

PARENTS & FAMILIES EDUCATION ABROAD WEBINAR

Meet the Education Abroad Team

- **Karli Stukenberg**, Director
 - Health & safety policies for study abroad
 - Partnership management
- **Megan Tapias**, Education Abroad Coordinator
 - Advises students in arts & sciences, communications and education
 - Sibanye Cape Town
 - Spain, Italy, and South Africa visa advising
- **Millie Lor**, Education Abroad Advisor
 - Advises students in business, engineering, health sciences, nursing and law
- **Tia Langnes**, International Program Coordinator
 - All faculty-led programs (credit & non-credit)
 - Course creation and enrollment at Marquette & student billing
- **Tammy Meyers**, International Education Coordinator
 - Provides specific administrative support for outgoing and incoming student/faculty/staff mobility



By the Numbers

- In **Summer and Fall**, **264** students will be participating in international experiences in **21** different countries.



Tonight's Agenda

Please keep in mind that we have a variety of program experiences departing this coming summer and fall. Information in this webinar is presented as general information for ALL our programs. Program-specific questions or concerns should be directed to studyabroad@marquette.edu or 414.288.7289 during business hours.

- Your student's orientation process
- Important documents your student should have
- Flights & arrival
- Communications
- Cultural adjustment & Culture shock
- Academics at Marquette and abroad
- Finances at Marquette and abroad
- Health and safety
- Packing Reminders

Overview of your student's orientation process

- **Online orientation**: modules & quizzes in MUGlobal Portal
 - Culture
 - Health & insurance
 - Safety & emergency procedures
 - Sexual violence prevention training
 - Learning outcomes and goal setting
- **'In-person' orientation**: different formats depending on [program type](#)
 - ★ = *faculty-led program*; no star = *non-faculty-led*
 - Review of important information in online modules
 - Focus on health & safety, and policies (guest from Marquette Counseling Center)
 - Meeting with program-specific alumni and/or other participants (if available/applicable)
- Encourage all to visit the OIE ***Preparing to Depart*** website:
<https://www.marquette.edu/study-abroad/preparing-to-depart.php>



Documents and Copies

- **Valid Passport Book** (general rule: valid for SIX (6) months (1 year for Spain) AFTER return date/program end)
 - Refer to U.S. Department of State website for passport information:
<https://travel.state.gov/content/travel/en/passports/how-apply.html>
- **Visa** (if needed; varies by country)
 - Legal process established by host country government
 - Advising on visas –
 - OIE staff are not visa officials/immigration officers
 - OIE provides guidance on visa requirements via the **Passport & Visa** tab of a program's brochure page in MUGlobal Portal
 - Process in U.S. – depends on the host country entry requirements
 - Process abroad – Host institution/provider will provide additional details prior to arrival or once on-site
 - **SPECIAL NOTE:** Any **travel to or transit through** the United Kingdom now requires that U.S. passport holders apply and obtain an [Electronic Travel Authorisation](#) (ETA; £16 until April 8, 2026 then will increase to £20)
- **Save copies of everything!**
 - Credit cards, passport, program details, housing, visa, phone #'s, emails

Flights and Arrival in Host Country

- OIE recommendations on booking flights –
 - **AFTER** acceptance by the host institution/faculty leader (students should be accepted by MU already)
 - Arrive morning or midday, when possible, stay up until bedtime to minimize jet lag
 - Host institution/faculty leader will provide any recommended arrival date(s)/time(s) – student should check with their host institution directly
 - Arrival/return dates should be inclusive of any program on-site orientation, final exam schedules (if applicable), and host country entry requirements (testing, quarantine, etc., if applicable)
 - Dates are provided directly to the student. If unsure, student should reach out to the host institution/faculty leader to confirm.
 - **Outside of program dates**, OIE does not dictate when and how students should return home (unless part of a mandatory group flight – generally applicable to short-term/faculty-led programs)
- Be mindful of your student's visa status (if applicable)
 - Length of stay: what is the period of eligibility to remain in-country?

