

IES ABROAD STUDENT HANDBOOK 2013-2014



Your well-being and safety are an integral part of your study abroad experience. This guide is designed to help you prepare for and maximize your experience abroad.

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WELCOME

This handbook is the culmination of 60 years of experience—it has been designed to help you integrate, understand, and enjoy the new culture you are about to experience.

ABOUT IES ABROAD

We are confident that your study abroad experience—like the experiences of the 75,000 IES Abroad alumni before you—will profoundly impact your future personal, academic, and professional goals.

IES Abroad’s mission is to help you learn how to live, study, work, and build connections in other cultures. Learning how to empathize and function effectively in another culture requires commitment, humility, and self-awareness.

IES Abroad strives to provide you with a variety of tools and opportunities to prepare for and make the most of your experience, such as:

- Predeparture support and information
- Orientation on-site
- Innovative courses
- Various housing options
- Informative field trips
- Cultural events
- Internship and service learning placements
- Volunteer opportunities
- Study opportunities at local universities
- On-site staff support
- Re-entry workshops

We challenge you to make the most of not only what IES Abroad has to offer, but most importantly, what your host culture will have to offer. Engage yourself with the local culture; make the effort to meet new people and explore new places—the rewards will be abundant. Your decision to study abroad marks your commitment to try something new. This experience actually begins before you leave home, intensifies while abroad, and will continue long after your return.



IES Abroad Freiburg students
on a field trip in the Alps

PREPARING FOR YOUR ADVENTURE

In preparation for your cross-cultural adventure, we encourage you to read a variety of resources available on our website:

- **Maximizing Study Abroad**
Gain a better understanding of yourself while beginning the process of crossing cultures.
www.iesabroad.org/study-abroad/maximizing-study-abroad
- **Setting Goals & Objectives**
Set goals and objectives for your time abroad and consider keeping a blog or journal that help you reach those goals.
www.iesabroad.org/study-abroad/goals-and-objectives
- **Living Abroad**
View the cross-cultural transition diagram to learn about the stages of adjustment.
www.iesabroad.org/study-abroad/alumni/re-entry
- **10 Re-entry Challenges**
Tips for preparing to return home and what to expect.
www.iesabroad.org/study-abroad/alumni/re-entry
- **IES Abroad Blogs**
Read how students who are currently on IES Abroad programs are adapting to their new host cities and ways of life—in their own words.
<http://blogs.iesabroad.org/>
- **Financing Study Abroad**
Make sure you're financially prepared for your experience. See our money-saving tips for before you go, and after you arrive.
www.iesabroad.org/study-abroad/financing-study-abroad



IES Abroad Quito students visit the equator.

PREPARING FOR DEPARTURE

REQUIRED DOCUMENTS

Each IES Abroad program requires a specific set of forms and documents to be completed by a deadline well in advance of your departure date. These forms are very important in helping our on-site staff make the best possible preparations for your arrival. A list of your required documents and forms and their due dates are listed on your To Do Checklist, which is available to download from your *My IESabroad* account at www.IESabroad.org.

We would like to draw your attention to two important documents: the Medical Report and the Form of Agreement and Waiver. These documents are explained in detail below. Please make a priority of submitting these two documents before the deadline. Until these documents are received by IES Abroad, **you will not receive your housing assignment nor will you be allowed to participate in any aspect of the IES Abroad program.**

FORM OF AGREEMENT & WAIVER

You are required, along with your parents or guardians, to read, sign, and submit a Form of Agreement & Waiver by the date specified. This document describes the conditions under which you may participate in an IES Abroad program and the kinds of responsibilities and requirements you must fulfill as an IES Abroad student. You and your parents or guardians are urged to read this document very carefully before signing.

Until IES Abroad has received your fully completed and approved housing form, medical report, and form of agreement/waiver, **you will not find out your housing placement details.**

You are subject to all statements included in the Form of Agreement & Waiver and will be held accountable for adhering to these guidelines in accordance with the IES Abroad Code of Student Conduct and the policies outlined in the *IES Abroad Student Handbook*.

The only students who are not required to have a parent sign the Form of Agreement & Waiver are those who fall into at least one of the following categories:

1. At least 24 years old
2. An orphan or ward of the court
3. Married
4. Have children or dependents other than a spouse (and who receive more than half of their support from you)
5. Veteran of active duty military service (includes enrolment in the Air Force, Army, Coast Guard, or Naval Academies)

In order to verify your independent student status with IES Abroad, you will need to provide documentation from the Dean of Students or Financial Aid Office at your home college or university.

MEDICAL REPORT

You are required to complete and submit the IES Abroad Medical Report by the date specified for your program. It is essential that you and the medical provider at your college health clinic or your family physician respond in full to all questions about your health and medical treatment.

HOUSING FORM

Your Housing Form must be received by IES Abroad by the date specified for your program. Receipt of the Housing Form after the deadline may result in the inability to place you in housing located by IES Abroad, in which case you will be required to find your own independent housing.

TRIP WAIVERS

Students may be required to sign waiver forms for travel activities or events scheduled by IES Abroad. Without the required signed form, students will not be allowed to participate in said events.

HOUSING

You will be automatically assigned to and billed for IES Abroad housing unless you have submitted an Independent Housing Form by the required deadline. IES Abroad housing is similar to typical student accommodations in the host country, and it varies by site and cost (visit www.IESabroad.org for fees for various options). Options include:

Homestays

- Student lives with individual host country resident(s)/family in a home.
- Student may or may not share a set number of weekly meals with the host(s)/family; number varies by site.

Residence Halls

- Student lives in a single (limited number; not available at every site), double, triple or quadruple room in a residence hall. Double rooms are shared either with another IES Abroad student or with a student of the host country or with an international student.
- Amenities vary by location, but residence halls may offer similar amenities to many residence halls in the U.S., including cafeterias, kitchenettes, and Resident Assistants.

Apartments

- Student lives in an apartment with fellow IES Abroad students and frequently a host country student or young professional who acts as a Resident Assistant.
- Student cooks for him/herself in shared apartment kitchen.
- Amenities vary by location. As a rule, rooms and storage spaces (closets, wardrobes, etc.) in apartments abroad are smaller and more limited than in the U.S. Students should keep this in mind when packing.

HOW DOES IES ABROAD PLACE STUDENTS IN HOUSING?

IES Abroad makes every attempt to honor your assignment preferences. When considering options offered by IES Abroad, you should keep in mind the following:

- **Choices**—where more than one type of housing is available, you are asked to complete an online Housing Form to list your preference and indicate any special needs. The earlier this is completed and submitted, the sooner assignments can be made.
- **Special Needs**—if you have a disability or health concern that merits a special housing request, appropriate documentation is required for your request to be considered, and requests will be honored to the extent that available housing permits such accommodation.

- **Roommates**—you may request to live with **one** fellow IES Abroad student. IES Abroad will honor such mutual requests if available housing enables it to do so, and if your home institution policy permits. However, IES Abroad strongly recommends that you **not** request a roommate from home, as living with a U.S. friend while abroad can interfere with cultural immersion.

Lastly, please note that failure to honor your assignment preference(s) will not exempt you from financial responsibilities for the assigned accommodations.

WHAT ABOUT FOOD & SPECIAL DIETARY REQUIREMENTS?

Meal arrangements for students differ according to their chosen accommodations and program locations. Check your predeparture information for specific information on meal arrangements at your Center.

IES Abroad makes every effort to accommodate the special needs of students with specific dietary requirements resulting from health reasons, religious requirements (Kosher, Halal, etc.), or personal preference. It is important that you note any special dietary requirements on your Housing Form and/or Medical Report. In some countries, however, it can be difficult to maintain a strict vegetarian or vegan diet. You should research the types of food available in your program location and make plans to supplement your diets, as necessary. Center staff will also be available to talk with you and help with any concerns you may have.

