

STUDY ABROAD HANDBOOK



Chile

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**Section 1: General Study Abroad
Info**

Section 2: Country-Specific Info

Section 3: Program-Specific Info

Section 1

General Study Abroad Information

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OFFICE OF GLOBAL EDUCATION

MISSION STATEMENT

The Office of Global Education and Partnerships promotes the internationalization of the university community so that Millersville may realize its mission to:

- Prepare its students to live in an increasingly diverse and multicultural society
- Offer a curriculum that is rich and multifaceted
- Serve as a model of a pluralistic community and by providing leadership in this regard to the greater community.

Global Education fulfills this mandate by:

- Championing borderless learning and exchange of ideas by promoting institutional development to achieve these ends;
- Encouraging MU students, faculty, administrators and staff to communally embrace a vision of a globally connected campus through dissemination of information, coordination and support.
- Welcoming international students and scholars and ensuring an enriching and successful stay at Millersville by providing consistently professional logistical support and counseling where appropriate.
- Developing, operating and maintaining a comprehensive, cost-effective education abroad program (study, interning and service-learning) that meets the highest levels of professional and academic integrity and adheres to recognized “best practices” in the field;
- Organizing globally focused programming of benefit to the MU campus as well as the public and private sectors in the wider community.

NOTES ABOUT THE OFFICE

The Office of Global Education has been administering study abroad programs since 1989. It is a full time office dedicated to international mobility of students and faculty, including study abroad and is staffed by individuals with several decades of combined international education experience.

ROLE OF GLOBAL EDUCATION

- Support students through pre-departure, study abroad and re-entry stages in partnership with partner institution and MU offices related to:
 - MU paperwork processing
 - Partner institution paperwork processing
 - Legal matters (passports, visas)
 - Insurance issues
 - Travel information related to study abroad experience
 - Housing and board arrangements (program dependent)

- Academic course selection and equivalencies process
- Medical, counseling and academic support where needed
- Cost information related to Financial Aid
- Program billing (program dependent)
- Issues at study abroad destination that cannot be solved “locally”
- Dormitory housing upon return
- Transcript processing after return
- Resolution of other outstanding study abroad issues upon return (academically, financially, etc.)

LIMITS OF GLOBAL EDUCATION

- Address academic issues between study abroad participants and their advisors
 - TAP #s
 - Course changes/course equivalents
- Directly make flight arrangements
- Advise on housing, travel or other arrangements outside of formal study abroad program
- Address questions related to specific financial aid issues
- Assist students with program issues when Global Ed is not “kept in the loop” through regular communication with student
- Provide instant responses on non-emergency questions or routine matters

GETTING READY TO GO – DOCUMENTS/PAPERWORK

PASSPORT



The passport is your official identification as a citizen of the United States. It will be checked upon entering or leaving the United States or any foreign country as well as upon various other occasions that require official identification. All students going abroad need to have a passport. After you obtain your passport, be sure to sign on the signature line, make a photocopy of the record page (with your picture on it) and put it somewhere safe. It is suggested to take a copy of it with you abroad and keep it in a safe place. You may also want to keep a photocopy of your birth certificate and social security card with each photocopy of your passport. This is very helpful should your passport get stolen or become lost as it is a hassle to get your passport replaced. Take good care of this document.

For more information and to download forms please see
http://travel.state.gov/passport/passport_1738.html

IF YOU LOSE YOUR PASSPORT

Loss or theft of a valid passport should be reported immediately. You must contact your nearest US Embassy or Consulate. For locations and further instructions reference <http://www.usembassy.gov/>. This will provide country specific instructions on how to proceed.

SMART TRAVELER ENROLLMENT PROGRAM (STEP)

The U.S. State Department's Smart Traveler Enrollment Program, or STEP, is an invaluable resource for American citizens abroad. The State Department developed this program to better aid American citizens in emergency situations. By registering with the STEP program, you will receive updates, information, and travel warnings via email from the U.S. Embassy regarding your host country while you are abroad. The contact information you provide through this registration process allows the State Department to better assist you should an emergency arise. All students going abroad for academic credit are required to enroll in this program as part of the pre-departure paperwork process.

DOCUMENTS YOU SHOULD TAKE

GENERAL DOCUMENTS

- Passport*
- Visa (if applicable)*
- Flight Itinerary/Confirmation*
- International Student Identity Card (ISIC)*
- Insurance Card(s) - detailed company and insurer information*
- Photocopies of credit cards*

MILLERSVILLE UNIVERSITY DOCUMENTS

- Copy of your Study Abroad Resident Credits Form (course selection with MU equivalencies)
- Updated DARS (Degree Audit Report)
- General Ed/major/minor curriculum sheets for reference
- Academic advisor and department chair's names, addresses, emails, and phone numbers in case you need to contact them while abroad.
- This handbook*



HOST INSTITUTION DOCUMENTS AND MATERIALS

- Acceptance letter*
- Visa materials (if applicable)*
- Relevant accommodation information and directions*
- Host university's international student guides/handbooks (if available)*

* *Items to be taken in **carry-on** or on your person during travel, not in checked luggage.*

POWER OF ATTORNEY



We suggest that you make arrangements with someone to give them power of attorney (POA) while you are gone. This enables the designated person

to have access to your accounts – deposit and withdrawal - and they are able to sign on your behalf. For MU, Power of Attorney may be necessary for the Financial Aid appeal process. Declaring a POA comes in handy as often applications, appeals and checks for financial aid must be signed and returned by a certain date which could be while you are abroad and your POA could sign on your behalf. (See “While Abroad – Financial Aid” for more information.)

The student seeking power of attorney can write up their own statement stating who is assuming the duties of power of attorney and have it notarized. This can be arranged through any lawyer or public notary. (Notary services are conveniently available at 2 locations on Millersville’s campus; the Purchasing Office and the Student Programs Office. Feel free to contact these offices for more information.)

The requirements to prove a person has power of attorney can vary by the organization or agency that is requesting the proof. It is best that you or your POA inquire directly with the agency as to what their policies are regarding this matter. It may be in your best interest to obtain several ***original*** copies of the notarized statement because your POA might be required to send originals with each POA signature.

Below is an example of the format for a power of attorney statement:

I, (name of student), hereby grant power of attorney to my (state relationship), (name of person), for the following time span: (list dates of study abroad).

(Student signature) _____
(Signature of person assuming power of attorney) _____

HEALTH ISSUES

HEALTH PRECAUTIONS & IMMUNIZATIONS

Information for travelers on health precautions, immunizations and areas with specific health issues can be obtained from local health departments, private doctors, travel clinics or the Centers for Disease Control and Prevention (CDC) in Atlanta, Georgia. More information on the CDC can found at <http://wwwnc.cdc.gov/travel/>.

For local services in Lancaster, you may contact Passport Health. Passport Health is a national network of independently owned and operated Travel Health and Immunization Clinics. They provide information, immunizations and consultation for international travel.

<http://www.passporthealthusa.com/locations/pa/monroeville/154/>

Phone: 1-888-474-8907

In Lancaster:

150 Farmington Lane
Suite 201
Lancaster, PA 17601

Another web site that may be helpful is www.travelersvaccines.com.

Consider all travel plans when researching health precautions, immunizations and areas with specific health issues so you can be fully prepared for your time abroad whether in or outside of your host city and country.

MEDICATIONS

BEFORE YOU GO

- Students should consider getting check-ups pre-departure for general wellness, vision, and dental.
- Prescription Considerations
 - Be aware that some commonly prescribed medications in the U.S., such as prescriptions for ADHD, may be considered illegal controlled substances in other countries. Check with the customs authority or local embassy of your host country, if this applies to you, to determine local laws.
 - Obtain a clearly written prescription as well as a letter from your physician fully explaining the use of your medication, including the generic name of the drug. Customs officials may want to see this, and should you require any additional prescriptions while abroad, the pharmacy there will require this information.
 - Plan how you will supply yourself the amount of your prescription(s) needed while abroad. You may want to pack enough for the entire period of time, especially if you have medication that has been specifically made for you, such as allergy serum; however getting prescriptions and carrying them in large amounts can be an issue with certain insurance companies and/or customs' officials.
 - If you wear glasses and/or contacts, take along your lens prescription and, if possible, an extra pair of glasses and/or an ample supply of contacts.

WHILE ABROAD

- We do not recommend buying medications "over the counter", unless you are familiar with the product. Keep in mind, "over the counter" drugs abroad are not regulated by the U.S. Food and Drug Administration.
- All medications should be carried in their original containers and clearly labeled, throughout your travels.

INSURANCE



Health insurance coverage abroad is mandatory for MU study abroad participants and for Non-MU students participating in MU programs.

Important Notes About International Health Insurance:

- Should medical attention be required while abroad, understand that you will often pay out of pocket for medical services and submit a claim to your insurance company to be reimbursed.
- It is important to have access to funds to pay for out of pocket medical costs as most insurance companies do not pay international medical providers. The cost

is on you to pay upfront. The Office of Global Education recommends having a credit card available to pay for an emergency medical situation.

- Before departing for your experience abroad, you should contact your primary insurance provider to determine if your insurance covers you internationally. If so, you want to know the details of your coverage while abroad and the claims process. It is much more helpful to have this information before a medical issue occurs.
- Your ISIC insurance through April Travel Protection is *supplemental* insurance to your primary provider in the U.S. If you do not have insurance here in the U.S., or your primary provider does not cover you while abroad, your ISIC insurance is your primary coverage when studying abroad.

INTERNATIONAL STUDENT IDENTITY CARD (ISIC)

(This information is taken from STA Travel, the issuing agency of the ISIC and is therefore subject to change.)

Millersville University policy requires that you purchase a Basic International Student Identity Card (ISIC) valid for the duration of your program abroad. The card is required due to the coverage it provides in certain emergency situations and for the many benefits provided to ISIC/ITIC cardholders such as:

- Medical/Health Insurance
- Travel Insurance
- Discounts

Additionally, ISICs may also be recognized as an official form of student identification.

ISIC INSURANCE

The ISIC Basic provides the minimum health and travel insurance coverage recommended for traveling abroad. ISIC also offers Premium & Explorer options which provide a higher level of health and travel insurance coverage as well as other benefits. Health insurance for both the ISIC Basic and the ISIC Premium is administered by April Travel Protection. www.AprilTravelProtection.com

Should you decide that you require additional health insurance coverage beyond the ISIC Basic and do not wish to purchase the ISIC Premium or ISIC Explorer, other independent international health insurance providers are available to you. You will need to research these options on your own. Please note, however, that you will still be required to purchase the ISIC Basic for its other benefits.

NOTE for NON-MU programs: Some Non-MU programs require or include health and travel insurance. If this is the case, this insurance must be approved by your program coordinator at the Office of Global Education to determine if it is or is not necessary for you to purchase the ISIC Basic plan. Non-MU program participants must provide your program coordinator with the details of your NON-MU insurance coverage, (meaning Global Education needs to see what the insurance covers you for and up to how much). Your program coordinator will review your program's coverage and make sure it is at least comparable to the ISIC Basic.

- If your coverage is not adequate, MU requires you to purchase at least the ISIC Basic plan by completing the registration form and submitting it with payment to the Office of Global Education.
- If your coverage is approved, you must submit proof of having the insurance coverage through your Non-MU program provider, such as a letter from the insurance company or a copy of your insurance card. Additionally, if you choose your Non-MU program's insurance provider, it is your responsibility to be familiar with the specifics of their coverage, emergency hotline numbers and the procedure to make a claim.

SEEKING IN-NETWORK PROVIDERS

Before you depart, *it is **strongly recommended** that you contact April Travel Protection and/or your independent health insurance provider to determine a list of network providers within your study abroad destination area.* If you do any traveling for an extended amount of time, you may also want to consider obtaining a list of providers within your travel destinations. It is always best to contact April Travel Protection **prior** to seeking medical attention, if possible, to determine the closest in-network medical facility and so that they can arrange an appointment with the physician's office on your behalf.

COVERAGE DETAILS

April Travel Protection provides a letter showing proof of ISIC-related health insurance coverage. This proof of coverage will be emailed to you from The Office of Global Education to keep for your records and/or for use with your student visa application.

Review the chart below for a breakdown of ISIC coverage benefits:

Coverage	BASIC (min. required)	PREMIUM	EXPLORER
ISIC Card Validity	1 Year	1 Year	1 Year
Multi-Trip Insurance Validity	1 Year	1 Year	1 Year
Trip Cancellation	NA	NA	\$3000
Trip Interruption	NA	\$1500	\$3000
Trip Delay/ Per Day	\$250/\$100	\$500/\$200	\$500/\$200
Emergency Medical Evacuation & Repatriation (included emergency reunion assistance)	\$250,000	\$500,000	\$500,000
Repatriation of Remains	\$50,000	\$50,000	\$50,000
Accident and Sickness Medical Expenses	\$25,000	\$100,000	\$100,000
Emergency Dental/ Deductible	\$500/\$0	\$500/\$0	\$500/\$0
Accidental Death/Dismemberment – Entire Trip	\$1,000	\$25,000	\$25,000
Accidental Death/Dismemberment – Entire Trip Common Carrier Air Only	\$5,000	\$100,000	\$100,000
Baggage and Personal Effects (If lost or stolen)	NA	\$2,000	\$2,500
Baggage Delay (Minimum of 12 Hours)	\$100	\$200	\$200
Adventure Sports	NA	NA	Included
Mental Health	NA	Included	Included
24/7 Travel/Medical Assistance Services	Included	Included	Included
Non-Medical Emergency Evacuation due to Catastrophe	NA	\$50,000	\$50,000
Security and Political Evacuation	NA	\$50,000	\$50,000
Price:	\$25	\$95	\$200

**Additional Information about Coverage:
24-Hour Emergency Assistance Services**

- Emergency travel assistance services are provided by April Travel Protection. If you need assistance, you can call toll free 24 hours a day, 365 days a year at one of these telephone numbers:
- Within the USA Toll Free: (855) 743-6739
- Outside the USA Collect: (305) 455-1571
- Assistance Email: assistus@apriltravelprotection.com

Assistant Services:

EMERGENCY MEDICAL EVACUATION & REPATRIATION

- Medical Transport
- Dispatch of a Physician or Specialist
- Transportation of a Family Member
- Escort Services
- Repatriation of Remains

MEDICAL ASSISTANCE SERVICES

- Medical & Dental Referrals
- Medical Case Management & Monitoring
- Coordinate Hospital Admission & Discharge
- Vaccination Recommendations & Precautions
- Prescriptions Replacement

TRAVEL ASSISTANCE

- Telephone Interpretation Service
- General Travel Assistance & Information
- Pre-Trip & Cultural Information
- Emergency Cash & Bail Assistance
- International Claims Assistance
- Lost Luggage Assistance
- Lost Document Assistance
- Urgent Message Relay
- Legal Referrals

There may be times when circumstances beyond April Travel Protection control hinder its endeavors to provide services. April Travel Protection will, however, make all reasonable efforts to provide such services and help you resolve the emergency situation.