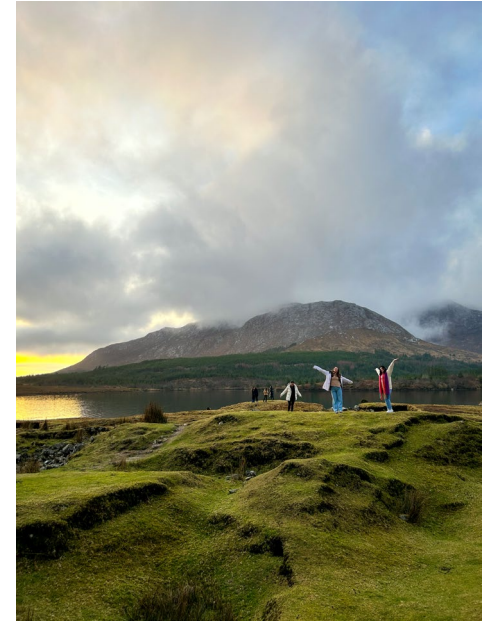
Communications While Abroad



- Encourage your student to continue monitoring MU email (primary communication method from MU/OIE)
 - Consider [FERPA release](#) and/or setting up [Guest Access to CheckMarq](#)
 - **NOTE:** FERPA release does not establish any proactive sharing of student information from OIE with authorized individual(s)
- Develop a communication plan
 - Upon arrival (be flexible and allow some time for adjustment)
- Cell phones
 - International plan or SIM card
- Calling/texting apps (download prior to student's departure)
 - Free: WhatsApp, GroupMe, Kakao Talk, Facetime, Facebook Messenger

Cultural Adjustment

- Respect and open-mindedness
- Resources – *(not limited to this list!)*
 - CultureGram (general attitudes, appearance (clothing), greetings, gestures, dating and marriage)
 - [U.S. Department of State's International Travel website](#)
 - International SOS TravelAdvisor tool
 - [Hofstede's Cultural Dimensions](#) – comparison of cultures on six aspects
 - Host institution on-site orientation



Cultural Adjustment: Culture Shock



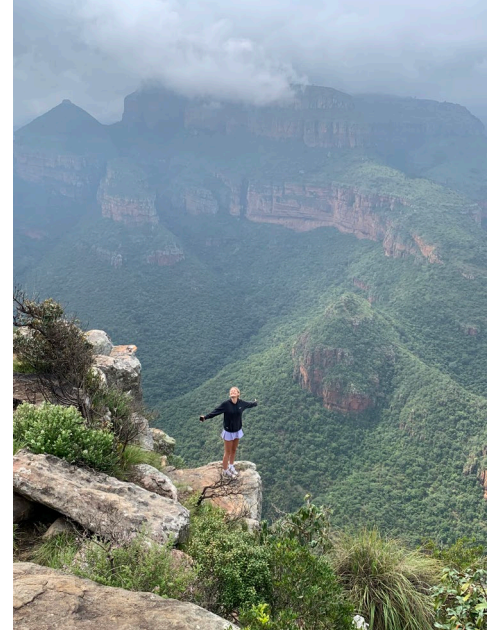
Possible Symptoms:

- Homesickness
- Feelings of helplessness/dependency
- Depression and sadness
- Sleeping and/or eating disturbances (too little or much)
- Critical reactions to host culture

Cultural Adjustment: Managing Culture Shock

Encourage your student to:

- Develop patterns or routines
- Explore the surroundings
- Find people to interact with
- Set and achieve small goals
- Focus on language acquisition
- Express feelings (to friends, in journals, etc.)
- Exercise
- International SOS can help identify mental health specialist in host country who speaks English



Packing Reminders



- Avoid over-packing
- Consider season(s) and average temperatures
- What is functional and appropriate



Academics

FOR NON FACULTY-LED PROGRAMS

Academic environment overseas

- Professor relationships
 - Limited or no office hours
 - Email or in-class
- Course structure/teaching
 - Students should review and keep syllabi
 - More independent work
- Grading
 - Final grade composed of a few assignments/exam