WHERE IS MY IES ABROAD HOUSING LOCATED AND HOW WILL I GET AROUND?

Unlike most colleges and universities in the U.S., most colleges and universities abroad are **not** situated on campuses. This means that academic buildings and student housing are located throughout the city. IES Abroad Centers are located in areas with easy access to both the academic amenities of partner institutions (where applicable) and the city center.

All IES Abroad housing is located near public transportation so that students are able to commute to class. Commuting times vary according to location, and your predeparture information provides an estimate of the average commute for your location.

IES Abroad Center staff can help you determine the quickest and easiest ways to commute to the places you need to go. Please speak with your Student Affairs Coordinator upon arrival onsite if you have questions about commuting.

WHO CAN HELP IF I HAVE CONCERNS WITH MY HOUSING ONCE ABROAD?

Your initial reaction to being abroad might be less positive than you expected and may express itself as unhappiness with housing and/or food. This may especially be the case if you have never shared a room with someone else or had to prepare your own meals before. If you have concerns with your housing, please seek out the Housing Coordinator or Student Affairs Coordinator at your Center. S/he is ready to assist you by, for example:

- Helping you discuss with the homestay host(s) any special requirements or concerns that you may have;
- Negotiating roommate agreements between residence hall and apartment roommates so that amenities and chores are equally shared and privacy maintained;
- Resolving maintenance issues that might come up in your housing; or
- Finding dining options in the location that are suitable for your health, life-

style, and budget.

WHAT IF, AFTER I ARRIVE, I WANT TO CHANGE MY IES ABROAD HOUSING?

Although every effort will be made to meet your housing preferences, it is not always possible to do so. Changes for non-emergency reasons may or may not be possible at your Center, depend upon the availability of additional space, and are not generally available until the second week of the term. If problems arise, students are expected to make every effort to work through them with their roommate (s) or homestay family with the assistance of their Housing Coordinator or Student Affairs Coordinator at the Center. In the event of an emergency, room assignment changes are possible at all Centers.

WHAT RESPONSIBILITIES DO I HAVE IN MY IES ABROAD HOUSING?

Responsibilities include but are not limited to:

- **Residential Guidelines**—during orientation, you will receive Center-specific housing regulations. Please note that failure to comply may result in judicial procedures and sanctions up to and including removal from IES Abroad housing.
- **Keys**—you will receive keys that allow you to access your accommodation. For safety reasons, do not loan your keys to others. You will be charged a replacement cost if your key is lost, stolen, damaged, or destroyed. This charge may also include the costs for re-coring the lock, if necessary. In some countries, costs for re-coring locks and replacing keys can amount to several hundreds of dollars.
- **Overnight Guests**—students who opt to live in IES Abroad-located housing are **not allowed** to have overnight guests. This includes students residing in apartments, homestays, and residence halls. Students who live in homestays should always ask permission from their hosts before inviting guests for even brief visits. Check with your Center staff during orientation for further details to avoid any risk of violating individual Center regulations. Judicial sanctions may result if guest policies are violated.
- **Emergency Drills**—fire and crisis drills are conducted periodically in IES Abroad housing. All students are required to fully follow the drill guidelines at all times. Failure to do so may result in a disciplinary review.



IES Abroad Beijing Center students enjoy a meal in Yunnan, China.

COMMUNICATION

CELLULAR PHONES

Because IES Abroad is first and foremost committed to student safety and security, we require all students to have a cellular phone while enrolled in our programs. It is your responsibility to acquire a cellular phone either in the host country within the first week of arrival or in the U.S. prior to departure. Failure to acquire a cellular phone and report the number to IES Abroad staff in this period of time will result in judicial action.

WHAT SHOULD I KNOW ABOUT COMMUNICATION COSTS?

Some students use their cell phones only for emergencies while others use them daily for contacting friends in the program or back in the U.S.

Some U.S. cell phone companies that provide service abroad are priced for emergency usage, rather than casual everyday use. IES Abroad encourages you to explore multiple options and select a provider that best meets their individual usage needs.

Throughout the program's entirety, you are required to have your cell phone turned on, charged, and with you at all times to enable IES Abroad staff and/or family to reach you in the event of an emergency.

High cell phone bills are a reality when using cell phones outside of the U.S. without careful regard for roaming, per minute, and text charges. You are encouraged to discuss a communication plan with your family and friends prior to departure that takes into account the cost of incoming and outgoing calls. Be cautious if you elect to use additional services such as text messaging or web services through your cellular phone while abroad as these are often very costly.

Also be aware that cellular phone rates vary considerably by location and provider. Most cellular phone rates are much more expensive outside the U.S. This is particularly the case when you are "roaming" outside the normal calling area, such as during travel. Most cellular plans abroad do not work similarly to plans in the U.S.; they are usually billed on a per minute or partial-minute basis.

WHERE SHOULD I LOOK FOR A CELLULAR PHONE?

Here are some options to consider:

- **Obtaining a cellular phone abroad**—You are welcome to obtain a cellular phone once you arrive at your program location. You will need, however, to negotiate the best terms and conditions for cellular service on your own.
- **Using a SIM Card**—You should investigate if your current cellular phone will accept a SIM card abroad. This is frequently a low-cost alternative to buying or renting a cellular phone abroad. IES Abroad is not able to provide technical support or recommendations for cellular service or phones. Contact your cellular phone provider to determine if your current phone will accept a SIM Card abroad.
- **Obtaining a cell phone in the U.S.**—If you are interested in obtaining cell phone service while still in the U.S., you may work with a third-party provider. Third-party providers often arrange to ship a fully functional phone to your home address before departure and provide instruction for you to ship the phone back after returning from study abroad. IES Abroad does not have an agreement with and does not endorse any providers. You should research online third-party cellular service providers for study abroad on your own to determine what options exist and whether to pursue these options or not.

WHEN SHOULD I GET MY CELLULAR PHONE?

You are encouraged to consider the following benefits of obtaining a cell phone prior to departure and after arrival:

Benefits of obtaining a cell phone prior to departure:

- You will be able to provide cell phone numbers to family and friends before leaving home.
- If you experience flight delays or problems during travel, you will be able to use the cellular phone to contact IES Abroad staff and/or family at home.
- If you travel within or outside the country of study after the program ends, you will be able to keep the phone until returning home.

Benefits of obtaining a cell phone after arrival:

- You may receive a less expensive rate for calls in some locations.
- A local provider may provide more expedient service and technical assistance than a U.S.-based provider.

Whether you choose to obtain a phone before departure or wait until you arrive at your program location, having a cell phone is a requirement. If you arrive without a cell phone, you will be required to obtain one within a week of your arrival.

Finally, you must read the Terms and Conditions of any mobile phone service provider obtained in the U.S. or abroad very carefully. It is especially important to understand that you are responsible for reporting a lost or stolen phone as soon as possible. Failure to follow the instructions of the provider could result in your being held responsible for usage charges that were not incurred by you.

INTERNET-BASED COMMUNICATIONS (VoIP)

VoIP refers to audio and video communications using the internet. If you are bringing a computer, you may want to use a free, Internet-based provider like Skype to make international calls. Visit www.skype.com for more information. (Note: Only your personal computer may be used for Internet-based calling. Headphones and a microphone may be needed.)

MAIL

Receiving mail and packages can be cumbersome abroad. Depending on how mail is sent and its contents, mail and/or packages can take weeks or longer to arrive and packages are often held at customs. Any important item that must be mailed or shipped should be properly insured and mailed to an address that can receive it. Sometimes this is your Center and at other times, it is your residence.