April Travel Protection will not provide any services when the U.S. or other applicable trade or economic sanctions, laws or regulations prohibit April Travel Protection from providing such services, including, but not limited to, the payment of any claims. Accordingly, no services will be provided in connection with travel to Cuba and such services may be limited and/or delayed, or prohibited, in other countries.

PURCHASED A BASIC OR PREMIUM ISIC AND WANT TO UPGRADE TO A PREMIUM OR EXPLORER?

You can upgrade to an ISIC Premium or Explorer by contacting The Office of Global Education via email or by coming into the office. In order to upgrade, you need to submit payment for the cost difference of what plan you purchased versus which plan you would like to upgrade to. This can be done in the form of cash, check, or money order payable to Millersville University.

If you are considering upgrading your ISIC card, note that you may only upgrade PRIOR to departing the US.

SUBMITTING A CLAIM

Follow the directions below to submit a claim to April Travel Protection (ISIC). If you have other primary insurance that covers you abroad, such as your parent's health insurance or insurance through your employer, April Travel Protection will require you to make a claim with your primary insurance first and then submit the remaining costs to April Travel Protection. Note that April Travel Protection must receive written communication within 90 days after a covered loss occurs:

1. Request an Insurance Claim Form

Call or email using the contact information below to request an Insurance Claim Form & inquire about the required documentation given your coverage (Basic, Premium, and Explorer).

2. Provide the Required Documentation

After you complete your claim form, provide the supporting documentation needed to complete the claim process.

-Trip Delay: Obtain specific dated documents which provide proof of the reason for delay (airline or cruise line forms, medical statements, etc. Submit this documentation along with your trip itinerary and all receipts for expenses incurred.)

-Medical Expenses: Obtain receipts from the providers of services, etc., stating the amount paid and listing the diagnosis and treatment; submit these first to other medical plans. Provide a copy of *their* final disposition of your claim.

-Baggage: Obtain statement from the common carrier that your baggage was delayed or a police report showing your baggage was stolen along with copies of the receipts for your purchases.

Report your claim to April Travel Protection at one of these telephone numbers:

Within the USA: Toll Free: (855)-743-6739

Outside the USA: Collect: (305) 455-1571

Email for claims: Claims@apriltravelprotection.com

Claims Address:
April Travel Protection
11900 Biscayne Blvd
Miami FL 33181, USA

All benefits will be paid in United States Dollars.

WHAT TO DO IF YOU LOSE YOUR CARD

You are still covered under the insurance benefits for the validity period of the card; however if you wish to use the card to receive discounts and/or as a form of international ID, you will need to locate an ISIC issuing office close to you to purchase a replacement card. Contact ISIC to assist you with locating an ISIC issuing office.

The insurance benefits that come with an ISIC are only offered on cards issued in the US; therefore, you will not have double insurance coverage by purchasing a replacement card.

Keep your receipt should you get a new card and you can submit a claim to get reimbursed for the lost/stolen card.

LUGGAGE/U.S. CUSTOMS

GENERAL GUIDELINES

Airlines or travel agencies should be able to inform you of the latest policies affecting luggage limitations. Each airline has its own restrictions/requirements regarding checked luggage and carry on items. Excess luggage can be very expensive. Remember that luggage should be small enough to go up narrow stairways, go down train aisles, and fit on luggage racks. You may wish to use a backpack as your second piece of luggage for ease and flexibility while traveling. You should label your luggage on the outside, and it is recommended that you also include a name and address label inside your locked luggage as well.

TSA ACCEPTED AND RECOGNIZED LOCKS



Company logos for *Travel Sentry* and *Safe Skies*

The vendors above, Travel Sentry and Safe Skies, have an arrangement with TSA to supply TSA “accepted and recognized” locks. TSA screeners have tools for opening

and re-locking luggage locks with either of these logos, thus avoiding damage to the lock or bag if a physical inspection is required.

Please check the web sites below for more information on TSA Accepted and Recognized Locks.

Travel Sentry: <http://www.travelsentry.org/>

Safe Skies: www.safeskieslocks.com

CARRY-ON RESTRICTIONS

Due to increased security at airports worldwide, the following restrictions have taken effect. Please read carefully.

3-1-1 for carry-ons = **3** ounce bottle or less; **1** quart-sized, clear, plastic, zip-top bag; **1** bag per passenger placed in screening bin. A one-quart bag per person limits the total liquid volume each traveler can bring. The 3 oz. container size restriction is a security measure.



Consolidate bottles into one bag and X-ray separately to speed screening. Be prepared. Each time TSA searches a carry-on it slows down the line. Practicing 3-1-1 will ensure a faster and easier checkpoint experience.

3-1-1 is for short trips. **If in doubt, put your liquids in checked luggage.**

Declare larger liquids. Prescription medications, baby formula and milk are allowed in quantities exceeding three ounces and are not required to be in the zip-top bag. Declare these items for inspection at the checkpoint.

Be aware, heavy travel volumes and the enhanced security process may mean longer lines at security checkpoints.

Note: These requirements are being strictly enforced. You must bring your own plastic bag as none are available in the airport. You will already have checked your other luggage so **anything that does not meet the requirements will be thrown away/confiscated.**

U.S. CUSTOMS UPON RE-ENTRY



As you pass through the United States, or any other country, you will have to go through a customs inspection. United States residents are permitted to bring into the U.S. \$800 worth of foreign souvenirs and gifts provided that:

- The goods are for personal use or will be given as gifts
- They are in your possession (goods shipped are excluded from the \$800 exemption)

- They have been declared to U.S. Customs and Border Protection
- You have been abroad for at least 48 hours
- You have not utilized the \$800 exemption within a 30-day period preceding re-entry
- The articles are not prohibited by law

Examples of articles specifically prohibited by law are:

- Narcotics, dangerous drugs, or drug paraphernalia
- Obscene articles and publications
- Seditious and treasonable materials
- Hazardous materials- fireworks, toxic or poisonous substances
- Absinthe (a common European Wormwood and a green liqueur flavored with wormwood)
- Switchblade knives
- Endangered species and products made from them may not be brought into the United States. The penalty is confiscation and a possible fine.

You will be assessed an import duty based on 3% of the value for anything in the \$800 to \$1,800 range. Import duty varies according to the nature of the articles when you go over \$1,800.

Some Helpful Small Print about Customs

Articles acquired abroad and in your possession at the time of your return to the United States must be declared to Customs officials in writing. Declaration forms will be distributed to you by the flight attendants on your flight and should be completed immediately to avoid the last-minute hassle at Immigration and Customs. Your declaration must include, in addition to the gifts and souvenirs you purchased while you were abroad, any items that you are bringing back to another person on their request, alterations or repair of articles taken abroad, and gifts given to you while you were abroad. Wearing or using an article acquired abroad does not exempt it from duties, and it must be declared at the price you paid for it, although Customs agents may make a reduction in value due to the use or wear of the article. To avoid misunderstandings, it would be wise for you to retain receipts for any purchases that you make while abroad. You must declare the price actually paid for an article. If you do not know the price, say so. If an article was not purchased (i.e. a gift), state its fair market price. Personal belongings of U.S. origin taken abroad may be sent back by mail duty-free if, on the outside packaging, it is stated that the articles were taken out of the U.S. as personal effects and are being returned without having been repaired or altered while abroad ("American Goods Returned").

If you expect to carry a foreign-made item (i.e., an expensive camera, a watch, etc.) with you out of the United States, you may be subject to duty on those items when you return to the U.S., unless you have acceptable proof of prior possession. Documents that fully describe the article, such as a bill of sale or an insurance policy, may be considered "as acceptable proof". Items, which may be readily identified by serial

number or permanently affixed markings, may be registered with the Customs officials prior to departure.

LAW AND SECURITY ISSUES ABROAD

This section was obtained from the US State Department website at:
<https://travel.state.gov/content/travel/en.html>

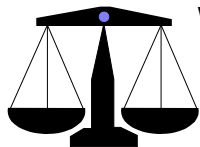
When you travel abroad, the odds are you will have a safe and incident-free trip. Travelers can, however, become victims of crime and violence, or experience unexpected difficulties. No one is better able to tell you this than the U.S. consular officers who work in more than 250 U.S. embassies and consulates around the globe. Every day of the year, U.S. embassies and consulates receive calls from American citizens in distress.

Happily, most problems can be solved over the phone or with a visit to the Consular Section of the nearest U.S. embassy or consulate. There are other occasions, however, when U.S. consular officers are called upon to help U.S. citizens who are in foreign hospitals or prisons, or to assist the families of U.S. citizens who have passed away overseas.

We have prepared the following travel tips to help you avoid serious difficulties during your time abroad.

THE LAW ABROAD

LOCAL LAWS AND CUSTOMS



When you leave the United States, you are subject to the laws of the country you are visiting. Therefore, before you go, learn as much as you can about the local laws and customs of the places you plan to visit. Good resources are your library, your travel agent, and the embassies, consulates or tourist bureaus of the countries you will visit. In addition, keep track of what is being reported in the media about recent developments in those countries.

Familiarize yourself with legal expectations in the countries you will visit. The [Country Specific Information](#) (This link guides you to another portion of the US State Department Webpage) pages include information on unusual patterns of arrests in particular countries, as appropriate. Again, keep in mind that while you are visiting a foreign country, you are subject to the laws of that country. Legal protection and personal rights that we take for granted in the United States are left behind when you depart. American Embassies and Consulates are limited in the assistance they can provide. They cannot provide you with any financial assistance in paying for legal or medical services, nor can they intervene on your behalf in the administration of justice as seen from the point of view of the host country.

Bail provisions, as we know them in the U.S., are rare in foreign countries. Pretrial detention, without bail, is quite common. Prison conditions are often deplorable in comparison with conditions in the U.S. The principle “innocent until proven guilty” is not necessarily a tenet of the legal system abroad. It should also be stressed that students are subject to the statutes, ordinances and regulations of the host institution.

DRUG VIOLATIONS

More than one-third of U.S. citizens incarcerated abroad are held on drug charges. Some countries do not distinguish between possession and trafficking, and many have mandatory sentences – even for possession of a small amount of marijuana or cocaine. A number of Americans have been arrested for possessing prescription drugs, particularly tranquilizers and amphetamines that they purchased legally elsewhere. Other U.S. citizens have been arrested for purchasing prescription drugs abroad in quantities that local authorities suspected were for commercial use. If in doubt about foreign drug laws, ask local authorities or the nearest U.S. embassy or consulate.

POSSESSION OF FIREARMS

The places where U.S. citizens most often experience difficulties for illegal possession of firearms are nearby – Mexico, Canada and the Caribbean. Sentences for possession of firearms in Mexico can be up to 30 years. In general, firearms, even those legally registered in the U.S., cannot be brought into a country unless a permit is obtained in advance from the embassy or a consulate of that country and the firearm is registered with foreign authorities on arrival. (NOTE: There are also strict rules about bringing firearms or ammunition into the U.S; check with [U.S. Customs](#) before your trip.

PHOTOGRAPHY

Be cautious when taking pictures. Local authorities in many countries consider all airports, police stations, military locations, oil installations, harbors, mines and bridges to be security-related. Photography of demonstrations or civil disturbances is also usually prohibited. Tourists have had their cameras confiscated and have been detained for trying to take these types of pictures. When in doubt about whether you can take a picture, ask first.

SECURITY ISSUES

PACKING

Safety begins when you pack. To help avoid becoming a target, do not dress in a way that could mark you as an affluent tourist. Expensive-looking jewelry, for instance, can draw the wrong attention.

Always try to travel light. You can move more quickly and will be more likely to have a free hand. You will also be less tired and less likely to set your luggage down, leaving it unattended.

Generally, it is suggested to carry the minimum number of valuables, and plan places to conceal them. Your passport, cash and credit cards are most secure when locked in a hotel/hostel safe. When you have to carry them on your person, you may wish to put them each in a different place rather than all in one wallet or pouch. Avoid handbags, fanny packs and outside pockets that are easy targets for thieves. Inside pockets and a sturdy shoulder bag with the strap worn across your chest are somewhat safer. One of the safest places to carry valuables is in a pouch or money belt worn under your clothing.

SAFETY ON THE STREET

Use the same common sense traveling overseas that you would at home. Be especially cautious in (or avoid) areas where you may be more easily victimized. These include crowded subways, train stations, elevators, tourist sites, market places, festivals and crime-ridden neighborhoods.

- Don't use short cuts, narrow alleys or poorly lit streets.
- Try not to travel alone at night.
- Avoid public demonstrations and other civil disturbances.
- Keep a low profile and avoid loud conversations or arguments.
- Do not discuss travel plans or other personal matters with strangers.
- Avoid scam artists by being wary of strangers who approach you and offer to be your guide or sell you something at bargain prices.
- Beware of pickpockets. They often have an accomplice who will:
 - jostle you
 - ask you for directions or the time
 - point to something spilled on your clothing
 - distract you by creating a disturbance.
- Beware of groups of vagrant children who could create a distraction to pick your pocket.
- Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.
- Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. Try to ask for directions only from individuals in authority.
- Know how to use a pay telephone and have the proper change or token on hand.
- Learn a few phrases in the local language or have them handy in written form so that you can signal your need for police or medical help.
- Make a note of emergency telephone numbers you may need: police, fire, your hotel/hostel, and the nearest U.S. embassy or consulate.
- If you are confronted, don't fight back -- give up your valuables.

SAFETY IN YOUR HOTEL/HOSTEL

- Keep your hotel/hostel door locked at all times. Meet visitors in the lobby.
- Do not leave money and other valuables in your hotel/hostel room while you are out. Use the hotel/hostel safe.
- If you are out late at night, let someone know when you expect to return.

- If you are alone, do not get on an elevator if there is a suspicious-looking person inside.
- Read the fire safety instructions in your hotel/hostel room. Know how to report a fire, and be sure you know where the nearest fire exits and alternate exits are located. (Count the doors between your room and the nearest exit; this could be a lifesaver if you have to crawl through a smoke-filled corridor.)

SAFETY ON PUBLIC TRANSPORTATION

If a country has a pattern of tourists being targeted by criminals on public transport, that information is mentioned in each country's [Country Specific Information](#) in the section about safety and security.

TAXIS

Only take taxis clearly identified with official markings. Beware of unmarked cabs.

TRAINS

Well-organized, systematic robbery of passengers on trains along popular tourist routes is a problem. It is more common at night and especially on overnight trains.

If you see your way being blocked by a stranger and another person is very close to you from behind, move away. This can happen in the corridor of the train or on the platform or station.

Do not accept food or drink from strangers. Criminals have been known to drug food or drink offered to passengers. Criminals may also spray sleeping gas in train compartments. Where possible, lock your compartment. If it cannot be locked securely, take turns sleeping in shifts with your traveling companions. If that is not possible, stay awake. If you must sleep unprotected, tie down your luggage and secure your valuables to the extent possible.

Do not be afraid to alert authorities if you feel threatened in any way. Extra police are often assigned to ride trains on routes where crime is a serious problem.

BUSES

The same type of criminal activity found on trains can be found on public buses on popular tourist routes. For example, tourists have been drugged and robbed while sleeping on buses or in bus stations. In some countries, whole busloads of passengers have been held up and robbed by gangs of bandits.

