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TABLE OF CONTENTS

I. Marquette’s Mission and Vision ...............................................................2
   A. Learning Outcomes
   B. Self-Reflection and Goal Setting

II. Academics ............................................................................................4
   A. Course Approval
   B. Seeking Approval While Abroad
   C. Placeholder Course
   D. Registration Procedures
   E. Transcripts And Course Posting

III. Finances .............................................................................................7
   A. Program Budget Sheets
   B. Financial Planning
   C. Banking
   D. Debit and Credit Cards
   E. Budget Planning Worksheet

IV. Travel Documentation ..........................................................................10
   A. Passports
   B. Student Visas

V. Culture ..................................................................................................11
   A. What is Culture?
   B. Visible and Invisible Culture
   C. Generalizations vs. Stereotypes
   D. Learning About Your Host Culture
   E. Culture Shock

VI. Communication ..................................................................................20
   A. Keeping in Touch with Home
   B. Being Present While Abroad

VII. Health and Safety ...............................................................................22
    A. Resources
    B. Immunizations and Medications
    C. Independent Travel Registration
    D. Using Alcohol Safely
    E. Security and Planning
    F. Insurance
    G. Traveler’s Assistance and International SOS
    H. Emergency Contact Information

VIII. Resources Overview .........................................................................29

Click on any bolded chapter name in this Table of Contents
to be taken to its location in this handbook.
MARQUETTE’S MISSION

Marquette University aspires to be, and to be recognized, among the most innovative and accomplished Catholic and Jesuit universities in the world, promoting the greater glory of God and the well-being of humankind.

We must reach beyond traditional academic boundaries and embrace new and collaborative methods of teaching, learning, research and service in an inclusive environment that supports all of our members in reaching their fullest potential.

Marquette graduates will be problem-solvers and agents for change in a complex world, so in the spirit of St. Ignatius and Jacques Marquette they are ready in every way “to go and set the world on fire.”

MARQUETTE’S VISION

Marquette University is a Catholic, Jesuit university dedicated to serving God by serving our students and contributing to the advancement of knowledge. Our mission, therefore, is the search for truth, the discovery and sharing of knowledge, the fostering of personal and professional excellence, the promotion of a life of faith, and the development of leadership expressed in service to others. All this we pursue for the greater glory of God and the common benefit of the human community.

LEARNING OUTCOMES

The Office of International Education follows the University process of assessment, reflection, and improvement by providing students with engaging international opportunities in the hopes that students will in part achieve the learning objectives outlined below.

1. Appreciate others he/she encounters from different backgrounds.
2. Describe the basic structures of the society of the host country (government, economy and commerce, health care, education, social services, religion, etc.).
3. Recognize one’s self and cultural context in relation to others.
4. Demonstrate a commitment to social responsibility in the global sphere.
5. Function effectively within a new environment or system.
6. Demonstrate a level of facility communicating with people from other ethnic and/or linguistic backgrounds.
SELF-REFLECTION AND GOAL-SETTING

We encourage students to self-reflect even after being accepted to their respective study abroad program. We believe it is helpful to reinforce why you have selected your particular program and how this international academic experience will help you reach personal, professional, and academic aspirations.

We invite you to use the following questions as a way to begin to reflect on your own goals for your upcoming study abroad experience. You might reply to the questions by creating a bulleted list of answers or jotting down a few short sentences to review at the end of each month you are abroad, asking yourself, “Am I accomplishing what I had hoped to?” Some students have even written a letter to themselves and sealed it in an envelope to re-read after completing their program.

Questions for Reflection

Academic and Professional Learning

What would I like to be able to say I can do academically or professionally, when you return from my international academic experience?

- E.g. I can carry on a conversation in French with a native speaker. I understand more about German history and culture.

Abilities

Which skills would I like to strengthen in my time abroad?

- E.g. Confidence, self-direction, problem-solving, dealing with ambiguity, critical thinking skills, flexibility, working with adversity

Attitudes and Awareness

Considering the many different perspectives I may be exposed to, how do I wish to expand my own thinking and personal perspective during my time abroad?

- E.g. Intercultural awareness and competence, awareness of global issues, ability to evaluate competing perspectives on global issues, interest in community service/involve, appreciation of difference, awareness of one’s own culture and values, new perspective on the U.S.

Other Reflection Questions

- What are my primary reasons for studying abroad?
- What do I hope to learn about the country in which I’m studying? What are some strategies to help me learn these specific things?
- What do I hope to learn about myself?
- What do I want to learn about my host city? What sites can I explore?
- What do I hope to learn about the US, and the other views towards Americans?
- How will this experience help me in my future studies or career aspirations?
- How will I communicate with my family and friends in the U.S.?
- How do I expect to portray myself, Marquette, and the US when abroad?
- How will I inform others about my values without imposing them on others?
Course Approval

Academic planning is important for a positive study abroad experience. Discuss your plans to study abroad with your academic adviser and/or college liaison as soon as possible so you can approve classes which will satisfy pending MU course requirements, so you can ensure you are staying on track to graduate.

Prior to leaving, all students are required to complete a Course Approval Form (CAF), obtain appropriate course approval signatures, and submit a hard copy to OIE.

The course approval process varies by college and department. Details are outlined, here [click], http://www.marquette.edu/abroad/course-approval-process.shtml

Course Approval Form, PDF format [click]

**REMEMBER!**
Submit your signed Course Approval Form to OIE!

Students must obtain a course description and/or syllabi for each course to be taken abroad. Then, you will submit a completed CAF and course descriptions to the appropriate MU staff member (listed on the back of the course approval form) for their final approval signature.

