JOHN BELK
INTERNATIONAL PROGRAM
HANDBOOK
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Last updated 6/8/2017
Dear students,

The Myrta Pulliam Center for International Education (PCIE) offers a wide range of exciting international opportunities for students. Study abroad and the John Belk International Program (JBIP), have a long and rich history at Queens, and we aim to provide every student with an international experience, so as to enliven and deepen the lessons learned on campus. The PCIE supports students in a variety of ways throughout the international experience including advising students throughout the selection and application process, providing health and safety information, providing advice for a successful experience, providing logistical support for JBIP programs, and sharing the excitement of the journey of personal growth on which you are about to embark. We hope your travels are memorable and open your eyes to a new perspective!

Our five broad categories of travel include language immersion, semester abroad, international internship, summer programs in France & China, and short-term faculty-led programs. Each of the five options offers an array of programs and countries from which to choose, and all may be done for course credit. The choice is yours – where will you go?

The following policies and procedures outline the fundamental information regarding each type of experience. Please note that details are subject to change at any time. You may also reference our website (myJBIP.queens.edu) and the PCIE MyQueens page for additional information. We have also included information about navigating cultural differences and culture shock, and tips for traveling abroad.

Our doors are open Monday through Friday from 8:30 AM to 5:00 PM. We are always excited to answer your questions and help you through this process. Thank you for continuing the Queens tradition of engaging in the global community. As Saint Augustine said, “the world is a book, and those who do not travel read only one page.”

Sincerely,

The Myrta Pulliam Center for International Education staff
IMPORTANT CONTACTS

Myrna Pulliam Center for International Education:
Knight-Crane Hall 103
international@queens.edu
Angie Edwards, Director: 704-337-2531, edwardsa@queens.edu
Sidra Freeman, Int’l Education Advisor: 704-337-2534, freemans@queens.edu
Kelen Townsend, Int’l Education Coordinator: 704-337-2533, townsendk@queens.edu

Student Accounts & Financial Aid:
Jernigan Hall 111
finaid@queens.edu
704-337-2225

Registrar’s Office:
Jernigan Hall 101
registrar@queens.edu
704-337-2242
- For transcripts, adding/dropping classes, updating contact information

Residence Life:
Morrison Hall 220
reslife@queens.edu
704-337-2293

Health & Wellness Center:
Located on Wellesley Avenue next to Barnhart Dorm
704-337-2220
Open Monday—Friday 9:00am—5:00pm, and Wednesdays—11:00am—5:00pm
Holiday, break & summer hours may vary
Thanks to the generosity of the late Mr. John Belk, Queens is in the unique position to offer funding to all traditional undergraduate students to use for a study abroad experience. Throughout this document, and in our online resources, you will see references to JBIP funding and what programs cost with and without it. Each student may use their JBIP funding once, and then may pay for additional experiences out-of-pocket. While some programs have a $0 supplement, most do have a supplemental fee. This means that the cost of the program exceeds available JBIP funding. The PCIE does their best to keep supplemental costs below $2,000.

**PAYING FOR JBIP OUT-OF-POCKET**

Students who have already had a JBIP experience or who are only sophomores but wish to participate in JBIP, may do so at their own expense and as space is available (priority is given to students who have not yet studied abroad). Students should create a myJBIP account (myJBIP.queens.edu) and complete the application for an open program. Applicants must indicate that they are a repeat, sophomore, or Hayworth student who is willing to pay full price in the comments section of the application. Students will then be contacted individually to discuss their placements and the financial implications with a study abroad advisor.

**SCHOLARSHIPS**

Queens is proud to offer scholarship opportunities to our students participating in international programs. Students should refer to the scholarship handbook on MyQueens to determine if there are scholarships that they may be eligible for and how to apply. The handbook is updated annually to reflect any new opportunities or changes to selection processes and criteria. Applications are typically due in October.

Currently there are three scholarships available through the PCIE:

- The Dalton Scholarship for International Internships
- The Jo Dewitt International Adventurer Scholarship (Semester Abroad)
- The Class of ’58 Scholarship (Short-term Faculty-Led; Summer Business Programs in France & China)

There are also scholarship opportunities outside of the PCIE. We have provided a few examples below, but you are also welcome and encouraged to find others on your own. The Institute of International Education has a search engine for finding scholarships based on your study abroad location.

- The Benjamin A. Gilman International Scholarship
- The Boren Scholarship
- Bridging Scholarship for Study Abroad in Japan
REQUIREMENTS & QUALIFICATIONS FOR RECEIVING JBIP FUNDING:

At the time of application, students should be:

- Full-time undergraduates students paying comprehensive tuition
- Sophomores in no less than their fourth regular semester of University study*;
- Have a minimum cumulative GPA of 2.000; you must have this minimum GPA when you apply for a program, when you enroll and take the JBIP prep course, and/or the semester leading up to your travel abroad.

*First year students may apply to study abroad on Queens' summer business programs in France and language immersion programs if they wish to participate summer after sophomore year. They should contact the PCIE before the application deadline to request this exception and must adhere to all other deadlines and eligibility requirements.

ADDITIONAL ELIGIBILITY REQUIREMENTS:

- Be in good standing with the Honor Code in the semester he/she wishes to travel abroad
- Successfully complete the semester’s work immediately prior to the program
- Remain in good financial standing with the University; and
- Agree to abide by all University rules and regulations governing study abroad; these are available in the JBIP Handbook.

TRANSFER STUDENTS

Traditional undergraduate transfer students are eligible for JBIP funds. Transfer students must meet all of the qualifications listed above. Transfer students must have been enrolled as full time students and complete four semesters at Queens before graduating. For every semester missing from the four full time semesters at Queens’ requirement, the transfer student must pay a supplement of $800 per semester. Students must pay this in addition to any supplements and in addition to the deposit.

SENIORS

If you are a senior and have not participated in the program, we urge you to consider the faculty-led program that takes place in December. If you wish to select a program that takes place in the summer after you graduate, you must appeal to the Director and delay your graduation to August.

POST-TRADITIONAL STUDENTS

Full- or part-time post-traditional students who meet the “additional eligibility requirements” listed above and have a 2.0 minimum cumulative GPA are welcome to participate as space is available. Post-traditional students do not receive JBIP funding so all costs are out-of-pocket. Options are available for all budgets. Please inquire about the full cost of programs with the PCIE.
SHORT-TERM FACULTY-LED

Short-term faculty-led programs are Queens courses taught by Queens faculty, designed with a specific academic focus and an integral international component. Students will receive academic credit that could potentially be applied towards their major, minor, or other graduation requirements. Students should talk to their advisor about their chosen program to verify that the course will satisfy their desired requirement.

