

FAMILY HANDBOOK

OFFICE OF INTERNATIONAL
EDUCATION AT DU
2017-2018

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Forward: Letter from the Director

Dear Family,

Congratulations! Your student is about to embark on a journey of personal and academic growth. Our office is committed to being a responsible partner in this journey, and we are here to help your student as they navigate the various steps moving forward. DU's Office of International Education works hard to create a safe and academically sound experience for your student; that said, we guarantee that there will be times that your student will be uncomfortable. Allow your student to grow outside of their comfort zone. Feeling unsettled is normal, and it is usually temporary. Listen and give space for them to work through difficult and challenging situations. That is part of the process of growth, one that you have been building toward for many years.

This handbook will be helpful in answering many of the questions you may have moving forward. Our office can serve as a resource for you, as well. We look forward to being responsible partners with you as your student ventures abroad.

Warmly,
Denise Cope
Director, Office of International Education

Important Contacts

In Case of Emergency:

If your student has an emergency abroad, please make sure that you and/or your student:

1. Contact the local authorities first, depending on the circumstance. Students and families should have programmed all [local 911 equivalences](#) into their phone. Please note that for incidences relating to sexual assault, we recommend moving to steps 2, 3 and 4 first.
2. Contact the host university/program's office before contacting DU. Students should have this number programmed into their phone.
3. Contact International SOS. (See below for information.)
4. Contact DU. (See numbers and emails below.)

International SOS:

1-215-942-8226 (24-hour)
1-800-523-6586 (within U.S.)
www.internationalsos.com/en/
DU's membership #: 11BSGC000067

DU Campus Safety:

303-871-3000 (24-hour)
<http://www.du.edu/campusafety/>

Study Abroad Program Staff and Contacts:

General E-Mail: duabroad@du.edu
Website: www.du.edu/abroad
Phone: 303-871-4912
Fax: 303-871-4910

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Stephanie.Roberts@du.edu

Xiaowen (Mary) Xu
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Xiaowen.Xu@du.edu

Other University Contacts

Office of the Registrar
303-871-4095
registrar@du.edu

Health and Counseling Center
303-871-2205
info@hcc.du.edu

Disability Services
303-871-2372
dsp@du.edu

Financial Aid
303-871-4020
fnaid@du.edu

Bursar's Office
303-871-4944
bursar@du.edu

Int'l Travel Risk Analyst
303-871-7017
courtney.niebrzydowski@du.edu

Study Abroad at the University of Denver

At the University of Denver, we strive to develop cross-cultural connections--and the new perspectives that come with them--by encouraging students to study and live abroad for at least one quarter. We want our graduates to appreciate and understand the differences and interdependencies that characterize our world. The University of Denver strongly invests in study abroad because we believe that as many students as possible should have the opportunity to discover how education really comes to life in an international context.

Why Study Abroad Benefits Students

There are a wide variety of benefits that study abroad offers for students. We encourage you to keep these benefits in mind when supporting your student through the study abroad process.

- Introduces students to exciting new ways of seeing and knowing.
- Allows for students to pursue special academic interests in a fresh context, including service learning or an internship.
- Helps them develop a new international perspective on their major/minor.
- Gives them the opportunity to explore in-depth aspects of the history, society, and culture of the host country.
- Provides a valuable opportunity to study a language
- Permits them to take electives not available at DU.
- Allows them to fulfill some of their degree requirements.

Key Facts and Figures

- Each year DU sends approximately 700 students overseas for study abroad experiences.
- DU offers nearly 150 DU Partner Programs for our students.
- According to the 2015 Open Doors report released by the Institute of International Education, nearly 70% of DU undergraduates study abroad. The national average is much lower. While there are many variables (if data includes online and community colleges), the national average it is between 1%-10%.

How Study Abroad Works at DU

The University of Denver partners with nearly 150 universities/programs in over 60 countries to give our students access to a wide array of options. The universities/programs that DU partners with are called DU Partner Programs. Our Partner Programs are separate universities or organization with which DU has a formal affiliation. Most DU students participate in a DU Partner Program during the fall quarter of their junior year, however students are encouraged to study abroad when it is academically beneficial for them.

To foster an internationalized campus culture, DU has developed a unique initiative that affords specific financial benefits to qualifying undergraduate students on DU Partner Programs in order to encourage academic studies internationally. Cherrington Global Scholars receive benefits that help off-set additional costs associate with studying abroad (see Finances section for more detail). Students who do not qualify to be a Cherrington Global Scholar, but still want to study abroad, are eligible for some DU Partner Programs or unaffiliated programs.

We have partner programs that offer coursework for every major in order to allow our students to have a rich academic experience while staying on track for graduation. Students receive DU resident credit for their courses abroad on DU Partner Programs. All resident degree credit will automatically be received as elective credit so long as the credit corresponds to an existing academic department on campus. In order for a course abroad to count toward a specific major/minor or degree requirement, students must have the course pre-approved by the relevant DU department. For more information about study abroad credits and how your student can stay on track for their degree integrating their study abroad courses, visit:

Academics and Earning Credit: www.du.edu/abroad/academics/earning-credit.html

Want to hear from DU students about their study abroad experience? Our website has a short video about DU students abroad. We are also including student blogs. Enjoy!

Student Experiences: <http://www.du.edu/abroad/index.html> and <http://duabroad.com/>

Parent/Family Role in the Study Abroad Process

Parents and family often play a key role in the success of students abroad. At the University of Denver, the OIE wants to be a responsible partner in working with you to ensure your student's study abroad experience is a success. To that end, it is important to remember that at the Office of International Education, we focus on making study abroad a student-centered experience and therefore **we encourage you to communicate with your student first and foremost before contacting our office with questions.** We like to stress the quote “nothing about me without me” to reiterate the fact that the student is the first point of contact for your questions and that this is a student-centered experience. If you still have questions or concerns after speaking with your student, feel free to check our website and contact our office.

Furthermore, we strongly believe that a student must take full responsibility for making all arrangements and details in preparation for their time abroad. Our experience has shown us that it is detrimental to a student if their parent is completing their pre-departure requirements for them. Your student must be the one to apply for their passport and visa (if applicable), fill out their own housing and course forms, etc., to ensure the success of their semester abroad. Their involvement, from the start, will ensure that they are informed about their program and will help with their adjustment to their new environment.

We, of course, welcome familial involvement with this amazing experience. Your student will gain an incredible amount of confidence and self-reliance through navigating both the program requirements and the experiences the program provides.

FERPA and Student Privacy Laws and Regulations

We understand that as a parent or family member of a University of Denver student, you would like to be involved in your students study abroad experience. We encourage you to support your student throughout the process. Considering this, DU Office of International Education staff and overall University of Denver staff abide by state and federal laws regulating student privacy and access to education records and information.

Unless otherwise stated in official paperwork by the student, academic records are confidential and therefore we cannot disclose specific information about your students study abroad status. We abide by these laws out of respect for the students' rights, and ask that you please respect our limitations when discussing your student's case. If your student would like to allow you access to their educational records, they may fill out a FERPA form found on the website below. <http://www.du.edu/registrar/privacy/>

Additionally, FERPA permits parents of ***dependent*** students to access their educational records without requiring student consent. To do so, parents may submit the form below for this purpose.

http://www.du.edu/registrar/media/documents/parental_release.pdf

Policies

Please refer to our website <http://www.du.edu/abroad/> for detailed information about the Office of International Education study abroad policies (found under Quick Links), including:

- DU Partner Program Minimum Requirements
- Cherrington Global Scholars Eligibility
- Eligibility for Unaffiliated Programs
- Academic Credit
- Tuition and Fees
- Financial Aid
- Student Costs/Personal Expenses
- Housing and Meals
- Medical Insurance
- Emergency Help and Evacuation
- Transportation to Program Location
- Visas
- Withdrawals, Cancellations, and Refunds
- DU Major Requirement to Study Abroad
- Code of Conduct and Violations
- Probation

These policies were established for the protection of DU students, and therefore the Office of International Education expects all study abroad participants to read, understand, and follow the policies. Some of this information is also covered in this parent handbook, though more detail can be found through the link above. Please contact an Office of International Education staff member with any questions regarding the policies.