Transfer credit cannot be guaranteed if these requirements are not satisfactorily completed. Certificates of attendance and/or completion do NOT meet the requirements for transfer of credit.

Faculty-led programs, Marquette en Madrid, and South Africa Service Learning do not require CAF, as students in these programs will directly enroll in Marquette courses.

**Be sure to keep a copy of your CAF for your own records and reference!**

Seeking Approval While Abroad

Due to the nature of education systems abroad, it is possible you might be required to change your course enrollment after you arrive abroad. That said, OIE strongly encourages students to pre-approve additional courses so you will have back-up course options.

OIE recommends approving more classes than you plan to take abroad. These extra classes will give you academic flexibility when enrolling in classes, especially if you make any changes to your schedule abroad.

If you enroll in a class abroad that was not pre-approved, you will still need to request approval via email.

To request approval, you should email the appropriate MU staff member with the following:

→ The study abroad course description, or an attachment of the course syllabus
→ The MU course name and number of the requested equivalent
→ Any related readings, textbooks, or completed coursework, if deemed relevant

**College of Business Students**

Students in the College of Business will work with Dr. Hosseini and Office of International Business Studies staff to determine which classes should be taken while studying abroad on a specific program.
**ACADEMICS: COURSE REGISTRATION PROCEDURES**

**Placeholder Course**
You do not register for regular MU courses for your study abroad program. You will be assigned one specific "placeholder course" relative to your specific study abroad program and semester.

Your placeholder course number and course name will be emailed directly to you by an OIE staff member during your semester of application. If you do not enroll in your placeholder course, your eligibility to participate in study abroad will be jeopardized.

Enrolling in this placeholder will allow you to:
- Stay at fulltime status while studying abroad.
- Continue to receive financial aid during your term abroad

**Registration for Courses in Your Study Abroad Program**
While abroad, you will be responsible for registering for your next semester’s classes, to be taken here at Marquette.

The registration process will remain similar to when you are physically on campus:
- You will be assigned a sign-up period.
- Take note of your assigned registration date and time.
- With the time zone difference, you’ll have to calculate the local time you’ll be allowed to register.
- During/after your sign-up period, you will be able to log onto CheckMarq and select the classes you’d like to take.
- As you will be (or currently are) abroad, you will not be required to meet with your MU academic advisor in-person. However, you should remain in contact with them while abroad as they will be able to assist in removing any academic holds as well as answer any academic questions that arise.

Complete details on how to register for MU classes at can be found, here: [http://www.marquette.edu/muceentral/registrar/reg_index.shtml](http://www.marquette.edu/muceentral/registrar/reg_index.shtml)
ACADEMICS: TRANSCRIPTS AND COURSE POSTING

Program Transcript Request

After your program is complete, your program should send your transcript directly to Marquette. While this process is normally automatic, we recommend students confirm the transcript mailing process with their program staff prior to the end of the program. Program staff should send your transcript directly to MU Registrar, at the following address:

Marquette University, Office of the Registrar  
Attn: Study Abroad Transcript  
1250 W. Wisconsin Ave, Zilber Hall  
Milwaukee, WI 53233, USA

Transcript Processing and Course Posting

It will take between one and four months after your program is finished for your transcript to physically arrive at Marquette (timing varies by program). Processing will take one or two weeks once your transcript arrives at MU Registrar. Your academic college and department will post your courses and credits to your Marquette transcript, based on your Course Approval Form information. You can always reference your course approval form which is an attachment within your MU study abroad application.

A few things to remember:

→ You must achieve the equivalent of a “C” or better to receive credit for each course. This grade will vary by program and will be discussed in your program-specific orientation.
→ OIE does NOT post study abroad courses to MU transcripts. This is controlled by your college/department.
→ You can view posted study abroad classes in the transfer credit section of CheckMarq.

Steps to Confirm Course Posting

1. Has my transcript arrived to the MU Office of the Registrar?
   If it has been more than three months after your program, you should contact MU Central in Zilber Hall to confirm your transcript has arrived.

2. Have my courses been posted?
   If you have confirmed your transcript has arrived, first refer to your CheckMarq account under the transfer credit section. If your classes have not been posted, contact your academic college to determine when classes and credits will be posted.
Each program page on the MU [Study Abroad Website](#) will have a budget sheet linked toward the top of the page for each available term.

The program budget sheets will outline the expected estimated total costs for each program abroad. As you can see in the example budget sheet below, there are billable and non-billable costs. All billable amounts will be charged to your Marquette bursar account – this bill can be paid in the same manner as when you study on campus. All non-billable expenses are out-of-pocket costs and will need to be paid to the appropriate entity (e.g. airfare would be paid to the airline or website from which you purchase your round-trip ticket).

### HTH Worldwide:
The insurance in which all MU students will be registered for the duration of their program. The cost is $36 per month.

### Marquette tuition rates will apply to most Marquette programs abroad!
FINANCES (cont’d)

Meet with Financial Aid
Marquette students should meet with an advisor in MU Central (Zilber Hall) to better understand their personal financial aid package and how it may apply to a specific study abroad program.

Cost of Living Abroad
The cost of living in your host country will likely be different than here in Milwaukee. This means you will pay more or less for products and services relative to what you pay at home.

It important for you to budget appropriately for daily items such as food, clothes, and local travel. You will also be using a different form of currency in your host country. Becoming familiar with currency conversion rates will help you better understand how much you are paying for things. This will be especially important during your first few weeks abroad, as most students find their first month’s expenses are higher due to the costs of “settling in”.