During these programs, students generally travel in a group of students and faculty for 10-21 days (depending on the program) after taking a prep course the semester prior. All programs are worth 4 total credits, but could be split in a variety of ways - either 3 credits for the on-campus portion and 1 for the in-country portion, 2 for campus and 2 for in-country, or even 1 and 3, respectively. Both the on-campus portion and the in-country portion are taken for a letter grade. Students must earn a C– or better in the prep course in order to travel.

Short-term faculty-led programs change every year, depending on faculty proposals. We invite students to be flexible and open-minded, as we cannot guarantee that students will be placed in their first choice.

WHAT’S INCLUDED*:

- Round-trip flight from Charlotte to destination
- Accommodations
- In-country transportation
- Entries to museums, site visits, etc.
- Some meals (usually breakfast at the hotel)
- International Health Insurance through EIIA
- Visas (if necessary for the entire group)

*Inclusions may slightly vary by program

DEVIATIONS

Students on faculty-led programs can request to extend their time abroad by changing their return ticket to a later date. In order to do so, students must complete a form and return a hard copy to the PCIE by the specified deadline. Late requests will not be considered.

Students who request a change to their return flight must read and agree to the following (full agreement found on form, here):

- Not all requests may be possible due to airline restrictions, airfare terms, or space availability. Students whose requests cannot be accommodated will be booked on the standard group return flight.
- You will be responsible for any costs or fees associated with the change in return flight.
- If a flight change is possible, you will be emailed information about the fees and proposed itinerary and you must accept or decline the new itinerary and charges. If we do not hear from you within 24 hours, you will be booked to return with the rest of your class.
- Once you accept the change you will need to pay the PCIE office for all associated costs within 48 hours. Return tickets may be requested from a different airport than the group is leaving from, but you are responsible for the transportation to the alternate airport.
- All expenses incurred after the program’s official end are your responsibility. Queens University of Charlotte is no longer responsible for you or your travels after this time.
What more enriching way to perfect a language than through immersing yourself in a country for four weeks? Venture to a country where you’ll take classes with fellow international students also eager to speak the local language fluently. You’ll challenge yourself daily as you converse with the family you are living with and explore the streets of your city, interacting with its citizens. You’ll gain insight into the culture, which will influence how you speak and understand the language.

Queens has partnered with Lingua Service Worldwide for students interested in language immersion programs. Lingua Service Worldwide, Ltd., an independent language study abroad agency, represents private foreign language schools all over the world that specialize in offering “full immersion” language program opportunities. There are literally thousands of foreign language schools offering full-immersion programs. Lingua Service has selected the ones they consider the best in each country and are proud to represent them.

**DETAILS:**
- Most Queens students who participate in a language immersion program do so for four weeks. Students may elect to stay longer than the four weeks and pay for the additional weeks of courses.
- Students must have taken a minimum of Intermediate Level I in the target language to participate and receive language credits.
- Students receive six credits per four weeks of instruction.
- Students enroll in 21 hours per week of instruction.
- Students will live with a host family, will have their own bedroom, and will receive two meals a day.
- Some locations require more substantial supplements than others. Students will be expected to pay these supplements by a set date in order to participate in the program.
- Courses begin every Monday, allowing the student to choose the dates that work best for them. Arrival day for the four week program is on Sunday and the departure day is on Saturday.
- Students will be asked to complete a flight request form.
- Students may elect to fly back at a later date to spend time traveling in the country at their own expense. They will pay for any difference in the flight fee if they choose to fly out at a later date or out of another airport. Services (including language school and host family) will not be available past the ending date of the program.

**WHAT’S INCLUDED**:  
- Round-trip flight  
- 4 weeks of language instruction at a local language school  
- 4 weeks with a host family, who provide 2 meals per day  
- Airport transfers  
- International Health Insurance through EIIA

*inclusions may slightly vary by program
INTERNATIONAL INTERNSHIP

An international internship can satisfy your required internship credits and introduce you to a workplace different than one you may encounter in the United States. International internships are a great way to experience a new culture while gaining real world experience that will increase your marketability after graduation. More information about course prerequisites and scholarships can be found online at our website or in the Queens course catalog. There are several internship options available that are sponsored through the PCIE:

ACADEMIA LATINOAMERICANA (ALA)*

ALA offers an array of internship opportunities in three of the most beautiful countries in South America. Internship placements are based on the students’ field of study and interests, including but not limited to: health care & medicine, law, publishing, communications, and art. Internships typically last for 4 weeks, but students may add additional weeks for an extra cost.

- Students may choose to complete a language immersion option as part of their internship to receive Spanish language credits if they have completed a minimum of Intermediate I prior to the start of their program.
- Students may choose to complete their internship with ALA in Quito, Ecuador; Sucre, Bolivia (EDU majors only) or Cusco, Peru. More information about each city is available on our website at myJBIP.queens.edu.

COMMUNITY SERVICE ALLIANCE (CSA)*

CSA interns gain first-hand experience working in a rural community in the Dominican Republic, where they work side by side with the local people. Interns take part in meaningful projects which utilize their skills and abilities to improve the lives of the local people. The work is hands on, allowing for rich cultural exchanges and relationship building with the Dominican people. We encourage students who have successfully completed the Intermediate levels of Spanish to apply, as CSA interns heavily rely on language skills to complete assigned tasks.

INDEPENDENT INTERNSHIP

Students can independently arrange their own international internship and apply to receive a $3000 stipend. Students can use this stipend to offset costs as they choose, but all additional expenses must be paid by the student. The student must work with the Vandiver Center for Career Development to certify the internship for credit and the PCIE for health and safety requirements.

Stipends will be issued in late Spring to students who submit documentation of the internship approval and flight purchase by the specified deadline.