Frequently Asked Questions

Q: When should my student start planning for study abroad?

A: Planning for study abroad ideally begins during their first year at DU. By working closely with an academic advisor and a study abroad advisor, your student can carefully plan for a study abroad experience that will support their major or minor. Because some majors are built on a highly sequential model, it is important that your student have appropriate prerequisites for upper division classes. By working closely with advisors in their department, as well as the Office of International Education (OIE), your student will be able to study abroad without hindering their progress towards graduation.

Q: Will study abroad keep my student from graduating on time?

A: If your student plans early and works with their academic departments, your student should be able to graduate at the same time as if they had never left the DU campus. Indeed, many students advance their progress toward a degree by earning a full semester's credit during the fall term.

Q: When may my student study abroad?

A: The Cherrington Global Scholars (CGS) Initiative is for students in their junior or senior year; however, a student may study abroad as a non-CGS student any time during their studies at DU.

Q: For how long may my student study abroad?

A: There are quarter, semester, and academic year-long programs. Students are able to study abroad more than once with approval from the OIE, however they can only use the Cherrington Global Scholar benefits once.

Q: What can my student study?

A: A wide range of academic disciplines are available to DU students, although the range of opportunities varies substantially by discipline.

Q: Does my student need to know a second language?

A: No, your student does not need to know a second language in order to study abroad. There are a variety of programs available in English-speaking countries, as well as numerous programs that offer instruction in English. However, some programs do have language prerequisites. There are also language acquisition programs at all levels.

Q: How does my student get credit from study abroad? What kind of credit will it be?

A: All credit earned on DU programs will be treated as DU resident credit. Students who participate on an unaffiliated program will receive transfer credit.

By default, all credit earned on a study abroad program will come in as general elective credit—as long as the academic area of study is taught at DU. If a student would like the credit to count toward a degree requirement (for example, a major or minor class, etc.), then he/she must get the class approved by submitting an online course approval request form. The link to the course approval request form can be found here:

<http://www.du.edu/abroad/academics/earning-credit.html>.

Q: Will grades from abroad affect my student's GPA?

A: For students participating in DU Partner Programs, grades will appear on your student's DU transcript but will not count toward their cumulative GPA. Credit from unaffiliated programs is considered transfer credit, and grades will not be calculated into your student's GPA. With very few exceptions, DU does not accept pass/fail grades from study abroad programs.

Q: What will the academic environment be like?

A: This will vary greatly, depending on the type of study abroad program your student selects. Some study abroad programs may be structured such that your student's classmates are American students from other U.S. universities or international students. In many of the DU programs, your student will be directly enrolled in the host university, taking classes with local students. In the latter situation, your student will most likely find that the educational approach in the host country requires them to be much more independent in their studies than they may be accustomed to at DU. Your student might not have as much time in the classroom, but they will be expected to do a great deal more independent work and library-based research. Also, grading abroad is often quite different than the U.S. system. In the U.S., most professors will start everyone off at 100 and then take off points. In most other university systems, the opposite is true. So, while a 70 may not seem like a particularly good grade in the U.S. system, it would be considered an excellent grade in a British university.

Q: Where will my student live?

A: Housing varies greatly among study abroad programs. Your student may live with a host family, in a residence hall with local students, or in an apartment. On a few programs, your student may be responsible for arranging his/her own housing. Ask your student regarding his/her housing options for the program.

Q: What are the admission requirements?

A: Different study abroad programs have different eligibility requirements, all of which can be found [online](#). Some programs are restricted to a certain majors or areas of studies. There may have a language pre-requisite for some programs, and all have a minimum GPA requirement.

Q: How does my student apply?

A: Instructions on how to apply can be found on our website. Students should realize that there are two parts to the application: DU Nomination Application and the Program-specific Application. Students should complete the online DU Nomination Application before the due date. Once your student is nominated to a program, they will then need to complete the program application. Some program applications are relatively simple while others are more complicated.

Q: How much will it cost?

A: Studying abroad on a DU Partner Program as a Cherrington Global Scholar for a quarter or semester will cost your student the same tuition and—in some cases—the same housing and meal charges as a quarter at DU. Studying abroad for the full academic year will incur three quarters of DU tuition and housing and meal charges. In a few cases, housing is the student's responsibility, and DU housing is not charged. Provision of meals varies. For programs in which meals are provided, the DU Study Abroad meal charge will be applied. The University Technology Fee is assessed each quarter abroad, and students must keep their existing health insurance in force, just as on campus. Personal expenses such as travel and entertainment will vary. Please visit our [Study Abroad Cost Planning Worksheet](#) for our Partner Programs or our [Unaffiliated Program Worksheet](#). The form is designed to help students plan their expenses for their study abroad experience.

Q: Will my student's financial aid apply?

A: Yes, federal, state and DU financial aid will be applied directly to your student's DU Partner Program, with the exception of work study. There may be additional outside scholarships that are available to your student. Have your student check with their OIE advisor to see if they qualify for any of these additional grants or scholarships. DU aid cannot be applied to unaffiliated programs, but federal and state aid still applies.

Q: How does my student learn about the different study abroad programs and DU procedures and policies?

A: [The OIE website](#) is a great resource for students to find steps on how to research their program options, as well as understand the policies regulating study abroad (found under the Quick Links). They can always contact their OIE advisor for clarification or further explanation.

How To Help Your Students Help Themselves

See if your student has answers to the following questions prior to leaving for their overseas experience.

Pre-Departure Check-list

Travel:

- ☐ Do you have a current passport and do you need a visa? What are the steps to obtain a visa?
- ☐ What are your flight plans? Do you know how to make the arrangements?
- ☐ Should I visit you? When would be least disruptive?
- ☐ What are the program dates?

Health: (See page 27 for more health related items.)

- ☐ What health insurance will you use (current family plan, DU's health plan, and/or an in-country specific plan)? Do you know how to use it while abroad?
- ☐ Have you made plans to get medications? Have you called International SOS regarding country specific issues around medication/doctors abroad, etc.?
- ☐ Have you disclosed any of your needs for either physical or learning accommodations to your program?
- ☐ Have you made appointments with all of your doctors/therapists to discuss how to manage any physical or mental health concern/pre-existing condition while abroad?

Finances:

- ☐ Have you created a budget?
- ☐ How are you going to access money?
- ☐ How are you carrying your money?
- ☐ Do you have personal insurance to cover your valuables (laptop, etc.)?

Packing:

- ☐ Do you know the weight & baggage limit for your specific flight? (It varies by airline.)
- ☐ What do you need to take with you that specifically comes from the U.S. (i.e. power adaptor)? What can you purchase abroad?
- ☐ What are you NOT allowed to bring into the host country (i.e. specific medications)? International SOS can answer any medication question you may have.

Communications:

- ☐ How will you communicate upon arrival and throughout the program? Will your current mobile plan work abroad or should you purchase a local mobile phone?
- ☐ Do you have contact information for someone in your host country program?
- ☐ Do you have a list of family phone numbers & Skype addresses while you are away?
- ☐ Have you prepared a list of important, useful phrases in your host country's language for your parents and family to use if they need to reach you by phone?