Generally, letters can be sent directly to your residence or to the Center. The mailing address will be sent to you via email three weeks before departure. Your predeparture information lists the address for your Center.

Packages are more difficult. Depending on customs in a particular country, there can be excessive charges on packages received. These charges can sometimes surpass the value of what is being sent. This is particularly true for electronics, such as laptops and cameras. The benefit of sending a package or buying the needed item in country should always be carefully considered. It is your or the sender's responsibility to check and verify which existing customs procedures and regulations must be followed when mailing a package. IES Abroad is not responsible for any customs charges incurred and cannot assume payment or responsibility for any packages received, and it is not responsible for delays that may occur in the delivery of your packages. IES Abroad also cannot mail packages on your behalf. See your predeparture information for details.

COMPUTERS & INTERNET ACCESS

Access to computers and the Internet varies by location. IES Abroad makes every effort to ensure that students have access to computers and the Internet for their academic work during the semester. You should be aware, however, that at some locations, access to these tools is somewhat limited. IES Abroad does not offer technical support for personal laptops and cannot assist with hardware or software malfunctions or incompatibilities. Check your IES Abroad predeparture information for specific details of computer and Internet availability at your Center.

If you have a laptop computer, tablet or notebook IES Abroad encourages you to bring it only if it is **fully insured against theft and/or damage before your departure**. IES Abroad is **not** responsible for insuring any individual student's property. For information on personal property insurance please refer to pages 21 & 22 of this handbook. Please keep in mind that IES Abroad cannot guarantee a compatible printer. Laptop computers are commonly targeted for theft. If traveling with a laptop, IES Abroad recommends carrying it in a bag that can be carried securely and conceals the contents. You are also encouraged to back up all academic work on a USB flash drive and to use the USB flash drive to transport papers for printing.



IES Abroad students using computers at the European Union Center.

CO- & EXTRACURRICULAR ACTIVITIES

INTERNSHIP, COMMUNITY-BASED LEARNING & VOLUNTEER PLACEMENTS

One of the best ways to experience another culture is through active engagement. IES Abroad offers many internship, community-based learning, and volunteer opportunities with host country organizations that are eager to work with college students. If you are interested in such a placement, you must accurately complete all forms and application materials and submit them on time to the appropriate IES Abroad office.

IES Abroad has been able to maintain outstanding placements because of the motivated, conscientious students placed in previous semesters. When you commit to a job as an intern or volunteer, etc., IES Abroad expects your conduct to reflect positively on IES Abroad, your home school, home country and on you as an individual. Whether you are an intern, community-based learning participant, or volunteer, you are expected:

- To fulfill all job requirements for the duration of the agreed-upon period;
- To attend all IES Abroad seminar sessions and complete the required work associated with these sessions as well as with your actual job placements;
- To dress appropriately for your placement location.

Finally, please note that grades will reflect participation in **both** the internship or community-based learning placement **and** the academic seminar.

EXTRACURRICULAR ACTIVITIES

At each Center, a number of activities and trips are planned each term, including visits to interesting local areas or historically or culturally significant sites. In addition, student activities are planned to assist in your integration with the local community and to facilitate your adjustment to your new culture and home for the term. IES Abroad urges you to participate in such activities and to suggest ideas you may have for future events to the Center staff. If you do not find an activity that matches your interests, ask the Student Affairs Coordinator onsite for suggestions as to how you can take advantage of local resources to pursue your own hobbies and/or interests.

STUDENT COUNCIL

Many Centers have a Student Council to plan various events and activities and to serve as a representative to the Center staff, should student input or opinions be needed. Active involvement in the Student Council is encouraged if you have the desire to take on a leadership role within the program and assist with community-building activities.

STUDENT IDENTIFICATION CARDS

IES Abroad does not issue official IES Abroad Student Identification Cards, though some Centers issue Center-specific identification cards. Some students have found that there are advantages to purchasing an International Student Identification Card (ISIC). This card provides photo-evidence that you are a full-time student, and may allow you to access a number of discounts on food, travel, etc. A small travel insurance policy is included with an ISIC card, if it is purchased in the U.S. Further information about the ISIC Card can be found at www.ISIC.org.

Lastly, at Centers where an identification card is issued, it is extremely important to submit your online photos on time. Failure to do so may mean that you will not receive your card on time, and this will adversely affect your ability to use student facilities including the computer lab, student cafeteria, library, etc.

ORIENTATION & CORE[®]

A **mandatory** orientation program is conducted at each Center soon after students arrive. Orientation includes information related to:

- Academics
- Housing
- Health & wellness
- Security & safety
- Culture & diversity
- Transportation & getting around
- Banking, budgeting, & money matters
- Co-curricular & Extracurricular activities
- IES Abroad policies & procedures
- Intensive language component (where applicable)

During this period, Center staff also introduces students to CORE[®], IES Abroad's Comprehensive Orientation & Re-entry Experience. In CORE[®], small groups of students are placed into cohorts and assigned a facilitator from their Center's staff and/or faculty. Cohorts regroup for meetings throughout the semester. The purpose of these meetings is to give students the opportunity to set and track goals for their time abroad and to discuss their cultural adjustment in a friendly & supportive environment.

The first CORE[®] meeting occurs during orientation and is focused on discussing initial impressions of the location and goal setting. The second meeting occurs close to mid-term and focuses on how students' perceptions of the location and experience are evolving and on how they are progressing toward achieving the goals they set during orientation. The final CORE[®] meeting celebrates the goals that the students have achieved, prepares students for the reverse culture shock they might experience at re-entry, and suggests ways that students may describe their abroad experience to others once home—to family and friends, to instructors, to future employers, etc.

CORE[®] is typically accomplished in three meetings over the course of the semester, but at Centers where CORE[®] is woven into language classes, CORE[®] activities may be shorter in duration but more frequent in occurrence.

"[In CORE[®] meetings] I was able to hear the experiences of other students; I felt more comfortable in Germany after hearing that others had similar experiences." Student in Freiburg

HEALTH & INSURANCE

MEDICAL REPORTS & HEALTH

You are required to complete and submit the IES Abroad Medical Report by the date specified for your program. You are also required to sign a Form of Agreement & Waiver, verifying that IES Abroad has the right to provide medical care without further consent in emergency situations. Moreover, in the case of serious illness or injury, IES Abroad reserves the right to contact your family regarding your health status.

If you have pre-existing health concerns, you may have need for treatment of these concerns while abroad. Healthcare in other countries may resemble or differ substantially from healthcare in your home country. In some cases, staff from the IES Abroad Dean of Students Office may call you before departure to offer assistance with making health arrangements abroad.

Centers maintain lists of English-speaking physicians, counselors, dentists, other healthcare providers and facilities. Although they are not affiliated with IES Abroad, these providers and facilities have offered excellent service to past students. Center staff assists students in getting connected to appropriate health care resources; it is important to notify staff if you are ill or injured.

While you are abroad, you will be enrolled in a comprehensive international health insurance plan designated by IES Abroad. Details of the IES Abroad Cultural Insurance Services International (CISI) Student Health Insurance policy and host country insurance plan follow in the coming pages.

Please note that if you require health care abroad, you may be asked to pay up front for it and subsequently need to file a claim with CISI or a local insurance provider. Students participating in mandatory host country insurance plans are more likely to have the host country insurance recognized by health care providers at the time of treatment and may not be asked to pay up front.

STUDENTS WITH DISABILITIES

IES Abroad actively works to reduce barriers faced by students with disabilities who participate in its programs. If you have a documented disability that will require accommodations abroad, you must submit a request for accommodation and full documentation from a qualified professional **in writing no later than four weeks before the beginning of the term**. Although accommodations may not always be possible, IES Abroad remains committed to attempting to provide them.

