well-balanced diet.
12. Have a sense of adventure--take reasonable risks.
13. Ask for help.
14. Use your friends and family as an emotional support group

Let's Play 50 Questions *

Here are fifty questions about your host country and culture. They are not intended to be an inclusive list. Many more will be suggested as you attempt to answer these. Nevertheless, when you have the answers to the following fifty, you may consider yourself well beyond the beginner stage.

1. How many people who are prominent in the affairs (politics, athletics, religion, the arts, etc.) of your host country can you name?
2. Who are the country's national heroes and heroines?
3. Can you recognize the national anthem?
4. Are other languages spoken besides the dominant language? What are the social and political implications of language usage?
5. What is the predominant religion? Is it a state religion? Have you read any of its sacred writings?
6. What are the most important religious observances and ceremonies? How regularly do people participate in them?
7. How do members of the predominant religion feel about other religions?
8. What are the most common forms of marriage ceremonies and celebrations?

* Adapted from a list developed by Joan Wilson, Foreign Service Institute, U.S. Department of State. Another guide to what questions to ask when learning about another country and culture "on-site" is: Bryan Grey, Ken Danow, Dan Monow and Brad Palmquist, *Transcultural Study Guide* (Staaford, CA.: Volunteers in Asia, 1975).

9. What is the attitude toward divorce? Extra-marital relations? Plural marriage?
10. What is the attitude toward gambling?
11. What is the attitude toward drinking?
12. Is the price asked for merchandise fixed or are customers expected to bargain? How is bargaining conducted?
13. If, as a customer, you touch or handle merchandise for sale, will the storekeeper think you are knowledgeable, inconsiderate, within your rights, completely outside your rights? Other?
14. How do people organize their daily activities? What is the normal meal schedule? Is there a daytime rest period? What is the customary time for visiting friends?
15. What foods are most popular and how are they prepared?
16. What things are taboo in this society?
17. What is the usual dress for women? for men? Are slacks or shorts worn? If so, on what occasions? Do teenagers wear jeans?
18. Do hairdressers use techniques similar to those used by hairdressers in the United States? How much time do you need to allow for an appointment at the hairdresser?
19. What are the special privileges of age and/or sex?
20. If you are invited to dinner, should you arrive early? on time? late? If late, how late?
21. On what occasions would you present (or accept) gifts from people, in the country? What kind of gifts would you exchange?
22. Do some flowers have a particular significance?
23. How do people greet one another? Shake hands? Embrace or kiss? How do they leave one another? What does any variation from the usual greeting or leave-taking signify?
24. If you are invited to a party, would you expect to find among the guests?
25. What are the important holidays? How is each observed?
26. What are the favorite leisure and recreational activities of adults? Teenagers?
27. What sports are popular?
28. What kinds of television programs are shown? What social purposes do they serve?
29. What is the normal work schedule? How does it accommodate environmental or other conditions?
30. How will your financial position and living conditions compare with those of the majority of people living in this country?
31. What games do children play? Where do children congregate?

32. How are children disciplined at home?
33. Are children usually present at social occasions? At ceremonial occasions? If they are not present, how are they cared for in the absence of their parents?
34. How does this society observe a child's "coming of age?"
35. What kind of local public transportation is available? Do all classes of people use it?
36. Who has the right of way in traffic; vehicles, animals, pedestrians?
37. Is military training compulsory?
38. Are the largest circulation newspapers generally friendly in their attitude toward the United States?
39. What is the history of the relationships between this country and the United States?
40. How many people have emigrated from this country to the United States? Other countries? Are many doing so at present?
41. Are there many American expatriates living in this country?
42. What kinds of options do foreigners have in choosing a place to live? 43. What kind of health services are available? Where are they located?
44. What are the common home remedies for minor ailments? Where can medicines be purchased?
45. Is education free? Compulsory?
46. In schools, are children segregated by race? By caste? Or class? By sex?
47. What kinds of schools are considered best: public, private, parochial?
48. In schools, how important is learning by rote?
49. How are children disciplined in school?
50. Where are the important universities of the country? If university education is sought abroad, to what countries and universities do students go?
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RETURNING HOME

Duties and Customs

- **Accepting Things from Others: Under no circumstances, should you ever take anything from, or hold anything for, anyone who asks you to do so. If anyone does ask you, simply say "no" and walk away. Don't be afraid to say "no" to family and friends. You need to think about the potential consequences before you hold anything for anyone.**