A good resource for currency conversion is www.xe.com/ucc

Debit and Credit Cards
In general, debit and credit cards are by far the most common means of spending and/or accessing money while abroad – either by direct payment or by withdrawing money from a cash machine.

It is recommended to have a second debit or credit with you. This will give you a “back-up” means to access funds in case of emergencies. If something happens to your primary card, it can take weeks to replace your bank card and to have someone from home mail it to you abroad.

Much of Europe (as well as some other countries) has started implementing a chip-and-PIN system, using debit and credit cards that are embedded with a microchip and require a Personal Identification Number (PIN code) for transactions. Most U.S. cards have not, historically, had this chip and our magnetic-stripe credit cards won’t be accepted at some automated payment points.

In that case, this means you will need to find alternate means of payment – e.g. cash is always accepted, or obtaining a card with a chip in the U.S. prior to departure. Many larger domestic banks are moving to the chip-and-PIN system though you will need to inquire about availability.

Notify Your Bank
You must notify your bank of your plans to travel abroad BEFORE you depart. You should provide your bank with your dates of travel and all country destinations. You should also notify your bank of any travel arrangements made after you are abroad, during your study abroad program.

Don’t forget to:

- Ask about ATM withdrawal fees abroad. These are normally per-withdrawal-fees. Some banks are now offering lower (or zero) fees for international ATM withdrawals, however exact fees will vary from bank to bank.
- Ask about international percentage fees that will apply to any card purchases made while abroad.

Paying for Program Expenses Prior to Departure
You may have program expenses (e.g. housing, meal plans, or program fees) that are required to be paid to your program abroad the semester before your program begins. These payments are often made by credit card or bank transfer. You will need to coordinate with your personal bank to make any international payments to the program abroad.
**FINANCES (cont’d)**

**Budget Planning Worksheet for Study Abroad**

This worksheet should be used to more in accurately budget for your program abroad. Information regarding your specific financial aid package, and the transfer of your financial aid to your program abroad, can be obtained from MU Central in Zilber Hall (or at 414-288-7390).

<table>
<thead>
<tr>
<th>EXPENSE DESCRIPTION</th>
<th>AMOUNT</th>
</tr>
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<tbody>
<tr>
<td><strong>A. Program Fees</strong></td>
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<tr>
<td>Application fee</td>
<td></td>
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<tr>
<td>Tuition or Program Fee</td>
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<tr>
<td>Housing (If not included in program fee)</td>
<td></td>
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<tr>
<td>Meals (If not included in program fee)</td>
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<tr>
<td><strong>B. Travel Documents</strong></td>
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<td>Passport photos</td>
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<tr>
<td>Passport</td>
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<tr>
<td>Visa (May include travel expenses to apply in person)</td>
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<tr>
<td>Health Insurance</td>
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<td>Immunizations</td>
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<td><strong>C. Transportation</strong></td>
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<tr>
<td>Roundtrip airfare</td>
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<td>Ground travel to program site (if applicable)</td>
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<tr>
<td>Local transportation during semester (subway, bus, etc.)</td>
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<tr>
<td><strong>D. School Expenses</strong></td>
<td></td>
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<tr>
<td>Books</td>
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<tr>
<td><strong>E. Spending Money</strong></td>
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<tr>
<td>Postage</td>
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<tr>
<td>Cell phone/phone calls</td>
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<td>Internet usage</td>
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<tr>
<td>Toiletries</td>
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<td>Gifts</td>
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<td>Travel transportation</td>
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<td>Travel lodging</td>
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<td>Entertainment</td>
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<tr>
<td><strong>F. Subtotal Estimated Cost</strong></td>
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<tr>
<td><strong>G. Financial Aid/Scholarships</strong></td>
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<tr>
<td>1</td>
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<td>2</td>
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<td>3</td>
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<td>4</td>
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<tr>
<td><strong>H. Total Financial Aid/Scholarships</strong></td>
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<tr>
<td>Subtract H. from F.</td>
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</tbody>
</table>

**TOTAL ESTIMATED COST OF ATTENDANCE:**
Passport

You must have a valid passport in order to leave and re-enter the U.S. If you are not in possession of a valid passport, you should begin the application process immediately. Processing the application can take as long as six (6) to eight (8) weeks. Passports will also be required for student visa applications.

A U.S. passport is valid for ten (10) years from the date of issue (if obtained at 18 years of age or older) and cannot expire within six (6) of your expected date of return. You must reapply for a passport if yours has expired or if it will expire within six months following your return to the U.S.

Student Visas

A visa, often in the form of a sticker or stamp placed in your passport, grants you permission to enter the host country for the specific purpose of studying. Student/study visas also normally grant you permission to stay in-country longer than is possible as a tourist. Students may be required to obtain a student visa prior to departure, while others may be able to arrive and stay in the host country for the duration of their program with “tourist” status. Other countries require you apply for your visa after arrival to the country.

As you can begin to see, the application process for a student visa varies by country. Depending on the foreign consulate, students requiring a visa will either have to apply for the visa in-person at the consulate, via an online application, or by mailing in all application materials directly to the consulate.

For country-specific visa requirements, please refer to the appropriate consulate or embassy webpage for that respective country.

You can also find general information on the U.S. State Department’s webpage, here: http://www.travel.state.gov/travel/cis_pa_tw/cis/cis_4965.html

Make Copies!