Safety:

- ☐ What plans do you have in place for emergencies?
- ☐ Do you know the phone number for local/national emergencies?
- ☐ Who is your program contact in the case of an emergency?
- ☐ Do you know the International SOS phone number? Do you know what you can use International SOS for?

General:

- ☐ Do you understand the study abroad policies on withdrawals and cancellations?
- ☐ Do you understand that the DU Honor and Conduct Codes follow you abroad?
- ☐ Have you worked with your program to arrange housing? Do you have any questions/concerns about your housing options?
- ☐ Do you have scanned or hard copies of all your important documents?
- ☐ Have you met with your academic advisors regarding your major/minor course selections?

Additional Pre-Departure Tips

Visas

A visa is an official/legal permit to enter a country for a specific period of time. Most students will be required to obtain a visa from their host country prior to departing for their study abroad experience. Discuss this with your student, make sure that they have checked their visa requirements, and that they start the visa application process early -- obtaining a visa can be a lengthy process!

The Office of International Education will provide some guidance in the visa application process, but it is **your student's responsibility** to obtain a visa. Our staff and advisors are not immigration officials and therefore can only provide helpful tips on how to apply for a visa; they cannot legally advise your student on how to complete an application.

Some important things to know about visas:

- **Your student** is the only person who can apply for their visa. It is against the law for you or anyone else to fill out your student's visa paperwork.
- Visa requirements **vary** from **country to country** and from **consulate to consulate**
- Visa requirements vary depending on the **length of your stay**
- **Governments**, not schools, **determine visa regulations**
- There is a window of opportunity to apply for a student visa—**ensure that your student knows the dates**
- Your student needs a **valid passport** to apply for a student visa (must be valid for at least six months after the end of their program)
- Some study abroad programs do offer **visa advising and/or support** for their incoming students. Encourage your student to reach out early to find out if these services are available and what needs to be done to access them.

Packing

Study abroad programs will generally advise your student about what to pack and include any additional tips that are specific to the program or host country. However, we have some additional tips and advice to make sure your student travels wisely. It is important to check airline regulations regarding the weight, size, and number of bags that the student may take. In addition, we advise students to carefully consider what they are bringing and to pack light.

Students should bring with them:

- ✓ Passport and visa (plus photocopies of each)
- ✓ Airline bookings and/or rail passes
- ✓ Cash and credit cards (as well as photocopies of all credit cards)
- ✓ Copy of a letter of admission from the study abroad program
- ✓ Contact information for:
 - Their bank in the U.S.
 - A contact person at their study abroad site
 - DU Academic advisor
 - DU Office of International Education staff member
 - International SOS

Here are some additional sites to help your student pack appropriately and effectively

- ✓ [Student Handbook](#)
- ✓ [DU Abroad Pinterest Page](#)

You should also consider keeping an additional copy of all important documents (passport, credit cards, etc.) at home in the U.S. Should your student lose one of these abroad, it can be helpful to have a copy on hand if he or she needs help contacting the relevant organizations.

Booking Flights

It is your student's responsibility to book his or her transportation abroad. All students are responsible for verifying the official start and end dates of their programs (including orientation and exams) and booking their flight(s) accordingly.

If your student is a Cherrington Global Scholar (CGS) (see Finances section for more information), then DU provides a stipend towards the cost of transportation to and from the study abroad host city.

More detailed information on this benefit and how to apply the transportation stipend is outlined in the [OIE Policies](#), as well as in your student's DU Passport account. We encourage you to review those instructions with your student to ensure you are both clear on what costs are covered for CGS students and what steps your student should follow to receive this benefit.

Students who are not eligible for CGS benefits are responsible for the full cost of their tickets.

Visiting Your Student

Many parents and family members would like to visit their student while he or she is abroad. It is important to keep these things in mind when considering visiting your student:

- Ensure that your student has discussed your potential visit with the on-site program staff and/or host family to make sure that you are allowed to visit.
- Visit at a time that is convenient for your student. It is better to avoid visiting at the beginning of their study abroad experiences, as well as during their examination periods.

Deadlines

Please visit our [website](#) for the most up-to-date study abroad deadlines, including **deadlines for applications and withdrawals**.

Helping Your Student With Cultural Adjustment

A natural part of your student's experience abroad will be encountering cultural differences. These differences will be evident in a variety of ways, whether seen through language, behavior, academic systems, clothing, housing types, etc. One common experience nearly all students undergo resulting from these cultural differences is called culture shock. As a family member, witnessing your student experience the stages and symptoms of culture shock can be deeply unsettling at times. As a parent or family member, it is important to know and understand the different stages and symptoms of culture shock in order to identify the issues taking place and know how to help support the student through the process.

What is culture shock?

Culture shock refers to the mental, physical, and emotional adjustment to a new environment. While we tend to associate culture shock with international travel, your student may have also experienced it when first adjusting to university life or during a move to a new city. This is a completely normal part of living in a new culture, and should be embraced rather than feared. After all, the fact that your student is experiencing culture shock means that you are getting out of your comfort zone, learning, and growing.

Although each person experiences culture shock to some degree, it is important to remember that it is a very personal experience and affects each individual differently. There are some general phases, however, that can be used to describe the cycle of cross-cultural adjustment.

Your student will have attended the DU Pre-Departure Session prior to their departure. This session covers culture shock as well as ways to cope with it, and also ways to manage expectations, as what students experience abroad often does not match their expectations.

Below is a summary of the different stages of culture shock as commonly experienced in study abroad, including what you as a parent or family member can do to support and encourage them through the process.

Culture Shock Stages and How Families Can Support Students

Stage 0: Before Student Departs

Student Experience: The student is excited yet nervous for their experience abroad. They are undergoing the necessary steps including application, paperwork, study abroad orientations and visas.

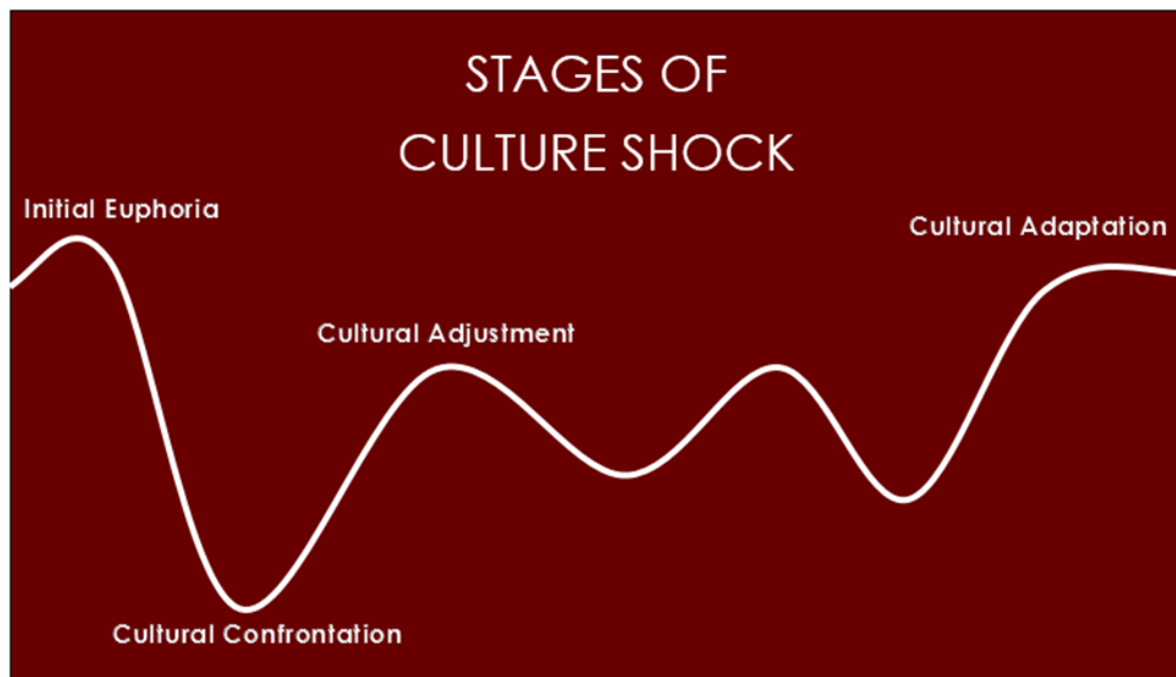
Family's Role: Ask your student what they learned in the study abroad orientations. Ask them what courses they will take while abroad. Inquire how they will handle any concerns regarding health or medicine or any special needs (medical, learning or academic). With your student, review their travel, visa and housing logistics. Is everything in order?

