Welcome

We are delighted that your son or daughter (your student) has decided to study abroad through Arcadia University. We know that this is an important decision for them and quite likely for you as well. Supporting your student’s desire to study overseas and watching while they embark on this new adventure is exciting but can also be daunting at times. It takes courage, commitment, flexibility and humor on the part of the entire family.

We at Arcadia University believe that you, the parents, are vital to the process of ensuring that your student’s study abroad experience is the best that it can be, and that they return to the United States with a record of solid academic achievement, an increased sense of self-confidence, maturity, and responsibility and a wealth of new experiences to share with you. We trust it will be a great deal of fun for everyone as well.

Arcadia University has been offering high-quality study abroad opportunities to students for over 65 years. We currently offer more than 70 programs in 10 countries and enroll 3,000 students a year from over 350 colleges and universities throughout North America. We take the safety and well-being of your student very seriously. We are committed to helping them adjust to very different cultural and academic settings. We provide professional, full-time staff both in the U.S. and abroad who will work with your student throughout the duration of their program. We provide support and guidance every step of the way while, at the same time, encouraging students to take responsibility for their own well-being. The opportunities provided by a study abroad experience can be transformational, but the path is not always particularly easy or smooth. Nevertheless, the tremendous value of the experience far exceeds the bumps one may encounter along the way.

In order to explain the process ahead, we have prepared the following guide since we believe that you, as a concerned parent, will read it. It contains important information about our processes, procedures and policies and how we will be working with your student.

In this booklet you will find practical information about the program including orientation, housing, insurance, health and safety, etc. You will also find some valuable information about culture shock and the inevitable adjustment process that your student will go through in the first few weeks. Being prepared for this adjustment process, and knowing how to respond will help you and your student, and will also allow Arcadia to provide the support that is required, when and if it is needed. We welcome your questions and are available to talk with you about our programs and services at any time.
Application, Acceptance and Pre-Departure

While there are a number of things that need to happen before your student goes abroad, they shouldn’t feel overwhelmed or apprehensive about the process. The Arcadia University Center for Education Abroad is here to assist during this experience. We will be communicating with students (primarily through email) throughout the semester, keeping them informed of the next steps and what additional actions need to be taken. In addition to the email updates, students should expect to receive two or three additional packets of information:

- Upon receiving the application to study abroad, Arcadia will issue an Application Received Letter. This letter will introduce students to Arcadia University and outline the process ahead. They will also be directed to the Arcadia University website where they will find additional information on housing options for the program, information about payment and billing and offer a list of alumni advisors that have volunteered to provide advice to prospective students.

- Once we have received word of student admission to the overseas program, Arcadia will issue an Acceptance Packet. The acceptance material will introduce Greece and cover a variety of topics that will be useful in preparation for their time overseas.

- The last packet will be a Pre-Departure Packet, containing an International Student Identification Card (ISIC), insurance information, and information pertaining to orientation and arrival in Greece. This final packet will be sent approximately two weeks prior to departure.

During the coming months, your student will need to complete a series of forms related to course selection, housing, special needs, and intent to enroll in order to confirm participation in the program and fulfill overseas institutional requirements. We will be communicating with students about these required forms and alert them to any deadlines.

Orientation

The Experience Abroad Begins in Athens...

The Arcadia orientation is extremely important and sets the stage for the study abroad experience for your student. We commit a significant amount of staff, time and resources to providing an orientation that will help your student successfully adjust to their new home and educational experience.

Orientation is a mandatory component of the study abroad experience, and is included in the program fee. It is meant to be a time of acclimation and adjustment as students recover from jet lag, adjust to their new surroundings, and interact with the Arcadia staff and fellow program participants.

The orientation period in Greece will last approximately 3 to 4 days. Orientation is designed to introduce students to Greece and to Greece academic procedures and expectations. The orientation will also provide students with information and assistance as they prepare to take up residence and establish themselves as a full-time student in Greece.