To enhance study abroad opportunities for students with disabilities, IES Abroad offers \$500 disability grants to qualifying students. If your disability will add significant costs to your study abroad experience, you may be eligible. Please contact the Student Affairs Assistant for more information at **800.995.2300 extension 5051**.

Students with disabilities of any kind are encouraged to visit the website of Mobility International USA at www.miusa.org. A U.S.-based non-profit organization, Mobility International is dedicated to empowering people with disabilities around the world through international exchange, technical assistance, and training, and to ensuring the inclusion of people with disabilities in international programs.

MEDICATION

If you plan on taking medication(s) while abroad, please be aware that your medication(s) may not be available in your study abroad location. As such, you should bring enough to last for the duration of your stay. In the case of prescription medication, you should consult with your doctor(s) and U. S. insurance provider well before departure to ensure you can get enough of this medication.

Any prescription medication that you bring overseas should be packed in your carry-on luggage and stored at all times in the original prescription bottle with a label showing your name, the generic name and dosage of the drug, and instructions for use.

Remember also to consult the Transportation Security Administration at www.tsa.gov for updates on baggage regulations for international travel, including precautions on traveling with medication.

Do **not** mail medicines or Vitamins overseas; they can be held up in customs and are often returned to the sender or confiscated.

PSYCHOTROPIC MEDICATION

If you take any prescribed medication for depression, anxiety, OCD, bipolar disorder, or ADD/ADHD, you should be aware that, in some countries, the drugs commonly used to treat these conditions in the U.S. are either severely restricted or even illegal. You should contact the Dean of Students Office in Chicago at least two months before departure to discuss options and the legal restrictions on taking such medications to your study abroad locations.

VACCINATIONS

Vaccine-preventable diseases continue to infect people around the world. While many diseases have been eradicated in the U.S. due to the application of public health laws, many diseases are still prevalent in other countries. Your immunization status should be considered before going abroad. IES Abroad strongly recommends that you consult with your doctor, county, or state Department of Public Health, and the U.S. Centers for Disease Control (CDC) for the most up-to-date vaccination requirements and recommendations for where you plan to study or travel while abroad. IES Abroad considers vaccinations and prophylactic medications to be a matter of individual choice.

It is likely that you have received vaccinations for numerous preventable diseases as a child or as part of the matriculation process to your college or university. Individual student vaccination requirements vary from state to state and institution to institution. In accordance with the American College Health Association (ACHA) and the Centers for Disease Control (CDC), IES Abroad strongly recommends that you be vaccinated against the following diseases:

- Measles, Mumps, Rubella (MMR)
- Polio
- Varicella
- Tetanus, Diphtheria, Pertussis (TDaP)
- Hepatitis A & Hepatitis B
- Meningitis/Meningococcal Tetravalent (A,C,Y,W-135)
- Pneumonia/Pneumococcal Polysaccharide

You should bring documentation of the above vaccinations with you to your study abroad location should documentation of vaccination or preventative treatment be requested. Documentation information can be found at www.who.int/csr/ihp/IVC200_06_26.pdf.

In addition to these vaccinations, the CDC recommend vaccinations and preventive medications for students studying or traveling to various locations around the world. Depending on where you are traveling, you may also need protection include Japanese Encephalitis, Yellow Fever, Malaria, Rabies, and/or Typhoid.

Tuberculosis is a major concern in many parts of the world. If you are studying or traveling to areas known to have tuberculosis, you should be tested for tuberculosis before leaving your country of origin, upon return to your country of origin, and three months after your return to your country of origin.

The CDC operate an international traveler's hotline which provides up-to-date vaccination requirements for any region or country you select. The toll-free number is **888.232.3228**. You may also consult their website at www.cdc.gov.

MEDICAL INSURANCE

IES Abroad will enroll you in a comprehensive international health insurance plan mandated by IES Abroad. This enrollment occurs two weeks before your program start dates. The cost of the mandatory insurance, which includes an administrative fee, will be billed to you or your home school and **cannot be waived**.

Students that have an additional family insurance policy may choose to keep this insurance while abroad or they may choose to cancel it until s/he returns. Students with certain pre-existing conditions should consult with their current provider about canceling their policy while abroad.

IES Abroad offers a carefully considered plan for international student insurance. It is comprised of three parts:

- A) 24-hour Medical/Travel/Technical Assistance, Emergency Medical Evacuation and Repatriation coverage provided by Cultural Insurance Services International (CISI) in conjunction with EuropAssist;
- B) Accident and Sickness Insurance provided by CISI; and
- C) Security and Political Evacuation Services provided by CISI in conjunction with EuropAssist and iJET Intelligent Risk Systems (iJET).

A) CULTURAL INSURANCE SERVICES INTERNATIONAL (CISI) EMERGENCY ASSISTANCE, EVACUATION & REPATRIATION

CISI coverage includes Emergency Medical Evacuation and Repatriation insurance for every student studying at an IES Abroad Center. All Medical/Security Evacuations and Repatriations must be approved and arranged by EuropAssist or iJET in order to be paid for by CISI. This requires that you or someone on your behalf open a medical or security file (case) with EuropAssist. The benefit pays for 100% of Covered Expenses. This insurance includes a worldwide, 24-hour emergency telephone assistance service.

In cases of medical or security related emergencies please contact our 24-hour emergency assistance provider:

Emergency Assistance Provider: EuropAssist

Phone: (877) 577-9504 (calling toll-free from within the US)

(240) 330-1520 (calling from outside of the US, collect calls accepted)

E-mail: ops@europassistance-usa.com

This information is also on your ID card as well as in the CISI coverage brochure just below the claim form.

CISI Policy # (Australia, New Zealand, Nagoya): GLM N04964998

CISI Policy # (all other programs): GLM N04964986

www.culturalinsurance.com

EuropAssist provides the following assistance services:

Medical Assistance:

- Emergency medical referral service
- Medical monitoring
- Prescription drug replacement/shipment (subject to applicable local laws)
- Direct payment system for hospitalization costs

Travel Assistance:

- Obtaining emergency cash
- Traveller's check replacement
- Lost/delayed luggage search
- Replacement of lost and stolen airline tickets

Technical Assistance:

- Credit card/passport/important document replacement
- Advice on immunizations
- Political/environmental warnings update
- Currency exchange rates and ATM locations
- Telephone translation for emergency situations
- Locating legal services
- Worldwide inoculation/traveller's health information

B) INTERNATIONAL ACCIDENT & SICKNESS INSURANCE

Once you have made your confirmation deposit for your program, IES Abroad will automatically enroll you in and purchase for you the required international health insurance on your behalf. You will be enrolled in either the CISI plan or the local insurance plan specific to your Center. You will automatically receive a bill in the mail for your insurance coverage. Please see details regarding your Center below.

CENTERS REQUIRING CISI INSURANCE*

Students at the IES Abroad Centers in **Amsterdam, Arles, Barcelona, Beijing, Berlin, Buenos Aires, Cape Town, Delhi, Dublin, European Union at Freiburg, Freiburg, Galapagos, Granada, Istanbul, Kunming, London, Madrid, Melbourne (summer only), Milan, Nantes, Oxford, Paris, Paris BIA, Quito, Rabat, Rio, Rome, Salamanca, San Jose, Santiago, Shanghai, Siena, Tokyo, and Vienna** must purchase a comprehensive insurance policy provided by CISI. (Policy #: GLM NO4964986)

IES Abroad has identified CISI as an excellent international health insurance provider with an established reputation. CISI has an excellent track record in handling claims in every language from medical providers around the world.

