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Dear Saint Mary’s Parent:

We are thrilled that your student has chosen to study abroad and we look forward to working with them. We recognize that parents are an integral part of the study abroad experience and hope that you'll come to think of our staff as your contact for any questions you have, during preparation and while your student is away.

In preparation for departure, students are required to read the student handbook that takes them through the planning process and is a guide for their time abroad. The more informed your student is about the city in which they will live, the more prepared they will be to acclimate to a new culture. Please talk with your student about studying abroad! Though we do everything we can to make the study abroad experience educationally and personally rewarding, the single best thing you can do to get your student ready is discuss their upcoming experience. Things will, and should be, very different from what we’re used to in the United States. The net result is that studying abroad opens up a world of opportunity and cultural difference to students. Encourage them to dive headlong into it, of course, but also make sure that they're prepared for the realities of a different country, with different expectations, attitudes, and customs.

If you have any questions, please do not hesitate to contact us at 925-631-4245.

Sincerely,

Maria D. Flores, M.A.
Associate Director
Center for International Programs
Saint Mary’s College of California
Introduction

The Center for International Programs (CIP) is a comprehensive department that works with students, faculty, and administration in the Saint Mary’s community to provide services to international students and scholars as well as study abroad and exchange programs to the students and faculty of Saint Mary’s. The purpose of this handbook is to provide information to parents of both prospective and accepted study abroad students.

We look forward to working with your student throughout the study abroad experience and your student will be our primary contact throughout this process. Our office is happy to work with the parents, but it is ultimately your student’s responsibility to keep you informed with any information you may need in order to assist your student in studying abroad. Please review with your student any information your student may receive from our office or from your student’s study abroad program.

Please keep in mind that due to the federal Family Educational Rights and Privacy Act (FERPA), the CIP can share very limited information with parents including, but not limited to, the status of student study abroad applications, fee payments, transcripts, and student records. Please rest assured that we will do our very best to make sure that your student will be properly prepared for studying abroad.

The study abroad experience is a wonderful opportunity for your student to develop confidence and self-reliance. While abroad, he or she may need to learn a new transportation system in a different language, negotiate new customs and expectations, and travel independently. Doing so encourages students to cultivate the necessary problem-solving skills that will allow them to recognize their own potential and capacity to be an independent adult. However, this personal growth starts before your student sets foot in a new country. Allowing your student to navigate complex pre-departure processes on their own, such as applying for a visa and determining a satisfactory flight itinerary for traveling to their host country, is an important part of preparing your student to live abroad. We hope that you will support your student and encourage him or her to take independent initiative in completing important steps in the study abroad process. Doing so will help your student get the most out of this valuable and transformational part of his or her educational career at Saint Mary’s.
Money and Budgeting

Payment Information
For more information on program fees, please visit the study abroad program page or refer to the Program Fees at Glance (p. 20) of this Handbook. Students who currently use TMS Management Services Monthly Payment Plan can use the plan for study abroad program fees. The Spring 2016 invoice will be disseminated by the Business Office in December.

Financial Aid
Student Loans as well as Financial Aid Awards (Federal, State and SMC) may be used to pay for study abroad programs fees. Financial Aid awards will be distributed based on the SMC academic calendar.

Personal Expenses
Personal expenses are estimated to be from $2,500 to $5,500, according to individual needs. Your student should take a realistic look at what he or she spends on campus in a semester and add expected expenditures for travel and leisure.

Meals
Meal coverage varies by program. Your student should review his or her program for specific details.

Homestays: programs with host families have breakfasts and dinners included Monday-Friday. Every day lunches and dinners are at the student’s own expense. In these instances, we recommend a budget of $80 per week.

Apartments/Dorms: students will have access to a private or communal kitchen and will responsible for preparing their own meals. We recommend a budget of $150 per week on groceries.

Textbooks
Most students will be informed of the books they will need to purchase once they have access to their syllabi on the first day of class. Students should budget $480 for textbooks.

Excursion Fees
Some excursion fees may be included in the cost of the study abroad program. Students should, however, anticipate some out-of-pocket costs for excursions. Depending on the program, students should budget around $150 per semester for entrance fees.

Independent Travel
Students often want to travel outside of class. Program fees do not cover independent travel expenses. Students are responsible for independent travel, accommodation and meals. Depending on individual plans, around $2,000 per semester should be budgeted for personal travel.
Money and Budgeting

**Cell Phones & Communication Costs**
Communicating from overseas can be very expensive. Students should not expect to use their hosts’ telephones. Most students meet their communication needs with cell phones, prepaid phone cards and/or Skype. Students receive information on purchasing cell phones and calling plans during in-country orientation, but should anticipate paying $150 or more for a cellular phone (including calling minutes.) Keep in mind that cellular phones from the U.S. will probably not work overseas. Many students purchase a phone upon arrival.

**Personal Needs**
Your student should budget for personal needs including laundry, dry cleaning, toiletries, personal hygiene, postage, and miscellaneous supplies. Your student may also want to budget for luxuries such as movies, taxi fare, and entertainment. Costs overseas will be comparable or higher than the prices in the US, depending on the country. Buying American brands overseas can be very expensive. Depending on your student’s spending habits, he or she may want to budget between $1,000 and $1,200 for incidentals.

**Emergency Money**
In case of an emergency, students should include extra funds that are readily accessible.

**ATM**
The simplest way to access cash is often through an Automated Teller Machine (ATM). Students must know their PIN number to use an ATM abroad. Daily withdrawals are usually limited. Exchange rates at ATM machines abroad are generally very good and do not charge commission fees. (Your student may be charged a transaction fee.)

**Foreign Currency**
Before traveling abroad, students can get the currency of the host country from their bank or exchange money at the airport.