WHAT’S INCLUDED*:

- Round-trip flight
- 4** weeks of internship experience at the location in which the student has been placed
- 4** weeks with a host family, who provide 2 meals per day
- International Health Insurance through EIIA

*inclusions may slightly vary by program
**6 weeks for CSA interns
***Students who have met their internship requirement by taking INT 401 and 402, or INT 403 OR are in majors that do not require internship courses, will have to enroll in and will be charged tuition for INT 404 or INT 405 as appropriate
SUMMER BUSINESS PROGRAMS IN FRANCE & CHINA

Students majoring in Business, Political Science, or International Studies may also consider one of three Summer Programs in France. Both EM Strasbourg & ESSCA are premier business schools that offer a unique perspective on global business and politics. Learn more about each school and its program details below.

*Note: first year McColl School of Business students may apply to Summer Business Program if they wish to participate in the summer after sophomore year. They should contact the Director of Undergraduate Programs in the McColl School to request this exception and must adhere to all other deadlines and eligibility requirements.

ECOLE DE MANAGEMENT STRASBOURG

Students must be a BUS, POL, or INS major to apply for EM Strasbourg:

- 4 weeks in June/July (students choose dates of attendance in June or July)
- No supplement
- Students will take classes with guest lectures in three disciplines
- Students can earn up to 7 credits
- Activities include corporate and European institutional visits, as well as visits to cultural landmarks around Strasbourg.

ESSCA—PARIS, ANGERS & SHANGHAI

There are three locations - one in Paris, one in Angers and one in Shanghai. BUS, POL, or INS students may apply for Angers. Only BUS majors may apply to Paris or Shanghai. At all locations, students will take university-level courses and have the opportunity to visit cultural sights around the city in their free time.

<table>
<thead>
<tr>
<th>LOCATION</th>
<th>COST</th>
<th>TIMEFRAME</th>
<th>DETAILS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PARIS</td>
<td>$0*</td>
<td>4 weeks: June 22-July 17*</td>
<td>Stay at ESSCA Paris campus throughout program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Earn up to 6 credits</td>
</tr>
<tr>
<td>ANGERS</td>
<td>$700*</td>
<td>4 weeks: June 10-July 9*</td>
<td>Travel from Angers to Paris to Brussels throughout program, staying in hotels with double rooms</td>
</tr>
<tr>
<td>SHANGHAI</td>
<td>$0</td>
<td>4 weeks: dates TBD</td>
<td>Stay at ESSCA Shanghai campus throughout program</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Earn up to 7.5 credits</td>
</tr>
</tbody>
</table>

*Supplements & dates are approximate and subject to change.

Details for each location are below:

WHAT’S INCLUDED* (FOR EM STRASBOURG & ESSCA):

- Round-trip flight
- Airport transfer fees
- Program tuition & registration fees
- Accommodations
- Some meals (Welcome/Farewell Dinner)
- In-country transportation
- Program activities & site visits
- International Health Insurance through EIIA

*inclusions may slightly vary by program
SEMESTER/YEAR ABROAD

Students have several options for yearlong and semester exchanges at Queens:

• International Student Exchange Program (ISEP)
• The Irish American Scholars Northern Ireland Exchange Program (IAS)
• Ecole Supérieure des Sciences Commerciales d’Angers (ESSCA)
• EM Strasbourg Business School
• Regent’s University of London
• St. Andrews University, Scotland
• European University Cyprus
• Aberystwyth University, Wales

ELIGIBILITY

Semester/Year abroad programs are selective programs, which means there are additional criteria students must meet and spaces are limited. The following table shows application requirements for university-sponsored exchange programs:

<table>
<thead>
<tr>
<th>Program</th>
<th>Length of program</th>
<th>Required GPA</th>
<th>Other application requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISEP</td>
<td>1 or 2 semesters</td>
<td>3.0</td>
<td>2nd application, faculty recom-</td>
</tr>
<tr>
<td>Irish-American Scholars</td>
<td>1 semester</td>
<td>3.2</td>
<td>2nd application. faculty/academic</td>
</tr>
<tr>
<td>ESSCA</td>
<td>1 or 2 semesters</td>
<td>3.0</td>
<td>PCIE nomination, 2nd application</td>
</tr>
<tr>
<td>EM Strasbourg</td>
<td>1 or 2 semesters</td>
<td>3.0</td>
<td>PCIE nomination, 2nd application</td>
</tr>
<tr>
<td>Regent’s</td>
<td>1 semester</td>
<td>3.75</td>
<td>PCIE nomination, 2nd application</td>
</tr>
<tr>
<td>St. Andrews</td>
<td>1 semester</td>
<td>3.75</td>
<td>PCIE nomination, 2nd application</td>
</tr>
<tr>
<td>European University Cyprus</td>
<td>1 semester</td>
<td>3.0</td>
<td>2nd application</td>
</tr>
<tr>
<td>Aberystwyth University</td>
<td>1 semester</td>
<td>3.0</td>
<td>2nd application</td>
</tr>
</tbody>
</table>

HOST INSTITUTION DETAILS

For more information about these host institutions, visit myJBIP.queens.edu and www.isep.org for information about ISEP members.

IS SEMESTER/YEAR ABROAD RIGHT FOR ME?

Students who spend a semester or year abroad must be comfortable traveling independently. Traveling on your own requires a great deal of flexibility, patience, self-motivation and problem-solving skills. From the application process to arrival, much of the preparation is the student’s responsibility to complete. We encourage students to do as much research as possible about their host university and city to better prepare for the customs, minimize culture shock, and get the most from their time abroad.
WHAT’S INCLUDED:

- Round-trip flight
- International Health Insurance through EIIA
- Program application fees
- Customary visa application fees (does not include travel, reapplication or expedite fees unless pre-approved for special circumstances, passport photos, transcript copies, medical tests or translation fees)

COSTS AND FINANCIAL AID
Students pay Queens tuition and fees, room and board, and receive the same abroad. Depending upon the university, students could receive a meal plan, meal stipend, dorm room, apartment, or similar. Generally, students are able to use financial aid, scholarships, loans, grants, and other funding toward tuition and fees for their semester abroad, just as if they were at Queens. However, because terms and conditions vary by type of aid and source, we cannot guarantee that all aid will apply towards the semester abroad and suggest students consult with their financial aid counselor for specifics about their financial aid package.

ACADEMIC REQUIREMENTS AND CREDIT
All students must take the equivalent of 12 credits abroad. Some host institutions may require more. All students who spend a semester or year abroad must complete a transfer credit approval form PRIOR to departure to ensure that courses taken abroad will transfer back to Queens to be put on the student’s transcript. Forgetting or neglecting this step could result in the loss of course credit for courses taken abroad. Students must receive a C– or better in each course to receive credit. Credit earned will show as transfer credit on the student’s transcript and not factored in the student’s GPA.