CISI coverage obtained through IES Abroad provides for (please refer to your CISI coverage brochure for a detailed list of Covered Medical Expenses):

- Accident Medical/Sickness Expense: Up to \$500,000 per incident (unlimited number of incidents)
- Inpatient Hospital Services: Paid at 100% of reasonable expenses
- Hospital & Physician Outpatient Services: Paid at 100% of reasonable expenses
- Physician Office Visits: Paid at 100% of reasonable expenses
- Pre-existing Conditions
- Mental and Nervous Benefit: Inpatient expenses are covered at 100% to a \$25,000 maximum per policy year. Outpatient expenses are covered at 100% to a \$25,000 maximum per policy year
- Accidental Death & Dismemberment: \$25,000
- Prescription Drugs: Paid at 100%
- Limited Home Country Coverage: Up to \$10,000 or up to 60 days (whichever

comes first) if not covered by another plan. If you need to be evacuated home for treatment, you will need coverage in your country of residence for expenses over \$10,000

- Injuries received while playing in scholastic or organized sports
- Accidental Dental: Emergency dental repair or replacement to natural teeth damaged as a result of a covered Accident
- Palliative Dental: Emergency pain relief treatment to teeth up to a maximum benefit amount of \$1,000 per policy year
- Pregnancy

CISI *does not* cover (please refer to your CISI coverage brochure for a full list of Exclusions):

- Preventative medicines, routine physicals, or eye/dental exams, vaccinations
- Elective surgery
- Correction of birth defects or congenital conditions
- Cosmetic surgery (unless necessitated as a result of covered injury)
- Diagnosis and treatment of acne and sebaceous cyst
- Injury or loss arising from participation in professional sports, mountaineering where ropes or guides are normally used; hang gliding, parachuting, bungee jumping, racing by horse, racing by motor vehicle, racing by motorcycle or parasailing

Once you are enrolled by IES Abroad, which will occur two weeks before the start of your program, you will receive an insurance confirmation/registration email from CISI prior to departure. The e-mail will contain your CISI Coverage Brochure, Claim Form, Personalized ID Card and Personalized Consulate/Confirmation Letter. Additionally, after completing the online insurance registration through the link provided in the confirmation/registration email (<https://webapps3.aifs.com/CISIPortalWeb/pub/login.aspx?PT=GEN>), you will have access to a comprehensive 24/7/365 portal of online health and security tools and information referred to as "myCISI". The IES Abroad Center staff will provide you with information on local hospitals and doctors during orientation as well as information on how to file claims and seek medical assistance for emergencies.

C) SECURITY & POLITICAL EVACUATION SERVICES

When deemed necessary and according to the policy guidelines, CISI's 24-hour assistance partners, iJET and EuropAssist, will on a best-effort basis assist you in arriving to a safe haven. If evacuation becomes impractical due to hostile or dangerous conditions, EuropAssist and/or iJET will maintain contact with you and advise you until evacuation becomes viable or the emergency situation has passed.

iJET coverage provides for:

- Arrangement for transportation to the nearest place of safety as designated by iJET
- Payment for transportation to the nearest place of safety up to a maximum of \$100,000 per insured per emergency security situation
- Assistance with ground transportation to the designated airport or other safe departure point
- Pre-Travel Information: Updated destination intelligence for 197 countries covering subject areas such as weather, currency, and culture
- Travel and Health Information: Via the "myCISI" 24/7/365 online portal "Personal Security Assistance" link, you can access continuous updates on travel and health information such as immunizations, vaccinations, regional health concerns, entry and exit requirements, and transportation information
- Real-time Security Intelligence: Access via the "myCISI" 24/7/365 online portal

"Personal Security Assistance" link to the latest authoritative information and security guidance for over 197 countries. The iJET database is continuously updated and includes intelligence from thousands of worldwide sources

iJET does not cover (please refer to your CISI coverage brochure for a full list of Exclusions):

- Travel arrangements that were neither coordinated by nor approved by iJET
- The commission of, or attempt to commit an unlawful act
- Failure to properly procure or maintain immigration, work, residence, or similar type visas, permits, or documents
- Security or political evacuations from your home country
- Security or political evacuation when the emergency security situation precedes your arrival in the host country, or, in regards to military or political issues, if the Insured Person's Security Evacuation request is made more than 30 days after the Appropriate Authority(ies) Advisory was issued, or, in regards to a Natural Disaster if more than 8 days after an event.

EXTENSION OF COVERAGE

If you plan to extend your stay abroad beyond the duration of your IES Abroad program, you are encouraged to purchase additional coverage from CISI or another reputable insurance company. To extend your CISI coverage, you must wait until you receive your insurance confirmation email about two weeks before the start of your IES abroad program.

If you attend host country university classes or internships coordinated by IES Abroad, you will be covered by the CISI package through the end of those university course or internship dates. Please note that, if you participate in an academic year program over two different U.S. academic years, i.e., attending both Spring 2013 and Fall 2013 programs, you would not be covered during the Summer. Enrollment in consecutive terms within the same academic year, i.e. attending Fall 2013 and Spring 2014, does include coverage during the winter break.

For questions regarding claims or coverage please contact the following CISI representative:

Ted Cenatiempo (Account Executive)
800.303.8120 ext. 5556 (from the U.S.)
203-399-5556 (from outside the US, collect calls accepted)
tcenatiempo@culturalinsurance.com

Coverage for travel before or after your program may be purchased by logging into the "myCISI" online portal (<https://webapps3.aifs.com/CISIPortalWeb/pub/login.aspx?PT=GEN>) and going to the "Extend Coverage" section.

If coverage greater than one month is needed, contact Ted Cenatiempo at tce-natiempo@culturalinsurance.com for options.

CENTERS REQUIRING LOCAL INSURANCE

If you are studying in **Auckland, Christchurch, Melbourne, Nagoya, or Sydney** during Inter-term, Fall, Spring, or Academic Year programs, you are required, either by host country or host university regulations, to purchase host country insurance. IES Abroad will automatically enroll you in and purchase for you the required international health insurance on your behalf. The cost of the mandatory insurance, which includes an administrative fee, will be billed to you and *cannot be waived*. Costs vary at the Centers where alternative insurance is required due to the differing rates for the various coverage plans. Please consider the following:

- **Melbourne** and **Sydney** students will be covered by the mandatory OSHC Worldcare Assist insurance plan required by the Australian government as part of the La Trobe University, Macquarie University, University of Melbourne, University of New South Wales, University of Sydney, and Australian visa regulations. Melbourne and Sydney students will also be provided with supplemental Mental Health coverage to compensate for a deficiency in the national policy.
- **Auckland** and **Christchurch** students will be covered by the Uni-Care Travel & Medical Insurance Policy to satisfy the insurance requirements for international students set forth by the New Zealand Ministry of Education. Students attending New Zealand programs will also be provided with supplemental Mental Health coverage to compensate for a deficiency in the national policy.
- **Nagoya** students will be required to participate in the Japanese National Health Insurance Program (JNHI). **Please note that you will not be billed for this insurance before you leave. You must be sure to have sufficient funds (the equivalent of US\$300) to pay for this insurance after you arrive in Nagoya.** Students participating in the JNHI program are also eligible to participate at no extra cost in the AIEJ International Student Medical Fee Reimbursement Program. Students insured under these two plans will have over 70% of their treatment costs covered. Students should purchase travelers' health insurance before they travel outside Japan. A small number of applicants for Japanese National Health Insurance may be denied coverage at the discretion of the ward officer. In this situation, students should immediately notify the Nagoya Center Director so full health insurance coverage can be provided to these students by CISI. In addition, students are required to purchase a supplemental plan from CISI, which will be charged to their IES Abroad bill. IES Abroad will automatically enroll students with this plan.