Make multiple copies of your documents to be stored in a safe place:

- Credit/Debit Cards (front and back)
- Passport (photo and information page)
- Visa (passport page with attached visa)
This section of the handbook will provide you with an introduction to what culture is, briefly describe the possible effects of living within another culture, and offer you basic strategies for overcoming difficulties you might encounter while living abroad.

What is Culture?

While culture is an enormous concept to attempt to define, the definition below is a great starting point.

*Culture is a shared set of values, attitudes, beliefs, and behaviors which are widely held by members of a group.*

Cultural Groups

We must realize the members of a group are not necessarily bound by, or confined to, particular borders or languages. This means even if a group of people lives together in one area, they do not necessarily share the same culture or beliefs. Similarly, groups who share the same language or even religion may not share the same beliefs or practices.

On a large scale, a cultural group could be geographically or religiously based. On a smaller-scale, culture can be used to describe much small groups of people such as students at a university or colleagues even within an office.

When planning to study abroad, we often think about the “Spanish culture” or “South African culture” we are about to encounter and we often make the mistake of assuming every person living in these countries will share the exact same culture.

Cultural Diversity in a Country

Let's take the U.S. as an example. Consider how different your life is from a student of the same age who lives in New York City. Similarly, how different are your values are from a student your age living in Northern Ireland? Even though you share the same country or the same language, there are many factors, such as background, family values, religion, or even personal beliefs that differentiate you from others who might, on the surface, look similar.

When we look at the cultural diversity within the U.S., we can begin to understand the great diversity of people and culture that might exist within the same country.

Take a moment to think about Marquette’s culture. Think about the culture within your family’s and friends, or even consider your own individual culture. Do you identify with what may be perceived as “traditional” aspects of U.S. culture?
**Culture: The Visible and Invisible**

**“Big C” Culture:**
The observable components of a culture, including its institutions and artifacts. Big C Culture includes the objects that are typically thought of as “cultural”, such as food, art, music, and every day events.

**“Little C” Culture:**
These are the psychological features which inform the behavior and communication of a culture. More specifically, these are the beliefs and values that exist in the hearts and minds of people, perhaps unconsciously, and cause them to act a particular way.

**Culture as an Iceberg**

If we compare culture to an iceberg, a group’s behaviors and cultural practices are easily observable. As you see in the diagram, the visible behaviors include religious rituals, literature, food, styles of dress, eating habits, and holiday customs.

What you see below the water level, on the base of the iceberg, are the beliefs and values that influence the visible behaviors. These values could be religious beliefs, work ethic, importance of time, concept of fairness, and rules of social etiquette. Essentially, these values answer the question: WHY do other people do that particular behavior?

Consider your own culture. What aspects appear on the surface, and which appear below?
CULTURE: STEREOTYPES VS. GENERALIZATIONS

A generalization is a statistical tendency regarding particular values, beliefs, and actions of a cultural group.

A stereotype, on the other hand, is applying such a generalization to all people within a culture.

Example #1:

All Americans eat fast food. vs. Some Americans eat fast food often.

This is a very simple stereotype that you may likely have to defend against when you study abroad: All Americans eat fast food. This is clearly a stereotype because not all Americans do eat fast food. This statement is a stereotype that could be dangerous for a foreigner to make to an American. It would be much better received, especially by an American who does not commonly eat fast food, if the statement was made with the understanding that it only applies to some members of the U.S. American culture, such as: Some Americans occasionally eat fast food. This generalization, because it is based on a tendency rather than a blind application to all, is more accurate and it will very likely be better received by an American, especially one who does not fit the stereotype.

Example #2:

When you meet a Saudi Arabian person and reflect on his family:

All people from Saudi Arabia have large families. vs. Many Saudi Arabians come from large families; perhaps Abdul does too.

This example discusses your thoughts about a Saudi Arabian’s family soon after you meet him. Statistically, it is true that many Saudis come from large families, but there are, of course, exceptions. Be aware that such exceptions exist, and because of that, generalizations backed up by statistics or tendencies are more accurate than sweeping stereotypes.

Knowing the difference between stereotypes and generalizations is one thing, but actually implementing that knowledge while discussing or thinking about culture is an important part of reaching a place of basic cultural understanding. Keep these difference in mind while you are studying abroad because you are likely to meet someone, or even many people, who have a particular characteristic. It might be easy for you to say that “All people in this country... do a certain thing”, but remember that such a statement is actually an unfair stereotype, and could both taint your image of the culture, and well as negatively influence the on the image you project about that culture to others.
Learn about My Host Country [click]

http://online.culturegrams.com/world/index.php

You will likely acquire the bulk of knowledge about your host country when you are actually on the ground, but we highly recommend you prepare yourself to become a part of another culture by doing some research before you go. This preparation can help you to be aware of differences you might see and give you a head start on understanding which behaviors may be prevalent in the host culture. Always try to keep in mind that there are strong cultural values and beliefs that dictate behavior, especially when the behavior is, in some way, irritating to you.

We recommend that you use the Culture Grams Website, linked above, to learn about the culture and country where you will be studying. You will need to access Culture Grams from a computer on Marquette’s campus.

You will be able to read about the following aspects of your host country:

- History
- People
- Customs and Courtesies
- Common Phrases and Greetings
- Lifestyle
- Society (e.g., government, economy, education)
Culture shock: is a transition in feelings towards a new environment.

Typical steps of Culture Shock:

1. Feeling excitement about being in a new culture.
2. Feelings of confusion and frustration toward the new culture and its differences.
3. Slow recovery and acclimation to the new culture.
4. Accepting or assimilating to the new culture.