HOW TO HANDLE MONEY SAFELY

- Do not flash large amounts of money when paying a bill. Make sure your credit card is returned to you after each transaction.
- Deal only with authorized agents when you exchange money, buy airline tickets or purchase souvenirs. Do not change money on the black market.

If your possessions are lost or stolen, report the loss immediately to the local police. Keep a copy of the police report for insurance claims and as an explanation of what happened.

After reporting missing items to the police, report the loss or theft of:

- Credit cards to the issuing company
- Airline tickets to the airline or travel agent
- Passport to the nearest U.S. embassy or consulate

JET LAG



Management of the phenomenon known as "jet lag" or "travel fatigue" begins when you board the plane. You may wish to grab a pillow and blanket from the overhead storage space in order to relax and save your energy on your long flight.

You probably have heard of "jet lag," which is as much a physical phenomenon as much as a psychological one. Your body, through long years of habit, has become acclimated to functioning in accordance with its own physiological clock based on a particular daily cycle.

When you arrive at your study abroad destination, that clock is going to be automatically out of sync with the local cycle because of the time difference. It will take your body a few days to adjust (some bodies take longer than others), during which time you can expect to feel quite tired and run down. This fatigue, in conjunction with the unfamiliar surroundings, customs and language, may produce a temporary sense of depression and "homesickness." It is a perfectly normal reaction and it may not even affect you; however, if it should happen, remember that it will soon pass.

Although it's difficult to avoid jet lag, a few precautions are worth taking:

- "Reset" your sleep patterns by going to bed early a few nights before you leave.
- On the plane, sleep as much as you can, and walk and stretch when awake.
- Avoid alcoholic and caffeinated beverages, and drink plenty of water in flight.
- On arrival in a new time zone, take a short nap, have a light meal at the appropriate local hour, and perhaps a brief stroll afterward.
- Eat lightly for two or three days.
- Keep the first day's itinerary relaxed.
- Allow at least 24 hours to adjust

CULTURE SHOCK

HOW TO COPE WITH CULTURE SHOCK



With Permission from the Council on International Educational Exchange, we are reprinting the following advice on preparing for successful cultural adaptation. Although you may not encounter difficulties with culture shock, you will certainly have some cultural adjustments to make which will require you to be prepared. Please read this material carefully.

PREPARING FOR SUCCESSFUL CULTURAL ADAPTATION

The concept of culture shock may be very familiar to you, and any travel, which you have done abroad and perhaps even within your own country will have exposed you to it. However, if it has been quite a while since you have lived abroad, or if you have never lived abroad for a length of time, you will want to do some thinking about both what culture shock is and how you can develop personal strategies for overcoming it. Most people eventually develop their own ways of coping, but since the duration of your stay abroad will be relatively brief and the academic pressures considerable, preparing for adaptation ahead may save you a lot of time and anguish.

UNDERSTANDING CULTURE SHOCK

Culture shock has been defined as "...the loss of emotional equilibrium that a person suffers when he moves from a familiar environment where he has learned to function easily and successfully, to one where he has not."¹ The effects of culture shock range from mild uneasiness, homesickness, and unhappiness to panic, severe irritability, and loss of perspective. The basic cause of this syndrome is believed to be the abrupt loss of the familiar, which produces feelings of isolation and diminished self-importance as you find yourself unable to fully interact with the rest of society. It is important that you understand that culture shock is a personal experience, affecting each individual differently.

Since all people undergo psychological as well as physical and social adjustments to new cultures, some knowledge of acculturation may be helpful.

Stage I

This may be called the "tourist stage," "the honeymoon phase," or the "stage of euphoria." The student is fascinated and thrilled with all that is new and tends to see similarities between the host and the home country. Even difficulties are viewed as novel and interesting.

Stage II

During this stage, the student will be taking a more active role in his/her setting. This will produce frustration, because of the difficulty in coping with even the most elementary aspects of everyday life. There may be a tendency to overreact to minor frustrations, delays, or inconveniences with irritation or anger out of proportion to the cause. Accomplishing small tasks, such as shopping and making telephone calls, become a major nuisance. The student's focus will turn to the differences between the host and home cultures, and these differences can be troubling. These sometimes-insignificant difficulties can be blown into major catastrophes. Hence, this stage is referred to as "culture shock."

¹ Gordon, Arthur. "How to Cope with Culture Shock," Re-entry Preparation and Integration for Study Abroad. Center for International Education. Cal. State U., Long Beach (1986), pp. 1-6.

Stage III

The student slowly recovers. Interest in and sensitivity to the new culture and other people emerge. A sense of humor and an ability to joke about new experiences and difficulties return. One is able to accomplish everyday tasks without undue amounts of stress.

Stage IV

A meaningful understanding of the new environment develops. The student stops assessing the new culture by using his/her own culture as a model and accepts the culture and people for who and what they are—not better or worse, just different. Ideally, the student is able to make the transition between the cultures' value systems and behaviors without internal conflict. The student develops the ability to operate comfortably and effectively between cultures.

Stage V

The last stage is the re-entry phase, when the student returns home. For some, this is the most painful phase of all! The student will be excited about sharing his/her experiences, he/she will realize that he/she has changed, but he/she will not be able to explain how or why. The student will have acquired different ways of behaving, feeling, and responding to others. One set of values has already been instilled in him/her, another he/she will have acquired in the host country. Both may seem equally valid.

SYMPTOMS OF CULTURE SHOCK

Health care providers, exchange program coordinators, academic advisors, and all staff involved in international educational exchange need to understand the phenomenon of culture shock and the impact it can have on a student's personal life and educational experience. A person passing through of acculturation may experience some of the following symptoms:

- feelings of helplessness and a dependence on compatriots
- homesickness
- greater irritation than appropriate when things go wrong
- a fear of being cheated, injured, or robbed
- excessive concern about physical pains or skin eruptions
- a strong desire to be home with one's own people who understand them
- reluctance or refusal to learn the language of the country
- insomnia or fatigue
- excessive concern for cleanliness
- loss of appetite
- loneliness
- poor concentration
- headaches
- stomach problems
- withdrawal from the host culture
- depression

OVERCOMING CULTURE SHOCK

Just as your experience of culture shock will be individual and personal, you will need to deal with it in an individualized personal way. In adopting the following suggestions and developing your own strategies, an important thing to keep in mind is that while you should only expect yourself to tackle the symptoms and cause of culture shock in stages, confronting rather than avoiding them will help you to adapt much faster and more effectively. The following ideas are drawn from the experience of past participants (and the sources listed under *Recommended Reading* below):

- *Resolve any personal and family problems before you leave.*
While you may think that by going abroad you will be escaping pre-existing problems, they will only follow you and be exacerbated by the especially stressful time of adapting to a new culture. Resolving personal problems before you leave home will make you more emotionally free to deal with the stresses of your new environment.
- *Learn as much about your new culture as possible.*
The more you can learn about the culture which you are traveling to, and its customs, the easier it will be to figure out the “cultural cues” necessary to communicate with new friends and to feel at home in the new society. As mentioned in the introduction to this book, don't stop when you're through at the library. Seek out nationals of the country you'll be visiting through international student associations, international student centers, any local Embassies or Consulates, or community cultural organizations. Make friends with other students who have studied in the country you're heading to and keep on top of the news.
- *Develop cross-cultural communication skills.*
Chances are you count on this strategy as one you have already developed if you've had friends from other countries or have lived abroad. If not, it would be worth taking advantage of any cross-cultural communication workshops arranged on your campus, participating in activities with international students studying at Millersville, and actively seeking out students from the country which you will be studying in.

One of the most important skills in cross-cultural communication, which you will need is the basic skill of learning to open-mindedly inquire and listen without being judgmental. You may be surprised to run into negative stereotypes. Americans, for example, are often assumed to be rude, always in a hurry, promiscuous, disrespectful of authority, and ignorant of other cultures. When trying to show that you are different, be tactful and try to understand the reasons for these stereotypes.

Likewise, you may find that you have brought along your own preconceived ideas about the people of your host country, and the ethnocentric attitude that the way

things are done at home is "better." Remember that you have chosen to study abroad to learn from your host country. Reserve judgment and try to understand and appreciate the new customs and ways of thinking you encounter, remembering that although different from what you are used to, they are equally valid.

- *Learn to indulge yourself in positive ways.*
If you are feeling anxious, frustrated, lonely and/or confused, a first step, which will help you to adapt more easily, is to make yourself feel better and stronger by reducing these feelings. Spending 24 hours a day trying to communicate in a new language with new people in very new surroundings is extremely exhausting. This means that you will benefit from paying a little more attention to your physical and emotional health.

Obvious as it may seem, many students forget that added stress means needing more, not less sleep; and better, not worse eating habits. Exhaustion and eventually illness makes coping all the more difficult. A good sleep can sometimes put a previous day's crisis into perspective.

Feeling emotionally better may mean easing back a little on any campaign to become one of the natives in a few short weeks. Let yourself write letters home to friends and family who understand you, listen to any familiar music which you've brought along and try to incorporate familiar routines (such as running or making a favorite food, etc.), into your new life-style. While we certainly do not advocate hanging out only with other program students, we do not encourage you to alienate yourself from them. Avoiding students who seem bent on reacting against the host culture and making friends with other students who share both your country of origin and your desire to get to know the new one will make adaptation much easier and much more fun.

- *Form new friendships with host nationals as much as possible.*
Students who have ultimately made friends among the students of the host institution and other host nationals are almost always those who have gotten to know the host country, its language and people the best and who have enjoyed themselves the most in the process. While spending some time with your own nationals will help ease culture shock, keep in mind that your purpose is to get better acquainted with the people, language, and culture of your host country. Making friends as early as possible with the nationals from your host country will speed the process of adaptation and allow you to get the most out of the experience.

CHARACTERISTICS FOR SUCCESS WHILE ABROAD



What personal characteristics are needed, not just to survive, but to enjoy the experience abroad?

Key traits are:

- An attitude for learning.
- Flexibility, a sense of humor, and the ability to laugh at yourself.
- Communication skills, especially the ability to communicate your feelings.
- The ability to tolerate ambiguity.
- The acceptance of different cultural demands.

COPING STRATEGIES FOR CULTURAL ADJUSTMENT

PAY ATTENTION TO SELF-CARE

- Eat healthy foods
- Rest/Relaxation
- Exercise
- Avoid overuse of alcohol

KEEP A POSITIVE ATTITUDE

- Suspend judgment and keep an open mind
- Be curious
- Stay flexible
- Maintain your sense of humor – laughter relieves stress
- Read humorous books
- Rent a funny movie

THINK

- Identify your expectations so you can minimize disappointment if they are not met- or turn them into realistic goals
- Try to identify situations that upset you the most
- Think about what you have control over and what you don't – let it go
- Take life one day at a time

GET INVOLVED

- Ask questions
- Try new activities/foods
- Practice the language
- Set small goals for yourself
- It's okay to take risks and make mistakes

DO FAMILIAR THINGS – something you did at home to make you feel good

- Familiar physical activities such as walking or sports
- Listen to music
- Share your culture
- Meditate

EXPRESS YOUR FEELINGS

- Talk with others about what you're experiencing – they might feel the same way!
- Write – journals, letters, poetry
- Drawing, painting or other creative expression

UTILIZE RESOURCES

- There are people who can help!

WHILE ABROAD – THINGS TO KEEP IN MIND

LOCAL/EMERGENCY STUDENT CONTACT INFORMATION

You will be contacted by the Office of Global Education to provide your local contact information for while you are studying abroad. You will be emailed shortly after your arrival for your physical address (written in proper format), local phone number, and SKYPE name (if you have one). This information will be issued to a limited number of campus officials such as Millersville University Police and is extremely important in the event of an emergency. Throughout your stay the Office of Global Education may need to contact you and without reliable contact information this will not be possible.

You will also be provided with a Trip Notification form which we strongly suggest you complete and submit to the Office of Global Education if you are traveling away from your host city overnight. It requests information of where you are going, dates of travel, accommodation details, mode(s) of transportation itinerary, availability of email access, etc. Should an issue or emergency occur while you are traveling, Global Education will have resources to assist you. If you do not inform Global Education of your whereabouts, we will have no information to go by in the event of an emergency.

CONFIRMATION OF CLASSES REGISTERED (AT HOST INSTITUTION)

In order to facilitate both you and the Registrar's Office with processing your transcript from your study abroad institution, Global Education will request a list of the classes that you are actually taking soon after you have been abroad. This is for the purpose of cross checking that list with your Transfer of Credits Form that you completed pre-departure with your academic advisors. We encourage you to do this on your own as well. If the Transfer of Credits Form does not match the courses that you are currently taking, then you will need to work with your academic advisor to make the appropriate changes so that the Registrar's Office may process your host institution transcript. Not ensuring that the Transfer of Credits Form matches the list of classes you take seriously delays processing the transcript once it is received at MU.

MU CLASS REGISTRATION/GRADUATION APPLICATION REMINDER

A reminder of Millersville class registration will be sent to you while abroad. You will need to communicate with your academic advisor(s) for advising and to obtain your TAP number.

If you are studying abroad during your last semester prior to graduation, you will need to complete and submit a Graduation Application to the Registrar Office prior to departure and ensure that you are registered for graduation.

FINANCIAL AID ISSUES TO ADDRESS

The release of financial aid for the following academic year may be delayed while Millersville awaits the receipt of your academic transcript from the international institution. Transcripts from Spring semester study abroad will not arrive until early September. Because Millersville University cannot confirm that you have made “Successful Academic Progress” (SAP) in May, for the previous academic year without the transcript, your financial aid may be placed on hold until the transcript is received. The definition of SAP differs between state and federal aid:

- *Federal:* SAP is defined as earning 75% of ALL credits attempted at MU. (Example: A student completed 30 credits but earned 24 credits, therefore he/she earned 80%, calculated $24 \div 30$, meaning he/she made successful academic progress and will not have issues with financial aid for the following academic year.)
- *State:* SAP is defined as successfully completing, at minimum, 24 credits for the academic year.

We strongly encourage you to check your **MAX account** mid/late May to determine if you are identified as not making SAP. If you did not make SAP, you will receive an email from the Office of Financial Aid and it will be stated on your MAX account.

What If You Do Not Make SAP? – Release Your Aid:

- *Federal Aid:* To ensure that your federal aid is released without your study abroad transcript being received, we suggest you complete the Financial Aid Appeal Form by indicating that you are studying abroad. The official appeal form is accessible from the Office of Financial Aid website and it is due in mid-June.

This process will release your *federal* aid even if the transcript has not yet arrived. Power of Attorney, processed prior to departure, may be required if you will need someone else to complete this form for you in your absence. This form can also be submitted as a scanned document via email with required signature(s).

Note: If your transcript is received, and you did not meet the minimum required Satisfactory Academic Progress, you will be required to immediately reimburse the Office of Financial Aid for any money already received. Failure to do so will result in a hold being placed on your account at Millersville University which will affect registration/graduation.

- *State Aid:* Your PA State Aid cannot be appealed because of study abroad yet it will be retroactively released upon receipt of your study abroad transcript confirming Satisfactory Academic Progress.