**Sending Money to your Student**
ATM cards and credit cards are the most convenient way to access money overseas. However, we recommend students check with their banks to find out how much they will be charged for transaction fees. If your student does not have a credit card or access to an international ATM network, there are other options.

- Western Union will transfer cash abroad and charge it to your credit card. This can be very expensive and fees vary.
- If your student has a local bank account in his or her host country, you can wire money to your student. There can be substantial fees for both the sender and receiver, and transfer can take anywhere from two days to several weeks. Your student must inquire at the bank about arrival of funds as banks will not notify your student when money arrives.
- If you and your student are American Express members, you can pay for a money transfer with a major credit card. Your student can receive the transfer at the local American Express Office in his or her host country.
Health Insurance
All study abroad students must be enrolled in overseas health insurance that will provide sufficient coverage for them for the duration of their program abroad. SMC-Sponsored and Lasallian Consortium programs offer health insurance at no extra cost to the student, or Saint Mary’s will purchase health insurance on behalf of the student. Students participating in Exchange programs are responsible for purchasing their own health insurance, and the CIP can help facilitate this. Student participating in Non-SMC programs are responsible for either purchasing their own insurance or verifying that health insurance is included with the cost of the program. Please see the “Health Insurance at a Glance” section at the end of this handbook for more information on health insurance providers for each program.

Safety Guidelines While Studying Abroad
Safety is a vital component in ensuring that your student has a successful study abroad experience. The following is adapted from http://globaled.us/safeti/, which we highly recommend visiting for more information on health and safety.

Safety is a global, national, regional, and local phenomenon. The U.S. is no more immune to acts of crime or violence than other parts of the world. While no study abroad program can absolutely guarantee that students will be safe, many steps that can be taken to reduce the risk of injury or falling victim to crime. Please read through the following safety suggestions in order to better prepare your student in the case of health or safety challenges.

What We Can Do
Parents, students, and study abroad programs all have a role to play in maximizing safety abroad.

University Responsibilities:
• Conduct a periodic assessment of safety conditions at the site.
• Provide safety information to prospective applicants so that they can make informed decisions concerning participation and concerning their behavior while on site.
• Provide an orientation to participants in order to help them improve their avoidance of high-risk situations and their skills in dealing with problematic events.
• Monitor the local environment and provide safety updates to participants.
• Take appropriate actions in the event of a serious deterioration of the local safety environment.
• Assist participants should a serious safety issue come to the attention of the local personnel.
• Evaluate the safety issues surrounding program events, excursions, or other services, whether arranged by the provider or by a third party.
• Provide referrals for appropriate medical, legal, psychological or other professional assistance for participants experiencing difficulties.
• Make information available to students concerning health and travel insurance.

Responsibilities of Student Participants:
• Submit to the Center for International Programs at SMC, or to the study abroad program provider, health and psychological information, or any other information, that will be useful in planning for the participant's experience abroad.
Health and Safety

• Read and carefully evaluate all materials issued by the provider that relate to safety, health, legal, environmental, political, cultural, and religious conditions at the site.
• Make personal decisions and conduct his or her private life in an intelligent fashion, paying particular attention to local conditions as outlined by the program and as observed by the participant.
• Assume responsibility for the consequences of his or her decisions and actions.
• Purchase and maintain appropriate insurance policies and abide by the conditions imposed by the carriers of such policies.
• Abide by the Student Code of Conduct distributed by the Center for International Programs.

Responsibilities of Parents and Guardians:
• Obtain and evaluate safety information concerning the study abroad location.
• Be involved in the decision of the student to participate in a particular program.
• Engage the participant in a thorough discussion of safety and behavior issues related to the program overseas.
• Contact the program operator and/or Saint Mary's College with health and safety related questions.

What Program Providers/Saint Mary's College Cannot Do:
• Assure that risk abroad will not be greater than at home.
• Monitor the daily personal decisions, choices, and activities of individual participants.
• Stand in place of parents.
• Prevent participants from engaging in illegal, dangerous, or unwise activities.
• Represent the interests of participant's accused of illegal activities.
• Assume responsibility for the actions of persons not employed by or otherwise engaged by the study abroad program operator.
• Assume responsibility for events that are beyond the control of the provider and its subcontractors.
• Assume responsibility for situations that arise due to the failure of a participant to make full disclosure of pertinent information prior to departure.
• Assure the adherence to U.S. norms of what is appropriate and acceptable behavior in matters of due process, individual rights, "political correctness," sensitivity to others, relationships between the sexes and among diverse racial, cultural, and ethnic groups.

Security
Students should exercise the same good judgment regarding personal property and safety abroad that they would at home. Students should not hesitate to ask the CIP for assistance regarding security. Your student is expected to behave in a way that is respectful of others' rights and well-being.

Laws and Codes of Conduct
The CIP staff tries to provide as much information as possible, but it is the responsibility of your student to be aware of rules and regulations of the study abroad program, and the local laws and customs of his or her host country. Students not only have to conform to the legal system of the country they will be visiting, but also obey any code of conduct required of program participants.

Airport Security
Health and Safety

Your student should be prepared for lengthy check-in and security lines. For international flights, it is recommend to be at the airport 2 to 3 hours prior to departure.

- Do not leave luggage unattended at any time.
- Do not pack valuables (passports, documents, contact lenses, medications, etc.) in checked luggage. Valuables should be kept in carry-on bags.
- Keep a doctor’s prescription for each medication carried on a plane for identification purposes.