Regardless of how much reading and research you do in preparation for your study abroad sojourn, almost all students will experience some sort of culture shock. Culture shock is a transition in feelings toward a new environment.

As your study abroad experience begins, you will likely feel extreme excitement over finally having arrived in your host country. After months of planning, applying, and patiently waiting for the day to finally come when you begin your program. This excitement is normal and it feels good, so enjoy it.

However, life in the host country, no matter how cool and enjoyable it is, will be different. It is likely that at least some, if not many, of those differences will frustrate you. You may be confused by the language, or completely unable to grasp some concepts that, to members of the host country, are just a part of life. This, too, is completely normal. However, the feelings that accompany this frustration, are unpleasant.

Trust, however, that recovery is the natural next step in the process of culture shock. As you begin to better understand the culture and recognize that the very behaviors that make you crazy are based on beliefs strongly held by the culture you are living in, you will begin to acclimate to the culture, and work toward recovery.

You will arrive at a point when the host culture becomes your life, albeit, not permanently. Although you may not come to love some of the cultural differences that are prevalent in your host country, you will, hopefully, come to accept them, and work around them.
CULTURE SHOCK: CAUSES AND SYMPTOMS

“Culture shock can be caused by a presence or lack of structure when the other is desired, too much uncertainty, a wavering sense of identity, and an absent sense of belonging” (Hess, 1997).

Potential Causes

Although many students who study abroad experience culture shock, the form it can take, as well as the causes of culture shock, varies from student to student. This means culture shock doesn’t happen to everyone the same way. It’s unique to each person based on their own cultural lens, experiences, and expectations.

The inability to effectively communicate in the local language is one common irritation that can lead to severe frustrations that can initiate or worsen culture shock.

While it is easy to recognize negative feelings or frustrations of manifestations of culture shock, it is sometimes more difficult to pinpoint the causes. However, by working hard while you are abroad to pinpoint the causes of the negative feelings, the frustrations may be more easily resolved.

Possible Symptoms

Just as there are a variety of factors that may cause culture shock, there are also a wide array of symptoms that a student may exhibit in reaction to negative feelings related to culture shock.

**Extreme homesickness:** You may not know how much you love Milwaukee or your hometown until you leave it.

**Feelings of helplessness/dependency:** These feelings may exist due to learning to maneuver in a new environment or even in the new language.

**Depression and sadness:** Sadness can lead a person to eat a lot to fill “full”, or to eat very little just because he or she doesn’t feel up to it.

**Sleeping and/or eating disturbances:** Eating too much or too little. Weight fluctuation in either direction can happen very easily if not carefully monitored.

**Critical reactions to host culture:** Often, a student experiencing culture shock may have critical reactions, and often even feel angry or even disgusted toward the host culture. This can cause the student to lose sight of the good things about the experience.
CULTURE SHOCK: POSSIBLE SOLUTIONS

“We cannot inoculate ourselves against it (culture shock), but we can improve our recovery mechanisms” (Seelye, 1996).

You should expect to feel some symptoms of culture shock during your experience abroad, but if you go in armed with knowledge about the causes, symptoms, and perhaps most importantly, solutions, you should come out of the your study abroad experience a stronger and more culturally enlightened person.

**Develop Patterns, Exercise**
By developing patterns of behavior, such as getting exercise, going for a walk, or having coffee or tea at a certain time of day, your body and mind can come to expect a relaxing experience at a regular time each day.

**Find People to Interact With**
In order to resolve the symptoms involved with culture shock, we encourage you to find people to interact with. Although we hope you will make friends with locals, you might, at some times, just need to talk with someone who speaks your language and maybe knows where you come from.

**Explore your Surroundings**
In the beginning of your experience, it may be necessary to explore your surroundings to find the shops and routes you need, but it can also be a leisurely way for you to spend your time and relax. You can also find cool cafes or shops that you can enjoy in your free time.

**Set and Achieve Small Goals**
While you are away from home, it is easy to do just enough to survive and make it through the semester or year, but it is advisable to also set small goals with regard to academics, travel, interactions, and even personal desires. You may have time to do things while you are abroad you don't normally have time for while you are at home trying to balance school, work, friends, and family obligations. By setting small goals and achieving them, you will feel a sense of accomplishment and progress toward a larger goal of a successful experience abroad.

**Focus on Language Acquisition**
If you are in a country where you need to speak another language, this can be an excellent tool for measuring progress. You can spend a lot of time studying the language and interacting in the language either in local language exchanges, in language courses, or even in regular interaction around town.

**Express your Feelings (to friends or in journals)**
It is also important to reflect throughout your experience, not only on what you are doing and seeing, but also on what you are feeling. Talk or write about how you feel, and be honest about what you like and dislike, how you interpret things that happen in your everyday life, and how the academic portion is going. Be sure to consider what you are gaining and what you can take back with you.
CULTURE SHOCK: ACCEPT AND ASSIMILATE

By managing your symptoms, you will be constantly moving toward accepting the cultural differences that exist and assimilating to the behaviors and practices of your host culture. Hopefully, you will be able to take cultural differences and difficulties in stride rather than fixating frustration on them.

As you begin to integrate into the culture, you will no longer see yourself as such an outsider, which will help you to see yourself as a part of the culture and not view differences in culture as “us, or me vs. them”. You will be able to see cultural differences not as right vs. wrong, but just as a part of life for different cultures.

You will, with time, develop an intercultural competence that will help you navigate through both basic and complex cultural differences between your home and host cultures. When this is becoming easier, you will know that you have arrived at a point of assimilation, and this feeling, is one to strive for.