Course registration

- **At Host Institution:** Course registration process varies by program – general information available within the **Application, Registration, Orientation** tab of specific program brochure page on MUGlobal Portal
 - Manual and/or online processes
 - Occur between now and when students arrive in-country
- **At Marquette:** Students enrolled into a study abroad placeholder course **by OIE**
 - Students should resolve any registration holds on CheckMarq by early May
- Semester students are recommended to [install new MU VPN](#) prior to departure

Marquette Policies

- [Course approval form and process](#) (CAF; generally done prior to departure)
 - Not required for MU Law students
- [Verification of course enrollment](#) (VCE; done once abroad and courses are finalized)
- Grades and credit transfer
 - Program-specific grading/credit ratio detailed on MUGlobal Portal in **Academics** tab
- Maintenance of full-time status
 - **For semester** students: equivalent of 12 MU credits
 - **For summer** students: no minimum required unless seeking aid over summer (typically equivalent to 6 MU credits)

Academics

FOR ★ FACULTY-LED PROGRAMS

Academic environment overseas

- Direct professor relationship
 - Limited or no office hours
 - Email or in-class
- Course structure/teaching
 - Students should review and keep syllabi
 - More independent work
- Grading
 - Final grade composed of a few assignments/exam

Course registration

- At Host Institution: Not applicable
- At Marquette: Students enrolled into a study abroad placeholder course **by OIE**
 - Students should resolve any registration holds on CheckMarq by early May

Marquette Policies


- Course approval form (CAF) and Verification of Course Enrollment (VCE) not required for faculty-led participants
- Grade obtained impacts MU GPA
- Credit transfer is 1:1 (MU course)
- Enrollment status: no minimum required unless seeking aid over summer (typically equivalent to 6 MU credits)



Finances – Budget Sheet Examples

Example of a partner program budget sheet (non faculty-led)

City St George's, University of London




Overview Academics Housing Passport & Visa **Finances** Application, Registration, Orientation

Fall Budget		
Budget item	MU Undergraduate Study Abroad Program Costs	MU Undergraduate Cost of Attendance at Marquette**
MU Required Study Abroad Insurance.	\$250.00	\$0.00
UG Semester Tuition (26/27 rates)	\$26,945.00	\$26,945.00
Billable subtotal:	\$27,195.00	\$26,945.00
Housing	\$7,000.00	\$8,740.00
Books	\$100.00	\$843.00
Airfare	\$750.00	\$0.00
Other	\$2,200.00	\$2,075.00
Food	\$1,700.00	\$0.00
Transportation	\$650.00	\$710.00

★ Example of a faculty-led program budget sheet

Business European Travel Program-Rome



Overview Academics Housing Passport & Visa **Finances** Application

Summer Budget	
Budget item	MU Undergraduate Study Abroad Program Costs
Short-term Program Tuition (Marquette rates)	\$2,940.00
Program Fee-billable	\$1,270.00
MU Required Study Abroad Insurance	\$50.00
Billable subtotal:	\$4,260.00
Food	\$800.00
Other	\$132.00
Transportation	\$250.00
Airfare	\$2,000.00

Finances

Billing Statement Date (initial e-bill)	Due Date
<ul style="list-style-type: none">• Summer: May 15• Fall: July 16	<ul style="list-style-type: none">• Summer: June 16• Fall: August 19

▪ Tuition and Other Payments

- Varies by program – reference program-specific budget sheet with the **Finances** tab on [MUGlobal Portal](#)
- Billable expenses: posted to your student's CheckMarq account and follow the [MUCentral billing cycle](#)
 - If tuition is included in "billable" section, relevant term [MU tuition rates](#) is applicable and billed through CheckMarq
 - Marquette international insurance is billed through CheckMarq – [check fee](#)
 - If student is participating on a faculty-led program (★), a program fee is billed through CheckMarq
- Non-tuition expenses for non-faculty-led programs (accommodations, program-specific activities, travel, visa, etc.) are payable directly to host university or third-party provider
 - Confirm due dates with your student or have your student confirm directly with the host institution