Greece Orientation

Everything from the general to the specific will be covered. Sessions will include such topics as current events and politics, higher education, the history of Greece, and safety and security. Students will reside in their official Arcadia accommodation or in hotels reserved specifically for orientation. During the first day, students will be provided with a phone card and instructed to check in with parents and family at home. Orientation will include meetings with the Arcadia academic and student services personnel, registration for courses, and a range of tours and activities. Students can also sign up for Arcadia-sponsored activities during this time. Events and excursions are provided at minimal or no cost to students and run throughout the semester.

Contact Information during Orientation

Arcadia University-Athens Office
Embedokleus 26
116 36 Athens, Greece

Phone: +(011-30-210) 752-5318 direct from the US
E-mail: ceagreece@arcadia.edu
info@arcadiacenter.edu.gr
sanders@arcadia.edu
Housing

Where your student lives while overseas is important to the quality of their experience and to their understanding of the host culture. For this reason, we provide detailed information about the various housing options and what to expect.

Arcadia guarantees that students will be accommodated in safe, clean, residence halls or student apartments. It is important to recognize, however, that good student housing overseas may look very different than what your student has been used to in the United States. Student rooms or apartments may have very different resources and amenities than the residence halls or apartments on their home campus. They may be much smaller, they may require walking a longer distance to class, they may not have internet service, they may be in buildings that are much older than here in the United States. Alternatively, they may be in brand new residence halls or apartments with wonderful views and plenty of up-to-date conveniences.

Whatever the situation, it is guaranteed that the setting will be very different to that of your student’s home campus. Learning to adapt to change is one of the outcomes of living and studying abroad and it is what makes this experience so valuable. Study abroad provides a unique context in which to learn and grow. It can be helpful to keep in mind that, in general, students in North America enjoy a very high standard of living with access to a multiplicity of resources. Understanding how local students live in other countries and sharing in their accommodations is part of the cross-cultural challenge that your student has accepted. We will be there to help, provide support and address concerns each step of the way.

Students share apartments in an Athenian apartment building. The apartments are a 15 minute walk from the Arcadia Center. The space belongs to the student, but its location makes it a prime opportunity for immersion into Greek life. Apartments are located in different buildings throughout Pagrati, a residential neighborhood in central Athens. Each apartment has a fully, though modestly, equipped kitchen. Each student will have a bed, desk, closet and shelves. We recommend students bring a few small things that will make their space feel like home. Students need to bring their own sheets (2 flat sheets) and towels. Any additional sheets and towels may be easily purchased after arriving in Greece. We provide pillows and blankets. Students may stay in their housing in between programs.

*Independent Living:

While Arcadia University guarantees housing for all students, students may choose to opt out of program accommodation and seek independent accommodation. If your student chooses to live independently they must notify Arcadia University in writing by November 30 (Spring Semester) or April 30 (Fall Semester). Should they choose to live independently, their account will be credited the housing portion of the program fee. As with most large cities, housing can be very expensive. The housing allowance credit may not be sufficient to cover all the housing expenses your student may incur in independent accommodation.

Health and Safety

While your student is abroad, our overseas and domestic staff will be available at all times to help with academic or personal issues. The most important thing to remember is that we have overseas staff available to help, no matter what the situation. Also there are several ongoing initiatives with which Arcadia is involved.

To begin with, our policies and procedures are guided by statements of good practice articulated by the Inter-organizational Task Force for Health and Safety in Study Abroad. We encourage you to read these statements, which address the responsibilities of participants, parents and program providers. You can access our website at www.arcadia.edu/cea/safety and click on “Helpful links concerning Health and Safety”.

Our website also provides parents and program participants with comprehensive health and safety information. You can visit our site at any time for health and safety news. You are welcome to register your e-mail address with us if you wish to be notified of any occurrences that may affect your student. To access our health and safety information and/or register your e-mail address, visit www.arcadia.edu/cea/parents.
Currency and Banking

An ATM card is the easiest way to handle money while studying in Greece, but should not be your student’s only access to money in case the ATM card is lost or stolen. It is advisable to arrive in Greece with a few travelers’ checks or U.S. currency as well as the ATM card. The ATM card must be linked to the Plus or Cirrus systems. Please be advised that the ATM card must draw from a CHECKING account in order to function correctly. Please ensure that the NUMERICAL personal identification number (PIN) associated with the ATM card will work abroad. Finally, it is always a good idea to ask if there are any fees or surcharges for withdrawing money overseas.