**Intercultural Competence (IC)**

“A set of cognitive, affective, and behavioral skills and characteristics that support effective and appropriate interaction in a variety of cultural contexts” (Bennett, 2008).

**More simply put, IC is the successful navigation of life in another culture!**

IC is characterized by the ability to:

- see and more deeply understand a person by preventing one’s self from judging
- identify and interpret values related to one’s own and other cultures
- understand that people’s actions are based on societal and cultural values
- compare two cultures “and to act as a mediator between them, or more precisely between people socialized into them” (Byram, 2008)

After spending time abroad, there can come a point when you are easily navigating life in the host culture, and going about daily business being able to recognize cultural differences but understand why they are happening, and perhaps even join in, you will have some level of Intercultural Competence.

At this point, you will not be jumping to conclusions based on a person’s behavior, but rather, will be able to look at the beliefs of a person’s culture and see that the behavior is directly linked to long-standing values. This will serve you well as you are living and traveling during your study abroad period. However, this intercultural competence will continue to exist within you (with practice, of course), and will continue to assist you in communicating with people from other places. Further, you will be able to consider a person’s culture or religion more thoroughly if you work to understand it on a deeper level.
**EXPLORING CULTURE THROUGH STUDY ABROAD**

**Remember the following during your time abroad:**

- Cultural differences between the U.S. and the host country will exist.
- Research culture-specific information on your host country before you leave.
- Culture begins at a much deeper level than you will be able to observe.
- Work to understand aspects of your culture and how your values and beliefs directly affect or influence your behaviors.
- You will likely become frustrated with these differences, but that is normal!
- Acknowledge the symptoms of culture shock as a transitional period of adjustment.
- As quickly as possible, work toward managing those symptoms.
- Enjoy the process of accepting and assimilating to the host culture.
- Recognize the progress you are making toward Intercultural Competence and understanding the host culture on a deeper level.
**Keeping in Touch with Home**

Keeping in contact with friends, family, and significant others while studying abroad can be challenging in some ways, because it will be different from how you normally communicate. You will want to maintain a balance between keeping in touch with home and interacting with your host culture, including new friends, new classmates or roommates, and possibly a host family.

Calling long distance can be very expensive, and there are many different options for keeping in touch with your family while abroad. Some students choose to get cell phones while they are overseas. Other students who are abroad for shorter periods of time choose to use computer calling programs, calling cards, and/or payphones.

**U.S. Cellphones Abroad**

During pre-departure orientation, students are advised to consult their cell phone provider to fully understand the options available to them with their US phone, overseas.

It’s important to know that by using your U.S. phone abroad, you can incur outrageous roaming fees simply for having the phone turned on. Many students now use smart phones, specifically the camera function. We recommend students confirm with their cell personal phone provider what the options are for taking their phone abroad, and if so, how to ensure the “data” is turned off.

**Receiving Direct Calls**

Receiving calls directly from home can be an easy option. Public phones in other countries may be very confusing and unclear. AT&T, MCI, and Sprint offer discounted rates for international plans. It is usually cheaper to call from the United States than to call from abroad to the US. It is recommended that students and parents arrange a day and time to place a phone call.

**Getting a Cellphone Abroad**

A very affordable (and local!) option is to rent or buy a pay-as-you-go phone in your host country. This is a very common option for students going abroad for a semester or academic year and eases communicating with other students in your program or country. The process for recharging your minutes will vary by country.

In this case, it will almost always be cheaper for you to receive a call from the U.S., rather than to call the United States. The same will apply for text messages.

**Post-Arrival Check-In**

Upon arrival, it is a good idea to send a quick e-mail, text message, or social media post to notify your family you have arrived and that you are safe. This will help ease family anxieties.

If you do not have immediately accessible means of doing so, do not tell your loved ones you will call them upon arrival. You will likely need time to settle down, get oriented, and “get connected” either by computer or phone. Tell family and friends them that you will be in touch them as soon as you settle down.

**How to Call the U.S. from Abroad:**

www.countrycallingcodes.com
COMMUNICATION

Being Present While Abroad

Study abroad can be a time of learning, growing, and fun, which will likely be filled with making new friends, attending social events, exploration of cultural and historical sites, and trying new foods.

We experience so much during this time abroad, our first instinct is often to immediately “share” our experiences – be it via social media or elsewhere. While it’s important to document your time and capture these memories, it can also be extremely helpful to disconnect and be present during your study abroad program. This does not mean you should stop taking photos altogether or close your Twitter account, but remind yourself that these by managing your “connectedness” you can become more aware of the amazing things happening all around you and more readily able to engage in this new culture.

Email

Email is the sometimes the best form of communication between family members. In most cases, it is very easy and inexpensive for you to find computer access. While internet speed might impact video chatting, email is less likely to be affected. Some students will write bi-monthly email updates to a list of friends and family to keep them informed. Also, if you are traveling, it may be easier to reach Marquette or your family by email rather than by phone.

Blogging

We are beginning to see increased interest in blogging during the study abroad experience. This has taken the place of mass emails, which can sometimes become unwieldy for a student to manage. A blog is effectively an online journal, free and available for viewing by the whole world. Platforms like Blogger, WordPress, and tumblr are effective for sharing news with friends and family all over the world.

Free Video Chat and Calling

There are many free services provided by multiple online programs and applications, such as Skype.com and GoogleTalk. Both require internet and a microphone, and a webcam if you would like to be able to see your family as well as talk to them. Skype also offers free call from computer-to-computer.

Sending Text Messages

The following are smartphone or internet applications which allow users to send free text messages to others who have downloaded the same application.