▪ Financial Aid

- MU & FAFSA aid eligibility varies depending on term and program type
 - MU tuition scholarships are only applicable to programs where MU tuition is charged
 - Student should directly confirm with MUCentral on aid eligibility
- **IMPORTANT:** Aid disbursement may not align with specific study abroad program dates: See MU [Timeline for Aid Disbursements](#) website
 - If your student is in this situation, have your student reach out to their host institution to discuss alternative payment schedule/options
- Student should sign up for [Direct Deposit](#)

OIE Withdrawal & Refund Policy

Once accepted into a study abroad program, student must decide by the commitment deadline whether to commit or decline acceptance to the program.

Students who complete the commitment steps and decide to withdraw after the commitment deadline must contact the Office of International Education (OIE) in writing by emailing studyabroad@marquette.edu. Programs have a tuition charge, program fee (for faculty-led programs), and insurance charges posted to CheckMarq following the commitment deadline.

Students who withdraw will be subject to the following withdrawal and refund policy:

- What student owes for program fee and insurance ([tuition withdrawal timeline](#) will differ per MU policies)*
 - Withdrawal prior to Commitment Deadline: Nothing is owed - student receives full refund, including his or her \$500 program deposit if previously paid
 - Withdrawal 30 days or more prior to program start date: Student forfeits the \$500 non-refundable program deposit and remains responsible for paying the unrecoverable program costs.
 - Withdrawal 29 days or less prior to program start date: Student forfeits the \$500 non-refundable program deposit, insurance, and remains responsible for paying the full cost of the program
- What student owes MU for tuition
 - Fees assessed for MU tuition will follow the [Bursar's Office's policies and regulations](#) which can be found on their website.

Consular issues: Students must acquire the proper immigration documents to enter the destination country and/or secure transit visas and are advised to do so well ahead of departure dates. If a student does not obtain his or her passport prior to departure and/or a student's visa application to travel to the program location is denied by the embassy or consulate in question, the student is responsible for program costs according to the refund schedule outlined above.

Compliance with deadlines and/or disciplinary issues: Students that are withdrawn from their program by OIE due to not completing requirements by deadlines and/or are placed on probation due to disciplinary issues will still be subject to the established deadlines above.

Marquette University program cancellation for health and safety reasons: A health and safety review of any program is ongoing to the date of departure and continues in country. Marquette University reserves the right to cancel a program at any time due to health and safety issues or concerns. If a program is canceled by Marquette University prior to program departure, any applicable \$500 deposit, international health insurance charge, or program fee paid through Marquette will be refunded.* Students should refer to the tuition withdrawal timeline for information regarding tuition refunds.

**The Withdrawal & Refund Policies above relates only to expenses billed to students by MU for participation in the study abroad program. Refunds for fees paid or owed to Marquette University will be based on expenses the Office of International Education is able to recover on my behalf. MU does not in any instance reimburse for non-billable/out-of-pocket expenses. Refunds for non-billable costs paid to external entities are subject to the external entity's withdrawal policies.*

Finances Abroad

- Debit/Credit Cards
 - May require a travel notification for use abroad
 - Know how to "lock" a card if lost or stolen
 - Know how to report card lost or stolen
- Have local currency upon arrival
- Cash vs Cards
 - Cards may not be as widely accepted, or only certain types of cards (Visa or MasterCard)
 - Know bank or card fees (transaction, withdrawal, etc.)