Additionally, inquire about what your student is excited about living abroad and what he/she is concerned about. Review the cultural Shock Model with your student and discuss ways to deal with the Cultural Confrontation part of the curve. What does your student need to feel grounded? Write down strategies for dealing with future dips. This is an important step and may be very helpful later during experience.

Stage 1: Initial Euphoria

Student Experience: The student arrives in his or her study abroad location and everything seems exciting and different. The food is exotic, the architecture is unique, and they are interested in all the new sights around them. The student tends to be more in-tune to the visible aspects of their new culture, and don't see the hidden differences. This phase is one in which most tourists remain during a short visit to a new country. It can last 24 hours or a few weeks. Some students skip this phase and move right into the next.

Family's Role: Listen. This is usually the fun part. As a parent, you can be present for the high, knowing that later there will probably be a shift.



Stage 2: Cultural Confrontation

Student Experience: The student's initial excitement diminishes as the process of cultural adjustment begins. Everything seems much more difficult than it is at home, and even getting to and from class without losing their way is a major accomplishment. Communication is challenging, even if they are living in an English-speaking country. As the student has more interaction with their new culture, they become frustrated with differences, particularly those they don't understand. Things they may find challenging in their host country include concepts of time, personal space, meal schedules and food, gender relations, and the need to walk long distances or use public transportation and new university systems. Homesickness emerges as the student longs for the food, friends, and conveniences of home and the home university. The student may have mood swings as they fluctuate from enthusiasm to frustration with their host culture. They may find themselves gravitating towards other foreign students, as they can relate to the students' challenges. While these friends can provide a great support system, they should also attempt to develop friendships with people from the host country. Some common complaints that appear in this stage include:

- "This university is so disorganized! I can't figure out how to register for classes!"
- "My professors just talk at me! They are awful!"
- "My housing is horrible. I need to move out!"
- "The food is terrible! I am sick and tired of beans!"

Family's Role: Your role is to listen and encourage. Remind your student about the Culture Shock Curve and discuss the strategies that you had outlined together pre-trip. Encourage your student to get involved with the local culture and university environment and to laugh at themselves.

Help your student *manage their expectations* by reminding them that:

- They left DU and the U.S. to immerse themselves in a new country, culture, and academic experience.
- Every country and culture has different rules and ways of doing things, and that they must be prepared to be flexible and accepting.
- Housing accommodations vary greatly by country and region of the world, and will not be exactly like where your student currently lives.
- Seek out help from local staff to help problem solve.

There may be a time that you as parent will need to discern when you need to encourage your student to sort out a challenge on their own or when you need to advocate for them. Often times, many problems can be handled best onsite when your student speaks with the proper staff on location. Start there. However, also trust your instinct. Our office can be a partner when discerning between various situations. Feel free to call 303-871-4912 and ask to make an appointment with your student's study abroad advisor.

Stage 3: Cultural Adjustment

Student Experience: The student slowly develops strategies for coping with cultural differences. The student learns to observe those around them, and to be open-minded. They identify a cultural informant (a friend, host family member, or program director) who can help them better understand aspects of their new culture. The student regains their sense of humor, and takes pride in small accomplishments. While other international students continue to be friends, the student also makes efforts to meet members of their host country. While they continue to experience challenges, the student feels more comfortable and confident in their host culture.

Family's Role: Recognize that this is a huge step in the Culture Shock Model, and congratulate your student on being able to navigate some difficult situations. Continue to listen and encourage your student to solve issues while abroad.

Stage 4: Cultural Adaptation

Student Experience: The student now feels comfortable in their host country and has established a routine. They have integrated aspects of their host culture into their daily life, and have developed an appreciation for differences. The student is able to communicate more easily, and have made friends. While they look forward to seeing friends and family at the end of the program, they know that they will miss living abroad.

Family's Role: This is your time to allow your student to shine. Inquire what they have learned about themselves, their host culture and their own culture. Some parents may choose to visit during this time (at the end of the program.) You may be amazed to see your student navigate a new place, a new culture, a new language. This is what you have been waiting for!

Stage 5: Cultural Re-adaptation- Returning Home

Student Experience: Upon their return home, they may find that they pass through all of the above cycles again. At first, the student is thrilled to see familiar faces and places. They don't expect to have any problems readjusting; after all, they are home. They find, however, that they miss aspects of their host culture. The student sees their home culture in a new light. They have changed, and so have their family and friends. The student struggles to describe their study abroad experience to those who hope for a one-sentence response. They find themselves gravitating to other study abroad returnees, as they understand what the student is going through. They attend events for study abroad returnees, and develop strategies for dealing with the challenges of re-entry. Eventually, the student reconciles their new self and their old life, and identifies ways in which to keep their study abroad experience alive.

Family's Role: You may be surprised to see your student feel out of sorts in their own home. You may hear, "In Ghana/Mexico/France, etc. they do it differently" or "You just won't understand." They may complain about cultural norms in the U.S. This is a natural part of the culture shock curve. Give space for this part, too. Listen, and encourage your student to seek out international communities at home and to research possible internships/international careers. Read the *Art of Coming Home* by Craig Sorti and/or encourage your student to get involved with the Colorado Lessons from Abroad community at www.lessonsfromabroad.org.

How to Fix a Problem Your Student is Having

While abroad, students may feel homesick and you may hear about some challenges: their room is smaller and older than they had imagined, they don't like a roommate, internet access is hard to find and/or not reliable, or a variety of other complaints that are a part of a new environment and living in a different country.

It is natural for us, as parents, to feel alarmed and for some of us, to jump into action mode regarding the severity of a problem as told to us by an upset student who is a continent or an ocean away. Try to keep in mind that most often the difficulties that some students seem to be facing early on in their program can be just a matter of misunderstandings of the new culture, miscommunication, adjustment to a new culture, or even unrealistic expectations on the part of the student. Students should be encouraged to resolve discomforts on their own, usually starting with the International Student Office or Program Director at the host institution abroad. Sometimes students will call home first without having thought through the issue on their own or discussed the concern with any member of the onsite staff. Overall, it's best to avoid trying to fix any issue for the student; you're not there to understand the whole picture. And, throughout their entire life, you've been preparing them for this time – to think and act more independently. **The key to helping a student resolve a problem abroad is to help them to resolve it on their own.**

Remind your student that issues can be resolved and encourage them to:

- Explore all options locally to resolve the situation.
- Contact their host university International Office or resident program director.
- Call/email the student's study abroad advisor if this doesn't resolve the problem.