- **Clearing Customs:** Follow the directions given to you by flight attendants and your program for the process of clearing customs.
- **Declaration Forms:** In most cases, you will be given a card to fill out that will require your passport information, items you have purchased overseas and are bringing back into the country, and the cost of these items.
- **Receipt of Purchase:** Retain all receipts, or make an itemized list of purchases, prior to customs inspection.
- **Taxes:** If the total cost of your purchases exceeds a certain amount, you will be asked to pay a tax on all items over the allotted amount.
- **Items You Cannot Bring Into the U.S.:** The following is a general list of items that cannot be brought into the U.S.:
 - Plants, animals (especially those on endangered species lists), and all live birds, unless you have a valid certificate or license from the U.S. Centers for Disease Control and Prevention (CDC).
 - Drugs – even if a drug was legal overseas, it may not be legal to bring it back to the U.S. If you are carrying prescription drugs, it is important to have your prescription with you for proof.
 - Firearms, knives, explosives, and gas canisters.
- **Items You Can Bring Into the U.S.:** There are limits on bringing in substances that are *not* illegal, such as alcohol or tobacco. Check with customs for updates on these legal quantities. Even if a minor can purchase alcohol and tobacco abroad, he or she cannot bring these substances back into the U.S.
- **Smuggling:** What may be legal in other countries may not be legal in the U.S., and vice versa. Smuggling can be a federal offense leading to fines or imprisonment.
- **Watching Your Bags:** Once you have picked up your bags from baggage claim, and are on your way to customs, be sure to keep a close eye on all of your luggage so that no one but you has access to it.
- **Random Baggage Searches:** If you are stopped and asked to open your luggage, cooperate with the customs officials. Customs officials often conduct random baggage searches; just because your luggage gets searched, it doesn't mean you have done something wrong.
- **Carry-on Luggage:** Check with your airline to find out its regulations for what you can and cannot pack in your carry-on bags.

Re-Entry Culture Shock

The Process of Re-entry

One of the biggest challenges for students who participate in study abroad can be the difficulty in re-adapting to the realities in the U.S (otherwise known as "re-entry"). Many students who studied abroad went through many changes, re-examining their priorities, their values, and what they think of themselves and the U.S. The "return culture shock"

may be more difficult than the "culture shock" they felt when abroad. (See "culture shock" for more information about the challenges of adapting to a new culture.) If return culture shock is severe, it is important that students are able to seek help/counseling to help them through this.

So what is reverse culture shock? First, let's examine the process of re-entry. There are usually two elements that characterize a study abroad student's re-entry:

1. an idealized view of home
2. the expectation of total familiarity (that nothing at home has changed while you have been away)

Often students expect to be able to pick up exactly where they left off. A problem arises when reality doesn't meet these expectations. Home may fall short of what you had envisioned, and things may have changed at home: your friends and family have their own lives, and things have happened since you've been gone. This is part of why home may feel so foreign.

Feelings You May Experience

The inconsistency between expectations and reality, plus the lack of interest on the part of family and friends (nobody seems to really care about all of your "when I was abroad" stories) may result in: frustration, feelings of alienation, and mutual misunderstandings between study abroad students and their friends and family. Of course, the difficulty of readjustment will vary for different individuals, but, in general, the better integrated you have become to the culture abroad and overseas lifestyle, the harder it is to readjust during re-entry. This is where reverse culture shock (sometimes called re-entry shock) comes in.

Reverse Culture Shock

Reverse culture shock is usually described in four stages:

1. Disengagement
2. Initial euphoria
3. Irritability and hostility
4. Readjustment and adaptation.

Stage 1 begins before you leave the host country. You begin thinking about re-entry and making your preparations for your return home. You also begin to realize that it's time to say good-bye to your overseas friends and to the place you've come to call home. The hustle and bustle of finals, good-bye parties, and packing can intensify your feelings of sadness and frustration. You already miss the friends you've made, and you are reluctant to leave. Or, you may make your last few days fly by so fast that you don't have time to reflect on your emotions and experiences.

Stage 2 usually begins shortly before departure, and it is characterized by feelings of excitement and anticipation – even euphoria – about returning home. This is very similar to the initial feelings of fascination and excitement you may have when you first entered the country where you studied. You may be very happy to see your family and

friends again, and they are also happy to see you. The length of this stage varies, and often ends with the realization that most people are not as interested in your experiences abroad as you had hoped. They will politely listen to your stories for a while, but you may find that soon they are ready to move on to the next topic of conversation.

This is often one of the transitions to **Stage 3** of Reverse Culture Shock, which parallels the Culture Shock you may have experienced when you first entered the country where you studied. In fact, your transition into Stage 3 might occur sooner than it did when you first went overseas. You may experience feelings of frustration, anger, alienation, loneliness, disorientation, and helplessness and not understand exactly why. You might quickly become irritated or critical of others and of American culture. Depression, feeling like a stranger at home, and the longing to go back overseas are also not uncommon reactions. You may also feel less independent than you were abroad.

Most people are then able to move onto **Stage 4**, which is a gradual readjustment to life at home. Things will start to seem a little more normal again, and you will probably fall back into some old routines, but things won't be exactly the same as how you left them. You have most likely developed new attitudes, beliefs, habits, as well as personal and professional goals, and you will see things differently now. The important thing is to try to incorporate the positive aspects of your international experience with the positive aspects of your life at home.