**Health and Accident Insurance**

Your student must be covered by comprehensive health and accident insurance for the duration of his or her program overseas. In many cases, your student will be required to provide proof of insurance in order to receive a student visa or residency permit. We recommend that you review the following issues with your student and with your insurance provider, or enroll in an insurance plan designed for Americans living or traveling overseas.

- Health care is as expensive overseas as in the United States, so your student must have the same amount of coverage abroad as in the U.S. Health insurance must provide comprehensive health and accident coverage while your student is abroad.
- If your student is not insured under a policy that includes overseas protection, he or she should enroll in an insurance plan designed for Americans living overseas. If your student has SMC insurance, he or she will be covered while studying abroad. If your student’s insurance is not through SMC, but your student’s current health insurance not cover repatriation benefits, your student can join the SMC insurance plan for the duration of your student’s program abroad.
- If your student has pre-existing conditions that short-term policies will not cover, it may be possible to add your student to your health insurance plan.

**Limited insurance coverage with the International Student ID Card (ISIC)**

The International Student ID Card (ISIC), which can be bought online, provides life insurance coverage, some supplement accident coverage, medical evacuation, and repatriation of remains. This coverage will be supplemental to the overseas health insurance they will be provided.

**Making a Claim Abroad**

Your student should always carry a wallet-size ID card with his or her name, insurance company and policy number. Your student should also obtain a list of your company’s agents abroad, and carry one or two claim forms. Some insurance companies ask that medical bills be paid at the time of treatment and then accept claims for reimbursement.

**Personal Property Insurance**

Many students bring equipment such as laptop computers and cameras overseas. To protect possessions against fire, theft, and vandalism, your student may want to consult your homeowners insurance or consider purchasing short-term, personal property insurance designed for students living or traveling overseas.

**Cancellation Insurance**
Many companies offer trip cancellation insurance packages that cover lost or delayed baggage, flight cancellation or delay, and other potential circumstances relating to overseas travel. Please consult your insurance provider.

**Immunizations**
Some study abroad programs require specific immunizations before your student can travel. Vaccines can take up to 6 months for a full series, so the CIP recommends that your student look into any required vaccinations as soon as possible. SMC can help with the Hepatitis A or B, TB, and meningococcal vaccines. Please help your student make sure that he or she has all necessary vaccines before traveling and plan accordingly in case of need.

**Dental Care**
It’s a good idea to have a dental check-up before your student goes abroad. Most international health insurance coverage will not include a comprehensive dental coverage.

**Glasses and Contact Lenses**
Students that wear glasses or contacts should bring an extra pair and a copy of each prescription, as well as a supply of cleaning solution (American brands will be more expensive abroad). Contact lenses are very expensive to replace overseas. Your student should check with his or her ophthalmologist about using other brands. Electrical disinfecting units may not work properly abroad, even with a converter, because of differences in electrical currents. Your student may want to consider switching to chemicals. Always pack lenses and any type of medication in carry-on luggage.

**SMC Health Forms**
Insurance forms are due to the CIP prior to departure. If your student did not turn in health information, please encourage your student to do so as soon as possible to prevent registration holds. Forms are available in the CIP.

**Prescription Medications**
If your student regularly takes a prescription medication, he or she should bring enough for the entire duration of his or her study abroad experience. He or she should keep a doctor’s prescription for each medication with them for identification purposes. Your student’s doctor should give your student a generic breakdown (not just a generic name) of each prescription, so that prescriptions can be filled overseas if necessary. Your student should carry a doctor’s letter to present to customs officials if your student will carry medication through customs. If your student must refill a prescription while abroad, he or she should check with a physician on obtaining an equivalent generic prescription overseas. **We do not recommend that you mail prescription medication to your student.** If your student must receive medication by mail, your student should check with the consulate for his or her host country about the legality of receiving each specific medication abroad. The consulate should also be able to provide information on the necessary documentation for shipment. The Electronic Embassy (www.embassy.org) has direct links to the web sites of all the embassies of host countries.
Allergy Shots
If your student receives allergy shots and must continue treatment overseas, please encourage your student to notify the CIP in writing, and complete the Health Information form. Your student should also contact on-site staff upon arrival, who will help with selection of a local doctor and will arrange for refrigeration of serum if necessary. If possible, your student should bring enough serum for the entire duration of the study abroad experience. As with all prescribed medications, your student should:

- Bring all medication in the original containers
- Bring a prescription from a physician, providing the generic breakdown and dosages
- Pack medication in carry-on luggage

Special Medical Needs
If your student has chronic or temporary medical conditions that require special consideration or a doctor’s attention, please ensure the student contacts us prior to departure. We may ask your student to document his or her medical condition by completing the Health Information form. If your student is uncertain whether a condition warrants such precautions, your student should check with his or her doctor or with student health services. Wearing a medical alert bracelet (in English, and the foreign language of the host country) is a good idea if your student has a medical condition or drug allergies that might affect treatment in the case of an emergency.

Finding a Doctor Abroad
Once the student received their overseas medical insurance, they are responsible for becoming familiar with the services provided. If your student gets sick or is injured, he or she should contact on-site staff immediately; they will help your student obtain the necessary medical care. The International Association for Medical Assistance to Travelers (IAMAT) provides information about English-speaking doctors abroad. Your student should contact them at least two weeks prior to departure to receive information.