Kirstie Ruffatto ‘17 spent a semester abroad during her junior year. She took advantage of free weekends to travel to other cities on her bucket list.
APPLYING FOR JBIP

Preparation for JBIP begins in February, when the PCIE hosts 8-10 meetings called Study Abroad 101. During these 1-hour sessions, the PCIE staff explains all study abroad options, JBIP eligibility, and how to apply. Students must attend 1 session in order to be considered for placement.

In March, the PCIE hosts the annual JBIP Reveal Party to reveal the coming year’s short-term faculty-led programs and provide information on the other 4 types of programs. It’s our biggest event of the year and we encourage all hopeful applicants to attend! Faculty leaders and JBIP veterans attend the event to share information, experiences, and tips to consider.

All applications are completed online at myJBIP.queens.edu and are due in April. Some programs are selective, which means there are extra requirements to meet in order to be selected (higher GPA, written essay, interview, etc.). Some short-term faculty-led programs are selective, as are all international internship, language immersion, summer programs in France, and semester abroad options. These applications are due on April 1. Other programs are open, meaning that any eligible student may apply. Open applications are due on April 15.

On the application form, students will list their top 3 study abroad option preferences. The PCIE does its best to place students in 1 of their top choices, but we can not guarantee first choice placement. For open programs, students are placed based on a random lottery system, so as long as eligible students submit their application by the deadline, they can be considered.

Students who apply for a selective program and are not selected will automatically be considered for open programs based on the preferences listed on their application.

Students will be notified of their placement in May and electronically sign the Student Statement of Responsibility form in order to secure their place in the program.
JBIP POLICIES & PROGRAM RULES

STUDENT CONDUCT

JBIP participants are expected to abide by the laws of the host country and uphold the same behavioral standards we expect of the Queens Community and the Honor Code. Behavior that is disruptive to the program, others, or presents an unfavorable representation of Queens will be addressed as follows:

FIRST OFFENSE

- Student will meet with the faculty leader(s).

SECOND OFFENSE

- Students will receive a written letter of reprimand and may be asked to report daily to the faculty leader for a specified length of time. The letter will be sent to the Dean of Students and PCIE Director who will determine if further action is warranted.

THIRD OFFENSE

- Student will be expelled from the program, and returned home at their expense with no refund of any costs. This decision will be made by the PCIE director in consultation with the faculty leaders. The Dean of Students will be notified and the student may face Honor Code violations upon return.

The following behavior problems are considered serious enough to warrant immediate dismissal from the program. Students who commit such infractions will be expelled from the program and will receive no refund. The Dean of Students will be notified and the student may face Honor Code violations upon return.

1. Theft, vandalism, or any other criminal behavior
2. Abuse of alcohol and/or drugs
   - Queens has a zero-tolerance policy regarding the purchase, sale, possession or consumption of illegal or non-prescribed drugs.
   - Alcohol misuse and abuse will not be tolerated. Alcohol misuse is defined as consumption that is harmful or potentially harmful to yourself, program participants, or others. Alcohol abuse is defined as misuse that is consistent and systematic.
   - Students are expected to abide by the alcohol and drug laws of the countries in which they are studying and travelling.
3. Sexual Harassment or misconduct
4. An evening away from the group
PROGRAM RULES & SAFETY TIPS

- Queens students will stay only in the room to which they have been assigned
- NO non-Queens visitors allowed at hotels
- Non-Queens people are not allowed on Queens buses, trips or field trips
- Do not have anyone meet you in the country during the program
- Never go out alone! Don’t leave anyone alone!
- Do not accept drinks from people
- Always carry your emergency card
- Always tell someone where you are going
- Make sure all bags have zippers
- Make sure that you are always aware of your surroundings
- Always tell the program director if you are having problems or need help

ACADEMIC POLICIES

“Study Abroad” is first and foremost an academic experience. Please review the following academic expectations and requirements for the academic portion of your international experience:

- Student must earn a C– or better in the prep course in order to travel (if applicable)
- Student must earn C– or better in order to transfer credit from host university abroad
- All courses taken abroad must be approved PRIOR to departure
- Students taking courses abroad must maintain full-time enrollment in the equivalent of 12 cr. hours at the host university and will be enrolled in a 12 cr. placeholder course at Queens

Students completing courses at foreign institutions may notice some differences between the academic systems of your home and host universities. You should do your best to familiarize yourself with your host university’s system before departure, as the approach to education is a major component of a country’s culture. We have provided some example differences here:

- There may be less formal supervision of your assignments abroad than in the U.S. and more responsibility placed upon the student to complete assignments autonomously
- Syllabi may or may not be distributed to the students in class, and may be less detailed in universities abroad
- There may not be required textbooks
- Attendance policies may be more relaxed or non-existent
- There may be less graded assignments throughout the semester, meaning that your final grade may rely solely on a final exam or paper

STUDENTS WITH DISABILITIES

If you currently receive or think you may need accommodation for a disability while abroad, discussing this with Queens and your host institution abroad (if applicable) as early as possible can help make your experience much smoother. While many destinations and institutions abroad can offer the same or similar accommodations to what is available in the U.S. some accommodations may simply not be available. You should inquire about this as soon as possible. For further assistance and guidance through the process, please contact the Office of Student Accessibility Services at Queens.
FERPA: FAMILY EDUCATIONAL RIGHTS & PRIVACY ACT

As part of the JBIP process, each student provides information for emergency contacts. We will contact these people only in an emergency or urgent situation. Due to federal privacy laws (the Family Educational Rights and Privacy Act or FERPA) we will not share detailed information about the programs with parents or family without your consent. **Therefore, it is up to the student to share travel dates, flight information, and other details with their family members.**

For more information about FERPA, please see the Queens Course Catalog.

Students should be aware that the PCIE must share students’ information with travel agents and partner organizations for the purposes of booking travel and securing visas. This may include full name, date of birth, passport number, nationality, gender, email address, phone number, and emergency contact information. Only information required to facilitate participation in the program will be shared.

A semester-long prep course about the biodiversity of Ecuador & the Galapagos Islands culminated in hands-on experience on a 10-day excursion in May 2014.
PASSPORTS

A passport is ABSOLUTELY REQUIRED to participate in any JBIP program. Each JBIP participant must upload a copy of their passport by the specified deadline on myJBIP.queens.edu.