Visa and MasterCard are more widely accepted than American Express for daily purchases. All these organizations offer their card holders some very useful financial services. Check with each company for more information before your student departs.

We recommend that only students studying abroad for the entire academic year open a bank account. To open a bank account overseas, your student will be asked to provide a letter of reference from the home bank in the United States. This letter, along with the Arcadia University Center for Education Abroad certification of student status, International Student ID card, and passport should provide adequate identification to open a deposit account. Banking practices are constantly changing so we now advise students to open an account at a bank that has an agreement with their host university to handle overseas students’ accounts. It is extremely difficult for overseas students to open regular bank accounts unless they are dealing with branch offices that are experienced in providing banking services to this special clientele.
**Computer and Cell Phone Information**

The Arcadia Center in Athens has sufficient computer facilities for students. However, the lab is not open 24-hours a day. The Arcadia Center also has a wireless connection so many students bring their laptops.

The hours for the computer lab are:
- Mon. – Thurs. 8am – 10pm
- Friday 8am – 5pm
- Saturday closed
- Sunday 2pm – 10pm

The apartments do not have Internet access. Because many American students have become accustomed to uninhibited computer usage and internet access, there has been an increase in the number of study abroad students bringing laptop computers overseas. Laptops can be used in apartments for word processing and can also be hooked up to the Internet in the computer lab or if the laptop has a wireless card, they can be used throughout the Arcadia Center.

If your son/daughter decides to bring a laptop computer overseas, they should be aware of several important issues. Firstly, it is recommended that your son/daughter obtain a security cable and insurance for his/her laptop. Additionally, he/she should check with the laptop manufacturer about whether it is necessary to obtain an appropriate adapter and/or electricity converter. Some laptop computers are equipped with a dual voltage switch which will enable them to function in Greece using only an adapter.

**Phones in the Apartments:** Student apartments are equipped with telephones. Students will be expected to use a pre-paid calling card, a *chronokarta*, for every telephone call they make from the apartment telephones. The orientation package will include a pre-paid calling card and replacement cards are easily available for purchase in the neighborhood. They will enable your son/daughter to call locally or directly to the U.S. There is also a pay phone available at the Center which works with a different sort of pre-paid card, one circulated by OTE, the Greek telephone company. Public telephones also operate with these same cards.

**Cell Phones:** Students can bring international cell phones from home, but they must be sure their cell phone works internationally. Arcadia University does not endorse any particular product. There are options to buy phones here and some students opt to purchase or rent a cell phone in Athens, which is easy to do. Typically, cell phones work by purchasing phone cards from local kiosks, located all over Greece. Our Resident Director will explain this option to students during orientation.
**Shipping and Storage**

Students are encouraged to pack lightly! Most students will accumulate many items while overseas making it even more challenging to pack for the return flight home. Airline baggage allowances are strict; therefore students are strongly encouraged to review the guidelines of all airlines on which they will be flying. Please note that baggage allowances for domestic flights are usually more stringent than for international flights.

It is not advisable to ship items to Greece. Customs declarations must be made on all packages sent overseas and import taxes—even on used items—can equal or exceed the original purchase price of some items. If it is essential to ship items, it is recommended that the package be marked “Contains Personal Belongings” to avoid customs charges. As prices at different shipping agencies can vary greatly, we recommend that you comparison shop. Please do not ship any packages to the Athens office of Arcadia University; our offices do not have facilities to handle packages or store luggage.

If your student must bring prescription medication overseas, we recommend that he or she brings a full supply (for the duration of the program) and a doctor’s prescription in carry-on luggage. Shipping medications overseas can be very problematic.