Assistance from the U.S. Embassy or Consulate
Students visiting another country are subject to the laws of that country. Those laws, as well as enforcement and punishment practices, will be different from those in the U.S. U.S. legal procedures and civil rights protections will not protect your student while abroad. Bail provisions as we know them in the United State are rare in many other countries, and pre-trial detention without bail is not uncommon. Prison conditions in some countries may be deplorable. The best advice for students abroad is to know the laws and obey them diligently.
Health and Safety

Should students encounter serious social, political, health, or economic problems, you might be called upon to work with programs administrators to seek local assistance. The American embassy can offer only certain kinds of assistance. It will:

- Provide U.S. citizens with a list of local attorneys and physicians
- Contact next of kin in the event of emergency or serious illness
- Contact friends or relatives on your student’s behalf to request funds or guidance
- Provide assistance during a civil unrest or natural disaster
- Replace lost or stolen passport

**The primary duty of U.S. embassies and consulates is to fulfill the diplomatic mission of the U.S. government – which is not always the same as helping distressed travelers. They do not provide the services of a travel agency, give or lend money, cash personal checks, arrange free medical service or legal advice, provide bail or get U.S. citizens out of jail, act as couriers or interpreters, search for luggage, or settle disputes with local authorities.**

In Case of Emergency

If an emergency occurs overseas, your student should contact on-site staff. If on-site staff cannot be reached, he or she should call the emergency numbers provided to your student during the on-site orientation at the beginning of the program. Local staff can help your student contact you as well as keep you updated if your student is unable to speak with you directly.

If an emergency occurs at home, you should contact the Center for International Programs at Saint Mary’s College. If our office is closed, please call Public Safety at 925-631-4282.

Safety Procedures Your Student Must Follow

Each semester, our staff handles phone calls from concerned family and friends who cannot get in touch with students, especially during weekend breaks when many students travel independently. Your student has been instructed to follow these procedures for safe travel:

- Leave an itinerary with host families or with family in the US. During the semester, students should leave travel/itinerary plans with staff at the host institution.
- Consult with the American Consulate website about any travel plans. Pay close attention to travel advisories.
- The Citizen’s Emergency Center at the US Department of State provides taped messages with the latest travel advisories at 202-647-5225. The Citizen’s Emergency Center at the Department of State will also help find you overseas in an emergency.
Visa

Most students will need to apply for a student visa from his or her host country in order to be able to study in that country. Program partners will provide students with the information needed in order to secure a visa. It is the student’s responsibility to follow said instructions. The purpose of a visa is to provide students with certain legal benefits for the duration of time specified by the visa. The application process and benefits granted by the visa can vary greatly between countries.

It is very important to keep in mind that many students will need to apply for their visa in person by making an appointment to meet with a consular official at the consulate that is designated to handle visa applications from your area. These appointments can fill up quickly, so it is important that students make an appointment as soon as possible. Please encourage your student to start working on their visa application early to avoid any difficulties closer to departure.
Housing

Housing arrangements while your student is abroad vary by program, but all SMC study abroad programs will provide support to students searching for housing. Most students stay with a host family, in dorms, or in apartment-style living with other students. For more information on housing, please visit the study abroad program page.

**Securing SMC Housing**

The process for securing on-campus housing for when your student returns to Saint Mary’s differs depending on whether your student goes abroad in the fall or in the spring. After your student is approved to study abroad by Saint Mary's, the Campus Housing Office will contact your student by email to explain the appropriate procedure for securing housing. You can also find more information by visiting the Campus Housing webpage: http://www.stmarys-ca.edu/student-life/study-abroad.
Keeping in Touch

Telephones
There are many ways in which you and your student can keep in touch. Please keep in mind that when your student first arrives in the host country, he or she will be jetlagged and acclimating to a new culture. We suggest that you ask your student to contact you within the first week of their arrival. This will give your student time to buy a cellular phone, calling card, or figure out other means for getting in touch. Your student will be living in a different time zone and it may be difficult for him or her to call you during the day in the United States. The following are common methods that students use to keep in touch with family while abroad:

Calling home
Your student can purchase a cell phone and calling plan from a local service provider. Cell phones are certainly the most convenient way to stay touch with family and friends both at home and overseas. Your student can call home from most countries by going through designated toll-free numbers. Calls may be billed to your account or to VISA or MasterCard accounts. Most public telephones accept phone cards. Fixed-amount phone cards may be purchased at tobacco shops and other local stores. Your student may be able to make collect calls through an English speaking operator, but these calls are very expensive, as much as $100.00 for 15 minutes. This option should only be used in an emergency. Your student and you can use various online calling services, such as Skype or Google Hangout to communicate in real time over the internet. Most services of this type will require you to download software to both your and your student's computer. Many of these services also allow you to call a telephone number from a computer.

E-mail
Your student will have access to email while he or she is abroad. Whether students are in homestays, apartments or dorms; they will have access to WIFI.

Laptops
Most students find it helpful to have their own laptop with them since they will have access to WIFI. Students should keep in mind that electrical currents in other countries are different from that of the US, and should plan to bring any adapters and converters they might need.

Shipping items to your student
The CIP does not recommend that you ship items to your student. Many items shipped internationally are lost or held for a very long period of time at customs. Do not ship medication to your student. All items shipped to your student are subject to the host country’s laws and medication can be subject to lengthy inspection. Significant taxes may be charged to students in order to pick any items you ship to them.

Visiting your student abroad
While abroad, your student will have many opportunities to explore and travel, but please keep in mind that your student is not on vacation. Attendance and courses are just as important while your student is abroad as they are while your student is studying at Saint Mary’s. It can take time for students to settle in and learn to balance their course load with new opportunities. If you plan to visit your student while they are abroad, we suggest that you visit mid-semester when your student has settled in and will have more time to spend with
you. While visiting, we recommend planning activities for yourself while your student is in class. Please remember that you should not expect to be able to stay with your student in his or her apartment or host family’s home while visiting. The end of the term is a crucial time in your student’s experience abroad because your student is completing final exams and wrapping up their program. We do not recommend that you visit during this time. Students are not permitted to return home before the end of their program, except under extraordinary circumstances.