Section 2

Country-Specific Information

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COUNTRY BACKGROUND

Before you leave for your study abroad experience, it is important that you are aware of the social, cultural, political, and economic history of your host country. It is recommended that you research these topics to better understand your new environment and to help with your assimilation into the country.

ONLINE RESOURCES

Students Abroad Resource- U.S. Department of State

<http://studentsabroad.state.gov/>

The Students Abroad website managed by the State Department gives information about almost every aspect of studying abroad in any country. In this website you can find information about how to travel safely as a United States citizen. The website provides information varying from Emergency Contacts, to Voting, Packing Lists, and much more.

U.S. Department of State – Chile

<http://www.state.gov/r/pa/ei/bgn/1981.htm>

<http://travel.state.gov/content/passports/en/country/chile.html>

The State Department website on Chile gives in-depth information about almost every aspect of Chile, from history to culture to travel and business information. The second link is to the State Department's Travel page, which has information about traveling to and within Chile.

U.S. Diplomatic Mission to Chile

<http://chile.usembassy.gov/>

This is the website of the U.S. presence in Chile. Information about U.S. citizen services and current U.S. issues in Chile can be easily found on this website.

Frommer's Travel Guide – Chile

<http://www.frommers.com/destinations/chile/>

LonelyPlanet – Chile

<http://www.lonelyplanet.com/chile>

Frommer's and LonelyPlanet are two of the most highly respected guidebooks for any travel needs. The guidebooks and their online counterparts contain detailed information about travel spots, safety precautions, and visitor information.

*Fodor's, Let's Go, and Insight Guides are among other travel guidebooks that students may choose to take advantage of. More information on these guides can be found online and in bookstores.

Central Intelligence Agency World Factbook – Chile

<https://www.cia.gov/library/publications/the-world-factbook/geos/ci.html>

The CIA World Factbook is a great resource for a short, mostly statistical analysis of Chile as a whole.

CULTURAL AWARENESS

Chile is a country rich with culture and pride. You will find that Chileans can be some of the warmest, most welcoming people that you may ever meet and they will seldom pass up the opportunity to tell you about the history and culture of which they are so proud. You may also find that they are vibrant, colorful people that always try to enjoy life to the maximum and not stress over the little things. Life tends to move at a slower pace and, much to the chagrin of many Americans used to instantaneous results; this often means practicing patience and understanding.

The Chilean people and their culture come from a mix of Spanish and indigenous groups native to the region. Chile was the last country in the Americas to be occupied by the Spaniards. A later dose of immigrant influence, particularly European, was added to the mix following the Second World War. The common religion is Roman Catholic. Although Chilean society is not generally riddled by ethnic, religious or regional conflicts, certain class barriers and distinctions still exist. Over the past 20 years, modernization in a vast array of fields has improved the quality of life for many Chileans, yet great disparities in income are still apparent. The present challenge is to overcome the growing gap between those with easiest access to a modern Chile, and those left behind¹.

One must also be conscious of the sensitivity of Chile's past, both recent and distant. Chile was a former colony of Spain yet it is estimated that there is an indigenous population of over 1 million people spread throughout Chile. For some, the exploitation and rights of indigenous people is still a touchy subject.

Many Chileans are also still sensitive about discussing Chile's past dictatorship. On September 11, 1973, the army general Augusto Pinochet launched a military junta that ousted President Salvador Allende from power. Pinochet then ruled as dictator of the military government until he peacefully stepped down in 1990. During his time in power, Pinochet made many controversial reforms to the Chilean constitution and economy and also imposed a number of strict rules and regulations on the Chilean people. Pinochet and his regime are also blamed by many for grave human rights abuses especially against those that opposed him and his regime. Today, there are many people who grew up during Pinochet's rule who are still hesitant or unwilling to discuss the nation's past. There are still both those who support and oppose Pinochet and his

¹ <http://www.traveltochile.net/chile-culture.htm>

regime and for many there is a sense of mistrust toward the government, military, and police forces in Chile.

Another cultural phenomenon is Chile's *machismo* culture. It is not uncommon for males to be heads of households and for women to remain at home instead of working. Also, many American students find that the men in Chile are more insistent than men here in the United States. Cat calls are not uncommon especially for fairer skinned, light haired women. Generally the cat calls (piropos) are meant as compliments and are fairly harmless, but it is usually in your best interest to ignore the comments and continue along your way.

CHILEAN SPANISH

(as taken from <http://www.contactchile.cl/>)

Those travelling in Chile should be able to communicate in Spanish. Most Chileans don't know too much English, Especially in rural areas, English won't get you very far.

The Chileans are among the fast-talkers of the Hispanic world. This wouldn't be too bad if they didn't also swallow parts of words that actually enhance comprehension - such as the final 's', which will leave you guessing as to singular or plural most of the time. So you might at first have a problem with dialogs such as, "¿Cómo estas? - Maomeno noma." (= 'mas o menos, no mas'; in English, 'so-so'). Other suffixes are shortened, too. Often, '-ado' will become '-ao' (volao), '-ada' a stressed '-á' (gallá), and 'para' a short 'pa' or 'para el' simply 'pal'.

Chilean slang presents an especially tricky feature: The endings for the second person in the plural ('-as', '-es') are replaced by '-ai' and '-ís', so *viajas* will become *viajai*, *sabes* - *sabís*. And consequently ¿A dónde vai? (Where are you going?), ¡No sei tonto! ! (Don't be an idiot!), ¿Me podís dar fuego? (Do you have a lighter?). Using these very informal expressions is strictly sanctioned in some circles, and since they sound strange coming from the mouth of a foreigner anyway, they are best left alone.

A popular means of emphasis that is used in many countries but seems especially popular in Chile is repeating words. This is also done to emphasize trueness or purity. So, in a restaurant, it's a good idea to order *café café*, if you want the real thing instead of the ubiquitous instant coffee. And someone living in the very center of the city might say, *Yo vivo en el centro centro*.

The massive use of the diminutive suffixes '-ito' and '-ita' can also be found in other Latin American countries. They do not just mean 'little', as in *niñito* (little boy) or *mesita* (small table), but they have additional functions such as expressing endearment by using '-ito/ita' (*mamita*) or diminishing the urgency, directness or importance of a thing or an action. So, if someone says *Espérese un momentito* (Wait a moment) that doesn't mean at all that the moment will be short, but instead that the speaker wants to make waiting more palatable while possibly indirectly hinting that the moment may actually turn out to be quite long.

HOST COUNTRY'S HOLIDAYS

(as taken from http://www.worldtravelguide.net/country/57/public_holidays/South-America/Chile.html)

1 January New Year's Day

Easter Week

1 May Labor Day

21 May Navy Day

3 June *Corpus Christi

29 June *St Peter and St Paul

15 August Assumption

11 September Reconciliation Day

18 September Independence Day

19 September Army Day

11 October *Dia de la Raza (Columbus Day)

1 November All Saints' Day

8 December Immaculate Conception

25 December Christmas Day

VISAS

A visa is an official permission to visit a country and is granted by the government of that country. The format varies considerably, from a simple stamp imprinted upon one of the pages in your passport at the time you enter the country, to an official document with your photograph attached. Many countries require advanced processing of visas, while other countries require no advanced processing whatsoever for brief visits.

Whether or not you will be required to obtain a visa depends on several factors, including:

- the country you will be travelling to
- the length of your stay
- the purpose for your visit
- your country of citizenship

If you are required to obtain a visa in order to enter the country, the consulate or embassy that will process your visa depends on where you reside within the United States.

Please see this website for more information about visa and entry requirements for your host country: <https://cl.usembassy.gov/>

Note: You may also need to acquire a visa in order to travel outside of your host country. Please visit the websites of the embassies of the countries that you wish to travel to in order to determine what the visa and entry requirements are for those countries.

For example, if you are studying in Chile, but you decide to take a weekend trip to Brazil, you will probably need to acquire a visa. Obtaining a visa may require you to fill out the appropriate forms, have passport photos taken, send or take your passport to the respective embassy or consulate, etc.; the requirements can vary by country, consulate and citizenship of the applicant. Because the process can be very involved and time-consuming, we recommend that you start planning or preparing several weeks or months prior to your departure for any trips that you intend to take while studying abroad that may require you to obtain a visa.

EMBASSIES AND CONSULATES

HOST EMBASSIES AND CONSULATES

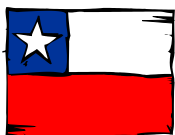
An embassy is a permanent diplomatic mission that is usually located in a nation's capital. Its main responsibility is to represent its home country abroad and to help handle major diplomatic issues.

A consulate is generally described as a smaller version of an embassy. Consulates can usually be found in large tourist cities. They are responsible for handling minor diplomatic issues, such as issuing visas and taking care of migrants, tourists, and expatriates.

Most sovereign states have embassies and consulates within the United States that are responsible for issuing visas to U.S. citizens who wish to travel to their countries. The location of your official residence will determine which foreign embassy or consulate will be the point of contact for visa application.

For example, if you are citizen of Pennsylvania and you wish to travel to Chile, you will need to visit the consulate in Philadelphia in order to obtain a visa. If, as a citizen of Pennsylvania, you travel to New York City in order to obtain your visa, the consulate there would not be able to help you. The Chilean Consulate in New York City is responsible for issuing visas to the citizens of New England, New York, and New Jersey, not to the citizens of Pennsylvania.

Embassy of Chile in the U.S.:



1732 Massachusetts Ave. N.W.
Washington, DC 20036
Telephone: (202) 785-1746
Fax (202) 887-5579
Website: <http://chile.usembassy.gov/index.html>

For residents of Pennsylvania:

Consulate of Chile in Philadelphia, Visa Department:

Public Ledger Building

Suite 1030
6th and Chestnut Street
Philadelphia, PA 19106
Telephone: (215) 829-9520 or (215) 829-9531 or (215) 923-51447
Fax: (215) 829-0594
Email: cnfilaus@infionline.net

Hours: 8am. to 1pm, Monday through Friday.

If you reside outside of Pennsylvania, please research which consulate you should visit based upon your area of residency.

U.S. EMBASSIES AND CONSULATES



Should you encounter serious problems, the American Embassies and/or Consulates can offer limited assistance. They can, for example, provide you with a list of local attorneys and physicians; they can contact next of kin, in the event of an emergency or serious illness; they can contact friends or relatives on your behalf to request funds or guidance and they can replace a lost or stolen passport. They cannot, however, 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 you out of jail, act as couriers or interpreters, search for missing luggage, or settle disputes with local authorities. Remember that their primary responsibility abroad is to help fulfill the diplomatic mission of the United States Government, not to act as nursemaids to American travelers.

Note: As a citizen of the United States, you are able to visit any U.S. embassy or consulate within your host country in order to seek assistance. Your location within your host country does not determine which embassy or consulate you will be able to visit as it does in the United States.

American Embassy in Santiago

2800 Andrés Bello Avenue

Las Condes

Santiago

Chile

Tel: (56) (2) 330-3000

Fax: (56) (2) 330-3710

Website: <https://cl.usembassy.gov/>

Facebook Page: <http://www.facebook.com/usdos.chile>

WHAT TO PACK



When planning what to take with you, remember that the first rule is to take a minimum of clothes. You will tend to accumulate things as time passes, so, if in doubt, leave it at home. Choose clothes that can be mixed and matched and layered to serve several different seasons and temperatures. Very few Chilean dwellings or buildings have heating systems (including classrooms),

and it can be very chilly during the winter especially at night. Dark conservative colors are more fashionable and may help to make you less conspicuously American. Also, casual outfits such as t-shirt, sneakers and sweats are less common than in the U.S. Try to take "heavy-duty" practical clothes that can stand lots of wear especially if you plan to do any traveling. Clothes that wrinkle and show dirt easily are not ideal. Above all, pack light. You should be able to get all your gear into two suitcases and a carry-on bag. You will be buying some gifts and souvenirs to bring back, and you will have to lug and handle everything there and back!



It can get rather cool in Chile's central regions especially during fall nights and winter. The ocean breeze off the coast can often feel even cooler. Also, because there is seldom a central heating system there, usually it can feel cool inside during the winter. I also remember wishing I had Under Armour or long underwear for under my clothing. Be prepared. Although Viña's winter does not get nearly as cold as it does in PA, it can get cold.

CLIMATE AND WEATHER

The average summer temperature (December to March) in Valparaíso is 68° F and in winter 59° F. Midday relative humidity during summer is 65%, due to the compensation effect of the cold current of Humboldt that runs off the coast. Annual precipitation is average of 18.18 inches, concentrated in the months of May to October. November to April is the dry period of the year. The difference between the daily mean temperature of summer and winter and the night temperature is 9° F. Valparaíso benefits from privileged weather, similar to those found in cities such as San Francisco, CA; Cape Town, South Africa; Perth and Adelaide, Australia; and the northwest Coast of New Zealand.

Be sure to consider the climate and weather when you pack in order to ensure that you pack appropriately.



The summer is comfortably warm, in the mid-high 70s. Closer to winter it gets colder, around the 50's. Chileans dress very similar to the United States but the clothing is tighter and "nicer" (sweatshirts and sneakers are not usually worn). When you are traveling though, the most comfortable clothing you have will be best. Pack: jeans, sweaters, short-sleeved shirts, some nice outfits for clubbing or dinner parties, sneakers for traveling, mittens and scarf, winter jacket, raincoat or umbrella, etc. Depending on where you travel you will need varied clothing. The Atacama Desert is in the 90s in the day and 40s at night. Patagonia is basically freezing year round. Central Chile varies depending on the season. If you plan to travel extensively, pack accordingly. I found it very

advantageous to have a backpack to travel with rather than a suitcase. Don't over pack on bathroom items such as shampoo and soap, etc. These things are very easy to purchase and are equivalent in price in Chile. Things I was glad I packed are: Music/CDs, pictures of friends and family, camera, books to read (in English!!), Spanish/English dictionary, Lonely Planet Guide to Chile, travel alarm clock.

SUGGESTIONS FOR PACKING

We have compiled a list of items that some of our previous study abroad participants thought were useful while they were abroad.

- Comfortable walking shoes
- Books/Movies in English
- Country Travel Guides
- Towel (Take 1 to start)
- Contact Solution (Could be available in host country, however it may be expensive)
- Travel Size Toilet Paper
- Money belt (to discreetly carry passport)
- Bathing suit
- Language Dictionary
- Toiletries (Take travel size and then you can purchase more in your host country)
- Photos (In order to personalize your room)
- Hand Sanitizer
- Under Armour or Long Underwear
- Umbrella
- Rain Boots/Coat

Keep in mind that you will need a converter/adaptor for all of your electrical appliances (razors, hair dryers, etc.). Some students choose to purchase converters/adapters before they depart for their host country. Other students, though, purchase converters/adapters once they are in their host country. Please note that many times the converters/adapters that are purchased in the host country work better than those that are purchased in the United States.



For some electronic appliances in Chile you will need a converter (for different voltages) and an adapter (for different plugs). It is easy to find adapters in Chile (for example they sell them in electronic stores in the mall on Quince Norte in Viña) and they are fairly cheap. I would recommend waiting to buy an adapter while you are in Chile rather than buying one before you leave. This way you can be sure you are buying exactly what you need. Also, keep in mind that many basic electronic appliances such as hair appliances and clocks are fairly cheap and it may just be in your best interest to buy them while you are there and leave them behind rather than packing them.