IF YOU ALREADY HAVE A VALID PASSPORT:

Make sure that does not expire until at least six months after you return from you time abroad. Please upload a copy of it to your myJBIP account by the deadline listed above.

Note: If you are renewing your passport, you may be eligible to send your renewal application to the government by mail. Please refer to the State Department website listed below.

IF YOU DO NOT HAVE A PASSPORT YET:

You will need to apply for one ASAP. Please do not delay applying for your passport! The process can take multiple weeks, so you need to start early so that you will have your passport by the deadline listed above. We urge you to apply for your passport during the summer after the spring semester.

To obtain a passport, you are strongly encouraged to begin the process by using the following website. It describes the process in step by step detail and all the forms that are necessary for applying for a passport are available on the site.

https://travel.state.gov/content/travel/en/passports.html

As noted on the website listed above, the following steps are necessary for applying for a passport for the first time:

1. Fill Out Form DS-11: Application For A U.S. Passport
2. Submit Completed Form DS-11 In Person. Information on locations to submit the form is available on the website listed above.
3. Submit Evidence of U.S. Citizenship
4. Present Identification
5. Submit a Photocopy of the Identification Document(s) Presented (Step 4)
6. Pay the Applicable Fee (current fee information is on the website; we recommend bringing a checkbook as 2 checks are often necessary)
7. Provide One Passport Photo

*If you are a applying for the Spring semester ISEP program, the due date is Friday, August 11, 2017..
VISAS

Some countries require visas for US citizens to enter, even when traveling with the university. These requirements will vary depending on the country where you will be studying. Should a visa be required for the entire group as a part of a short term faculty-led program, these costs will be a part of the program fees or supplemental costs. The PCIE will guide students through the process should the office be in charge of obtaining visas for the group. Should the visas be a part of a semester long program, language immersion, internship, or the requirement only be for non-US passport holders, or other special program, the student will be responsible for the cost of the visa and application process. The CIE will advise the student and assist in collecting needed documents from the University, however the student is responsible for obtaining his/her own visa. If the student is not a US citizen, it is the student’s responsibility to know what visas are needed and to obtain them.

STEP ENROLLMENT

All US citizens participating in JBIP will be enrolled in the U.S. State Department Smart Traveler Enrollment Program (STEP). This is a free service allowing U.S. citizens traveling abroad to notify the U.S. Embassy or Consulate of their trip. Some benefits of enrollment in STEP include: receiving health & safety information about your destination, helping the U.S. Embassy contact you in an emergency (natural disaster, civil unrest, family situation, etc.) and helping family and friends get in touch with you in an emergency. The PCIE will enroll all eligible students in this program. Citizens of other countries should explore whether their countries offer a similar service.

BUS, POL & INS students spent 4 weeks in Strasbourg or Paris, France at premier business schools.
HEALTH & SAFETY

With traveling abroad comes inherent health risks. Before traveling abroad on JBIP, students will be asked to sign a Terms, Release & Waiver form acknowledging these risks. The PCIE will do its best to inform students of these risks, but ultimately it is up to the student to research the health insurance policy provided by Queens.

IMMUNIZATIONS

Some international destinations require immunizations while many others only have recommended immunizations. How do you know? You can look on the CDC website at [http://wwwnc.cdc.gov/travel/](http://wwwnc.cdc.gov/travel/) to search for a specific location. Every student who signs up for an international experience will also have to have a travel health consultation at the Health and Wellness Center. This appointment is at no cost to you. Students are responsible for all immunization costs.

For semester- or year-long abroad participants, it is wise to travel with your immunization record card and copies of your prescriptions.

HEALTH INSURANCE

Queens will provide you with information about international health insurance coverage. This information should be carefully reviewed so that students can decide if they wish to purchase supplemental policies. This is not travel insurance so it will not cover lost or stolen items, lost luggage, delayed flights, or other travel issues. Our insurance is medical and emergency coverage and that should give you a good level of assurance, but please review the policy information and decide if you wish to purchase supplemental policies.

Our international health insurance policy is with EIIA and Europ Assistance. You will receive a brochure and one-page coverage summary prior to departure. EIIA’s online portal also provides multiple resources for ensuring a safe and healthy trip abroad, including:

- Downloadable identification card
- Travel alerts for your program destination and surrounding region
- Custom country reports
- Find local medical care providers
- Medical phrasebook & drug translation
- Updates to visa process for all countries
- Information on in-country transportation
- Tips for traveling in-country (including exchange rates, electricity conversions & communications information)

To access the online portal, go to [http://eiiia.org/internationaltravel/](http://eiiia.org/internationaltravel/). From here, you will use the Group ID C2EII & Activation Code 150424 to register with Europ Assistance. After creating a username and password, you can enter your trip details and register for travel alerts, as well as access the other resources listed above.
STAYING HEALTHY

We recommend that students travel with a medicine kit containing Band-Aids, travel medicines for things like motion– or altitude-sickness, headaches, nausea, upset stomach, etc. Please keep all prescription medications in their original bottle.

It is important to note that not all medications or prescriptions you take here in the U.S. are available or allowed abroad. If you are concerned about your prescription and/or over-the-counter medications, please talk to the nursing staff at the Health & Wellness Center during your travel consultation or contact our insurance provider, EIIA/Europ Assist prior to departure.

For semester– or year-long abroad participants, it is wise to travel with your immunization record card and copies of your prescriptions.

Students who wear contacts/glasses should pack an extra set and necessary solutions.

If you are currently under the care of a physician and/or counselor, it is imperative that you consult them about your travel plans and formulate a pro-active plan for managing any condition(s) while you are abroad.

The best way to stay healthy during international travel is to:

- Sleep! It’s tempting to stay out late to squeeze in as many activities as possible, but sleeping is crucial to staying healthy & enjoying your time abroad.
- Drink lots of water! Depending on your destination, you may need to avoid tap water (including ice, fruits & vegetables washed in water, brushing your teeth with it, etc.) For more information on water safety precautions, check the CDC and World Health Organization (WHO) websites.
- Be mindful of your food choices. Food is prepared differently in other cultures and may cause an upset stomach. A good rule of thumb is to avoid “street food” and keep antacids or medicines like Pepto Bismol handy.
- Take a daily multivitamin
- Jet lag is normal and temporary. On your first day in-country, try to stay up until 9 or 10 pm local time to best adjust to the time change.