Keeping in Touch
After arriving in the host country, every student will undergo a cultural adjustment period. This process will be different for each student, but typically, the phases of cultural adjustment fit into four general categories:

**Honeymoon Phase:** Everything is new and exciting. Students are generally excited to be abroad and feel enthusiastic toward trying new foods and activities, and feel that they are happy most of the time.

**Hostility Phase:** Students miss home and may have negative feelings toward their host culture. They may feel that their host culture is backwards and may not want to participate in activities or events. They may feel isolated and lonely.

**Adjustment Phase:** Students are able to reflect back on past negative feelings toward their host culture and better understand how their host culture functions. Students have often developed routines and understand why the host culture and the home culture are different.

**Integration Phase:** The student understands and appreciates differences between the host and the home culture. The student is able to function in daily life in the host culture and feels comfortable navigating cultural customs and expectations.

Although many students follow this sequence, many students may also experience only some of these phases, or experience these phases in a different order, or for varying lengths of time. It is important to remember that your student is unique and may handle cultural adjustment very differently from other students.

A student’s ability to handle culture shock typically depends on the coping skills that they have developed. Students who participate in events provided by their programs, who make an effort to make new friends, or who keep a journal are often able to get through culture shock more quickly than students who withdraw from these types of activities. We hope that if your student is having trouble with culture shock, you will encourage him or her to continue to participate in activities with friends and reflect on their new surroundings.

Feelings of loneliness and homesickness are common and expected from students abroad. However, if you are concerned that your student is having extra difficulty in dealing with living abroad, or if feelings of loneliness and homesickness last for a long time, please do not hesitate to contact our office. We hope you will also encourage your student to contact on-site staff who are trained in helping students deal with culture shock.

**Returning Home**

For most students, the study abroad experience does not end upon arriving home. While abroad, your student probably underwent transformational growth and feels like a new person. Now that your student is home, he or she must fit a new sense of self into a completely different environment. This readjustment process, often called re-entry shock, can last for a very long time for some students. Your student might act differently than he or she did before studying abroad. He or she might not be interested in the same activities or the same friends, and may seem withdrawn or moody. He or she may talk about their experience abroad constantly, or may
avoid talking about it. It is important to know that this behavior is expected in returned students and you can support your student in many ways as they readjust to life at home.

- **Be patient with your student.** He or she probably did not anticipate encountering difficulty in returning home and need time to process their emotions. Your student might complain more than usual, or may be critical of activities they used to enjoy. Over time, this type of behavior should diminish as your student finds constructive ways to deal with new feelings about their old environment.

- **Ask your student questions about his or her experience and listen to your student’s response.** Many students express a fear of losing their connection to their experience abroad after returning home, and as a result, might constantly talk to family and friends about their experience as a way to preserve that connection. Asking your student questions will give your student opportunities to not only process their emotions, but will also show that you value their experience abroad as much as they do. On the other hand, you might also find that your student does not seem to want to talk about their study abroad experience. Some students need to process their emotions internally before they are ready to talk with you. In this case, giving your student time to reflect can be very helpful.

- **Support your student and his or her new interests.** It is likely that your student’s goals and interests will change as a result of his or her study abroad experience. Many students return to SMC wanting to incorporate a more global perspective into their studies. They might change their major and career goals, and actively search for opportunities to go abroad again. Encouraging your student in his or her new endeavors can be very supportive and show your appreciation for the new person your student has become.

The CIP is a great resource for students dealing with re-entry shock and parents supporting their returned student. The CIP hosts regular meetings for returned students in which students are welcome to talk with others about their experiences abroad. If you have questions about re-entry or concerns about your student as he or she re-adjusts to life at home, the CIP staff is available to help. Overall, you can feel proud that your student has accomplished a substantial achievement as part of his or her educational career at Saint Mary’s.
While we hope that this guide will prepare you to support your student and better understand the study abroad experience, we know that you may need more information on certain topics. Many questions that you and your student will have are best answered by staff that work with your student’s specific program. After being accepted to a program, your student will receive a wealth of information from his or her specific program, and many of your student’s questions can be answered by thoroughly reading that information. If you or your student have questions, please contact us. The following resources will also provide you with helpful travel tips, suggestions, and country-specific information.

http://www.stmarys-ca.edu/study-abroad
Our website is a great resource! We regularly update information about our study abroad programs and deadlines. When questions arise, please encourage your student to check our website. Many answers can be found there!

http://travel.state.gov/
The Department of State’s Travel website provides information on passports, international travel, and the Smart Traveler Enrollment Program (STEP)

http://studentsabroad.state.gov/
The Department of State’s Students Abroad website specifically addresses many issues that your student might encounter while abroad. This website offers information ranging from voting while abroad to having a fun and safe spring break abroad.

Culture Shock!
The Culture Shock! book series offers great insight into the cultures and customs of specific countries. Reading about the culture in which your student will be living will help you to better understand the unique experience your student will have while abroad.

http://blog.tsa.gov/
The TSA blog has information and travel tips that your student may find helpful as they prepare for air travel. The TSA blog also has contact information for further questions. Check out their “Travel Tips Tuesday” posts for helpful hints on successful air travel.

http://www.cdc.gov
The Center for Disease Control’s website offers important information and resources regarding health in your student’s host country.

http://www.iamat.org/
The International Association for Medical Assistance to Travelers provides important travel health advice.
## Health Insurance at a Glance