Every student will need to adjust this list to fit his/her personal needs and tastes. You may find that you will choose to take somewhat different items, but you should

remember that you can purchase similar products abroad. Also, take into consideration the season that you will be in your host country (or countries that you may be traveling to) and pack accordingly.

NOTE: Remember to leave room in your luggage for souvenirs and gifts. Previous study abroad participants have packed a rolled-up duffel bag in their suitcases. They were then able to use this for travelling while they were abroad and for bringing souvenirs and other items back to the States.

It has been recommended by some experienced travelers that after you pack your bags you should carry them around the block for at least 15 minutes. You'll probably repack!

We also strongly recommend that you purchase the book How to Survive in the Chilean Jungle prior to your departure. You should study the vocabulary while in the States and then take it with you to Chile. The book may also be sold in Chile but books generally tend to be more expensive there and thus worth the advance purchase.



The five most important things that I would bring are pictures of family and friends, a few books (in English!) to read, and an MP3 Player to listen to on your bus rides. I found that I used the How to Survive in the Chilean Jungle book just as much or more than my regular dictionary! Also, a gift for your host family when you arrive (it can be something small and anything you like - I brought my host family wind chimes for their balcony and some postcards of Lancaster County to show them where I live. Pictures of family and friends are great conversation starters. Also, bring toilet paper! They have those *To Go* rolls, I recommend grabbing a few! A lot of public places don't offer toilet paper (you either have to buy a few sheets or it's assumed you have your own). We have many a time been stuck without toilet paper, and that's no fun! I had my parents send me a few of the *To Go* rolls so I could bring it to school and when I went out at night.

MONEY

CURRENCY EXCHANGE



Upon arrival, you may wish to exchange some of your American currency into the currency of your host country. This can be done at most major international airports, major banks, and railroad stations abroad. **Note:** It would be wise to exchange a small amount of your money *prior* to your departure in order to have some cash on hand upon arrival at your study abroad location.

While you are living in your host country, you may wish to exchange large amounts of money. Previous study abroad participants have found that banks are generally the

best place to exchange large amounts of money while abroad. The airport is usually not the best place to exchange large amounts of currency, as airports do not offer the best exchange rates. It is also recommended that you do not exchange money at hotels, restaurants, or retail shops; the exchange rate at these locations is less favorable.



While I was abroad, I only actually exchanged currency 3 times - I exchanged a little bit of money at the airport when I arrived in my host country, I exchanged a large amount at a bank when I was about to go to a rural town that I knew did not have any ATMs, and I exchanged my host country's currency back into U.S. dollars at the airport when I left my host country. Most students do not exchange a lot of money. It's much more convenient to use your debit card and get your money, in your host country's currency, from an ATM machine. The only time I would recommend going to a bank or an airport to exchange money is when you want to exchange a very large amount (for instance, if you're going to a place where you know there aren't any ATMs, or you won't be able to use your debit or credit card, like a market). Even then, depending on how large an amount of money you want to exchange, you could just withdraw that money from an ATM machine, which is a lot easier, faster, practical, and more convenient than seeking out a bank or going to the airport to exchange money.

You can expect to pay a commission (which varies from one country to another) every time you exchange currency. Sometimes, this commission is a flat fee regardless of the amount of the transaction. If the commission is a flat fee, it is to your advantage to exchange larger amounts of money to avoid repeated visits to the bank window. This means that you will be carrying more cash than might be advisable. You will need to find a happy medium between the risks of carrying large amounts of cash and paying repeated bank commissions for exchange transactions.

Note: A few exchange services offer commission-free exchanges to students (just ask and be ready to show your ISIC) or they may even give you free exchange back to your original currency if you retain your original transaction receipt.



When you get to the airport, only exchange enough money for the first few days of your trip. Currency exchange in the airport is not the best deal for your money, as there are additional fees charged and the exchange rate is poor. It may be better to wait until an ATM machine is available to you once you arrive.

EXCHANGE RATE

As with all currency, the exchange rate for dollars to pesos is constantly changing. Please see this site to find the most up-to-date exchange rates:
<http://www.oanda.com/converter/travel>.

Before your departure, you should also begin thinking about exchange rates in the foreign currency which you will be using when you make purchases here in the U.S. This will help you become a little more comfortable converting money in your head before your arrival in your host country.

This is an **EXAMPLE** of a currency exchange chart. Please note that currency exchange rates change every day. Check out <http://www.oanda.com/converter/travel> for the most up-to-date exchange rates.

USD	CLP	USD	CLP	USD	CLP
1 =	588.69	10 =	5886.92	100 =	58869
2 =	1177.38	15 =	8830.37	200 =	117738
3 =	1766.07	20 =	11773.83	300 =	176607
4 =	2354.77	25 =	14717.29	400 =	235477
5 =	2943.46	30 =	17660.75	500 =	294346
6 =	3532.15	35 =	20604.20	600 =	353215
7 =	4120.84	40 =	23547.66	700 =	412084
8 =	4709.53	45 =	26491.12	800 =	470953
9 =	5298.22	50 =	29434.58	900 =	529822
		60 =	35321.49		
		70 =	41208.41		
		80 =	47095.33		
		90 =	52982.24		

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<http://www.oanda.com>

US Dollar (USD)
 Chilean Peso (CLP)
 March 13, 2009

CLP	USD	CLP	USD	CLP	USD
1000 =	1.64	10000 =	16.38	100000 =	164
2000 =	3.28	15000 =	24.57	200000 =	328
3000 =	4.91	20000 =	32.76	300000 =	491
4000 =	6.55	25000 =	40.95	400000 =	655
5000 =	8.19	30000 =	49.14	500000 =	819
6000 =	9.83	35000 =	57.33	600000 =	983
7000 =	11.47	40000 =	65.52	700000 =	1147
8000 =	13.10	45000 =	73.70	800000 =	1310
9000 =	14.74	50000 =	81.89	900000 =	1474
		60000 =	98.27		
		70000 =	114.65		
		80000 =	131.03		
		90000 =	147.41		

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<http://www.oanda.com>

Chilean Peso (CLP)
 US Dollar (USD)
 March 13, 2009

ACCESSING MONEY

TRAVEL MONEY CARDS/TRAVELERS CHECKS

It is not recommended that you carry large amounts of cash with you. Travel money cards or travelers checks can be safer ways of carrying your money.

Travel Money Cards

Visa TravelMoney Card – The Visa TravelMoney Card is prepaid card; therefore, you can spend up to the card value anywhere Visa debit cards are accepted. You can also use the TravelMoney Card to withdraw cash at any Visa/PLUS ATMs worldwide. Cards can be reloaded where they were purchased, online, or by phone. Use cash, funds from your bank account, credit or debit card to reload your card. If your card is lost or stolen, you can have the money refunded generally within 24 hours. Visa has a Zero Liability policy, which means you would not be responsible for any fraudulent purchases. It also offers emergency and emergency assistance services.

There are a number of fees associated with Visa TravelMoney cards which can add up easily. If interested in using a Visa TravelMoney card you will want to research into any additional costs associated with purchasing, reloading, and general use of the card.

For more information about the Visa TravelMoney Card, visit <https://usa.visa.com/pay-with-visa/cards/prepaid-cards/travel-money-card.html>

Travelers Checks

American Express Travelers Checks – While TravelMoney Cards have become more common, travelers checks from American Express also have many benefits. For example, they can usually be refunded within 24 hours if lost or stolen, they come with 24/7 customer support, and they never expire. A drawback is that these must still be exchanged for local currency before making a purchase and exchange locations may be limited.

For more information about American Express Travelers Checks, visit <http://www212.americanexpress.com/dsmlive/dsm/dom/us/en/personal/cardmember/additionalproductsandservices/giftcardsandtravelerscheques/travelerschequesandforeigncurrency.do?vnextoid=6d17fc671492a110VgnVCM10000defaad94RCRD>

AAA

AAA offers both Visa TravelMoney cards and travelers checks to members. For more detailed information about these options, go to AAA.com or contact your local AAA office.

BANK TRANSFERS

For certain host universities and programs abroad, students must make payments directly into a bank account. Programs that offer this payment option will provide the detailed account information needed to do so. You will need to check with your bank to see if they are able to conduct an international bank transfer. Most banks charge a fee, which is determined by each individual bank. We recommend that you contact your bank in order to determine what their transfer policies and fees are.

AUTOMATIC TELLER MACHINES (ATMs)



ATM cards issued by U.S. banks should work in other countries. There are two ATM systems worldwide: CIRRUS and PLUS. If you have a CIRRUS card, you need to use a CIRRUS machine; the same applies to PLUS. The PLUS or CIRRUS logo is located on the back of your card and on the front of each ATM. The machines work in the same way as they do in the U.S. and many machines have instructions in a variety of languages, including English. You will receive your cash in the currency of the country you are in and the equivalent amount will be deducted from your account at home. The exchange rate on these transactions is usually the best available; however your bank or the local bank may charge additional transaction fees.

WESTERN UNION

Western Union is one of the largest companies that offers wire transfer. Western Union allows individuals to transfer or receive money even if they do not have an account with Western Union or any other financial institution. Western Union has a number of divisions, with products such as person-to-person money transfer, money orders, and commercial services. The company has approximately 350,000 Western Union agent locations in over 240 countries and territories.

For more information about Western Union, its locations, and the services it offers, please visit its website at www.westernunion.com.

MONEYGRAM INTERNATIONAL

MoneyGram International is a financial services company that provides money transfer services, money orders, and bill payment services to consumers. MoneyGram has offices in 190 countries around the world. Similar to Western Union, MoneyGram offers highly secure and reliable person-to-person money transfers virtually to any place around the world, taking only minutes to transfer.

For more information about MoneyGram International, its locations, and the services it offers, please visit its website at www.moneygram.com.

FOREIGN BANK ACCOUNT

Opening a bank account in your host country may be required or recommended. By opening a foreign bank account, you will receive a debit card for that account. Using your debit card to withdraw money from your foreign account, as opposed to using your American account, may save you a significant amount of money by cutting down on the number of international transaction fees. If you transfer a large sum of money from your American account into your foreign account, you can then rely primarily on your foreign account and debit card for day-to-day transactions.

CREDIT CARDS



Credit cards are helpful to have while abroad, especially to use for any emergency situations that may potentially arise. Visa is the most commonly accepted in the world among major credit cards.

Keep in mind, however, that not all merchants abroad accept credit cards. The amount on your credit card statement will be based on the exchange rate on the day that your bank or credit card company processes the transaction. If the merchant with whom you charge your purchase is slow in submitting your charge slip, the statement could be a bit different from what you might have expected.

We recommend that you make copies of the front and back of your credit card(s) and leave some of these copies at home. If your card(s) were to get lost or stolen while you are abroad, you and your family would have the information for the cards on hand. We also recommend that you take the phone number of your credit card company(s) abroad with you. Previous study abroad participants have found it useful to put the phone number(s) of the company(s) on a small sheet of paper, which the students then kept with their passports.

Please pay attention to your credit limits. Make sure that you know what the credit limit is for each of your credit cards. Please note that newly acquired credit cards generally have low credit limits.

*****We recommend that you advise your credit card company(s) and/or bank(s) that you will be studying abroad so that they will expect foreign transactions to appear on your monthly statements. This will avoid the possibility of the credit card company and/or bank freezing your accounts because they are suspicious of foreign spending. You should notify them each time you travel out of your host country as well.**

INTERNATIONAL TRANSACTION FEES

All credit card companies charge international transaction fees, usually in the form of a percentage of the total amount of purchase, when their company's credit card is used

abroad. We recommend that you contact your credit card company before your departure in order to find out what the international transaction fee is for your particular card. To help you remember that fee, we recommend that you write the percentage on the back of your credit card. This will remind you of the additional fees that you will incur with each purchase while you are abroad.



When using a credit card overseas, a special international purchasing fee may apply for each transaction. Please be sure to read the fine print on the contract you signed with your credit card company and contact them with any questions. Fees may vary from card to card, so it is important to know how much you will be charged ahead of time.



MAC machines are everywhere. There is no fee to use the MAC machines in Chile, the only fee you may acquire would be from your bank. Traveler's checks are more of a hassle than anything. You can write an American check to the University for room and board. I would suggest having a joint account with a trustworthy family member in the States and using a MAC card to withdraw money when needed. Credit cards are excellent when making traveling arrangements.

TIPPING

As taken from: <http://www.travelsense.org/tips/TipsDetail.cfm?ItemNumber=14493>



A tip in South America, like in any other country, is given to reward good service. Usual practices may vary from country to country, even within regions in a country, but the normal guidelines apply.

Tipping 10% is normal in restaurants and less is expected in bars and cafes. It is rare to tip a taxi driver but if they help you with luggage, it is acceptable to round up the bill to leave a little something extra. You will also see the "bag boys" in supermarkets receiving tips for bagging your groceries. While it is not required to tip them, they only work for tips so it is customary to give them a small amount of your change. Gas station and parking attendants also expect a tip of 100 or 200 pesos, but cab drivers are not tipped.

COMMUNICATIONS

EMERGENCY NUMBERS

Before you depart, the Office of Global Education will provide you with an orange, wallet-sized emergency card. This card contains important information, including:

- the numbers that you must dial in order to call to the U.S. from your host country
- the numbers that you must dial in order to call out of the U.S.
- the telephone numbers of the U.S. embassy and consulates that are located in your host country
- your host country's emergency contact numbers (e.g., for fire and police)
- emergency contact numbers for the Office of Global Education during office hours
- and, outside of The Office of Global Education's office hours, emergency contact numbers for the Millersville University Police Department

While you are abroad, please keep this orange card in your wallet at all times. You never know when you may need to reference it. Also, in case your wallet gets lost or stolen, we recommend that you place a copy of the card with any important documents that you may keep in your room.

WITHIN HOST COUNTRY

Police: 133

Ambulance: 131

Fire: 132

CALLING MILLERSVILLE

Office of Global Education: *(within office hours: M-F 8:30am-4:30pm)* 717-871-7506

Millersville Emergency Number: *(outside Global Education office hours)* 717-871-5506

The *Millersville Emergency Number* should only be used in the case of a true study abroad emergency. Should you call the emergency number outside of our regular business hours, you will be connected with an Office of Global Education team member. If your call goes to voicemail, leave a very clear and detailed message with your first and last name, your study abroad location and a number to reach you. A member of our office will return your call promptly.

INTERNATIONAL TELEPHONE CALLS

FROM U.S. TO ABROAD



Most areas in the U.S. are now able to directly dial internationally. Should you or your parents wish to make a direct-dial international call from the U.S., the procedure is:

1. Dial the international access code: 011
2. Dial the country code (Chile: **56**)
3. Dial the city code (normally a 1 to 5 digit number)
4. Dial the local number abroad

FROM ABROAD TO U.S.

Should you wish to make a direct-dial international call from your host country to the U.S., the procedure is:

1. Dial the international access code: 00
2. Dial the U.S. country code: 1
3. Dial the U.S. area code
4. Dial the local U.S number

Calling Home Upon Arrival

Some students wish to call home immediately upon their arrival in their host country to inform their families that they have arrived safely. Because students usually do not have a cell phone, phone card, or internet access upon their arrival, they may choose to make a collect call.