There may be a time that you as a family member will need to discern when you need to advocate for your student or when you need to encourage them to sort out a challenge on their own. This discernment process may not be straightforward: Our office can be a partner when discerning between various situations.

Finances

Studying abroad doesn't have to be much more expensive than staying at DU. If you and your student plan ahead, few locations are out of reach, even with a limited budget. Students will need to be realistic about how cost-of-living varies around the world and budget accordingly.

The University of Denver provides support and tools to help students, parents, and family throughout the budgeting and financial planning aspects of study abroad.

What Does DU Charge for Study Abroad?

DU Partner Programs

Tuition and Tech fee: For a single term DU Partner Program (whether it's a quarter- or semester-length program), students pay the University of Denver one quarter of full-time tuition and the University Technology Fee. If a student's term abroad on a DU Partner Program crosses over two quarters at DU (fall and winter, or winter and spring), the student will be charged tuition and the University Technology Fee for the first quarter and only the University Technology Fee for the second quarter. There are a few exceptions to this, where a student would be charged DU Tuition, DU Tech fee, and DU housing and meals (if included on the program) for both quarters. Students who are unsure of their program cost should confirm this information with their OIE Advisor.

Housing and Meals: Most DU Partner Programs include housing through the host university/program and some have meal plans. Students are able to view whether or not their program includes these elements on the DU Partner Program brochure from the OIE website. In instances where housing and meals are provided as part of the DU Partner Program, students will pay DU a "study abroad housing" and "study abroad meals" fee. These fees are based on the average cost it is for DU housing and the meal plan.

A Year Abroad: A student in a DU Partner Program or succession of DU Partner Programs for a full academic year (including an academic year as defined by a host institution that uses a wholly different calendar, as in the southern hemisphere) will pay DU tuition, the University Technology Fee, and the study abroad housing and meals (if part of the program) for three quarters. Students who are unclear regarding the length of their program and how many terms they will be charged for should contact their OIE Advisor for clarification.

Cherrington Eligibility: Since eligibility for the Cherrington Global Scholar benefits is for one DU Partner Program for a single term only, Cherrington eligible students with permission to study in more than one DU Partner Program or on a yearlong program will receive Cherrington benefits for the first term abroad only.

Cherrington Global Scholars

Students on a DU Partner Program who meet the eligibility requirements for the Cherrington Global Scholars initiative will automatically be enrolled as a Cherrington Global Scholar. The University of Denver will cover the following benefits for eligible students:

- DU Partner Program Supplement, if applicable
- A stipend towards the cost of transportation to and from the study abroad host city
- Credit applied to their DU account for visa application fees, residence permits, or permits to study, and foreign airport entry or exit fees that are not included in the student's travel fare

Note: For more detailed information, ask to see your student's CGS instruction document, sent to the student a few months before departure. Students must present appropriate receipts or documentation by the stated OIE deadline in order to receive credit on their DU account. Cherrington Global Scholar benefits do not cover personal expenses. Students should also be aware that only the immigration application fees are eligible CGS costs, though there may be outside immigration expenses that are their responsibility.

Non-Cherrington Students

Students studying in DU Partner Programs but not as Cherrington Global Scholars will be charged a DU Partner Program Supplement if applicable to that program. The applicability and amount of this fee depends on the cost of the program and is noted on the DU Partner Program brochure on the OIE website. The CGS benefits listed above would be the student's cost.

Unaffiliated Programs

Students studying on an unaffiliated program (Approved Unaffiliated Program or an Unapproved Unaffiliated Program that is granted approval) must work with the OIE before going abroad and adhere to all unaffiliated processes and timelines. Students on an unaffiliated program pay all program costs directly to their study abroad institution or program including tuition, fees, and other charges. Cherrington benefits do not apply to unaffiliated programs. DU charges students on unaffiliated programs the Study Abroad Administrative Fee and the University Technology Fee each quarter the student is abroad. The fee is applied to both DU quarters if a student should enroll in a semester or term abroad that crosses two quarters at DU. All students on an unaffiliated program will also be required to take INTZ 2501 (2 credits—taken up to a year before going abroad) and INTZ 2502 (while abroad-1 credit) and will be charged for the INTZ 2502 credit. State and Federal Aid may apply to unaffiliated programs, but DU Institutional Aid does not apply to the unaffiliated program nor the INTZ 2502 course. Students can review policies regarding unaffiliated programs in their DU Passport Account.

When Are the Fees Due?

All billing for University of Denver fees follows the DU billing calendar, as if students were on campus the term they are abroad, regardless of the dates of their overseas program. For unaffiliated programs, the student will follow the program's deadlines. Students are responsible for adhering to all procedures and deadlines as set forth by the unaffiliated program.

Additional Costs for All Study Abroad Students

All study abroad students will be billed the University Technology Fee each term they are abroad. They will *not* be billed the Health Fee or the Student Activity Fee.

Students Costs and Personal Expenses

All students are responsible for their personal expenses, which include but may not be limited to those expenses that are paid by the individual student in the U.S. as well as abroad. Personal expenses include items such as, refundable housing deposits, discretionary travel, local transportation, books, optional excursions, laboratory/studio/materials fees, field study or mandatory excursion fees resulting from the student's choice of courses, personal and household items, cultural and entertainment expenses, optional fees such as recreation or health club memberships, telephone and internet access if not included in a housing agreement, usage or calling charges (either local or long distance) even when instrument or access is provided with housing, any expense for damage deposits or other personal responsibility deposits, damage costs, fines or penalties, housing and meals if not provided within the program, and medical out-of-pocket expenses or other medical expenses not covered by insurance.

Note: Please remember that even covered medical expenses may have to be paid at the point of service and claimed through the student's medical insurance provider.

Financial Aid and Scholarships

Applicable institutional as well as federal and state scholarship and financial aid funds (except work study) will be applied to the term of study abroad on a DU Partner Program, whether or not the student is studying as a Cherrington Global Scholar. Outside scholarships will be applied to DU Partner Programs insofar as conditions stipulated by the donor permit. Institutional aid is not available for unaffiliated programs, but federal and state aid (except work study) usually applies.

A student who receives a housing grant as part of a scholarship or financial aid award may use it for study on a DU Partner Program. In the case of students participating in one of the few DU Partner Programs for which students will have to pay their housing directly rather than paying it to DU, the housing portion of a scholarship will be credited to the student's tuition billing.

Dispersal of financial aid will occur on the regular DU billing cycle.

Scholarships

There are many scholarships available specifically for students studying abroad. The OIE encourages students to apply for additional scholarships, however they need to be aware of the early deadline for many of the awards. A list of scholarships and additional resources can be found on the Scholarship page of the OIE website: <http://www.du.edu/abroad/costs/scholarships.html>.

Budgeting for Study Abroad

Setting up a budget for study abroad can be a great opportunity for your student to learn an important life skill within a new context. Preparing a budget can help students achieve a successful study abroad experience by allowing them to financially plan for everything they hope to do. The OIE encourages students to estimate the cost of living in their host country and come up with a budget for the duration of their program as well as understanding what is and is not included in their program. Before departing for study abroad, the OIE encourages families to have a conversation about the following topics:

- Billing: what is covered by DU and what is our financial responsibility? Does your program include housing and meals?
- Scholarships and Financial Aid: Are any financial aid and scholarships covering any extra expenses?
- Cost of Living: What is the cost of living like in your host city? How much do you expect to spend?
- Withdrawal policies: Do you understand the DU Study Abroad Withdrawal policies? What are the financial ramifications of withdrawing and coming home early?
- Banking while abroad: What is the currency, the exchange rate and how do locals pay for things (i.e. cash society vs. credit/debit card based).