### SMC Programs

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<th>Location</th>
<th>Provided by</th>
<th>Insurance Provider:</th>
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<td>Aix-en-Provence</td>
<td>IAU (Institute for American Universities)</td>
<td>Frontier MEDEX</td>
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<td>Berlin</td>
<td>SMC for SMC enrolled students</td>
<td>ACE Travel Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.acetravelassistance.net">www.acetravelassistance.net</a></td>
</tr>
<tr>
<td>Rome</td>
<td>SAI (Study Abroad Italy)</td>
<td>HTH Worldwide Insurance</td>
</tr>
<tr>
<td>Sevilla</td>
<td>CIEE</td>
<td>iNext</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="https://www.inext.com/">https://www.inext.com/</a></td>
</tr>
<tr>
<td>Shanghai</td>
<td>TEAN (The Education Abroad Network)</td>
<td>CISI Cultural Insurance Services International</td>
</tr>
<tr>
<td>London</td>
<td>SMC for SMC enrolled students</td>
<td>ACE Travel Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.acetravelassistance.net">www.acetravelassistance.net</a></td>
</tr>
</tbody>
</table>

### Lasallian Consortium Programs

<table>
<thead>
<tr>
<th>Location</th>
<th>Provided by</th>
<th>Insurance Provider:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dublin</td>
<td>University College Dublin/Lewis University</td>
<td>HTH Worldwide Insurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://hthworldwide.net/">http://hthworldwide.net/</a></td>
</tr>
<tr>
<td>Florence</td>
<td>SAI (Study Abroad Italy)</td>
<td>HTH Worldwide Insurance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.saiprograms.com/rome/fua/services/insurance">http://www.saiprograms.com/rome/fua/services/insurance</a></td>
</tr>
<tr>
<td>Galway</td>
<td>SMC for SMC enrolled students</td>
<td>ACE Travel Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.acetravelassistance.net">www.acetravelassistance.net</a></td>
</tr>
<tr>
<td>Melbourne</td>
<td>Deakin Univ.</td>
<td>Australian Health Insurance (provided on-site)</td>
</tr>
<tr>
<td>Alicante</td>
<td>Spanish Studies Abroad</td>
<td>ASTES Health Insurance Coverage</td>
</tr>
<tr>
<td>San Jose</td>
<td>International Studies Abroad</td>
<td>RCM&amp;D Global: <a href="http://www.rcmd.com">http://www.rcmd.com</a></td>
</tr>
<tr>
<td>Cordoba</td>
<td>Spanish Studies Abroad</td>
<td>OSDE Health Insurance Coverage</td>
</tr>
</tbody>
</table>

### Exchange Programs

<table>
<thead>
<tr>
<th>Location</th>
<th>Provided by</th>
<th>Insurance Provider:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barcelona</td>
<td>Students pay SMC for overseas health insurance ($100)</td>
<td>ACE Travel Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.acetravelassistance.net">www.acetravelassistance.net</a></td>
</tr>
<tr>
<td>Sydney</td>
<td>Students pays Australian Government</td>
<td>OSHC Australia</td>
</tr>
<tr>
<td>Akita/Tokyo</td>
<td>Students pay SMC for overseas health insurance ($100)</td>
<td>ACE Travel Assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td><a href="http://www.acetravelassistance.net">www.acetravelassistance.net</a></td>
</tr>
</tbody>
</table>
## Fees at a Glance

<table>
<thead>
<tr>
<th>SMC Program*</th>
<th>Tuition</th>
<th>Type of Housing</th>
<th>Board</th>
<th>Housing Fees</th>
<th>Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aix/Marchutz, France</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Berlin, Germany</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by SMC</td>
</tr>
<tr>
<td>London, England</td>
<td>$22,180</td>
<td>Campus housing (sngl)</td>
<td>Not Incl'd</td>
<td>$5,190</td>
<td>Provided by SMC</td>
</tr>
<tr>
<td>Rome, Italy (JCU)</td>
<td>$22,180</td>
<td>Student apartments (dbl)</td>
<td>Not Incl'd</td>
<td>$4,675</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Sevilla, Spain</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Shanghai, China</td>
<td>$22,180</td>
<td>Student apartments (dbl)</td>
<td>Not Incl'd</td>
<td>$4,675</td>
<td>Provided by program partner</td>
</tr>
</tbody>
</table>

* One time travel credit of $500 for all SMC-sponsored programs.

<table>
<thead>
<tr>
<th>Lasallian programs*</th>
<th>Tuition</th>
<th>Type of Housing</th>
<th>Board</th>
<th>Housing Fees</th>
<th>Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alicante, Spain</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Cordoba, Argentina</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Dublin, Ireland</td>
<td>$22,180</td>
<td>Campus housing (sngl)</td>
<td>Not Incl'd</td>
<td>$5,190</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Florence, Italy</td>
<td>$22,180</td>
<td>Student apartments (dbl)</td>
<td>Not Incl'd</td>
<td>$4,675</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Galway, Ireland</td>
<td>$22,180</td>
<td>Student apartments (sngl)</td>
<td>Not Incl'd</td>
<td>$5,190</td>
<td>Provided by SMC</td>
</tr>
<tr>
<td>Melbourne, Australia</td>
<td>$22,180</td>
<td>Campus housing (sngl)</td>
<td>Included</td>
<td>$5,190</td>
<td>Provided by program partner</td>
</tr>
<tr>
<td>Rome, Italy (AUR)</td>
<td>$22,180</td>
<td>Student apartments (dbl)</td>
<td>Not Incl'd</td>
<td>$4,675</td>
<td>Provided by SMC</td>
</tr>
<tr>
<td>San Jose, Costa Rica</td>
<td>$22,180</td>
<td>Host family</td>
<td>Included</td>
<td>$7,348</td>
<td>Provided by program partner</td>
</tr>
</tbody>
</table>

* One time travel credit of $500 for all Lasallian programs.