A collect call is when the calling party places a call, and the party receiving the call pays the expense. The simplest way to do this is to dial an operator from a payphone in your host country and tell the operator that you want to make a collect call to the United States. The operator will call the number you give them and ask the recipient if they will accept the fees for the call. If they accept, the operator will connect you.

CENTRO DE LLAMADOS

Perhaps one of the easiest ways to make an international phone call from Chile is by using a Centro de Llamados. These are business located all throughout most major cities that exist literally just to make phone calls. You can walk into a Centro de Llamados and tell them which country you would like to call. They will typically assign you to a private booth and you will then enter the phone number you desire to call (with the country code and area code). You can then continue to talk for as long as you like. You pay for the call when you are finished based on how long your conversation lasted and which country you called. Typically there is a list of prices posted in each Centro de Llamados.

SKYPE



The Skype communications system is notable for its broad range of features, including free voice and video conferencing, and its ability to use peer to peer (decentralized) technology.

Skype users essentially make telephone calls and/or video calls through their computer using Skype software and the Internet. The basis of the system is free communication between users of Skype software; however, the product also allows Skype users to communicate with users of regular landline and mobile telephones and charges a reasonable per minute rate. This software is currently available free of charge and can be downloaded from the company website: <http://www.skype.com>.



Practically all of the international students used Skype. It's cheap and VERY easy to use. When you call people who also have Skype, the calls are free; when you call people who do not have Skype, the calls are very inexpensive compared to the price of phone calls with phone cards or cell phones. If you have a webcam, you can also video chat with other people who have Skype for free.

MOBILE TELEPHONE

Depending upon the length of time you will be abroad, you may want to consider options for using a cell phone to make local calls from within your host country. Described below are two options for using a cell phone abroad. Either option is an additional expense and it is up to you to decide if this is necessary.

Most Millersville students decide to purchase cell phones with a pay-as-you-go plan. The prices of both the cell phone itself and the plans vary greatly from country to country. Upon your arrival, it is important to research the local cell phone providers in your host country to see which provider is best for you.

Pay-as-you go cell phones are quite common, easily accessible and inexpensive. It is also easy to recharge minutes on pre-paid phones. Depending on the service provider, minutes can be charged at most gas stations, pharmacies, Lider or Jumbo (the Chilean versions of Wal-Mart). Pay-as-you-go cell phones are also very convenient because many land line phone plans do not allow calls to other cell phones, which makes it more difficult to reach friends in Chile who may only have cell phones. However, make sure to shop around and ask your Chilean friends and "family" for help. The price of minutes can vary greatly from one provider to another.

Another option is to replace your current cell phone's SIM card (if your phone has a SIM card) with an alternative SIM card. This process requires some research before departure and sometimes does not work with certain providers. A SIM card is a small card that lets the phone work on a particular mobile network. It can easily be swapped around in some phones. SIM cards for foreign networks can be purchased abroad at many locations including international airports. Before departing for your host country, you should contact your cell phone provider and ask them if your phone will work in your host country. If it does, you should also ask whether they have locked your phone against use with a different SIM card, and what, if anything, they will charge to unlock the phone. When purchasing a SIM card in your host country, make sure to ask if the alternative SIM card will expire after a fixed time. Often, you will pay a flat rate for the SIM card and instead of signing a contract, you can choose a pay- as- you- go plan.

CALLING CARDS

We recommend if you plan to purchase calling cards, that you do so upon your arrival in your host country. Oftentimes, calling cards purchased in the United States do not work abroad. International calling cards can be purchased in many locations and can be a cheaper way to call home compared to using a cell phone. You can use these international calling cards from public phones, from your cell phone or from landlines. The prices vary greatly and some cards have very cheap per minute rates so you should research these prices before purchasing.

Caution: If using an international calling card from a cell phone, you may have to pay for the minutes used on your cell phone as well as the minutes used on the international calling card. This varies by country and cell provider.

PAY PHONES

Major cities throughout most of Chile still have payphones, but they are becoming less commonly used with the prevalence of internet cafes and cell phones.

ELECTRICITY AND ELECTRONICS



In Chile electricity runs on 220 volts AC, 50Hz. Three-pin plugs and screw-type bulbs are used. The US uses 120 volts, 60Hz and different shaped plugs.



The voltage is different. I found it was easier to just buy a hairdryer and curling iron in Chile than to pack my own. My converters did not work very well. Do not attempt to use your American appliances on Chilean voltage.

You may cause a fire or blow a circuit (this happened 3 times to one of my American friends!).

More information about converters and adapters can be found under the heading **Suggestions for Packing**.

DVDs

It is important to note, as well, that DVDs are formatted differently around the world. Most DVDs have a regional code, which generally restricts them from being played on American DVD players. You can purchase a universal or region-free DVD player which will allow you to play DVDs from every region. Many laptops will also play DVDs from different regions. Please note though that laptops generally only allow users to switch regions a limited number of times. Please research the number of times that the DVD player on your laptop will allow you to switch regions.

The DVD regional code for the United States, U.S. territories, Canada, and Bermuda is 1. The DVD regional code for South America is 4.

CAMERA/PHOTO SUGGESTIONS



If there is one piece of advice I would give anyone studying abroad it would be this: As soon as I came back from a weekend getaway or had a lot of pictures on my camera, I immediately uploaded them to the hard drive on my lap top. After that I uploaded those pictures onto walmart.com (or any other store that develops photographs - riteaid.com, walgreens.com, snapfish.com, shutterfly.com, etc.). Once they were uploaded, I had the option of getting them developed, which I did. When you are not using one hour photo, digital pictures can be relatively cheap. I chose the longest time period for them to develop (which is the least expensive) and had them shipped directly to my house. Every time I came back from a trip, I ordered my pictures, had them delivered to my home in the U.S., and my entire four months abroad was printed out and ready for me when I got home. I printed pictures out little by little, so I never had one big bill to pay. Waiting until you get home to develop all your photos will be very expensive. More than likely you will not have extra money to spend when you return home from your host country. Not only were my pictures ready when I came back but it saved me the trouble of printing them out. People have the tendency to never get their digital photos printed. I am guilty of leaving the pictures sit on my camera for months. This is one experience you are not going to want to forget. Develop your pictures immediately and know that they are ready and paid for you when you come home.

PRESS

Chilean newspapers include El Mercurio, La Nación, Las Ultimas Noticias, La Época and La Tercera de la Hora. International newspapers are also available.

TRAVELING IN HOST COUNTRY

Public ground transportation is inexpensive. Buses, micros and colectivos provide options for local transportation. Tour buses, trains and planes provide options for longer distance travel. While buses and trains are inexpensive, flying can cost as much in Chile as it would in the United States.

CARS



Students may drive cars while abroad, but Millersville University will accept no responsibility in case of an accident or insurance problems. An International Driver's License might be required and can be purchased through the American Automobile Association (AAA). For more information, please visit the AAA website at <http://www.aaa.com/vacation/idpf.html>.

TAXIS

Taking a taxi in Chile is cheap and convenient. Taxis are black and they have a yellow roof. You can just stop them at the roadside or order one by telephone at a taxi control center (so-called radio taxis). In Santiago, there is a base price of 350 pesos (approx. USD 0.60) plus from 60 to 80 pesos for each 200 m driven (or per minute when waiting). The rates are posted on the windscreen; the meter has to be where you can see it. For longer hauls or cross-country, you can negotiate a price beforehand. Tipping is not customary. You cannot rely on some driver's sense of orientation, often they barely know their way around. The more you know about how to get to your destination, the better.

COLECTIVOS

Besides the usual taxis there are also colectivos (shared taxis). They have defined routes and pick up a maximum of four passengers. You can easily recognize them by the big sign on their roof that indicates the route. Everybody has to pay the same rate and you can get on and off where and when you want. You just have to wave your hand to stop a colectivo.

MICROS

Micros are one of the most common forms of transportation in Chile. They are mini-buses that go throughout most cities and towns. They are privately owned and thus sometimes prices will vary between one bus line and another. However, for the most part they have standard fees that vary depending on where you are going.



Micro systems are a little less organized than bus lines here in the United States. Theoretically, you are supposed to take a Micro from designated bus stops; but depending on the micro driver and the city you are in, you will often be able to flag down and board the micro you need from various locations. In addition, they do not seem to run on any sort of regular schedule. Once again, theoretically they are supposed to have defined schedules but in general they pass on an inconsistent basis (though very often).

BUSES

For longer distance travel, Chileans prefer to take buses (much like the US Greyhound) rather than airplanes. Flying is extremely expensive by comparison. Buses are known to be reasonable, clean and comfortable. For longer distances, you get can seats that are called *cama* or *semi-cama* which recline into beds. In addition, they run on a fairly regular basis to most major cities throughout Chile. Most major bus lines offer some form of student discount. Show your ISIC or student ID and you should have no problem getting a discount.



If you are planning a trip and want to take a bus, I highly suggest you purchase a round trip ticket because it is usually cheaper than 2 one-way tickets. If you are not sure what day and time you are going to return, you can ask for a ticket *ida y vuelta* (round trip) *sin fecha*. It is like an open ended round trip ticket. HOWEVER, if you are planning to travel during a holiday; I would highly recommend buying a round trip ticket with the return date and time already selected. Chileans love to travel over the holidays and the buses fill up quickly. If you wait to buy the return ticket until too late, you run the risk of not being able to get a seat on the bus because it is already full. My friend and I almost got stranded 16 hours away from our home because we did this. Not the smartest move.

TRAINS

Passenger trains, which have been pushed out of the market by the competition from buses and by a lack of timely investments for modernization, only run from Santiago south until Concepción (approx. 520 km) and Temuco (approx. 680 km). Nevertheless, the state-owned railway company has shown some efforts lately to revert this tendency. Refurbished trains connect now in less time Santiago with Chillán and intermediate stations. Compared to the bus, there are few trains leaving during the day (Temuco: 2, Concepción: 1), but - for a similar price - they offer more space and services (bar, restaurant). All trains leave from Estación Central where you can easily get by the subway.

There is fast and reliable light rail service called Metrotren 40 times a day between Santiago and Rancagua, eight times a day to San Fernando and intermediates and a fast connection between Santiago and Chillán (6 times a day, 4-5 hours)².

FLIGHTS



Check with the Chileans or others who know the country better before purchasing a flight that looks "too good to be true." It probably is. It is

² <http://www.contactchile.cl/en/chile-trains.php>

worth it to pay the extra money to fly with a reputable airline, such as LANChile. Some of the less reputable airlines (such as AeroContinente) could cancel their flights for no reason, leaving you stranded at the southernmost tip of Chile for several days, as happened to us.

NOTES

DO NOT HITCHHIKE



Be careful when traveling and review the travel tips in this handbook before you go. Some travel companies promote hitchhiking as an inexpensive means of travelling around Chile, especially in the north. However, hitchhikers can be easy subjects for crime, especially theft or worse. You do not know anything about the person whose car you get into. The best advice: don't hitchhike. It's not worth the risk. For other traveling details and guidelines, you can look on the State Department Travel Advisory website: <http://travel.state.gov/content/passports/english/country/chile.html>

Do not underestimate the amount of walking you will be doing in Chile. Although you will not be walking from country to country, in your university city you will be using your feet constantly! So take care of your feet by making sure you have comfortable shoes at all times.

MISCELLANEOUS TRAVEL INFORMATION

Insects - Mosquito avoidance measures, if used day and night, may help prevent malaria and other less prevalent insect-borne diseases found in parts of Central and South America. While this is **not necessary for Chile**, it may be necessary for some countries you plan to visit.

Mountains - Visitors in the Andes may experience symptoms of altitude sickness such as insomnia, headache, and nausea. If you become sick, descend to a lower altitude if possible. Mountaineers should learn about the symptoms of high altitude pulmonary edema, a condition that is fatal unless remedied by immediate descent. Another hazard of high altitudes is sunburn. Exposure to ultraviolet radiation increases not only as you approach the equator, but also as you ascend in altitude. Sunscreens may help prevent this.

SAFETY AND SECURITY IN HOST COUNTRY

(as taken from <https://travel.state.gov/content/passports/en/country/chile.html>)

There are no known threats directed specifically against U.S. citizens visiting or residing in Chile. Traditionally, days that contain active public demonstrations include March 29, the Day of the Young Combatant, and September 11-18, the anniversary of September 11, 1973 coup against the government of Salvador Allende. Although often peaceful,

violent political, labor, or student protests can occur at other times also, often near government buildings in Santiago and Valparaíso or in the vicinity of major universities. No matter when such assemblies occur, American citizens traveling or residing in Chile are advised to take common-sense precautions and avoid any large gatherings or any other event where crowds have congregated to demonstrate or protest. Additional advice about demonstrations, particularly during the September period, may be obtained from the U.S. Embassy.

There are credible reports that land mines may pose a danger to hikers in remote sections of several popular national reserves and parks near northern border areas, including Lauca and Lullaillaco National Parks, Salar de Surire National Monument, and Los Flamencos National Reserve. Visitors should check with park authorities before entering less-traveled areas and observe all warning signs.

SAFETY TIPS – CRIME

Crime rates are low to moderate throughout Chile and are moderate in Santiago, Valparaiso, and other major cities. American citizens visiting Chile should be as careful in cities as they would be in any city in the United States. There have been few violent crimes committed against Americans. However, American tourists are at a heightened risk for pick-pocketing, purse or camera snatching, and theft from backpacks and rental cars. Such crimes have been reported in all areas of Chile frequented by tourists.



Viña del Mar is generally a safe city, but with all big cities you should use caution. Do not walk downtown late at night by yourself. Try not to wear a lot of jewelry or carry a lot of cash. The majority of crime is pick pocketing. It is very possible that a necklace could be ripped off your neck or your bag could be unzipped while you are walking and for things to be stolen. This has happened to numerous friends of mine. With the usual precautions I think you will find Viña del Mar and Valparaíso to be safer than the majority of US cities such as Philadelphia or New York City.

LAW IN CHILE

In Chile, most rules are the same as in the United States. There are no “gotcha” laws that would catch a law-abiding American citizen by surprise. However, it is important to pay attention to any rules posted and any information given to you regarding rules and laws because things will not be exactly the same as it is at home.

You can find more information about the Chilean law and legal system at:
<http://www.fiscaliadechile.cl/Fiscalia/index.do>

REGISTERING WITH CHILEAN POLICE

Once you receive your visa, you are required to register it at the International Police (Policia Internacional) and apply for a Chilean Identification Card (Cédula de Identidad). If already had a visa when you came to Chile, you must do this within 30 days of arrival.

At the International Police, you must present your passport, a specified sum of money, and three 3X2 cm. photographs bearing your name and passport number. You can ask for I.D. card size photos ("fotos de tamaño carnet") at any photography shop.

The International Police will issue you a registration card, which you must bring with one I.D. card sized photo to the Civil Registry (Registro Civil) to receive your Chilean Identification Card for a fee. Your Chilean Identification Card will henceforth be your official form of identification, which means you must always have it on your person while in Chile.