**Flight Information**

Arcadia University partners with StudentUniverse.com, a discount student travel organization located in the Boston area, to provide access to discounted student fares. The Student Universe website will recommend a travel plan for your program, which may include: (1) a group flight with pre-reserved seats; (2) a recommended flight that you should book as an individual; or (3) a Student Universe search engine that will assist you in identifying the best flight options. Please visit the StudentUniverse.com website at:

www.studentuniverse.com/study/arcadia

Whenever possible, Student Universe will attempt to secure a group booking for each program. However, given the restrictions and relative expense associated with group bookings, it is often advantageous to book your travel as an individual, rather than as a group. Prices for seats can vary considerably depending on travel dates, airlines and departure locations, all of which is taken into consideration when constructing your travel plan. Student Universe’s priority in arranging travel plans is to minimize cost, confirm high flight availability and to ensure arrival prior to the start of your program.

If your travel plan does not include a specific group flight, be assured that Arcadia University, both here in the U.S. as well as our staff overseas, endeavor to make your arrival for orientation as smooth as possible. In the event that transportation can be arranged from the arrival airport we will keep students informed as to what will be required of them in order to access this transportation. It is incumbent on the program participant to provide accurate flight information by our published deadline to Arcadia University in order for us to make proper arrangements.

**Independent Arrangements**

You are also able to make independent travel arrangements to your program site. When doing so, please refer to your program calendar for the start and end date to ensure that you are on-site at the required time. Once you have completed your arrangements, please complete the Travel Confirmation Form (www.arcadia.edu/cea/forms) and forward it to Arcadia University.
Contact Information

The Arcadia University Center for Education Abroad is opened from 8:00 AM to 5:30 PM Eastern time, Monday through Friday. All staff are available by calling our toll free number, (866) 927-2234. US-based staff members whom you may need to contact during the application process and before departure are:

- **Timothy Barton**, Senior Program Coordinator – barton@arcadia.edu
- **Amanda Zimmerman**, Coordinator Assistant – zimmerma@arcadia.edu
- **Marc Davis** – Student Accounts Manager – davism@arcadia.edu
- **Arlene Snyder** – Health and Safety Officer – snyder@arcadia.edu

After normal business hours, messages regarding routine questions should be left on the toll-free number listed above. In the event of an emergency, the following numbers are useful:

**US Staff Emergency Numbers:**

Arcadia University Security Office – Staffed 24 hours per day, officer on-duty will call the appropriate staff member in the event of an emergency. This should be your first contact in the event of an emergency after business hours. (215) 572-2999

David Rudd, Director of Student Services (267) 218-1488 (cell)
Arlene Snyder, Health & Safety Officer (215) 830-9735 (home)
David Larsen, Director Center for Education Abroad (215) 887-3656 (home)
Arcadia University Security Office (215) 572-2999 (24 hours)

**Greece Emergency Numbers and Contact Details:**

Dr. Jan Motyka Sanders, PhD, Resident Director
Effie Kaleki, Coordinator of Student and Administrative Services
Costantinos Melides, Management and Administrative Consultant
Vivi Efthymiopoulou, Office Assistant
Kim Diorio, Student Affairs Officer

In case of emergency after hours, your family may contact Jan Sanders at home at (011-30-210) 752-1426 (direct dial from the U.S.) or on her mobile phone at (011-30) 6945-850609.

**Address Arcadia University Athens Office**

Arcadia Center for Hellenic, Balkan and Mediterranean Studies and Research
EMBEDOKLEUS 26
116 36 Athens
GREECE
Telephone: (011-30-210) 752-5318 (direct dial from the U.S.)
Email: info@arcadiacenter.edu.gr
Hours: Monday-Friday 9:00 a.m. to 5:00 p.m.

The office is closed on weekends and holidays. Don't forget about the time change. Greece is 7 hours ahead of the U.S. (EST).
Reading Lists and Websites of Interest

Informational Sites

- Arcadia Preparing to Go Site: www.arcadia.edu/cea/preparingtogo
- US Embassy in Greece: www.usembassy.gr
- Center for Disease Control: www.cdc.gov
- Passport Services: http://travel.state.gov/passport

Greek Newspapers in English

- Kathimerini – www.ekathimerini.com
- Athens News – www.athensnews.gr

General Sites of Interest

- City of Athens www.cityofathens.gr / and click on English
- Culture Guide Greece www.cultureguide.gr / and click on English

Culture Shock and Journaling:


Books

Fiction

- Karnezis, Panos Little Infamies and The Maze
- Zinovieff, Sofka Eurydice Street, A Place in Athens
- Papandreou, Nikos Father Dancing.