HEALTH INSURANCE BROCHURES & CARDS

Students attending programs in Melbourne, Nagoya, and Sydney will receive an insurance card from the national provider which is Worldcare or JNHI on-site and emergency policy description materials via e-mail from CISI. **(Policy #: GLM N04964998)**

Students attending programs in Auckland and Christchurch will receive a Uni-Care policy brochure and card on-site that should be carried at all times. Students will also receive emergency policy description materials via e-mail from CISI. **(Policy #: GLM N04964998)**

Students attending programs at all other Centers will receive a confirmation/registration e-mail from CISI prior to departure. Students may print insurance cards and brochures prior to departure or once on-site. Students with CISI insurance through their home schools will be provided with insurance policy information by their home schools.

If you are studying at a Center where host country insurance is required, the staff will explain the relevant Center insurance policy.

SUMMER PROGRAM INSURANCE

If you are studying on any IES Abroad Summer program, you are required to purchase the CISI Accident and Sickness insurance (see details above) through IES Abroad regardless of which program you attend.

OTHER INSURANCE CONSIDERATIONS

STUDENTS WITH PRE-EXISTING CONDITIONS

The CISI insurance that IES Abroad requires and purchases for participating students covers pre-existing medical conditions. Pre-Existing Conditions will be covered on a primary basis to a maximum of \$100,000 and beyond that on a secondary basis up to the plan Medical Expense limit (Home Country excluded). This means that if charges exceed \$100,000, then CISI will request proof that no other valid health insurance exists before proceeding to pay re-maining pre-ex expenses up to the policy limit of \$500,000.

PROPERTY INSURANCE

IES Abroad will **not** insure your property while you are abroad. Despite your best efforts to safeguard your belongings while abroad, items may still be lost, stolen, or damaged. IES Abroad recommends that you investigate your parents' homeowners' insurance to ensure that all items taken abroad will be covered by that policy. If not covered, or if covered with a high deductible, IES Abroad recommends that you purchase property insurance for all belongings, especially high-cost items such as laptops, MP3 players, and other valuables.

LIABILITY INSURANCE

You may also choose to be covered by your parents' homeowners' insurance for personal liability, as it is customary in other countries (France, Germany, Ireland, Italy, and Spain) or even required in certain countries (Japan), to have personal and advisable liability insurance to cover accidents caused by an individual. Students bound for Japan, where this insurance is required, should consult with their predeparture information for further information. If you plan to participate in an internship abroad, you may be required by your internship host to have liability insurance.

Cultural Insurance Services International (CISI) offers Personal Property and Liability insurance for interested students who are not covered under parents' homeowners' policy or another plan. You may view/print full plan details and enroll in this plan by going to <http://www.culturalinsurance.com/students/>, "Personal Property and Liability" section.

HEALTH AND INSURANCE FAQs

Q: What do I do if I become sick or injured?

A: If you become ill while on an IES Abroad program, you should contact an IES Abroad staff member from your program immediately. S/he will connect you with a nearby doctor &/or hospital. A list of staff emergency contacts appears in your predeparture information, and you will be given a card with emergency contacts to be carried with you once you are on-site.

Q: How do I file a claim if I am covered by CISI insurance?

A: You will receive a copy of the complete CISI policy information and a claim form via email, if your CISI insurance has been provided by IES. You will need to complete and sign the claim form and send it to CISI (claimhelp@culturalinsurance.com) along with a copy of your itemized bill (or invoice, if you are required to pay up-front for the treatment). You will also need to send a rough translation of the bill if it is in another language.

You must indicate on the claim form whether or not you have already paid the bill. If you have paid the bill, CISI will process the claim and send the refund check to the address you write on the claim form. If you have not paid the bill,

CISI will send payment directly to the doctor or hospital.

If you have already paid the bill, IES advises that you include a note to CISI asking them to send the refund check in U.S. dollars to your home address. This check can then be deposited in your bank account in the United States. This will decrease the possibility of delays in processing or the imposition of fees on a check in foreign currency.

Q: I have host country insurance; how do I file a claim?

A: If you are studying at a Center where alternative insurance is used (Auckland, Christchurch, Melbourne, Nagoya, & Sydney), you should follow the instructions given by the Center staff on how to file a claim with the local insurance provider.

Q: I have home school CISI insurance; how do I file a claim?

A: If you have an alternative CISI policy through your home school, you should have a copy of the policy and a phone number to call for assistance. Ask your Study Abroad Coordinator for this information before you go abroad. Follow the instructions outlined on the claim form to file a claim with CISI.

B:

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A: If you have an alternative CISI policy through your home school, you should have a copy of the policy and a phone number to call for assistance. Ask your Study Abroad Coordinator for this information before you go abroad. Follow the instructions outlined on the claim form to file a claim with CISI.

Please note: The approximate time for reimbursement for a claim is 30 days.

SAFETY

While abroad, you should take care when attending to your own safety, especially as you become acquainted with your new home city or when you are traveling in general. You should be cautious about your own safety wherever you are in the world. Keeping safe is an important personal responsibility.

Some Safety **Tips**:

- **Be aware** of your surroundings at all times.
- **Know how to ask for help** in the native language of the country.
- Know the **local emergency telephone numbers of all countries you visit or stay in and save them in your cell phone.**
- Be aware always of where your money is and where you have stored your important documents.
- Act like you know where you are going and what you are doing.
- Exchange money only at authorized outlets.
- Avoid wearing expensive jewelry or watches.
- Remember that thieves frequent public transportation and tourist attractions.
- If you are sexually active, be sure to practice safe sex at all times.
- **Avoid traveling alone.** Stay informed about developments in your host city and country and in the world. U.S. foreign policy does affect how people overseas will treat you. If you plan to travel to another country, check with the nearest U.S. consulate as to what the situation is there. If the U.S. is at odds with a country, you will immediately be seen as a representative of the U.S. If your travel destination is having political or military difficulties – ranging from demonstrations to terrorist attacks to civil war, **do not go.**
- **Do not draw attention to yourself as a foreign visitor.** College sweatshirts, baseball caps, and iPods identify you as American. Backpacks and big purses can also be targets. It is sensible to avoid locations where anti-American sentiment might be directed, such as fast food chains, areas where tourists congregate, etc.
- **Do not** carry wallets in back pockets.
- **Do not** carry large amounts of cash.
- **Do not** carry your passport unless you absolutely need it – a photocopy will do fine for everyday use. When you do carry it, use a concealed body pack or money belt.
- **Do not walk or ride the bus or train alone at night** – spend the money on a taxi or travel with friends in a group.
- **Do not** stay in less reputable establishments – the few dollars saved on a cheap motel or hostel when on personal travel is a small amount compared with the replacement costs of a passport, camera, rail tickets, etc. Make sure your room is secure and can be locked from within as well as when you go out. When deciding what to take or leave in your hotel room, if you cannot afford to lose it, then you cannot afford to leave it unguarded.
- **Do not hitchhike.**
- **Do not** go alone to unknown areas.
- **Do not** go to dangerous areas.
- **Do not leave any drink unattended in a public place.**
- **Never carry packages for strangers or for anyone if you do not know the contents.**

It is essential that you fully understand the safety features, locks, fire escape routes, and other emergency information at your residence. **Students should lock their room or apartment doors at all times.** If deadbolts are installed on housing doors, they should also be **used at all times.** Always remember to lock windows.

Lastly, in IES Abroad communities all over the world, students look out for one another. While abroad, you may become aware of issues of concern with students in your program, for example, a student may be ill, have been injured, victimized, or harassed, or may be developing behaviors that may be harmful to him/herself or others. If you ever have any concerns about the health or safety of your fellow IES Abroad students, please alert your Center's Student Affairs Coordinator as soon as possible.