The OIE provides a budgeting worksheet to assist students with creating a study abroad budget. Link to the worksheet found below.

- [DU Partner Programs Worksheet](#)
- [Unaffiliated Programs Worksheet](#)

Health Insurance Information

As your student prepares to study abroad in our exciting study abroad program, you will want to ensure adequate health insurance coverage in the country of choice. Students traveling and studying abroad not only need adequate health insurance coverage, but they must also understand their coverage. Unfortunately, it is frequently after the utilization of medical or mental health services that students discover they were inadequately insured, and they end up with a large financial burden. The systems of health care delivery and financing outside the United States are usually quite different from the system we know. **Take time to contact your health insurance company and discuss coverage and benefits outside the United States.** Many plans have limited coverage outside your state of residence and some have virtually no coverage abroad. Make certain the coverage limits and payment terms are acceptable to you and your financial situation should your student require medical care abroad. **Your student should also be thoroughly informed on how to access and use your health insurance plan before they need it. The University of Denver continues to require all students attending our programs to maintain health insurance coverage that meets the standards set forth by DU's Student Health Center and to make certain that their policies cover them while abroad**

Your student should become familiar with any insurance that may be offered by their particular study abroad program. Some study abroad programs include insurance coverage, and some countries even require that all international students purchase coverage from their host university. Your student should contact their study abroad program or their OIE Advisor to find out if they have additional coverage through their program.

Because we are aware that many American health insurance plans offer poor benefits abroad, the DU Health and Counseling Center recommends that your student considers participating in the DU sponsored Student Health Insurance Plan (SHIP) through United HealthCare. The plan is specifically designed to provide excellent coverage for your student's health care needs locally, nationally and internationally. The plan offers coverage for health care rendered abroad, including mental health, and medications. The SHIP also provides benefits for medical evacuation and repatriation. Emergency travel assistance services, including transportation to the place where a student is hospitalized for a family member or friend, medical and dental referral services, ticket placement, lost baggage assistance, passport assistance, messaging services, and translation/interpretation assistance, are just a few plan highlights. Benefits are also excellent for care in Denver and throughout the United States.

The DU Health and Counseling staff is available to educate and assist students in using the SHIP. They are able to offer such comprehensive benefits for a reasonable premium because students are generally a healthy group of people and can purchase health insurance (probably for the last time in their lives) at a low cost. The full plan benefits and rate may be viewed any time at <http://www.du.edu/health-and-counseling-center/coveragecosts/ship.html>.

Please call the DU Health and Counseling Center at 303-871-2205 if you have any questions about the SHIP. The entire Health and Counseling Center staff wishes your students a unique, educational, and healthy study abroad adventure.

International SOS

The University of Denver has contracted with a company called International SOS (I-SOS) to provide worldwide assistance and evacuation services for all study abroad participants. The services provided by I-SOS range from telephone advice and referrals to full-scale evacuation by private air ambulance. The I-SOS network of multilingual specialists operates 24 hours a day, 365 days a year from I-SOS Alarm Centers around the world. The I-SOS membership, provided by DU, protects your student against a variety of difficulties that could arise while he/she is abroad. As a parent, you can access I-SOS's advice services for free to ask any security or health related questions. **Contact 1.215.942.8478** at any time. DU's membership number is 11BSGC000067. For more information regarding health and safety abroad, review these informative videos at: <http://traveltips.internationalsos.com/>

It is important to understand that, although I-SOS will offer our students travel, medical and security advice and services, as well as on-line access to information which many insurance companies do not offer, **I-SOS is NOT medical health insurance**. Again, the University of Denver continues to require all students attending our programs to maintain health insurance coverage that meets the standards set forth by DU's Student Health Center and to make certain that their policies cover them while abroad.

Whenever your student is traveling or living abroad, they can access up-to-date reports on more than 170 countries worldwide on health issues, medical care, access to prescription medicines and vaccination requirements via the I-SOS website— the home page for travel health and safety information at www.internationalsos.com.

If there is an emergency while your student is abroad, their first contact should always be the local authorities quickly followed by the director of the overseas program/International Office, as instructed during their orientation. The third number they should reach out for is I-SOS. If students are travelling with smart phones, we encourage them to download the I-SOS application to their phone found at www.internationalsos.com/en. Students and families can also call DU Campus Safety at 303-871-3000, a 24-hour number which can assist you with resources and next steps. In the event of an emergency, I-SOS will contact DU Study Abroad on-call staff in the United States while coordinating services. Please be aware that some of I-SOS's services outlined on the following pages carry additional charges. These services have been marked so that you are aware of them. Should you or your student request a service which has an additional charge, I-SOS will inform you in advance and will require a credit card number in order to activate the service. Also, please be aware that any event occurring when an expatriate student is within the territory of his/her home country or, in the case of U.S. citizens within the territory of the United States, is not covered.

We have outlined some frequently asked questions in the included pages. However, **if you should you have any questions about the coverage, please contact Courtney.Niebrzydowski@du.edu** .

Medical, Security and Travel Services

In order to utilize any of the medical, security or travel services listed under Program Benefits, contact an I-SOS Alarm Center from anywhere in the world by calling directly, calling collect, or by calling the toll-free number. While we have designated the Philadelphia center **(1-215-942-8226)** in the United States as our primary contact, any of the I-SOS alarm centers will assist you. This service is free to students. Also, any family member may call for free to ask health or security questions that arise.

To ensure a prompt response when calling, you should be prepared to provide the following:

Your name, location, age, sex, and nationality

The program with which you are associated:

i.e., University of Denver study abroad program in X country.

Your I-SOS membership number: 11BSGC000067

The telephone number from which you are calling (in case you are disconnected)

Your relationship to the member (i.e. parent of member.)

I-SOS Program Benefits: Medical Services

- Emergency evacuation
- Medically-supervised repatriation
- Companion ticket
- Additional travel and accommodation arrangements after medical evacuation
- Repatriation of mortal remains
- Return home of minor children (usually for faculty travelling with their children)
- Medical monitoring
- Inpatient admission and identification of receiving physician
- Emergency and routine medical advice
- Pre-trip information on travel health issues
- Medical and dental referrals
- Outpatient referrals
- Outpatient case management
- Claims assistance
- Outpatient medical expense guarantee and payment (Fees will apply.)
- Inpatient medical expense guarantee, cost review and payment (Fees will apply.)
- Dispatch of medication and medical supplies (Fees will apply.)
- Travel Services
- Legal referrals
- Emergency message transmission
- Translations and interpreters (Fees will apply.)
- Lost document advice
- Ground transportation and accommodations for accompanying family Members (Fees will apply.)
- Emergency personal cash advances (Fees will apply.)
- International SOS Clinics
- Security Services
- Security evacuation assistance
- Online travel security information
- Access to security crisis center

Frequently Asked Questions

Q: What is the role of I-SOS?

A: I-SOS provides your student with worldwide quality health care and emergency assistance services 24 hours a day designed to supplement and integrate with the University of Denver's services, procedures and policies. Your student should always attempt to contact your program's on-site emergency contacts first, who will assist your student. If they are not available, then your student should proceed to contact I-SOS.

Q: How can I-SOS help?

A: I-SOS provides your student and you with peace of mind. One phone call connects you to the I-SOS network of multilingual specialists for immediate help in an emergency. I-SOS services are designed to help with medical, personal, travel, security information and legal referrals when away from home. As a parent or student, you can call I-SOS at any time to speak with a physician or security specialist about simple or critical matters.

Q: How does it work?