Should you find yourself needing medical attention abroad, it is important to understand that medical treatment overseas is different than the U.S. healthcare system. You should be flexible and prepared for clinics and hospitals to be structured differently than they are at home. Consult the EIIA insurance brochure, one-pager & website prior to departure to ensure familiarity with the health insurance policy and coverage, and do research on healthcare customs and conditions in your country.

STUDENTS WITH DISABILITIES

If you require classroom or living accommodations during your JBIP due to a disability or a medical condition, please follow the steps outlined on the Office of Student Accessibility Services website (http://www.queens.edu/Student-Life/Student-Disability-Services.html) to request such accommodations by the same date on which the JBIP Medical Form is due. This deadline is included in your acceptance email and may also be found on our myJBIP website and MyQueens page. Together with your program provider, we will do our best to accommodate your needs.
SAFETY TIPS

Like domestic travel, international travel comes with inherent safety risks. We strongly encourage you to adhere to the following tips to best ensure a safe trip abroad:

- Keep a low profile; do not bring unnecessary attention to yourself
- Do not attend demonstrations or riots
- Research the gender norms and verbal & non-verbal cues in your host country. For instance, in some countries, smiling at a stranger is interpreted as flirtation and may elicit an unintended or unwanted response
- Keep the contact information for the local U.S. Embassy or Consulate handy, just in case. They can help you replace a lost/stolen passport, give you medical, financial or legal information for the city/surrounding area, and emergency evacuation services
  - There are some things that a U.S. Embassy or Consulate cannot provide. For a full list of what they can and cannot do, please visit [https://www.usembassy.gov](https://www.usembassy.gov)
  - Stay aware of your surroundings
    - Alcohol limits your ability to do this, so be careful!
    - Don’t accept drinks from strangers!
- Meeting friends abroad is a wonderful byproduct of studying abroad. However, you should exercise caution when getting to know others, especially those not affiliated with your program
  - Typically, foreign tourists stand out like a sore thumb; be cautious of those trying to get to know you quickly, as they may have an ulterior motive of obtaining things that you have (money, passport, citizenship, your body, etc.)
  - Use common sense when giving out personal details such as phone number, address, email address, etc. Only agree to meet others in daytime, and bring someone you know well who will stay with you the entire time
  - Use the same caution you would entering a relationship in the U.S., abroad. An international romance sounds tempting, but remember why you are there and that you are only there for a short time
  - In terms of intimate relationships, know your partner for a sustained period of time. Take necessary precautions. Be aware that you could end up with a sexually transmitted disease, AIDS or a pregnancy.

SEXUAL ASSAULT RESOURCES

It is our sincere hope that all JBIP participants, male and female, will have a safe and enjoyable time abroad. If you are the victim of sexual assault or rape during your international travel, resources you may explore to seek legal and psychological counsel include:

- Sexual Assault Support and Help for Americans Abroad (SAHAA)
- Americans Overseas Domestic Violence Crisis Center

When you return, the Queens Health & Wellness Center (HWC) staff and Chaplain are available for counseling. Please note that due to Title IX regulations, all members of the Queens community, except for the HWC counselors & Chaplain, are obligated to report cases of sexual assault if the perpetrator is also part of the Queens community.
JBIP funding lifts the majority of the financial burden from the student, but it doesn’t cover everything. While some JBIP options have no supplement fee, none are completely free.

Each student is responsible for paying for these items:

- **$250 refundable deposit**
  - Students pay this fee across the board, no matter the program. If and when the student successfully completes the academic and travel portions of the program, the deposit is refunded. The due date for paying the deposit is included in your acceptance email, and may also be found on our myJBIP website or MyQueens page.
  - Should a student withdraw or be withdrawn from the program, or incur extra fees abroad, the PCIE reserves the right to withhold the deposit from the student. For more information about the terms and conditions of the deposit, please see the Student Statement of Responsibility, Terms, & Standards enrollment forms on myJBIP.
  - When the PCIE has confirmation that no extra fees were incurred abroad and that the student has not violated any terms and conditions for receiving the deposit, the PCIE will process the refunds. Please note that this can take several months after the group returns. The refund will be returned to the same credit or debit card that was used to pay the deposit online. If a student paid by check, the university will cut a check, made out to the student, and mail it to the student’s permanent address on file with the university. If this address changes from the time the deposit is paid to the time it is returned, you may change your contact information on www.myaccount.queens.edu.

- **Supplement fee (if applicable)**
  - Nonrefundable; goes towards the cost of the program.
  - The due date for paying the supplement is included in your acceptance email, and may also be found on our myJBIP website or MyQueens page. It is possible that you may need to pay the supplement in installments, rather than in one lump sum. The PCIE is willing to establish payment plans with any and all students who wish to pay the supplement in multiple payments. To set up a payment plan, contact a member of the PCIE. When the PCIE and student agree to a plan, the student will sign a Payment Plan Agreement, committing the student to paying the full supplement amount by the agreed-upon deadline, or risk forfeiting all money previously paid towards the supplement, or the JBIP experience altogether.

- Passport, if necessary, (currently $135)
- Visas, if not required for the whole group
- Meals not included in the program
- Personal expenses (souvenirs)
- Recommended immunizations
TIPS
When making a budget, consider the length of your travel, eating habits, wish-list souvenirs, and location. Research typical meal costs in guide books and online. Here are some money-saving tips to consider before traveling:

• Travel with granola/protein bars in case you get hungry between meals, or are on a tight budget.
• Take advantage of meals included in the program. If your hotel or host family offers breakfast, make sure to fill up. If the hotel offers a buffet, you may be able take a snack for later in the day (apple or banana, roll or toast).
• If your program includes apartment-style housing, buying food at the local grocery store is the best way to save money. Even for programs with hotel housing, grocery stores may offer less expensive snacks or even prepared meals.

BEFORE YOU GO
Before traveling with debit and credit cards, it is imperative that you call BOTH the credit card company (e.g. Visa, MasterCard) AND your bank (e.g. Bank of America, Wells Fargo) to let them know when and to where you are traveling. It is best to call both companies twice: about 2 weeks before your departure, and again 2-3 days prior. These companies will put notes on your accounts of your travels to impede fraud alerts and keep your accounts open. Keep the phone numbers for each company handy while traveling in case a fraud alert freezes your account, and give your account information to someone you trust at home, who could more easily call and unfreeze your accounts. Calling beforehand is important, but it is not guaranteed to stop international transactions from alerting your bank & credit card companies, so keep cash handy just in case.