If you are studying in the MU-PUCV student exchange program, you will be assisted with this process as part of the on-site orientation.

For more information you can contact the Chilean Registro Civil Santiago Centro (Civil Registry) at:

Registro Civil Santiago Centro (Civil Registry)
Huerfanos 1570
Santiago Centro
(2) 698-2546
Hours: Mon.-Fri. 8:30 a.m. - 2:30 p.m.
Metro Station Santa Ana

INTERNATIONAL CONVERSIONS

24 HOUR CLOCK



In the 24-hour clock system, the day runs from midnight to midnight and is divided into 24 hours. This system is the most commonly used time notation in the world today. If you subtract 12 from all times between 13:00 and 24:00, you will arrive at our standard afternoon and evening times. On the 24-hour clock, for example, 1:00 p.m. appears as 13:00.

TIME ZONES



There are different time zones around the world. Please keep this in mind when you are calling home. Be sure to remind friends and relatives of this time difference. You can check the world's different time zones at www.timezoneconverter.com

During the summer, from October to March, Chile is 2 hours ahead of U.S. EST; from April to September during standard time, Chile's time zone is the same as the U.S. EST.

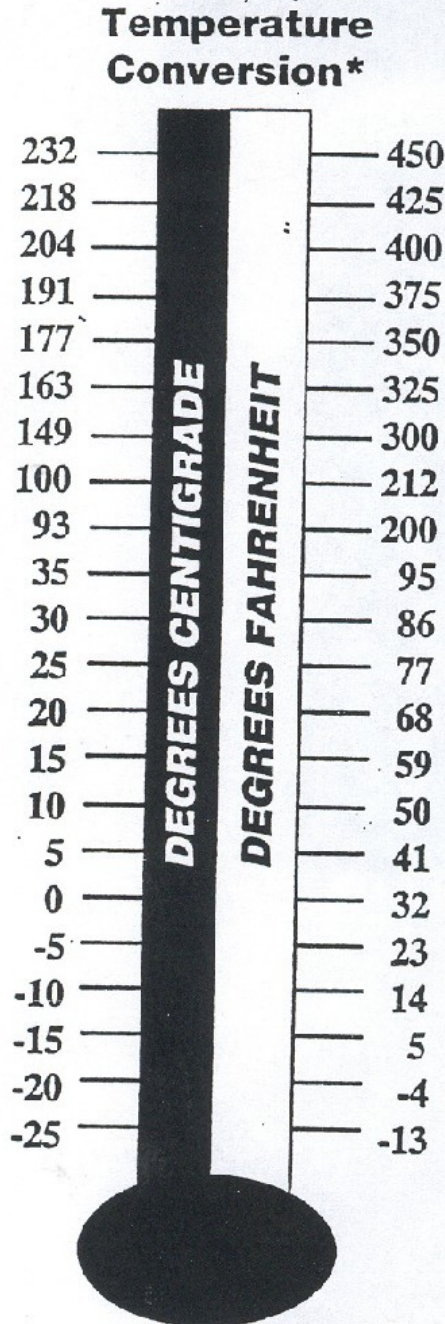
METRIC SYSTEM



The metric system has been the standard in most countries for years; it is only the U.S. that has been out of step. If you are accustomed to thinking in terms of quarts, miles and pounds, it may take some time to get used to the metric system. Conversions that might be helpful:

1 gram	=	.04 ounces
1 kilogram	=	2.20 pounds
1 liter	=	1.06 quarts
1 meter	=	1.09 yards
1 kilometer	=	.62 miles

CONVERSION CHART



Length	
	U.S.
1 centimeter (cm) (zentimeter)	0.4 in.
2.54 cm.	1 in.
15.24 cm.	6 in.
30.4 cm.	12 in.
91.4 cm.	36 in.
1 meter	39 in.
1 kilometer	0.62 mile
1,609.3 meters	1 mile

Liquids	
	U.S.
.94 liter	1 quart
1 liter	1.06 qt.
3.79 liters	1 gallon

Weight	
	U.S.
1 gram	0.04 oz.
28.35 grams	1 oz.
0.45 kilos	1 lb.
1 kilo (1000 grams)	2.21 lbs.

Speeds	
	U.S.
30 kph	19 mph
50 "	31 "
70 "	44 "
100 "	62 "
120 "	75 "
130 "	81 "

* To convert Centigrade to Fahrenheit, multiply the Centigrade temperature by 1.8, and then add 32 to that number. To convert Fahrenheit to Centigrade, take degrees Fahrenheit, then subtract 32 and divide by 1.8.

SIZE CONVERSION CHART

**Note: Chile has similar clothing and shoe sizes to continental Europe. When trying on clothes or shoes, it is best to try them on first. The following chart is a great guideline so that you know your size beforehand in case you choose to go shopping in Chile!

Women's Dresses and Suits

USA/American	UK/British	Europe/Chile
6	8	36 / Small
8	10	38 / Small
10	12	40 / Med
12	14	42 / Med
14	16	44 / Large
16	18	46 / Xtra-Large

Men's Suits and Overcoats

USA/American	UK/British	Europe/Chile
36	36	46
38	38	48
40	40	50
42	42	52
44	44	54

Men's Trousers

USA/American	UK/British	Europe/Chile
28	28	71
30	30	76
32	32	81
34	34	87
36	36	92
38	38	97
40	40	102
42	42	107
44	44	112

Shoes

Women's

USA/American	UK/British	Europe/Chile
6	4.5	37
6.5	5	38

7.5	6	40
8	6.5	40
8.5	7	41

Men's

USA/American	UK/British	Europe/Chile
8	7.5	41
8.5	8	42
9.5	9	43
10	9.5	44

MISCELLANEOUS INFORMATION

FOOD AND WATER

The water in Chile is generally safe to drink except for San Pedro de Atacama, though travelers with sensitive stomachs and pregnant women should drink bottled water wherever possible. You'll find bottled water sold everywhere either as *agua mineral sin gas* (still water), or *agua mineral con gas* (sparkling water)³.

However, throughout most of Central and South America, fruits and vegetables should be washed with care and meats and fish thoroughly cooked. Water is generally not potable and should be boiled or chemically treated. In fact, when travelling, it is highly recommended that you use bottled water at all times. Keep some in your room for activities such as brushing your teeth. Remember this includes ice cubes too. Diarrhea caused by contaminated food or water is potentially serious. If it persists, seek medical attention.

Read more about Chilean Food and Drink:

<http://www.frommers.com/destinations/chile/747557>



Depending on where you are in Chile, some say not to drink the water. I drank it and many of my American friends drank it and none of us got sick. That is not to say you will not. Use caution especially when traveling to areas with which you are unfamiliar.

³ <http://www.frommers.com/destinations/chile/2319020880.html>

Section 3

Program-Specific Information

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PARTNERSHIP/PROGRAM OVERVIEW

UNIVERSITY INFORMATION

PARTNERSHIP/PROGRAM INFORMATION

The Pontificia Universidad Católica de Valparaíso is located in the second largest city in Chile, Valparaíso. The port city of Valparaíso is centrally located in Chile, right on the Pacific Coast. Frequent and efficient public transportation enables visitors and residents alike to travel to many cities in Chile and also other South American countries.

The PUCV program is a one or two semester and/or summer study abroad program that has been offered since 1999. The campus is located about a 10-15 minute *micro* ride away from Viña del Mar, where you will live. Viña, as it is often called, is a thriving resort town that is popular with Chileans and international visitors alike in the summer months because of its beautiful beaches and modern attractions. Viña is well maintained and beautiful year round due to the tourism.

MU RELATIONSHIP/INTERNATIONAL OFFICE SUPPORT

PUCV has a fully staffed international office, PIIE Office (Programa Internacional de Intercambio Estudiantil), which provides academic support and personal assistance to its international students. PUCV and MU's partnership is an exchange program and therefore the MU program coordinator works very closely with the coordinators at PUCV. Students will receive detailed information about the university when they arrive during an orientation provided by the PIIE Office.

The PUCV campus and the region have been site visited various times by members of MU's Office of Global Education and Partnerships. Because of this, we are able to provide active "hands-on" support to students as they embark on their study abroad experience

BILLING PROCESS

When you study abroad, you will still be billed according to the MU billing cycle. In other words, the fact that you are studying abroad does not affect the time at which you will receive your semester bill.

HOUSING

Homestay accommodations are arranged by PUCV and are the norm. Alternative housing can be arranged when necessary; however it is not directly affiliated with the program. Therefore, Millersville University will assume no responsibility for alternate arrangements. Students will pay for their host family accommodations within the first few days of arrival in Chile as part of their on-site orientation.

Students are housed with a Chilean family in their apartment or house. Most families live in apartments as opposed to houses and all are permanent residents in Viña.

Students will have already filled out a host family application that will help the PIIE office match each student with a host family. While the PIIE office tries its best, perfect matches cannot be guaranteed. Most students are fully satisfied with their host families and do not experience any difficulties.

However, if a student is uncomfortable in a particular host family, he/she should let Global Education and the PIIE office know as soon as possible. While it is understood that this is not always possible, it is recommended that a student changes families within the first 2 weeks, if a change is needed. Although a host family is a personal relationship, it is also a business arrangement. You DO have the right to request a new family if you feel unwelcome or unsafe. Uncomfortable feelings can be difficult to distinguish between unwelcome or unsafe feelings if you are just experiencing culture shock. Trust your instincts and communicate any concerns immediately. Your MU program coordinator and the PIIE office can help you determine if further action should be taken.

Each student gets his/her own room and linens (sheets, pillows, and comforter) are provided 3 meals a day are provided for the student. Laundry is done approximately once a week with the family's laundry. Some families may have a housekeeper; depending on the family and their economic situation. It is not uncommon for a middle-class family to have a housekeeper come once or twice a week.

HOST FAMILY AND BROAD CULTURAL ISSUES

1. Chileans, by and large, are very positive about the United States and towards Americans. The major issue that U.S. students have noticed is that the economic difference plays a very strong role in American interactions with Chileans. Quite frequently, Americans are viewed as being extremely wealthy. You may be in the middle class at home, but in Chile, you are actually in the top economic tier. Be sensitive and understanding of this difference.
2. Be aware that the concept of privacy is significantly different between Chilean and U.S. societies. While Americans are much more private, Chileans will be more open towards you and your belongings and would expect you to be the same way.
3. Meals are also very different. Breakfast and dinner may simply be a roll and coffee/tea, while the *almuerzo* is the main and largest meal, which is held in the late afternoon. Some MU students have found that when they went out in the evening, they tended to order another light meal since the timing is very different from that in the U.S.
4. During your home stay you may be pressured to use English so that your Chilean host family can learn it. Resist this pressure, and if the host family is not cooperative, you may want to request a housing change.



Your host family will become your second family. At times it may seem as though they are smothering you. This is partially because of their culture and partially because they really want to get to know who you are. Spend time with them and make an attempt to attend family functions that you are

invited to. If you have any problems, they are there to help. Use them for emotional support as well as a learning experience to practice your Spanish and understand the culture better. My host family helped make my experience in Chile even better.



Some host families take the opportunity to practice their English with the exchange students and although initially it may seem convenient to you, it will hinder you from learning and practicing your Spanish. You may want to set parameters with your host family with regards to when you are okay using English.

STAYING WITH A FAMILY (as provided by PUCV):

YOUR ROOM

Ask your family what items you will need for your room. You should always make sure your room is clean and organized. The mother of the family may enter your room to do a little cleaning some days or only one time a week to change the sheets. Do not leave valuable objects out in the open in your room as they can be a temptation for small children in the family (as it would be here in the U.S.) You should not worry about the objects that are locked away.

KEYS

Most of the families will give you house keys. This signifies that you can leave and return to the house when you want, within reason. You are responsible for your key and if you lose it you should pay to change the locks and for the new keys. Always lock the doors when you leave the house and no one else is there.

TELEPHONE SERVICE

You cannot make long distance calls from your family's house. Local calls also have a charge according to the duration. Always ask the family before you make a local call. Be brief and pay for the long calls that you make. Use a calling card, internet services, or internet cafés for all long distance calls and for any local calls longer than a few minutes.

GUESTS

You cannot bring guests to the house without asking your family beforehand because it invades the privacy of the family. Do not bring guests of the opposite sex to your room.

ABSENCES

If you are not going to arrive home for a meal, if you plan to arrive late or if you are going on a trip and are staying the night in another place, do not forget to tell your family. Remember that your family is concerned for your well-being and they will worry if you are not in the house and you don't tell them.

FRIENDSHIPS

As each family is different, each student has a different family experience. Usually, enthusiastic students tend to create a friendly and positive atmosphere. In these cases, the families often included the students in their social activities and in their family outings, etc.

GIFTS

If you have a good relationship with the family, you can offer to wash the plates occasionally or to cook something special. Some previous participants gave the idea of bringing a present to the family from your home country– sweets, music, typical foods and those less commonly known, logos of sports teams, photos of your family, your town or city of origin, etc. (Photos are always a good way to start conversation.)

Generalizations are problematic, especially when it comes to families, which are usually unique. However, to generalize...

- Staying with families in small cities for long periods of time, in countries that are developing, tend to strengthen better personal relationships
- Families in smaller cities tend to be less commercial and uphold traditional values
- Being friendly and cooperative towards your family improves the results of your stay
- While Chilean society is more traditional, there is a good chance for a family to have many children in the house

PAYMENT/MONEY ISSUES

It is best to avoid discussing finances with the family. The money from your stay, as long as you are staying within the official start and end dates of the program, is paid to the university and they pay the family. If you stay with your family outside of the specific program dates, you do need to pay your family directly for the per day rate as determined by PUCV. If there is some misunderstanding, talk with the PIIE program coordinator.

Do not make loans or invest money. The families are not reimbursed the money for the meals that you miss or the days that you are absent. Most of the participants remember this and they are ready to accept the local norms and eat what the family eats. You should be prepared to pay for your own preferred personal items (some participants mentioned buying different brands of soap, toilet paper, or higher wattage light bulbs, for example.)

Saving energy is one of the highest priorities. For example, do not leave the lights on when no one is home. Air conditioning systems and central heat are not common (some rooms have individual heating units). Take shorter showers to conserve water. Many sewage systems are very old, which means that hygienic products (such as toilet paper) are put in the trash can and not the toilet. The cost of electricity is indicated on the bill and small increases in the consumption increase the bill tremendously. Observe the

different realities and try to adapt to the best way possible. The family will appreciate all your efforts to save energy.

BECOMING PART OF THE FAMILY

Express an interest in the family and in the culture, and they will do all they can to make you feel like part of the family. Familiarize yourself with the customs of the country and adapt to the style of life and the culture to help bridge the cultural gaps between you and your family. Occasionally, the students have mentioned having little contact with their family. Most foreign cultures have great respect for the liberties of all people, and some families think they are bothering the student when they are trying to talk with them.

It is not reasonable for you to expect your family will change their style of life or their daily routine while you live with them.

GENERAL COMMENTS WITH RESPECT TO YOUR STAY WITH THE FAMILIES

WHAT ARE THE MINIMUM EXPECTATIONS?