A: Your student will be provided with an I-SOS membership card. You and your student can also download the app. Carry the I-SOS membership card (or app) with you at all times. It includes the telephone numbers of the three major worldwide I-SOS Alarm Centers. In the event of an emergency, call one of the emergency phone numbers listed on the card.

Q: What if I have pre-trip questions about my student's travel destination or questions about the current status in that location?

A: In addition to calling the Alarm Center for any pre-trip questions you may have, your student and you can access Country and Security Guides from this website: <http://www.internationalsos.com>. Use your membership number, 11BSGC000067, as the member login. In addition to the information covered at the pre-departure sessions and on-site by your student's program, the I-SOS comprehensive guides provide both medical, security and general travel advice, such as information on the standard of health care, how to pay for medical care, the availability of medications, embassy/visa information, dialing code information, cultural etiquette and financial and voltage/plug information.

Q: Do we need to activate my student's membership?

A: No, your student's membership is already active upon going abroad on a pre-approved study program. Your student should simply carry the card or app at all times while traveling. Whenever your student needs service, they should contact one of the emergency phone numbers listed on the back of the card. Your student does not need to report specific trip dates to I-SOS each time he/she travels. However, you or your student can create a personal on-line account with I-SOS into which you or your student can save medical, family and emergency information. Unless you or your student input information into an account, it will not be available for staff. Medical information can only be accessed by an I-SOS doctor.

Q: What if my student needs a doctor?

A: Your student should first activate the on-site emergency support network for your location. If your student is traveling, or in a situation where he/she cannot contact the on-site program staff, they should then contact I-SOS. The I-SOS Alarm Centers are listed on the back of your student's card. Your student should call the I-SOS Alarm Center that is nearest to them for a referral to a doctor who speaks your language.

Q: What if my student needs a lawyer while overseas?

A: Your student should call the nearest I-SOS Alarm Center for legal referrals. If your student is in a situation where he/she requires legal assistance, their off-campus program director should be informed of this immediately.

Q: What if my student needs prescription medication?

A: If your student requires a prescription that a local physician cannot obtain, or he/she needs to replace lost, stolen or depleted medication, I-SOS will, when permissible by local law, send the needed medication to your student. (Additional Fees for the Medication Apply). Or, they can counsel your student and you on medications in the country where you reside for study abroad.

Q: What if my student is hospitalized?

A: If your student is in a situation or location where he/she cannot reach the program director or other on-site staff, he/she should call the nearest I-SOS Alarm Center. I-SOS will immediately take steps to evaluate the care your student is receiving and determine what actions must be taken to ensure his/her safe and speedy recovery. I-SOS will notify the University of Denver immediately if you or your student have not already done so. If your student is hospitalized more than 5 days, a family member will be able to join your student abroad and SOS will pay the airfare and hotel expenses as part of the coverage.

Q: What if local medical facilities are not adequate for my student's specific requirements?

A: If your student is hospitalized in an area where adequate medical facilities are not available, I-SOS will obtain approval from the University of Denver to evacuate your student to a medical facility capable of providing the required care. A physician supervises evacuations, and when necessary, a medical specialist or nurse will accompany your student during the evacuation. An air ambulance will be used when required. All of this is covered under the DU policy, assuming you and your student go through the standard SOS procedures.

Q: What happens when my student is released from the hospital and still needs help?

A: When your student's condition is stabilized and I-SOS has determined that it is medically advisable to bring your student home or to a facility near your student's permanent residence, I-SOS will again obtain approval from the University of Denver and arrange the repatriation under medical supervision. Again, this is covered under the DU policy, assuming you and your student go through the standard I-SOS procedures.

Q: Will I-SOS pay my student's medical bills?

A: After a line of credit is opened in your student's name, I-SOS will guarantee and pay all costs up front associated with his/her medical care. However, you and your student are ultimately responsible for the costs of this medical care, which I-SOS will charge to the student's insurance. This is why the OIE requires students to have health insurance coverage abroad. I-SOS will also medically monitor and evaluate your student's condition and ongoing medical expenses during your student's hospitalization. In situations where medical care is critical, by activating I-SOS you, DU or the student may authorize medical care as necessary. The student will be billed for such care, including fees.

Q: How can I-SOS assist in the event of death?

A: I-SOS will render all assistance possible to the University of Denver to obtain clearances and arrange transportation for the return of mortal remains. In such an event, the University of Denver will be the point of contact for the family in this situation.

Q: What should I do in the event of a security emergency?

A: Your student should call an alarm center listed on the back of the membership card, and a security specialist will assist your student.

Q: What is security evacuation assistance and coordination?

A: The I-SOS Security Division will assist the University in the event of threatening situations such as civil and/or political unrest, insurrections, revolution or similar situations by providing information, guidance and resources in the event personal safety and security can no longer be assured.

Q: How do I access up-to-the-minute information about security alerts, warnings and the latest situations?

A: You can visit the website http://www.internationalsos.com/members_home/Security/.

I-SOS 24-Hour Alarm Centers

If calling from the US, Mexico, Central or South America:

Philadelphia, PA

24 hours: 1-215-942-8226 (call collect where available)

Within U.S.A. call: 1-800-523-6586

Additional Alarm Center and Clinic contact information can be found at the I-SOS website at <https://www.internationalsos.com/MasterPortal/default.aspx?content=contacts>

U.S. Department of State

The U.S. State Department provides several resources to help U.S. citizens evaluate risk when traveling abroad, including Travel Warnings, Public Announcements, and Consular Information Sheets. Prior to your student's departure, and also while abroad, they should check the State Department website (www.travel.state.gov) for the most recent information.

Travel Warnings are issued when the State Department, based on relevant information, decides that Americans should avoid travel to a certain country.

Travel Alerts are a means to disseminate information about terrorist threats and other relatively short-term and/or trans-national conditions posing significant risks to the security of American travelers.

Worldwide Caution is a longstanding consular product that provides "information on the continuing threat of terrorist actions and violence against U.S. citizens and interests throughout the world." According to the current iteration, "recent terrorist attacks, whether by those affiliated with terrorist entities, copycats, or individual perpetrators, serve as a reminder that U.S. citizens need to maintain a high level of vigilance and take appropriate steps to increase their security awareness." Due to a constantly evolving transnational terror threat, the Worldwide Caution is updated regularly—at least once every six months.

Consular Information Sheets are available for every country of the world. They include such information as the location of the U.S. Embassy or Consulate, unusual immigration practices, health conditions, minor political disturbances, unusual currency and entry regulations, crime and security information, and drug penalties. Background Information Sheets are also available for every country of the world. They include topics such as the country profile, people, government, political conditions, economy, foreign relations, and historical relationship with the U.S. Registration with the Department Of State.

Before traveling abroad, all Americans should register with the U.S. State Department through the Smart Traveler Enrollment Program (STEP) <https://step.state.gov/step/>. By doing so, your student will receive updated information on travel and security within the country. It also makes it easier for the U.S. Embassy to locate your student in case of emergency or disaster. Registration is voluntary and costs nothing, but it should be a big part of your student's travel planning and security, *including any side trips you plan to take*.

To register online or in person your student will need the following information:

- Passport number, place of issue, and dates of issue and expiration
- Destination, date of arrival, and date of departure (including planned side trips)

Other services provided by U.S. consular officers include the following:

- Replacing passports
- Helping travelers find medical assistance
- Helping travelers get funds
- Helping travelers in an emergency
- Visiting travelers in (but not getting out of) jail
- Helping travelers in a disaster/evacuation
- Assisting with absentee voting

The U.S. consular officers cannot act as travel agents, banks, lawyers, investigators, or law enforcement officials.