<table>
<thead>
<tr>
<th>Exchange Progs.*</th>
<th>Tuition</th>
<th>Type of Housing</th>
<th>Board</th>
<th>Housing Fees</th>
<th>Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Akita, Barcelona, and Tokyo)</td>
<td>$22,180</td>
<td>Arranged by student</td>
<td>N/A</td>
<td>N/A</td>
<td>$100 insurance Fee</td>
</tr>
<tr>
<td>Sydney</td>
<td>$22,180</td>
<td>Arranged by student</td>
<td>N/A</td>
<td>N/A</td>
<td>Students purchase OSHC</td>
</tr>
</tbody>
</table>

*No Travel Credit for Exchange Program.
Deposit Information

Study abroad deposit for SMC, Lasallian and Exchange Programs (paid to business office, receipt to registrar’s office)
Fee: $600
Deadline: April 13, 2016

Non-SMC processing fee (paid to business office, receipt to CIP)
Fee: $200
Deadline: April 13, 2016

Withdrawal Fee
Fee: $600 (forfeit Study Abroad deposit)
Deadline: April 29, 2016

Housing Deposits
Students in the following destinations are required to pay a housing deposit to the partner institution directly:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dublin</td>
<td>300 Euros</td>
</tr>
<tr>
<td>London</td>
<td>250 GBP</td>
</tr>
<tr>
<td>Florence/Rome</td>
<td>$300</td>
</tr>
<tr>
<td>Shanghai</td>
<td>$500</td>
</tr>
</tbody>
</table>
Saint Mary's Contact Info

**Center for International Programs**
Maria D. Flores, Associate Director
Saint Mary's College of California
PMB Box 3091
1928 St. Mary's Road
Moraga, CA 94575
Ph. 925.631.4107
E-mail: mdf3@stmarys-ca.edu

Susie Miller-Reid, Director
Saint Mary's College of California
PMB Box 3091
1928 St. Mary's Road
Moraga, CA 94575
Phone (925) 631-4352
Fax (925) 631-0764
msm9@stmarys-ca.edu

**Registrar's Office**
Leslie Borquez, Student Records Coordinator
Saint Mary's College of California
PMB Box 4748
1928 St. Mary's Road
Moraga, CA 94575
Phone (925) 631-4270
lcornish@stmarys-ca.edu

**Office of Campus Housing**
Samantha Alberto, Housing Operations Manager
Saint Mary's College of California
PMB Box 4347
1928 St. Mary's Road
Moraga, CA 94575
Phone (925) 631-8631
sja5@stmarys-ca.edu
**ROME, ITALY**

**SAI 911 Emergency Contact: Claire Hennessy**
SAI Programs Director in Italy
+39 3357146699
Lungarno delle Grazie 2
Firenze, 50122
claire@saiprograms.com

**SAI Housing Emergency Contact: Loriana Broglio**
JC Welfare
Viale di Trastevere 209
00153 Roma
phone +39 06-5817236
mobile +39 392 9058061
loribroglio@campusjcw.com

**Lisa Guido**
Rome Program Coordinator
Study Abroad Italy
Via Corsini, 1
00165 Rome ITALY
Tel: +39 06 583 32262
Fax: +39 06 58157156
Cell: +39 3357146300
lisa@saiprograms.com

**Jasmine Boeri**
Assistant Program Advisor
Study Abroad Italy
Via Corsini, 1
00165 Rome ITALY
Cell: 39 3357146450 wk cell
Fax: 011-39-0658157156
jasmine@saiprograms.com

**US Embassy Rome**
Via Vittorio Veneto, 121
00187 Roma
(+39) 06.46741

**Police: 311 or 211**
**Ambulance: 118**
**Fire: 115**
Ospedale Fatebenefratelli, Isola Tiberina Tel: 06/68371
Emergency:06/6837299
Emergency Contact Info

Ospedale S. Camillo, Circonvallazione Gianicolense 87 Tel: 06/58701
  c: 06/58703102

Ospedale di S. Spirito, Lungotevere in Sassia, 1 Tel. 06/68351

Ospedale Nuova Regina Margherita, Viale Trastevere, 72 Tel. 06/58441
  Emergency: 06/58446650

Ospedale S. Giacomo, Via Canova, 29 Tel. 06/36261 Emergency: 06/36266354
Salvator Mundi International Hospital, Viale delle Mura Gianicolensi, 67
  Tel. 06/588961
Rome American Hospital, Via Emilio Longoni, 69 Tel. 06/22551

AIX-EN-PROVENCE, FRANCE
Institute for American Universities
  27 Place de l'Université
  13100 Aix-en-Provence, France
  33/4 42.23.39.35

Program Emergency Contact:
Aix Center Director and Academic Dean
Dr. Jacqueline Chanda
  Office: 33/4 42.23.02.82
  Mobile: 33/6 82.59.64.48

Housing Emergency Contact
Yamina Boudelal
  10, rue Joseph Jourdan
  13100 Aix-en-Provence, France
  Office: 33/4 42.23.02.82
  Mobile: 33/6 07.89.02.00
  yamina.boudellal@iaufrance.org

Nearest Consulate:
American Consulate in Marseille
  12, boulevard Paul Peytrel
  13006 Marseille, France
  04.91.54.92.00

911 equivalents:
  General: 112
  Fire: 18
Police: 17

Hospital:
Centre Hospitalier du Pays d'Aix
avenue Tamaris
04.42.33.50.00

SEVILLA, SPAIN
CIEE Seville Center Director
Maritheresa Frain, Center Director
CIEE Study Center in Seville
c/ Muñoz y Pabón 9
41004 Sevilla, Spain*
Tel: 011-34-954-412-002
Fax: 011-34-954-222-470
Email: mfrain@ciee.org