Remember, wifi is often free while abroad but, again, beware of turning on your phone’s data settings at the risk of incurring very high fees!

WhatsApp
Viber
Google Hangouts
Facebook Messenger
TextPlus 2013
HEALTH AND SAFETY

Resources for Information on Health

- **Centers for Disease Control** ([www.cdc.gov](http://www.cdc.gov))
  Provides general health information.

  Insurance coverage mandated for all study abroad students.

- **SOS International** ([http://www.internationalsos.com](http://www.internationalsos.com))
  Provides country-specific information, including health:
  MU Number (needed for login): 11BSGC000025

- **Marquette Travel Clinic** ([http://www.marquette.edu/shs/clinical/travel.shtml](http://www.marquette.edu/shs/clinical/travel.shtml))
  Provides travel consultations and also administers some immunizations.

**Required & Recommended Immunizations:**

All routine vaccinations should be current; these include: *Measles-Mumps-Rubella* (MMR), *Polio, Tetanus-Diphtheria-Pertussis* (TDP), and *Varicella* (chicken pox).

International SOS and the World Health Organization also recommend the following: *Influenza, Hepatitis A, Hepatitis B, Typhoid, Yellow Fever*

You can visit the [CDC Travelers’ Health website](http://www.cdc.gov/travel) to learn about the potential health issues in your host country.

You should also make an appointment with a doctor familiar with travel medicine, ideally at least 4–6 weeks before you leave. The doctor will review your medical history to make sure you get the right vaccinations, medicines, and information on safety.

If your study abroad program lasts several months, you’ll want to make sure that you’ve gotten all your routine health check-ups, like seeing your dentist, because the quality of dental and medical care may be different in host countries or more expensive than in the United States.

**Traveling with Prescription Medications**

- Obtain enough medication for the duration of your program (maybe extra)
- Keep medication in original containers and keep it in your carry-on luggage
- Obtain a copy of your doctor’s signed prescription; keep it with your medications
- Confirm your medication is legal in your host country (use HTH website)
- Discuss taking your medication abroad with your doctor; when applicable, take doctor’s letter with generic version of prescriptions noted
Independent Travel Registration

While studying abroad, you will be required to declare ANY and ALL travel you do outside of your host city (i.e. the city in which your program is based) and/or host country. You can register your travel details by simply logging into your MU Study Abroad application and clicking the button labeled “Register Independent Travel”. See the image below.

You will then enter your destination(s) and dates of travel.

OIE sends out many health, safety, security, and travel updates to students abroad, normally via email. These communications are often relative to specific regions, countries, or cities.
HEALTH AND SAFETY: USING ALCOHOL SAFELY

Pace yourself. Know how many drinks you should drink per hour

Know your drinks. Know what is in them, how much of each ingredient are present, who made it, etc. You’ll need to watch the bartender make your drink.

A drink abroad is not always made in the same way abroad as it is in the U.S. Countries who use the metric system measure their shots and glasses of wine in milliliters rather than ounces, so you may get more than you expect.

Keep track of how much you’ve had. You could make small marks your hand or arm or keep track on your phone.

Utilize the 5th pocket of your jeans. The 5th pocket is the small front pocket in jeans. It can be wise to keep money you’ll use for a taxi there because you’ll possibly forget about it and not spend it at the bar. Then, you will still be able to pay for a safe way home.

Know your limit. Don’t drink more than you can handle.

Eat before you go out. Having food in your stomach slows the rate at which your body absorbs the alcohol and keeps your BAC from peaking too quickly.

Use the Buddy System. Go out with a friend or group of friends that you trust. If you see your friend talking to someone they shouldn’t, you step in. If you see your friend drinking too much, you step in and encourage them to focus on something else.

Be aware of public intoxication and consumption laws. Just because it is legal to drink does not mean it is acceptable to be drunk in public!
HEALTH AND SAFETY: SECURITY AND PLANNING

Before You Go

Make multiple copies of all your documents.
- Leave one set of copies with someone at home
- Bring two sets of copies with you; keep one with you and one in your luggage
- Stored copies in a safe place

Review country-specific information/travel alerts at:
- State Department: [www.travel.state.gov](http://www.travel.state.gov)
  You will be registered with the State Department by OIE
- SOS International: [www.internationalsos.com](http://www.internationalsos.com) (Login: 11BSGco00025)

Become familiar with local laws, rules, regulations, and cultural norms.

While You Are Abroad

- Keep your emergency contact numbers with you at all times.
- Locate the Local U.S. Consulate/Embassy.
  Find locations, here: [www.travel.state.gov](http://www.travel.state.gov)
- Review State Department information frequently.

Let others know where you are, especially in the case of an emergency in the region where you are living!

Be Smart. Be Alert. Be Safe.

- Be aware of your surroundings and the people with whom you have contact. Be wary of people who seem overly friendly.
- Safeguard your cash, documents, and valuables, especially in public areas.
  - Keep valuables/money in multiple places
  - Be cautious around ATMs
- Be a safe, inconspicuous American citizen when possible.
  - Be discrete about your American citizenship
  - Use caution when speaking English in public places
- Do not congregate in large groups of other Americans
  - This is especially the case in locations that are typically frequented by American students.
- Avoid demonstrations/protests
  - It is often illegal to associate with demonstrations of any kind. There can be serious consequences if even near demonstrations or protests.
HEALTH AND SAFETY: INSURANCE

HTH Worldwide

To better safeguard Marquette students studying abroad, OIE adopted a comprehensive insurance package, mandatory for all students studying abroad with academic programs or traveling overseas in conjunction with Marquette academic course work. The insurance is offered through HTH Worldwide, a leading study abroad insurance provider.