Safety: Marquette Security Measures

Marquette resources:

- [International SOS](#)
 - Member Log In: 11BSGC000025
 - Assistance Center: +1-215-942-8478 (monitored 24/7/365)
- International SOS and AlertTraveler apps
- **Side Trip Registration** through MUGlobal Portal
(appears when student is abroad according to official program dates)

Encourage your student to:

- Let others know where they are
- Keep emergency contact numbers on them at all times (use **Emergency Card**)
- Monitor and respond to Marquette email regularly
- Avoid demonstrations
- Make multiple copies of their documents
- Safeguard cash, documents, and valuables
- Register [State Dept S.T.E.P. enrollment](#)
- Be smart, be alert, be safe

Safety: Phone #'s

- Emergency Card Template
 - In-country fire, ambulance, police
 - Add Local Numbers:
 - U.S. Consulate/Embassy
 - Reliable Taxi Service
 - Program Contact & Emergency #'s
- Add #'s in phone if taking it abroad
- Marquette University Police Department (24-hrs):
414-288-1911

EMERGENCY CONTACTS
International SOS: 215-942-8226
MU Police Dept. (24 hrs): 414-288-1911*
MU OIE (8-4:30 CT): 414-288-7289*
MU Victim Advocacy (24 hrs): 414-288-5244*
*Add "001" before numbers, if calling from abroad

Local Emergency Numbers:
Ambulance: _____
Fire: _____
Police: _____

EMERGENCY CONTACTS
MU Victim Advocacy (24 hrs): 414-288-5244*

Local U.S. Consulate: _____
Reliable Taxis: _____
Program Coordinator: _____
Program Emergency #: _____

MARQUETTEGLOBAL

Insurance Abroad

Marquette's International Insurance: Chubb/ACE American International health insurance through International SOS

- Mandatory for all Marquette students going abroad
- No network limitations and no deductibles
- Billed through student's CheckMarq account (amount depends on duration abroad)

Enrollment details:

- Students will be automatically enrolled by OIE based on study abroad program dates
- Additional information: <https://www.marquette.edu/study-abroad/health-and-safety/insurance.php>

Additional considerations:

- Medical and Legal Power of Attorney forms
- FERPA release

NOTE: Students may end up being doubled-insured while abroad
(Marquette policy and required through their host institution for visa purposes).

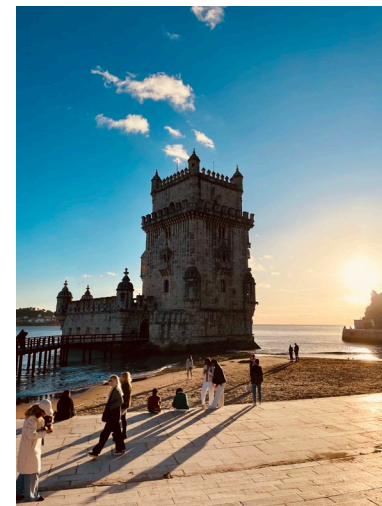
Health: Immunizations

- All routine vaccines should be current
 - MMR, DTP, Varicella, Polio, flu shot
 - Some are multiple shots, known as a "series" (start early!)
- Refer to [CDC.gov/travel website](https://www.cdc.gov/travel) for additional recommended immunizations
- **Talk with regular general practitioner**
- **MU Medical Clinic - Travel Clinic**
 - FREE visit for students
 - Wellness + Helfaer Recreation, 2nd Floor



Health: Medications

- Pack in carry-on luggage
 - Students' responsibility to check TSA and airline policies
- Bring enough to last entire program (or more)
- Keep in the original container
- Keep copy of doctor's Rx
- Confirm legality of medication in the host country
- Discuss with doctor:
(consider reaching out to InternationalSOS for assistance)
 - Time change adjustment
 - Alternative medications if not available/legal
 - Consultation while abroad



Students should **not** stop taking a medication abroad without a doctor's permission!

Emergency Procedures

Your student's program will provide program-specific on-site emergency contact information.

1. **Seek medical attention if necessary**

- Faculty-led: Marquette faculty program leader(s)/director(s)
- On-site program/host institution staff
- International SOS Assistance (Direct: +1-215-942-8478)
 - May be able to provide a guarantee of payment for services, if arranged in advance

2. **Contact Marquette University**

- MU Police, 1-414-288-1911 (outside of business hours; monitored 24/7)
- OIE at 1-414-288-7289 (during business hours)

3. **File a claim through International SOS for out-of-pocket medical expenses**

Thank You! Any Questions?



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BE THE DIFFERENCE.