Making The Study Abroad Experience Count at Home

Re-Entry Reception and Marketing Your International Experience presentation – We will be in contact with you when you return to campus about our “Welcome Back to UNH” reception co-sponsored by CIE and UACC. Watch for our announcements!

CIE Volunteering. Every year, a group of enthusiastic study abroad alums with the help from CIE hosts a series of brown bag lunches providing an opportunity for returning students to reflect on their experience and share it with the students choosing the country of their destination. Join the fun and become a mentor!

INCO 651H: Bringing the World Home: Seminar for Returning Study Abroad Students You can earn one UNH credit for simply talking about and reflecting on your experience abroad. This short course is designed for students returning from a study abroad program. The goal is to integrate your experience abroad into your studies at UNH through a series of readings, discussions, and short written assignments that directly engage the ways in which the international experience affects personal, academic, and career perspectives. This class meets for half the semester and credit is awarded as pass/fail.

Study Abroad Re-Visited

Some students choose to continue participation in study abroad, either through the same program or through a new program or location. If you are unable to go abroad for another whole semester, there are a variety of programs offered during the summer that range from 3

days to 3 months. Talk to your academic advisor about what other programs might benefit you. For more help, refer to our "Choosing a Program" section.

Also, if you're interested in continuing your study abroad experience, there are many ways to fund research or post-undergraduate studies. For example, the Department of State Fulbright Program, the National Security Education Program (NSEP), Rotary International, the Rhodes Scholarship Program, the Luce Scholarship Program, and the Marshall Scholarship Program are excellent ways to fund your studies overseas.

Independent Travel

Independent travel is an option for students who feel that they are confident enough to tour on their own. If you decide to travel independently, your student travel office or a travel agent can be helpful. There are numerous travel guidebooks and resources on the Internet. Also, ask friends who have traveled independently to find the best places to go and tips on what to do while you're there. See our "Resources" section for links to purchasing guidebooks and booking tours.

Careers and Resumes

When you start looking for a job or career, think of the professional and personal growth you've undergone while overseas. If you can present these skills on your resume and in your interview(s) well, you can impress almost any employer. IES, Institute for the International Education of Students, has a useful website that will help you learn to "market" your international experience (<https://www.iesabroad.org/IES/Alumni/alumniCareerResources.html>).

To sum up IES's resume tips: Make sure your international experience gets noticed by formatting your resume to highlight the overseas institutions at which you studied, or with separate categories such as "International Education" or "International Experience". List any languages that you speak, internships, major projects, or field experience you had, in the appropriate categories. Also briefly describe what you did and the skills and attributes you learned while abroad. If possible, try to incorporate into your interview some of the significant learning, communication, problem-solving, etc. experiences you had.

Career Development

If you are considering a career with an international component, or looking for a job overseas, we also recommend that you visit your campus Career Center. The Career Center often provides various services for students seeking employment, and this is generally a good place to start looking for international job opportunities. If your career plans require a higher degree of education, you might consider graduate school, either in the U.S. or abroad. Your U.S. university's academic and career counselors should be helpful in providing you with information about career requirements and a headstart on your job search.

Internships Abroad

Some students have such a positive study abroad experience that they decide that they would enjoy a career that would give them an opportunity to live and work overseas. There are several ways to go about this. One way is to investigate the possibility of doing an internship abroad. This can be an excellent way to not only be able to live abroad again, but also to get experience in a field in which you are interested. Many internships are paid; others can count towards college credit.

Careers Abroad

Some students decide to change their field of study to an area such as international relations, which includes a broad background in international policies, politics and history. If changing your major is a little extreme, try taking some international studies classes or focus in on an aspect of your major that could somehow be incorporated into a career overseas. Many international career opportunities lie in the areas of industry, education, government and the non-profit sector. In many cases, you can begin by seeking employment domestically with a company, firm, or group that has international branches. To gain information on career opportunities abroad, talk with a career counselor at your university, and figure out what path will work best for you as an individual.

Volunteering

Volunteering is another great way to go abroad again. There are opportunities available worldwide. In many cases, only short-term commitments are required. However, there are organizations, such as the Peace Corps, that can allow for years of rewarding work abroad. Volunteering can be a good way to defer college loans for a while. Some volunteerships even give you a modest monthly stipend.

Cross-Cultural Skills and Attributes¹

Below are some examples of the skills that individuals gain and cultivate from a study abroad experience.

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|----------------------------------|-----------------------------------|
| 1. Tolerance for ambiguity | 10. Warmth in human relationships |
| 2. Low goal/task orientation | 11. Motivation |
| 3. Demonstration of an open-mind | 12. Self-reliance |
| 4. Non-judgemental | 13. Strong sense of self |
| 5. Empathy | 14. Tolerance for differences |
| 6. Ability to communicate | 15. Perceptiveness |
| 7. Flexibility/Adaptability | 16. Ability to fail |
| 8. Intellectual curiosity | |
| 9. Sense of humor | |

¹ From "Survival Kit for Overseas Living" by Bob Kohls.