Health Insurance Coverage

One of the important benefits the Arcadia University Center for Education Abroad provides each program participant is health and accident insurance coverage. Although we sincerely hope that our students will never have to use this insurance, you need to know about it just in case. Enclosed is a description of the “World Class Coverage Plan” in which your student will be automatically enrolled throughout their participation in an Arcadia program. Coverage begins on the day the program group flight leaves the United States and is in effect through the end date listed on the program calendar. If necessary, participants may purchase coverage for additional time either before or after the program by calling Cultural Insurance Service International (CISI) at the “800” number listed below.

As you will see, most non-pre-existing medical expenses will be covered on a reimbursement basis. To file for reimbursement, participants simply complete a claim form and send it to CISI. We will send a claim form and health insurance ID card to all participants shortly before they depart. The claim form may be photocopied. Additional forms are available at Arcadia’s program offices overseas.

All questions about this insurance coverage should be directed to:

CISI
River Plaza, 9 West Broad Street
Stamford, CT  06902
Tel:  800-303-8120 ext. 5132
Fax:  203-399-5596

In addition to the CISI policy, additional insurance coverage is provided in conjunction with the International Student Identity Card (ISIC) which we will send to your student just before their program begins. A description of this coverage is available at www.isicus.com.

We strongly recommend that each participant arrange for loss or damage to baggage and personal effects. Arcadia does not provide such coverage. Some homeowners’ insurance policies include theft and damage coverage for the personal property of family members who are traveling. Check to see whether you already have such protection before purchasing an additional policy. It is a good idea to have a photocopy of the insurance ID card, the ISIC card and the photo page of your student’s passport with you at home. This way, the valuable information these documents contain will always be available while your student is abroad.
For further information related to health and safety, please contact Arlene Snyder, Administrative Manager and Safety Officer at 1-866-927-2234 or snyder@arcadia.edu.

Resources Available for Monitoring Health, Safety, and Security Concerns

There are numerous resources available to parents, students, and advisors that may be utilized in order to ascertain the relative health and safety risks of travel and study in a specific country or region. Following September 11, 2001, universities that send students or employees abroad have taken a much more active role in monitoring health and safety risks.

Arcadia University is a leader in setting standards for the field of international education. We have taken a great deal of time to define the appropriate protocols to implement in order to secure the safety of our study abroad students. For your review, we have provided a list of resources that we use to monitor health and safety concerns abroad. This list includes a number of links to governmental and quasi-governmental websites as well as private sources of information such as English language newspapers and travel risk organizations.

I. Good Practices for Health and Safety. NAFSA suggested protocols
   www.secussa.nafsa.org/safetyabroad/goodpractices2003.html

    www.secussa.nafsa.org/educationabroad.htm

III. Web Based Sources for Monitoring Health and Safety. NAFSA list
    www.secussa.nafsa.org/safetyabroad/monitoring.html

IV. US State Department Traveler’s Advice and Information
    http://travel.state.gov


About Arcadia University

Arcadia University is a comprehensive, co-educational institution that offers a wide array of liberal arts and professional programs to more than 3,000 students annually. Located in suburban Philadelphia and founded in 1853, Arcadia is accredited by the Commission on Higher Education of the Middle States Association of Colleges and Schools. The University offers undergraduate degrees in more than 30 fields of study, plus a number of master’s degrees, post-baccalaureate certificate programs, and a professional doctorate. Additionally, through the Center for Education Abroad, the University operates one of the largest study abroad programs in the United States.

Formerly known as Beaver College, the institution converted to university status and changed its name to Arcadia on July 16, 2001. This historic change was undertaken to more aptly reflect the institution’s significant expansion in size and range of degree offerings over the last 30 years.