BARCELONA, SPAIN
Program Emergency Contact:
Tallulah Forrest Watters
Sant Joan de La Salle, 42-08022 Barcelona, Spain
Tel (+34)932 111 100
www.salleurl.edu/tforrest@salleurl.edu

US Embassy in Madrid

Embajada de los Estados Unidos de América
C/ Serrano, 75
28006 Madrid

American Citizen Services
Telephone: 91-587-2240 (Monday-Friday from 8:30am-1pm)
Telephone: 91-587-2200 (emergencies after office hours)

Fax: 91-587-2303

Internet: http://madrid.usembassy.gov

U.S. Consulate Agency Seville
Emergency Contact Info

Address
Plaza Nueva 8-8 duplicado
2ª planta, E2, Nº 4
41001 Sevilla
Horario de oficina: 10:00-13:00
Tel.: 95421-8751
Fax: 95422-0791

CONSULAR SECTION OFFICE HOURS
Monday-Friday: 10:00-13:00
Tel.: 95421-8571
Fax: 95422-0791

Emergency Numbers within Spain:

General Emergency Number: 112
Policía Nacional: 091
Policía Local: 092
Fire Department: 085
Medical Emergency: 061

OXFORD, ENGLAND

CMRS EMERGENCY CONTACT INFORMATION

Centre for Medieval and Renaissance Studies
St Michael's Hall
Shoe Lane
Oxford, OX1 2DP
England

Office Hours:
Tel: 01865 241071
Email: enquiries@cmrs.org.uk

Out of Office Hours:
CMRS Junior Dean:
Tel: 01865 792108 x 225
Emergency Contact Info

Duty Junior Dean:
Mobile: 07753 280187
Medical Practice: 01865 311811

Emergency Services:
(Fire, Police, Ambulance) 999 or 11

TEL DIALING PREFIXES
To dial Oxford from anywhere in UK: 01865 + #

To dial Oxford from overseas:
International Prefix +44 +1865 +#

To dial USA from overseas:
International Prefix +1+area code+#

US EMBASSIES

London: 0207 499 9000
Edinburgh: 0131 556 8315
Cardiff: 02920 026419
Belfast: 028 9038 6100
Dublin: 0353 1 668 8777/668 9612
Paris: 01 43 12 22 22
Rome: 06 467 41
Berlin: 030 8305 0
www.americanembassy.com <http://www.americanembassy.com/>

ISIC HELPLINE
24-Hour Assistance for:
Medical, Legal, Emergency
Evacuation or Travel Services.
Dial the operator and ask to make a reverse charge call to:
+ 44 0208 762 8110

PERTH, AUSTRALIA
The Education Abroad Network (Office in the U.S)
Study Australia/Study New Zealand/Study Asia
Emergency Contact Info

The Education Abroad Network
505 N LaSalle St., Suite 200
Chicago, IL 60654-7103
Tollfree: 800.585.9658 (9-6 EST)

Study Australia, LLC Office in Australia
Lucy Ditzel, Perth Resident Director
Perth Mobile number: 04 5161 1833
lucy.ditzel@teanabroad.org

Sean Lennon, Director and TEAN Co-Founder
Perth Mobile number: 0417 920 596
sean.lennon@teanabroad.org

CAPE TOWN, SOUTH AFRICA
Emergency contact

CIEE Resident Director in Cape Town
Quinton Redcliffe
CIEE Study Center
International Academic Programs Office (IAPO)
Lovers Walk, Lower Campus
University of Cape Town
Private Bag
Rondebosch
7701, South Africa
Tel: 011-27-21-650-2822
E-mail: Qredcliffe@ciee.org

Nearest Embassy Consulate: Pretoria (H E Mr CR Hume)
Phone number: 011.27.12.3421048
Address: 877 Pretorius Street
    Arcadia
    0083
or
    PO Box 9536
    Pretoria
    0001

Equivalent 9-1-1: 10111
Emergency Contact Info

Nearest hospital: Private Vincent Palotti
UCT Academic Hospital

Provincial - (in the event of an emergency and if they don’t have any medical aid details on them an ambulance will take them to Grootte Schuur Hospital)

CUERNAVACA, MEXICO
Academic / Resident Director:
Dr. Alvaro Ramirez
Cellular number: 011-52-1-777-183-3186

Embajada de los Estados Unidos (U.S. Embassy)
http://www.usembassy-mexico.gov/sacs.html

Francisco Cisneros. Director of Universidad Internacional, International Programs Office:
Telphone number: 011 52 777 317 10 87 extensión 102.

Emergencias Medicas Privadas (Medical Emergencies)
Hospital Henry Dunant
316-04-89

Cruz Roja (Red Cross)
315-35-05

Inovamed
311-24-82

Hospital Bellavista
317-17-64

La Enfermería de la Universidad (Health Center at the University)
Tel: 317-10-87 Ext. 119

Emergencias 24 horas (24 hour emergencies)
Policía, Emergencias, Protección civil
Tel: 080 y 060

Bomberos (Fire Department)
317-14-89
Emergency Contact Info

**Ambulancias y atención medica surgemed (Ambulance)**
Tel: 3 13 72 72  
119 42 14

**LONDON, ENGLAND**
Emergency no. in the UK: 999. The caller is than asked which service they require - police, fire, ambulance.

Queen Mary, University of London numbers:
Security - emergency 0207882 3333
non-emergency 5000
Health Centre 8710

**Other numbers:**
Local police station (non emergencies) 03001231212
National drugs helpline 0800776600
Drinkline 08009178282
Samaritans 08457909090
London Victim Support 08453030900

Students can use yell.com to find the taxi number for local companies.