If your student is not a U.S. citizen, we recommend that you inquire with the country of citizenship's equivalent State Department to see if similar services exist for your student while abroad.

Safety While Abroad and Resources

We take the health, safety and security of our students seriously. The University of Denver has a full-time International Travel Risk Analyst who monitors world events in relationship to where are students are going and ensures that DU students have the necessary resources to make good decisions. While events in the world can be fluid, DU has emergency procedures in place to respond to a crisis.

Additionally, your student is given many steps and guidelines for having a safe time abroad, including a required call with a medical and/or safety specialist at I-SOS. Please ask your student about the resources that he/she has available in DU Passport and the Student Handbook.

The DU Honor Code follows your student abroad. In addition, many of the legal protections your student may take for granted are left behind when they leave the U.S. When living in another country, you are subject to that country's laws and regulations. A little common sense goes a long way. We encourage students and their families to review the [Student Handbook](#), which has in depth information, tips, and resources regarding safety. It also includes important resources and information should students find themselves a victim of a crime abroad, including gender violence. We encourage you to review this information with your student and welcome any questions you may have.

Another resource that can help start a safety discussion between you and your student is the New York Times article, "An Informed Traveler is a Safer Traveler" found here:

http://www.nytimes.com/2016/02/28/travel/zika-virus-terrorism-travel-safety.html?_r=1

Health, Wellness & Safety Preparations Checklist for your Student

Ask you student if he/she is planning on doing the following...

- ☐ Have you disclosed to your study abroad advisor and/or the program abroad about any mental, physical or learning issue that could affect your time abroad?
- ☐ Have you talked with your family and loved ones about a plan in case of emergency?
- ☐ Did you get a check-up with healthcare providers to discuss new or pre-existing conditions?
 - *General physical exam
 - *Dental check-up
 - *Optical check-up
 - *Counselor or psychiatrist
 - *Gynecological visit (for females)
- ☐ Have you researched and gotten vaccinations for all regions you plan to visit? (Remember to allow six months for Hepatitis B vaccinations).
- ☐ Have you visit the CDC website to read about health risks in the regions to which you will be traveling at <http://www.cdc.gov/travel/destinat.htm>
- ☐ Did you arrange for adequate international health insurance and know how to use the plan?
- ☐ Have you secured a supply of all prescription medication for your entire trip or figured out how you will procure your prescription medication abroad? Did you get a copy of the prescription in case you are questioned at customs or at airport security? If you wear glasses or contacts, have you secured an extra pair of glasses or contacts? Did you get a copy of your prescription to make replacement easy if necessary?
- ☐ Did you call I-SOS for a free health and safety phone consult regarding the specific country or city (including side trips)? Did you give I-SOS your emergency contact information?
- ☐ Did you register with the U.S. State Department <https://step.state.gov/step/> ?
- ☐ Have you educated yourself on how to see a doctor onsite, should you need to see one. I-SOS and the partner program abroad can help you find this information.
- ☐ Do you know all emergency numbers (i.e. program director abroad, I-SOS, local 911, DU's 24-hour emergency number, etc.)?
- ☐ Did you assemble a customized travel health kit, packing prescription and over-the-counter medications for the duration of your stay abroad?
- ☐ Have you researched food and water safety for your region?

Communications

In many ways, technology has simplified staying in touch with your student while they are abroad. Students have access to quick and convenient options such as e-mail, instant messaging, land lines, Skype, Facebook, cell phones, and more. Things can be slightly more complicated, however, in that your student may need more knowledge to use this technology than simply knowing where to go to buy a stamp. That's why we have put together some useful information in one place on communicating with your student while they are abroad.

Making and Receiving Calls Abroad

Every country has a different phone system, so what works in one place may not work in another. Before students leave they should contact their cell phone provider for information on making calls from overseas and receiving calls from the U.S. Students may want to obtain local calling cards for use from land lines or pay phones. If your student's housing arrangement includes a private phone, please remember that in some countries they will be charged for local as well as long-distance calls.

For More

A good reference for you and your student about dialing internationally is www.countrycallingcodes.com. When calling overseas, please consider the time difference! Another good reference for you and your student is [Time Zone Converter](#) which identifies the local date and time for 140 cities around the world.

Mobile Phones

Mobile phones are widely used in many countries. They can be bought or sometimes rented. Students may find it much easier to buy a mobile phone and pre-paid service in their host country than to take their own mobile phone with them. While many U.S. phones can be used abroad, with different data plans, U.S. phones are typically very expensive to use, although can be used with wi-fi.

Internet Phones and Apps

Several internet phone packages exist that allow you to talk from computer-to-computer for free around the world. Also, some services offer computer-to-phone service for competitive calling rates. These services include the following:

- Skype: (www.skype.com) This internet telephone service is free from computer-to-computer and very inexpensive to call into the U.S. from anywhere in the world. Skype is known for its telephone-like voice quality. Video, call in, and voicemail are also available.
- Google Talk/MSN/AOL: These instant message services also offer free computer-to-computer telephone service. However, voice quality greatly depends on the quality of the internet connection.
- WhatsApp/Viber/HeyWire/KaKao/Vonage Mobile: These instant messaging apps allow you to communicate via text messaging that does not require cell phone service, as long as your phone has wi-fi capabilities these apps will function solely on wi-fi when data plans are turned off. These apps are compatible with both Android and iOS systems.

Email and DU Passport

Important information from the OIE will be sent to your student while they are abroad, it is important that students check their accounts regularly—both their email as well as their DU Passport online account. Most likely students will have an internet server in the institution they are visiting and/or an internet café close by. Students may not be able to stay connected as easily as they do in the U.S, so it is important that they check

with their program or institution abroad about what resources will be available. Students may be required to pay for internet access while abroad, an expense that is not covered by DU.

Balancing Time

It's important for students to stay in touch with friends and family while they are abroad. By sharing in their experiences along the way can make it easier for you to help them with their adjustment home again. However, **it is important that students don't stay so connected that they are isolating themselves from their new surroundings.** It can be tempting for students to withdraw into the comfort of old relationships, especially at first, but by doing so they may miss the opportunity of making valuable new friendships.

Housing: When your Student Returns to DU

Parents and students alike may have questions regarding housing upon a student's return. DU Housing and Residential Education (HRE) is the office which handles waitlist applications for on-campus housing spots and offers recommendations for off-campus options. To minimize stress, we recommend that you and your student review options now and begin planning for housing upon return well in advance of your student going abroad (6-9 months before departing on the study abroad program). You can find more information and next steps here: <http://www.du.edu/housing/resources/studyabroad.html>

Resources for Parents and Family

Websites (See the [Student Handbook](#) for a more extensive list)

US State Department: <http://travel.state.gov//content/travel/en.html>

GLBTIQA Issues: <http://www.gooverseas.com/blog/what-i-learned-lgbt-studying-abroad>

(This website gives a detailed listing, complete with diagrams, of worldwide electrical and telephone information. It also discusses traveling with laptops.)

The Base Trip (introductory location information): thebasetrip.com

Books

What Parents Need to Know! Before, During, and After Education Abroad. NAFSA: Association of International Educators, 2007. <http://www.nafsa.org/wcm/Product?prodid=47>

A Student Guide to Studying Abroad, Institute of International Education. Available at <http://iiebooks.stores.yahoo.net/stgutostab.html>

Intercultural Press: This website has a variety of books available for purchase. Some OIE recommendations include: *The Survival Kit for Overseas Living* and *the Art of Coming Home*. <http://www.nicholasbrealey.com/boston/subjects/interculturalpress.html>