STATE DEPARTMENT REGISTRATION

As part of our comprehensive safety program, IES Abroad will register you with the U.S. consulate closest to your study abroad location. By registering you with the local U.S. consulate, you will receive any State Department updates relating to your location. The registration process requires that IES Abroad provide your name, email address, passport number, IES Abroad Center address and the dates of your program. The State Department is subject to the provisions of the Privacy Act (5 USC 552a) which prevents your information from being released to a third party without your approval. You may view information about the Travel Registration program at <https://travelregistration.state.gov/ibrs/ui/index.aspx>.

TRAVEL SAFETY

While enrolled in your IES Abroad program, you are likely to be involved in two kinds of travel: independent travel on weekends and during vacations and travel associated with IES Abroad courses or field trips. You are responsible for your own transportation during all travel not associated with scheduled IES Abroad field trips. You should take adequate safety precautions and make every effort to safeguard your property during all excursions.

FIELD TRIPS AND FIELD STUDY

Field trips are an integral part of IES Abroad programs. In all cases, an IES Abroad staff or faculty member will develop the itinerary and lead the trip. It is necessary that you adhere to the guidelines that have been developed for each outing. Failure to follow the guidelines, instructions, or policies set up for a field trip may result in disciplinary action. If you fail to meet the established timetable for the trip, you will have to make alternative arrangements on your own and cover the costs for such arrangements, whether they are at the beginning of, during, or at the end of a trip. If you are not on time at the beginning of a trip, the trip leader is authorized to depart without you. You are also prohibited from bringing family members or guests on IES Abroad sponsored trips. **There will be no refund if you miss a field trip.**

In accordance with the IES Abroad MAP, field study complements and supports the academic program. If you are unable to attend required field study for reasons of illness, disability, or religious observance, you may design an alternative trip in association with one of your courses. Your plan must be approved by the course instructor and should include an exercise that will be graded by the instructor as part of the course either in connection with a regular assignment or as an extra assignment. Missing a required field study trip may have academic repercussions.

INDEPENDENT TRAVEL

IES Abroad continues to maintain its longstanding commitment to student safety. In light of this priority, IES Abroad employs procedures that establish avenues of communication and information tracking between students and staff. IES Abroad requires you to have a mobile phone during your study abroad experience, to enable communication with both the IES Abroad Center and your family in the event of emergencies. **You are required to provide your Center with your phone number and to keep your phone turned on and charged at all times for the duration of your enrollment.**

Additionally, you are required to submit an electronic independent travel itinerary through TravelTracker™ and/or a paper independent travel itinerary form to Center staff any time you are away overnight. This provides necessary information in the event of an emergency that necessitates contact with you when mobile phones are not functioning.

Independent travel commonly occurs over breaks and weekends. Such travel arrangements cannot interfere with your class schedules or mandatory field study. You are also encouraged to discuss your travel plans with your homestay host or roommates when you plan to be gone overnight. Traveling alone is discouraged. In case of accident or illness, traveling alone may expose you to substantial and unnecessary risks.

In most parts of the world, hitchhiking is extremely dangerous for both men and women. Under NO circumstances should you hitchhike during your travels.

You should heed the U.S. State Department "cautions" and "warnings" regarding travel in areas deemed unsafe or risky. Center staff will also from time to time disseminate information or warnings in times of emergencies and heightened risk. You should keep up-to-date on these advisories by visiting the U.S. Department of State travel advisory site at www.travel.state.gov. This site also provides helpful information about safety and crime issues in all countries.

IES ABROAD MOTOR VEHICLE POLICY FOR STUDENTS

Operating a motor vehicle abroad can be hazardous and pose significant safety risks to IES Abroad students, other motorists and pedestrians. Unfamiliar roads, signage and road conditions, and limited knowledge of local traffic laws and local rules of the road can increase risks while driving abroad. Driving on an unfamiliar side of the road or an unfamiliar side of the car can also increase risk of injury or accident. **For these reasons, IES Abroad prohibits students from purchasing, renting, or operating motor vehicles of any type (including automobiles, trucks, motorcycles, mopeds, motor scooters, or off-road vehicles) except as necessary in emergency or crisis situations.**

IES ABROAD CRISIS MANAGEMENT PLAN

Your safety is a top priority for IES Abroad. The purpose of the IES Abroad Crisis Management Plan is to put comprehensive safety measures in place that will be useful in local emergencies, as well as in the wake of more serious occurrences. IES Abroad recognizes that it is prudent to be prepared for all possible circumstances, however unlikely.

The plan has a number of purposes:

- To protect the safety of students and staff
- To take steps that will ensure communication and the ability of all Centers and Chicago to operate in the event of a crisis

IES Abroad has adopted a series of policies concerning decision-making under

extraordinary conditions and preparation for possible major emergencies at each of its overseas program locations and in Chicago. Should an emergency occur at the site of an IES Abroad program or in Chicago, these policies will reduce and manage the risks for students and staff.

The Center staff will give you further and more detailed information about these plans during orientation. Please be aware that emergency drills will be practiced during your stay; these will be addressed during your orientation as well.

WHAT YOU SHOULD DO DURING A CRISIS

- Avoid places of unrest.
- Contact the staff at your Center and notify them of your whereabouts.
- Contact your family to assure them of your safety.
- If you are traveling away from the Center site, contact the U.S. Embassy or Consulate or the Consulate from your home country.
- Keep informed through the news media and the U.S. Embassy website.

Through its Initiative to Diversify Education Abroad (IDEA), IES Abroad works to make certain that its student body reflects the diversity of both America and American college students.

IES Abroad defines a diverse student as someone who is a racial/ethnic minority, first-generation college student, economically needy, LGBTQ, and/or who has demonstrated a history of overcoming adversity (a physical or mental disability, for example).

IES Abroad programs embody the idea that diversity represents not only a characteristic of our student body, but also an essential component of the intercultural learning experience central to the mission of study abroad. This commitment to diversity ensures that a variety of viewpoints and perspectives are shared within each program's student body so that the group explores issues from the view-



IES Abroad Tokyo students celebrate at the Hamakaze Festival hosted by Kanda University.

DIVERSITY ABROAD

point of multiple cultures and backgrounds. IES Abroad staff are aware of and sensitive to the range of issues students experience while adapting to their new international setting. In addition to scheduling formal meetings during which students discuss their adjustment to their program and its setting, staff are always available to discuss individually how you are adapting to your host environment and interacting with local residents, including experiences that arise from you being a member of an underrepresented group or part of a minority or heritage population for the first time.

In preparation for your upcoming study abroad experience, we hope the information below will answer some of the questions or concerns you might have. If you have any further questions, contact the IES Abroad Dean of Students Office or Diversity Director, at **800.995.2300**. We are dedicated to helping you have the most enriching study abroad experience possible.

DIVERSITY AT IES ABROAD STUDY ABROAD LOCATIONS

In today's world, there are few places where most of the population comes from one national, religious, or ethnic group. Global migration is making most of the world more diverse. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists in host countries. Our students are continually provided with opportunities to explore the cultural richness of their host environment and learn about economic, social, and political status of local populations. Study abroad provides a wonderful opportunity for all students to gain a new understanding of diversity: as it impacts the local culture, in relation to their own identities, and as it affects their peers on the program. Students of all backgrounds will likely find study abroad to be a valuable learning experience full of unique challenges and opportunities.

HOW DOES IES ABROAD SUPPORT UNDERREPRESENTED STUDENTS?

IES Abroad staff are always available to discuss issues related to diversity with all students and are more than happy to serve as a resource to students seeking to process their insights and feelings or connect to local peer groups. During orientation and throughout the program, resources will be provided to support students from a range of diverse backgrounds including, but not limited to, the following populations.