WAYS TO PAY
How you pay depends heavily on your destination. Traveler’s checks are considered obsolete. Most Western European countries use credit and debit cards, but they may use machines with chip readers. Instead of swiping your card, you will insert the side of the card with a chip (if you have one) and then enter a PIN number. Most major credit cards (Visa, MasterCard) are accepted, but it’s important to research this before you leave.

Some countries do not use credit cards at all, and some have rules or limitations to using credit cards (minimum charge required). It also depends on the type of store; small, family-owned stores may not use them, but major department stores may. A good rule of thumb is to have cash handy just in case credit cards are not accepted. Check with your bank to see if you can obtain local currency before you go. You can withdraw cash from ATM’s in most foreign countries. Check before you go (ATM’s are not an option in Cuba, for instance) and inquire about fees your bank may charge. If using ATM’s, take out enough money to last you several days, but not so much that it will be devastating if lost.
Traveling abroad introduces you to new ways of doing, valuing and perceiving things that are different from what you are used to. At first this can be exciting and new, but it can also be overwhelming. This phenomenon is known as cultural adjustment, or “culture shock.” The “W” Curve by Lysgaard (1955) and Gullahorn and Gullahorn (1963) shows the phases of cultural adjustment:

**STAGE 1- “THE STAGE”**

Typically, when a student arrives in a new place, he/she enters a “honeymoon” phase, feeling satisfaction and excitement about the novelties of their host country. After months of planning and anticipation, the international experience has finally commenced.

**STAGE 2- WHAT CULTURE SHOCK LOOKS LIKE**

Over time, it is common for the student to grow frustrated with the host culture. The things that were initially so exciting may now be irritating or annoying. Culture shock can culminate in frustration, dissatisfaction, homesickness, and physical symptoms like lethargy.

**STAGE 3- ADJUSTMENT**

Ideally, you will learn to adapt to these new customs, and find the experience to be satisfying and enjoyable. This cycle of cultural adjustment is normal for anyone traveling abroad, and with perseverance, time, and understanding, culture shock can be overcome. The same can happen after returning home from such a meaningful experience: the person is initially happy to come home, and then he/she may realize that certain practices or customs are frustrating or no longer their preference, making them want to go abroad again. Through the recovery phase, practices and norms from both cultures may be integrated and provide the student with a new perspective.
We encourage students to do as much research about their study abroad destination before departing as possible, so as to best prevent culture shock. The more you know before you go, the less shocking some things may be. Some things you should research include: history, customs, money, transportation, technology & communication, cultural dimensions, laws, typical costs, religion, politics, etc. Resources for finding this information include:

- Culture Grams (located on PCIE MyQueens page)
- EIIA custom country report (located on PCIE MyQueens page)
- Guide books (ex. Rick Steves, Lonely Planet)
- The Art of Crossing Cultures by Craig Sorti
- Whole World Guide to Language Learning by Terry Marshall

**CULTURAL DIFFERENCES**

Culture is the composition of customs, beliefs, practices, and norms of a group of people. This is an oversimplified definition, as some things that we overlook or take for granted are also part of a society’s culture. Religion, education, politics, family, media, and history are all factors that contribute to culture.

Although the list of cultural differences that one may encounter while abroad could go on and on, we’ve compiled a list of ten that are perhaps more noticeable in their impact on your experience abroad.

- Concept of time and schedules
- Communication style
- Approach to education (see p. 14 for details)
- Approach to work
- Eating habits (including what, when, and how)
- Concept of “rights” and “privileges”
- Reliance on walking and public transit
- Size of public and private spaces
- Prevalence and permissibility of smoking
- Environmental conscientiousness (prevalence or lack of)
- High/low interest in domestic and international affairs

The key to understanding these differences is to research before you travel, so that you have an idea of what to expect, and to engage with locals as often as possible. In the U.S., being late to a meeting is forgivable but not encouraged. In some Latin cultures, time is fluid and flexible, and in many European countries, arriving on time means you’re ten minutes late. Research and local conversation help us understand why people do what they do, which makes it easier to transition from one culture to another.
LIVING WITH A HOST FAMILY

One of the best ways to learn about and immerse yourself in culture is to live with a host family. You can practice your language skills daily, see customs in practice, and get to know a family with whom you may form a life-long relationship. As rewarding as living with a host family can be, it can also be challenging. Here are some tips for spending an extended period of time with a host family:

- Do you know how many meals are provided per day, per week? Do this research ahead of time so you know what to expect.
- Is doing laundry an option? If so, how often may you wash clothes? In other countries, it is typical to have a washing machine, but no dryer. When you arrive, ask your hosts to teach you their rules about laundry and how to use their machines.
- As far in advance as possible, notify your program sponsor of any strict religious, dietary, or health preferences so that there’s ample time to find a family who can accommodate your needs.
- We highly encourage you to send a letter or email to your host family before you depart to introduce yourself. When you arrive, talk through house rules like curfew, pantry/refrigerator preferences, having guests visit, spare keys, electricity & water usage, keeping doors locked, etc.
- Bring photos of your family and friends to share with your hosts, as well as a gift to show your appreciation.
- Be considerate and polite. Try to get to know them. You are their guest!
- Keep your room neat and clean. Offer to help with household chores, but don’t take it personally if they decline your help.
- Keep your hosts abreast of your travel plans, especially if they change throughout your stay. Call or check in if you are going to be out late. While they are not your natural family, they may feel responsible for you.
- Ask for permission before using their appliances, and ask them to teach you how to use things like the telephone, television remote, washing machine, etc. Using such appliances, especially the phone, may cost more to use there than it does in the U.S. so be respectful of their resources.
- Be considerate when using hot water and electricity. Do not leave lights on when not in the room. If you can control the temperature in your room, check with your host family to know the acceptable temperature. Heat and AC may be expensive.
- Watch your spending habits. If you are spending an excessive amount of money on shopping or other purchases, your family may feel uncomfortable, especially if their standard of living is lower than yours.
We can’t lie—we love seeing your posts, pictures and tweets while you’re traveling. We even ask you to tag us! We feel all the feels when we see you’re having a great time. However, using social media too much steals your time and attention from the reason you’re abroad—to experience and learn! You just can’t notice daily routines or nuances about a country if your phone is in front of your face.