The mandatory insurance plan covers accidents and medical expenses up to $500,000 with no network limitations and no deductibles. Brochures detailing the provisions under the Marquette policy can be obtained at the Office of International Education, or downloaded.

The Marquette HTH policy number is: (BCS-3380-A-13)

Students will be automatically enrolled in HTH by OIE staff, based on program dates. The cost is $36 per calendar month. Charges based the length of a student’s program will be posted to the student’s Marquette bursar account. Students who would like to extend their coverage pre- or post-program should visit the HTH Worldwide website to do so individually. Note that the prices for pre- and post-program insurance coverage will vary from cost of the Marquette plan.

The details of the plan can be found, here: [http://www.marquette.edu/abroad/resources/insurance.shtml](http://www.marquette.edu/abroad/resources/insurance.shtml)

The HTH Worldwide Member website offers the following services:

- Medical claim reimbursement
- Check the status of a claim
- Search for a doctors abroad
- Learn about health information by destination and view a City Health Profile
- Understand the security risks by destination and view an HTH Security Profile
- Translate medical terms, phrases, and drugs from one language to another
- Prepare for and learn about travel and health issues
- Read up-to-date health, security and education news
- Read host country culture resources


Note: Don’t forget to add the page to your list of Trusted Sites

How to Register and Use HTH Member Site Tools:

1. Wait until you receive email confirmation of your HTH enrollment; this email will come directly from HTH and will include your login credentials
2. Click ‘Sign In’ from the home page (center of web page) [www.hthstudents.com](http://www.hthstudents.com)
3. Enter email address & indicate ‘No, I’m signing up for the first time’
4. Enter your certificate number, first and family name as found on your ID card; confirm email address
5. Review ‘Agreement’ statement; click to agree
6. Create a password
7. Grant your parents’ access to HTH
This is an emergency security assistance program, providing Marquette University employees and students with comprehensive emergency protection. This program is not a substitute for overseas health insurance coverage. Below, you will find a listing of some of the services offered through SOS International.

Marquette’s comprehensive plan with SOS is available to students, faculty, and staff of Marquette University at no additional charge.

To access SOS International services, call the Marquette emergency numbers, and an OIE staff member will assist you with SOS.

SOS International (www.sosinternational.com) assistance:

- Access to Travel Health Information
- Translations and Interpreters
- Travel Security Information
- Security Evacuation Assistance
- Assistance with lost or stolen documents
- Worldwide medical referrals
- Coordination of emergency-travel arrangements
- Emergency-cash advances

Printing Your International SOS Card

1. Login with the MU Member Login: 11BSGC000025

2. Select “Print Card”

3. Click “Print Page”
Your program will provide you with on-site emergency contact information. In an emergency, follow the steps below:

**Seek Medical Attention, If Necessary**

For recommendations about local medical service providers and/or assistance with a medical concern, consult the following:

1. **Local program provider or Resident Director.**
2. **Marquette Faculty Director:**
   - If you are studying with a Marquette-sponsored program, the Marquette faculty director can assist you with navigating the local health care culture.
3. **HTH Global Assistance:**
   - For medical evacuation, 24/7 emergency assistance, as well as routine, non-emergency requests for health information, direct billing with physicians and hospitals, and outpatient appointment scheduling, use the following contact information:
     - Toll Free in the US: (800) 257-4823
     - Direct: 610-254-8771
     - Direct (from abroad): 001-610-254-8771*
     - Fax: 610.293.3529
     - Email: assist@hthworldwide.com
     - *Be mindful of any other country-specific “exit numbers” you may need to dial when making calling the U.S. from abroad.

**Contact Marquette University**

Marquette can facilitate emergency assistance, or report any incidents which have occurred.

1. **During Regular Business Hours** (8:00-4:30 CST):
   - Office of International Education: 1-414-288-7289
2. **After-hours Emergencies:**

   **Marquette Public Safety: 1-414-288-1911**

   Public Safety will assist you with your concern and, where necessary, will contact the OIE on-call emergency coordinator via cell phone.

3. If you need immediate assistance with advance of emergency personal cash and/or with lost or stolen documents, please call Marquette at the numbers listed above and a staff member will facilitate your needs with our University international assistance program.

   **File claim with HTH for medical expense reimbursement.**
   → Click on ‘My Benefits’ in the upper left area of the web page (hthstudents.com)
   → Click on ‘Claims’ in the blue navigation bar
   → Click on ‘Claims Form’
RESOURCES OVERVIEW

Office of International Education  
www.marquette.edu/studyabroad  
Marquette University  
Holthusen Hall 4th Floor  
P.O. Box 1881  
Milwaukee, WI 53201-1881, USA  
Phone: 414-288-7289  
Fax: 414-288-3701  
Email: studyabroad@MU.edu

Office of International Business Studies  
Marquette University  
College of Business, David Straz Hall 101  
P.O. Box 1881  
Milwaukee, WI 53201, USA  
Phone: 414-288-3433  
Email: internationalbusiness@MU.edu

MU Public Safety  
414-288-1911

MU Travel Clinic  
http://www.marquette.edu/shs/clinical/travel.shtml

HTH Worldwide  
http://www.hthstudents.com/

Department of State  
http://travel.state.gov/

International SOS  
www.sosinternational.com

Center for Disease Control  
www.cdc.gov

STA Travel  
http://www.statravel.com/call-us.htm