Arcadia University is committed to preparing students for life in a rapidly changing global society and has been recognized by the American Council on Education for the innovative ways it has incorporated international activity into its mission, curriculum, and student life.

Academic Policy

Credits, Grades, and Transcripts

In-country, pre-program orientation is a mandatory part of all Arcadia programs. All students are expected to participate fully in the Arcadia on-site orientation. The number of credits earned will depend on the program selected. Regardless of program length, students must enroll for a full-time course load. Part-time study is not permitted. Audits or enrollment in courses for no credit are not covered by the program fee and will not usually be reported on the Arcadia University transcript. As a general rule courses may not be taken on a pass/fail basis. Credit will not be awarded for incomplete courses.

A full-year program normally awards 30-33 semester hours of credit; one term, 10-12 semester hours of credit; two terms, 18-21 semester hours of credit; and a single semester, 15-16 semester hours of credit. Summer programs vary from 3 to 12 semester hours of credit.
Program grades and credits are reported on an Arcadia University transcript. Final letter grades reflect an assessment of every assigned component of the course including class contributions, field-study trip reports, journals, and oral presentations. In most courses, the emphasis is on written work (which includes research papers) and on the final examination. All study abroad programs require that examinations be completed at the time scheduled by the program.

Arcadia University transcripts indicate when and where the student studied, all of the courses taken, grades earned, and credit awarded. One official copy of the transcript will be sent to the student’s home university and one unofficial copy will be mailed to the student’s home address. Transcripts are released only after all financial obligations have been satisfied. Additional copies of your transcript are available by calling the Arcadia University Transcript Request line at (800) 646-1858.

Admissions Requirements

Most programs require a minimum of a 3.0 grade point average on a 4.0 scale, but each host institution establishes its own GPA requirements. As a result, these requirements can range from 2.7 to 3.6 on a 4.0 grade scale.

For specific information about admissions requirements, check individual program profiles online at www.arcadia.edu/cea or call and talk to an Arcadia program coordinator.

Scholarships and Financial Aid

Financial Aid

Students wishing to have financial aid applied to the Arcadia program fee should check with the financial aid officer on their home campus to see whether the home school is willing to process financial aid for study abroad through Arcadia University. If so, the financial aid arrangements form should be completed and returned. If the home school is not able to transfer aid, Arcadia University may be able to process certain financial aid, such as Pell Grants, Stafford Loans, PLUS Loans, and some types of state grants. For further information, please contact Marc Davis or Rosemary Hall in our Finance office at 1-866-927-2234.

If your financial aid will not be available before the program fee is due, we must receive official written notification of the source, amount, and release date of funding. When we get this information from the financial aid officer or from the funding source, we will note the amount expected and defer the payment of that portion of the fee until the date specified.

If financial aid does not cover the full program fee, the difference must be paid by the appropriate deadline. Until the account is paid in full, students remain responsible for the full program fee.

Study abroad advisors at home schools should be able to help find information about grants, loans, or scholarships for study abroad. Additionally, a number of foundations and civic organizations offer financial assistance for study abroad. For more information, check out our website at www.arcadia.edu/cea/scholarships.

Arcadia University Scholarships

Arcadia’s scholarship funds are intended to help students in specific programs for whom a small amount of financial aid can mean the difference between participation and staying home. Award decisions are based upon a combination of financial need, academic merit, and program choice. Grants from $500 to $2,000 are available.

Scholarship applications and supporting materials will be accepted between February 1 and April 20 for fall and full-year programs and between September 1 and October 15 (November 15 for Australia and New Zealand) for spring programs. Award decisions are announced after the application deadline. Please note that scholarships can only be applied toward the program fee.

Please apply early in the admissions process for scholarship assistance. Scholarship applications received after the published deadlines cannot be considered. Arcadia scholarships are not available for summer study.