Expect a pleasant and secure atmosphere with a specified number of daily meals, and a change of sheets every week. The basic services (light, water, and bathroom) should be working within the home. If some of these basic services do not work correctly or if they make you feel uncomfortable, you should speak directly with the PIIE program coordinator to find a reasonable solution to the problem.

WHAT SHOULD YOU NOT EXPECT?

Do not expect a private bathroom, air conditioning, central heat, and a pool, room with a floor covering, personal driver, bilingual assistance, large rooms or breakfast in bed. A typical home has 2 or 3 bedrooms, a bathroom, a living room, a dining room, and a kitchen. The closets and drawers are generally very small. Most of the visitors consider the accommodation adequate but without much luxury.

FOOD OPTIONS

The meals and the times you eat are different. You should expect a range of possibilities from regional specialties to family recipes. It is important to be flexible because the family can have different meal times. Breakfast can be very early, lunch can be midday or much later, and dinner may be light or just an evening snack. Try to adapt to this and enjoy it. Generally, they do not serve alcoholic beverages with meals.



Chilean food is excellent. Tell your host family when you don't like something. They will not be offended. Make a point of eating *almuerzo* with your family. It is an important part of the day that should be spent with the family.

COMMUNICATION IN YOUR UNIVERSITY

COMPUTERS

The university has several computer labs for students and the PIIE office has a computer lab especially for exchange students. The PIIE lab is almost always crowded, as many students choose to spend time there between classes. It is a great place to meet other exchange students but can be difficult to get a computer sometimes.

INTERNET

Chilean host families are required to have the Internet in their house. The Office of Global Education does not recommend that students take their laptops outside of their host family's home. With petty crime high in Chile, it is taking a risk that it could be stolen outside of your homestay. Also, with the electricity being different, a converter is necessary to convert the electric current. It is recommended to buy the converter and or adapter in Chile, due to pricing differences and voltage specificity.

Global Education strongly recommends that if you choose to take your laptop that you do so with the understanding that it should always be left in your room at your homestay. You should not attempt to commute to the university with your laptop, take it outside to work on a nice day, or travel with it. Theft is unfortunately somewhat of a common occurrence in Chile and carrying a portable, expensive and often invaluable device such as your laptop around in public makes you very much a target.

HEALTH SERVICES

The university has a small Health Services office, where PUCV and exchange students alike can see a doctor free of charge. However, there is only one doctor, the facility is limited in the care it can provide, and the waiting time can be quite long so PUCV recommends that if a student has a more serious medical need or needs to see a doctor that same day, that they visit a private doctor. The PIIE Office can assist students with locating a doctor in the area.

ARRIVAL

GETTING TO YOUR HOST DESTINATION

As a benefit of the MU-PUCV exchange program, students have the option of being picked up upon arrival at the Santiago airport and taken directly to their host families, free of charge. Students must however arrive on the specific arrival date determined by PUCV.

ORIENTATION PROCESS

Students will participate in a mandatory week-long orientation upon arrival to Chile, offered through the PIIE Office. As part of the orientation, students will receive a tour of Valparaíso, as well as the locations of the PUCV buildings throughout the Valparaíso

area. Students will also take a written and oral language placement exam, used to place them in the PIIE language classes. In addition to some social activities, students will also then register for their semester classes.

ACADEMICS

ACADEMIC CALENDAR

The academic calendar marks the first day of the semester, the last day of the semester, holidays, breaks, and the beginning and end of finals.

The academic calendar for PUCV can be found:

<http://www.pucv.cl/pucv/site/edic/base/port/calendario.html>

CLASSES/SCHEDULING

First semester classes run from the end of February to the middle of July and second semester classes run from the end of July to the middle of December. Students will create their schedules with their orientation leader (*monitor*) during orientation week. It is important to have as many class options as possible because classes are spread out over Valparaíso, Viña del Mar and the surrounding cities. A student may not have enough time between classes to take back-to-back classes if they are in different areas, but it is usually possible if they are in the same city.

It is very common for classes to have *ayudantias*, which is a separate meeting time with a student aid. It is common for the student aid to teach additional lectures or elaborate on subjects covered in class. They are especially helpful for exchange students because the student aid will be teaching in a semi-informal manner and there is more participation and interaction thus clarifying class material.

****Important**** If you find a class at PUCV that you didn't have on your original Resident Credits form, you must email your advisor the course description or syllabus and indicate how you are hoping the class can come back. Your advisor must determine based on the description how the course will ultimately transfer back to Millersville. Do not email the Office of Global Education to ask how a class will come back. **We cannot do any academic advising in our office. If you are trying to bring a class back towards a Spanish major or minor, please remember that Dr. Antolin is your official advisor for these classes as they relate to study abroad.** (You will still need to contact your regular advisor for your TAP number for when it comes time to register for classes for the following semester but anything study abroad related for Spanish courses should be directed to Dr. Antolin.)

Once you have worked out the new equivalent(s) with your advisor(s) and know your final class schedule, please send us the final schedule and forward us the email(s) from your advisor(s) indicating the proper equivalents for any new courses. If necessary, we will do a new Resident Credits form for you and send it out to be signed again by your

advisors and the department chairs. **If you do not work out new equivalents in advance of deciding to take the new course or do not communicate these new courses and equivalents to the Office of Global Education, your classes may not come back as what you were hoping which could potentially affect your ability to make academic progress while abroad.**



The Spanish classes offered by the international office are very beneficial. The international office in Chile will provide help in choosing other regular courses at the University. If your Spanish level is lower, try to take basic courses with other exchange students to help you. Don't be shy, ask Chileans in your class to help you. They are always more than happy to help Americans. Classes are laid back and usually don't require textbooks. Student participation is common. Be on time. Make sure the teacher knows who you are and that you are an exchange student so (s) he knows to be patient. Please note that Chilean professors do not have official office hours and it is not as convenient to contact a professor there as it is here.



Class schedules can appear chaotic to the U.S. student. The first week of class meetings will be irregular (check with the International Office); courses with varying credits may not last for the entire duration of the semester and classes will not meet during frequent official holidays. The drop/add period extends for several weeks at PUCV (check with the International Office for the exact period). Use this flexibility as an opportunity to determine the exact classes that will work well for you. Also, it is possible that some classes may be held in different buildings and different cities so take into account travel time when scheduling your classes. Computer access at the university is very limited but internet cafes can be found in many locations in Viña and Valparaíso at extremely affordable prices. You will not need to purchase any books for your classes, however; you will need to pay for photocopies of the learning materials.

EXAMS

Generally, courses will not give as many assessments in Chile as there are at MU. Quizzes can happen but are less common. Depending on the subject and class, it may be that students only have one or two exams, projects and/or papers. Finals will be held during the last week of class and they are very similar to MU finals; most are cumulative parting from the midterm. Grades will be based off of these assessments.

ACADEMIC GRADE CONVERSION

<u>U.S. Scale</u>	<u>Chilean Scale</u>
A+	6.75 to 7.00
A	6.25 to 6.74
A-	5.75 to 6.24
B+	5.25 to 5.74
B	4.75 to 5.24
B-	4.25 to 4.74
C	4.00 Aprobado (Minimum to Pass)
F	3.90 Reprobado

EXTRACURRICULAR OPPORTUNITIES

You will not find the amount of clubs and organizations that you would see here at Millersville; however there are some extracurricular activities, such as sports teams and dance classes, in which you can participate. Additionally, there is a Facebook page to which you can subscribe, “Engresados Católica Valparaíso”, which sends out periodic messages about events on or around campus, specifically for students of PUCV. There is also a gym at the main building where a variety of fitness courses are held throughout the week at no cost to students.

LIFE IN YOUR HOST CITY

OVERVIEW OF HOST CITY

Valparaíso (Valpo for short) and Viña del Mar (Viña) are located on the Chilean coast. Valparaíso, the second-largest city and the largest port in Chile, was once a famous port-of-call for ships rounding Cape Horn in the 1800s. This picturesque hilly town with twisting streets, Victorian houses, and funiculars that transport pedestrians up the slopes is an artist's delight. The city houses the Chilean Congress, providing new momentum to its great tradition and character.

Founded primarily as a residential resort area, Viña del Mar's physical appearance is similar to many cities on the Mediterranean coast. It is a prosperous, attractive, and elegant town. Its streets are packed with tourists at the height of the season (December

- February) who are attracted by its many miles of sandy beaches, rocky Pacific vistas, and abundant seafood.

CLIMATE AND WEATHER

The average summer temperature (December to March) in Valparaíso is 68° F and in winter 59° F. Midday relative humidity during summer is 65%, due to the compensation effect of the cold current of Humboldt that runs off the coast. Annual precipitation is average of 18.18 inches, concentrated in the months of May to October. November to April is the dry period of the year. The difference between the daily mean temperature of summer and winter and the night temperature is 9° F. Valparaíso benefits from privileged weather, similar to those found in cities such as San Francisco, CA; Cape Town, South Africa; Perth and Adelaide, Australia; and the northwest Coast of New Zealand.

LOCAL TRANSPORTATION

There are many ways to travel around the city of Valparaíso. There are 15 *ascensores* (funiculars that climb the Valpo hills powered by electric winches), *micros* (mini-buses, each with a capacity of 40 seated passengers), *trolleys* (electric buses), metro (train that runs throughout Vina del Mar and Valparaiso), taxis that only stop at predefined places (called *paraderos de taxis*) and *colectivos*, a sort of collective taxi with established routes and fixed prices. For leisure, you can go for a boat ride from Prat Pier and watch the city from the sea.

During orientation, you will receive a paper *matrícula* from PUCV certifying that you are a student. With this *matrícula*, you will be able to receive a student rate for the *micros* and the *metro*. However, the *matrícula* is intended only to hold students over until their government-issued student ID "*pase escolar*" cards become available and therefore, is not valid for the entire semester.

Bus Terminal (To Santiago):

- Avenida Pedro Montt and Rawson - Tel: 213246

Train Stations:

- Estación Puerto, Tel: 217108
- Estación Bellavista, Tel: 253015
- Estación Barón, Tel: 217092

METRO

In November 2005, a Metro system that runs from the base of the port in Valparaíso through Viña del Mar was added to the Chilean transportation system, making travel along the area's coastline even more accessible and efficient.

There are 20 stations (some aboveground, some underground) along the 43km route. Fares vary depending on how far you ride, but are estimated between 380-780 Chilean pesos. The Metro operates from 6:30AM until 11:00PM. Trains arrive approximately every 5-15 minutes, depending on the station and volume of passengers riding the system.



To get to and from school you will likely either ride in a *colectivo* or take the *micro*. *Micros* are slightly cheaper and come once every minute or so depending on the time of day. *Colectivos* are mainly out between 7am and 11pm. Late at night it is difficult to find one that goes to your neighborhood. The first couple of times you use public transportation have your family help you or go with some friends. Watch what the Chileans do to learn proper etiquette. Public transportation is easy and cheap. Travel as much as you can afford. Chile is a beautiful country. I highly suggest visiting the Atacama Desert. It is the best trip I have ever taken. Traveling by bus is very cheap but it can feel like it takes much longer. Transportation is reliable, safe, and clean. Enjoy yourself. Traveling abroad was the best decision I ever made!



Always try to have a lot of coins on you. Change can be difficult to come upon but is really convenient especially when riding the micros.

COMMUNICATION & RESOURCES IN YOUR HOST CITY

INTERNET

There are various inexpensive internet cafés in Viña and Valparaíso that charge by the minute or half hour. You will also be able to print, scan, and make copies at most of these cafés.

POST OFFICES (CORREOS DE CHILE)

Post office hours in Santiago: 0900-1800 Monday to Friday; 0900-1230 Saturday.

Post Office:

- * Plaza Sotomayor s/n, Tel: 256369
- * Edwards 629, Tel: 251007

RESTAURANTS/FOOD

Although all meals are provided by your host family, there are many restaurants in Viña and Valparaíso. Some offer typical Chilean foods and others vary from other South

American and international cuisine to the comfort of home, such as the Ruby Tuesdays in the mall.

There are some food products typical of the US that may not be found in Chile ranging vegetables to packaged food like peanut butter. There are larger supermarkets that may sell US products, like Jumbo which is located near PUCV's main building in Valparaíso.



Try as many different fruits and vegetables as possible. The fruits in Chile are delicious and there are some fruits you will never be able to find in the US.

SHOPPING

In Chile, it is possible to buy a wide variety of products in all kinds of stores. In the bigger cities it is typical to find big malls and shopping centers, but it is also possible to find smaller and more specialized stores. Across the country you can observe different artistic and cultural traditions and as a result, crafts change from one area to another, integrating specific characteristics from each place. There are 2 artisan fairs (*ferias artesanales*) in Viña where you can buy local crafts. These crafts can also be purchased in small shops and stores in each town. For camping, climbing and other outdoor sports, you may find equipment at the mall or specialized shops in Santiago, as well as in the main centers where the sports or activities are practiced.

Shops open from 09:30 to 13:00 (1pm) and from 16:30 to 20:30 (Monday to Friday). On Saturdays, they are open only from 10:00 to 14:00.

HOSPITALS

- * Hospital Alemán, Dr. Guillermo Münnich 203, Cerro Alegre, Valparaíso - Tel 217951
- * Hospital Carlos Van Buren, San Ignacio 725, Valparaíso - Tel: 217951
- * Hospital de la Seguridad, Avenida Brasil 2350 Valparaíso - Tel: 234646

SOME ADDITIONAL EXPERIENCES WITH CULTURE SHOCK



The culture shock was not too bad when I first got there. Get used to kissing people on the cheek. Everybody kisses each other. The biggest frustration I had was the language barrier. With time, that will get better. You just have to tough it out. Make an attempt to speak as much Spanish as possible. The more you speak the easier it gets. You will find you are tired a lot the first month or two. That is normal. Your brain is working overtime translating from Spanish to English to Spanish 10 hours a day. Another

note about the Chilean culture is that their schedules are very night-oriented and events tend to occur much later in the evening.



Although culture shock can be tough, overcoming it provides a valuable opportunity for personal growth. It is a mind-stretching process that will leave you with a broader perspective, a deeper insight into yourself, and a wider tolerance for others. You will mature in ways that you never would have if you had stayed home.



My culture shock wasn't so much a huge shock all at once but more a little here and there. I was able to talk with other exchange students and my host mom was also wonderful; she was like a second mom to me and I could talk to her about anything. The people in the International program office were also wonderful and always willing to talk to us about any subject. Try to surround yourself with positive people! I found that hanging out with other exchange students and talking about all the things we DIDN'T like about the culture/country/etc. in comparison to the US made my mood worse, so I tried to surround myself with positive people and it really helped my mood. Also, the biggest shock I had was after about two weeks, when it really set in that I was there for FIVE months! For the first couple of weeks it feels like vacation, because everything is new and exciting and it's the summer and you have the ocean, etc... but after a few days it really hits you - wow, this isn't just a two week vacation to the beach, this is my life for the next few months! When it really sets in it is a little difficult, because you start to worry how you will get through it, but by the end of your five months you can't believe how fast it is and you don't want to leave at all! I was sad when I left for Chile but I was 100 times sadder when I left!