We encourage you to stay “in the moment” as much as possible, maybe spending some time at the end of the day to reflect and post about your experiences, rather than live-posting.

COMMUNICATING WITH PARENTS & FRIENDS

In addition to pre-departure research, we encourage students to make a communication plan with parents and friends at home for the duration of the study abroad experience. This does wonders for both parties by eliminating worry when you don’t hear from someone, and allows the student to get the most out their experience. This plan may include a weekly phone or skype call plus a mid-week email update, or stricter parameters for social media use. The student should be focused on cultural immersion, but parents need to know that the student is safe. A communication plan is a win-win!

METHODS FOR COMMUNICATING ABROAD

Smart phones come with many options for communicating with friends and family during international travel. For students with smart phones, here is a list of applications (“apps”) that you can download for free and use for free over Wi-Fi:

- Viber
- Skype
- What’s App
- For iPhone users: FaceTime is free to use over Wi-Fi

For those without a smart phone or who prefer to leave it at home while traveling, prepaid cell phones are generally available in airport kiosks or at various phone provider stores.

SOCIAL MEDIA

When you do tweet, post or hashtag, make sure to include us (on your appropriate posts!)

- @QueensAbroad = Twitter
- @QueensUniv = Instagram
- #JBIP2018
- “Like” us on Facebook: Queens Myrta Pulliam Center for International Education

ELECTRONICS

Before you travel, you should find out what electricity is used in your destination. You may need a converter (change the flow of electricity) and/or an adapter (change the shape of the plug). This website will tell you what the electronic current and shape of the plug is in your JBIP destination: https://www.treehouse.ofb.net/go/en/voltage
PACKING

You can reduce your stress if you are able to pack the right things and be ready to travel early. You should pack and re-pack at least one week before the trip – weighing your luggage and going through your checklist. Make sure you have...

- Your passport, credit cards and money for your trip
  - Plus photocopies of your passport, credit card & approx. 100 USD in cash for when you first arrive. Also leave copies of these at home with someone you trust.
- All medications that you usually take – especially prescription medications (left in the original bottle)
- Your small medicine bag packed like the Health and Wellness Center recommends
- Any toiletries that you will need (adhering to the TSA 3-1-1 rule)
- Clothes appropriate to the country, weather & activities where you will be
- Guidebooks or other trip materials
- Some snacks just in case (granola/protein bars)
- Small bag or backpack for daytrips
- Any other items that you may need, such as a book for the airplane or a journal to keep your memories
- REMEMBER – you will buy things while abroad, so don’t pack your suitcase full to leave the US!

There are great resources for packing on the web. Have a look at them and remember that less is more. You can purchase things abroad and will also be traveling a lot and will need to carry your bag. Don’t take anything you aren’t willing to lose – so leave expensive watches and jewelry behind!

GENERAL PACKING TIPS

- Clearly identify your luggage inside and out with your name and destination overseas address. Colored tape can make it easy to identify among similar baggage.
- Check airline regulations for weight, size and number of bags. You do not want to end up paying lot of money for few extra pounds/kilos.
- In your carry-on, keep a change of clothes, toiletries, valuables, important documents (passports, visas, arrival instructions) and medications in their original containers.

MISCELLANEOUS ITEMS

- Map of your host city
- Phone numbers to cancel credit cards in case of theft
- Camera
- Journal
- Travel alarm clock
- Sunglasses
- Money belt
- Health insurance card & emergency contact card
- Light jacket or raincoat and/or a small umbrella
- Electronic voltage converters & plug adapters
- Your advisor’s email address & phone number or local university/college International Office contact.
CLOTHING
- Consider both the physical & social climate; dress accordingly
- Take durable, drip-dry, no-iron clothes.
- Take items that have multiple uses and (for colder climates) can be layered
- Comfort and practicality are the keys for both clothing and shoes.
- Bring one nicer or professional outfit in case of a site visit to a company, job/internship interview, trip to the theatre or opera, etc.
- Bring comfortable walking shoes (no flip flops!)

TOILETRIES
- Don’t overstock on toiletries; most things are available in major cities abroad. Women may want to bring a preferred brand of feminine hygiene items, as they may not be as readily available abroad.
- Transfer liquids from breakable containers into plastic containers; use tape to seal the lids when traveling or pack them in Ziploc bags to separate them from clothing.
- Prescription drugs for the duration of your time abroad (in your carry-on) with a copy of the prescription and a doctor’s note.
- Pocket pack of Kleenex.
- Hand sanitizer

TRANSPORTATION SECURITY ADMINISTRATION’S 3-1-1 RULE

Make sure you pack your toiletries according to this rule, or you may have to throw away items you’ll need during your trip.
Sometimes, flights, buses, or trains are delayed or cancelled, or connections are missed; it’s a risk we take when traveling! In case this happens, you need to know that there is very little that Queens can do on your behalf. If you are traveling independently, here is a list of things you should try or consider if your flight is delayed or cancelled:

- If your flight is delayed to the point where you will miss a connection or is cancelled altogether, talk to an airline representative first. Show them the record of your flight itinerary, and ask them to rebook your later flights. Be polite, but firm. If they are uncooperative, contact the travel agency who booked your tickets, and they will see if they can assist. Please contact the PCIE when flights are rebooked so we are aware of the changes.

- If delays are weather-related, the airline is not obligated to cover your expenses. Explain your situation as a student traveling alone and nicely ask if they can do anything for you (hotel or meal vouchers). If they refuse and you are delayed overnight, find a nearby hotel to stay at (many airports have information desks that can help) and notify the PCIE and your parents.

- If the delay is due to mechanical or staff issues, the airline should pay for your hotel. Insist that they do so. If that doesn’t work, call the travel agent or Europ Assistance* to assist you. Try not to stress; you will get to where you’re going!

- EIIA insurance does provide Trip Interruption Coverage for flight delays or cancellations. To utilize this insurance, contact Europ Assistance at +1-240-330-1551 or ops@eausa.com.

- Easy way to remember the steps:
  - Airline
  - Travel Agent
  - Europ Assistance
  - PCIE

- It is imperative that you arrive at the airport with more than enough time to get through security and reach your gate. The standard is arriving 3+ hours before international flights. If you miss your flight because you are late, you are responsible for extra costs incurred by rebooking your flights.