If you have questions, please call us toll-free at 1-866-927-2234 or e-mail us at cea@arcadia.edu.
Fees and Payments

What Your Program Fee Includes

Our program fee includes tuition, housing, academic advising, predeparture services, host country orientation, host country support, health and accident insurance, the International Student Identity Card (ISIC), and transcripts. In some programs, field-study trips are included in the fee. Refer to individual program profiles for specific details. Insurance against theft of and/or damage to your personal effects is not included. We strongly encourage you to obtain this coverage for the period of time you will be abroad.

Additional Fees

Some programs impose additional fees for registration in the faculties and/or departments of communications, math, psychology, music, fine and performing arts, design, science, and/or engineering. Each program profile highlights these additional charges. Recently, this charge has ranged from $200 for a single course to $5,500 for a curriculum of full-year science courses. Students who are likely to be subject to these fees are notified when they are accepted to the program. These fees will not be billed until after registration is final in the courses that require these special fees.

If the program requires enrollment in a meal plan and/or supplemental charges for housing, or provides meals via family stay arrangements, additional costs will be billed after overseas registration has occurred.

Payment Information

Payment procedures and policies vary depending upon a student's home school.

Housing Policy

The decision to reside in Arcadia University-arranged housing, whether it is a residential or a family-stay situation, is an important one. Because we must make student housing arrangements long before the start of each program, we treat your choice of accommodation as a serious commitment. Unless students tell us otherwise, we assume that they wish to live for the duration of the overseas program in the housing that they ask us to arrange before the program begins.

To assist those students who know from the beginning that they wish to live independently, and to be clear about the options available to any students who change their minds about their housing decision during the first days of their program, Arcadia University makes the following choices available:

1. Students who have - or who are confident they will be able to secure - independent housing throughout their program may:
   A. Decline program-arranged accommodation except for orientation (and homestay). Arcadia University will waive the housing portion of the Arcadia program fee and will have no obligation to provide housing for these students. OR
   B. Request that Arcadia arrange for five nights of accommodation following orientation (and homestay) in the city in which the program is located. The supplemental fee for this service is $250. At the end of the five-night stay, Arcadia University will have no obligation to provide housing for the student. If, however, the student then decides to live in Arcadia's program housing, he/she may request to do so in return for payment of the full semester's housing fee. Arcadia University will provide program housing for these students only if space is available.

   NOTE: Students who intend to exercise either of the above options must inform their Arcadia program coordinator of this decision by 30 June for the Fall and Academic Year and 20 November for the Spring

2. Students who live in housing provided or arranged by Arcadia University:
   A. May decide to live independently after the deadline stated above but before taking up residence abroad. For these students, Arcadia will waive the housing portion of the program fee minus a $500 administrative charge. OR
   B. May decide to leave Arcadia-arranged accommodation (to live independently) during the first five days of its availability. For these students, Arcadia will waive the housing portion of the program fee except for a $1,000 administrative charge. OR
   C. May decide to live independently after having had access to program housing for more than five days. For these
students, there will be no housing refund from Arcadia University.

**Housing Refund Policy**
If the student leaves Arcadia program housing within the first week of the program the cost of housing less a $500 penalty will be refunded. After the first week there will be no housing refund.

**Early Withdraw**

Students who withdraw after confirming their intent to enroll, but prior to the payment due date, will be charged $500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

Students who withdraw after the payment due date, but prior to the scheduled overseas arrival date for their program, will be charged $1,500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University. Students who withdraw on or after the scheduled overseas arrival date for their program will be charged $2,000 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

Refunds are approved only after all relevant accounts are cleared. Upon approval, a refund will be issued within 20 working days. In the event that a student’s charges exceed the amount paid, the student will be invoiced for the difference.

**Full-Year Students Withdrawing after One Term/Semester**

Full-year program participants who notify us in writing at least one month before the end of the first term or semester that they will not be returning for the second term or semester, will be charged the published fee for the completed term or semester.

If written notification is received during the month before the end of the first term or semester, then the published fee for the completed term or semester, plus $500 will be charged. If the host program requires no less than a full year of study, the charge will be $2,000 plus all non-refundable deposits and fees paid or 50 percent of the balance of the program fee, whichever is less.

**Suspension and Expulsion**

There is no credit or refund for a student who is suspended or expelled from the program for any reason.

**Culture Shock**

The first few days and weeks of your student’s time overseas will be full of excitement, adventure, joy and challenge as they learn how to navigate their way around in their new culture and negotiate a brand new environment. Just about everything will seem wonderful and unique and different. If they are in an English speaking country, they will no doubt be surprised that despite the fact that the language is English, they may not understand much. The local language will be a different kind of English to American English with its own colloquialisms, vocabulary and idioms. If they are in a non-English speaking country, they will be grappling with how to relate the language they learned in the classroom with the one they are hearing on the street. Even everyday activities like turning on the water to take a shower can become a challenge as plumbing arrangements are markedly different around the world. All of this can be wonderful fun, a source of humor, and a unique learning opportunity. However, it may also lead to significant feelings of disorientation and emotional upheaval. This is the time when students go through their biggest struggles. Homesickness for the familiar and for family and friends begins to set in. Sometimes students can begin to feel that everything about their new environment is negative: their housing is terrible, the weather is awful, the food is inedible, and the locals are unfriendly. When these times of stress occur, your student may be in touch with you via phone and email and you may find yourself becoming equally stressed as you listen to their struggles and as you try to determine the seriousness of the challenges facing your student.

While you will likely be the one that your student turns to throughout the course of their experience to share their ups and downs, please encourage your student to talk with Arcadia staff as well. We are on site and can address their concerns most easily and appropriately. Not only is this important so that we can help, but it is also a very valuable part of helping your student advocate for themselves, an essential element of their education and a valuable component of study abroad. Please allow us the time and opportunity to address their needs.
You may find the following short synopsis on the trajectory of culture shock a useful guide to helping your student.

Culture shock, as defined by Arthur Gordon in “Re-entry Preparation and Integration for Study Abroad,” is “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/she has not.” Culture shock is not necessarily caused by any one event, but can be the result of a series of events and a general feeling of “disorientation.” Study abroad often challenges one to reconsider long-held values and beliefs, and this can lead to a feeling of uneasiness that is hard to identify and articulate. Although each person may manifest “symptoms” of culture shock in different ways and to varying degrees, there are some fundamental stages that seem to be applicable to most study abroaders.

1. Initial Euphoria

This is often called the “honeymoon period”. Students normally arrive in the host country excited about the adventures that lie ahead. Although leaving the US may have been difficult, the excitement of the trip fuels an optimistic attitude. This can last anywhere from a few days to a few months, but it almost always fades.

2. Irritability

Once students begin to take a more active role in their new communities, little differences can seem like big problems and one’s customary reactions can seem out of synch with the situation. This is the most challenging stage of being abroad, and it’s where some will tend to withdraw, feel homesick, and idealize their life in the US while criticizing the host culture.

3. Gradual Adjustment

The difficult second phase of culture shock fades too! Students start to feel more at home in their surroundings and are better able to interpret subtle cultural cues.

4. Adaptation

During this stage, the student’s sense of “foreignness” lessens dramatically and he/she is able to function well in both cultures.

Lessening the impact of culture shock

Simply being aware that culture shock exists and is practically unavoidable is an important first step, but there are things one can do to minimize the impact it has. The Arcadia University staff will be on hand to help students through the ups and downs of their overseas experience. In addition, please encourage your student to consider the following suggestions for dealing effectively with culture shock and making the most of their time abroad.

- Keep a journal to record their experiences while abroad. This will serve both as an excellent way to remember experiences once they’ve returned and a way to measure their adjustment to the host culture.

- Keep an open mind and listen/observe without judgment; try to look at things from the perspective of the host culture.

- Avoid making negative comments about the local culture/people. Likewise, avoid other Americans or foreigners who will perpetuate that negativity—this will only reinforce stereotypes and will prevent students from adapting to the host country.

- Make friends with host nationals—hang out at local cafes, libraries, etc.

Keep active, get involved in clubs, sports, volunteer work, etc. The Arcadia University staff can advise students on ways to get involved in their host communities and universities.