INTERNATIONAL STUDENTS AND EXPATRIATES

IES Abroad is aware that not all of our students are U.S. Americans and that some of the information from IES Abroad may not be applicable to international students or expatriates (anyone who has spent a significant amount of time living outside his/her home country). IES Abroad also recognizes that if you are not a U.S. American, you may be able to integrate more easily into local culture than others and you may already be knowledgeable about some of the topics covered in orientation. If you have any questions not addressed in this guide, IES Abroad will be happy to assist you.

MINORITY STUDENTS

Students considered racial or ethnic minorities in the U.S. may bring to a study abroad experience a perspective different from their majority student peers. It is important to realize those students who are the racial or ethnic majority in the U.S. or another home country may experience life as minorities for the first time in the study abroad context. Returning students tell us that these differences can provide valuable learning opportunities and encourage intercultural dialogue.

Students may explore issues of race and ethnicity as they relate to personal identity, local culture, academic interest, or a host of other reasons. In all cases, such exploration can add a fascinating new dimension to the study abroad experience.

IES Abroad staff is aware and sensitive to the nature of these issues and is always available to students to discuss them. Staff can also provide information on support groups and cultural or social organizations in the local ethnic communities.

LGBTQ

As is true everywhere, attitudes and laws regarding gay, lesbian, bisexual, and transgender issues can vary widely abroad. Before leaving, it is important to reflect on culturally-based ideas and definitions of sexual identity, and consider how your sexual orientation or gender identity may affect your relationships with residents of your host country and other IES Abroad students, your cultural adjustment, your personal safety, and your overall education abroad experience. Furthermore, IES Abroad staff can provide resources to LGBTQ students about support networks and services at your program location.

STUDENTS OF VARYING RELIGIONS

During the course of your study abroad, you may encounter people who ascribe to a variety of faiths and belief systems. IES Abroad encourages you to consider this experience a learning opportunity in which you can come to understand more fully how spiritual or faith-based issues contribute to the complex history and diverse worldviews comprising the local culture. If you wish to participate in religious services during your time overseas, IES Abroad can assist in finding appropriate local houses of worship. If you have faith-based dietary restrictions (e.g. Kosher, Halal), you should identify this on your Housing Form.

STUDENTS WITH DISABILITIES

IES Abroad will attempt to provide accommodations for students with documented disabilities. If you have a disability, you should inform the Chicago Dean of Students Office of the disability prior to departure at **312.261.5051**. A representative from the Dean of Students Office will assist in making reasonable accommodations at the IES Abroad Center. Once onsite, students should feel comfortable approaching the Center staff for assistance in gaining information and resources that can facilitate successful participation in the program.

WHAT IF I EXPERIENCE HARASSMENT BASED ON RACE, SEXUAL ORIENTATION, RELIGION, ETHNICITY, OR DISABILITY?

The IES Abroad Code of Student Conduct strictly prohibits any form of harassment. If you experience harassment, you should speak with Center staff about your concerns immediately. If you experience harassment from someone outside the IES Abroad program, Center staff will assist you in trying to address the situation and may notify local authorities.

ADDITIONAL RESOURCES

Additional country-specific information and resources related to issues of diversity can be found in your predeparture information and in the Diversity section on the IES Abroad website at **www.IESabroad.org** or by **contacting the IES Abroad Diversity Director**.

IES ABROAD POLICIES

ACADEMIC GUIDELINES

(Excerpted from IES Abroad Academic Policy Guidelines)

The mission of IES Abroad is to provide American colleges and universities and U.S. students premier study abroad programs world-wide that deliver the highest academic quality as well as enhance the development of intercultural competency skills. Since IES Abroad does not grant degrees, IES Abroad is not an "accredited institution in the U.S." In order that students who attend IES Abroad programs may earn credit toward their degrees through their home institutions, the IES Abroad Board of Trustees has endowed the consortium with the power to set academic policy for IES Abroad and all of its programs. This power is exercised primarily through the elected Academic Council, which in turn has delegated supervision of the IES Abroad curriculum and courses to an appointed Curriculum Committee comprised of representatives from the consortium. The Academic Council of IES Abroad has thus established the following guidelines and requirements for academic programs of study offered under the auspices of IES Abroad. Some of these requirements apply to all IES Abroad programs; others apply only to IES Abroad courses, that is, courses submitted to and approved by the Curriculum Committee of the Academic Council.

I. GENERAL GUIDELINES FOR ALL IES ABROAD PROGRAMS OF STUDY

IES Abroad students in fully integrated programs and IES Abroad students enrolled in individual courses at outside institutions are subject to the academic guidelines and regulations of those institutions. In such instances, IES Abroad policy is to be applied in so far as it does not contravene policy of the host institution.

- A. **ACADEMIC STANDING:** All students entering IES Abroad programs must be in and maintain good academic standing throughout the period of study with IES Abroad. IES Abroad reserves the right to withdraw admission from any student who has a grade point average of less than 2.0 or the equivalent in the semester prior to anticipated study at an IES Abroad Center.

A student may be dismissed from the program at any time for unsatisfactory class preparation, attendance or performance.

In addition, full-year students may be dismissed at the end of the first semester for failure to complete a minimum of 12 semester hours of academic work in the first semester or failure to attain a grade point average for the first semester of at least 2.0 out of 4.0.

In cases of dismissal for academic reasons, students are entitled to the same refund they would receive if they had voluntarily withdrawn from the program at the time of their dismissal.

- B. **COURSE LOAD REQUIREMENTS:** Each IES Abroad Center has a minimum and maximum course load limit.

Semester and Full-Year Students: Students are required to register for a minimum of 15 but no more than 19 semester credit hours during each semester of attendance, depending on the Center. A student whose home college has approved independent study may include up to four of

these credits in the required 15 hours. Students must register for at least 15 hours before the end of the IES Abroad or university Drop/Add period, whichever is later.

Students may reduce their course load to 12 credits with 1) a valid academic reason for requesting a reduced course load; 2) approval of the Center Director or designated Center academic advisor; and 3) written-home school authorization. Valid reasons include alternative academic activities that will not be transcribed such as private music lessons for a performance major or independent research projects that will be evaluated by the home institution. The student's intention not to transfer academic credit to the home institution does not qualify as a valid academic reason. Students may not reduce their course load to less than 12 transcribed credits per semester.

Summer Students: Summer students are required to carry the number of credits stipulated in the IES Abroad catalog and on the IES Abroad website for the specific program.

- C. **DROP/ADD PERIOD:** Each IES Abroad Center Director shall establish an appropriate deadline for a Drop/Add period. The Drop/Add period should last no longer than two weeks following the beginning of classes in the fall and spring semesters and three days following the beginning of classes in the summer session. At Centers where students may enroll for IES Abroad and/or university courses, there may be separate Drop/Add deadlines for IES Abroad and university courses.

Courses which are dropped within the Drop/Add period do not appear on the IES Abroad transcript. Students must, however, maintain the appropriate minimum course load (see Section B).

- D. **WITHDRAWALS:** Each IES Abroad Center Director shall establish an appropriate deadline for withdrawing from a course. The deadline for withdrawals should be no later than one month before the beginning of final examinations in the fall and spring semesters and two weeks before the beginning of final examinations in the summer session. At Centers where students may enroll for IES Abroad and/or university courses, there may be separate withdrawal deadlines for IES Abroad and university courses. Course withdrawal requires: 1) a valid academic reason for requesting a reduced course load; 2) approval of the Center Director or designated Center academic advisor; and 3) written home school authorization. The student's intention not to transfer academic credit to the home institution does not qualify as a valid reason. In all cases, students must complete a minimum of 12 semester hours of graded credit during each semester of enrollment [See Section B] .

When a student withdraws from a course after the Drop/Add deadline, but before the withdrawal deadline, the title of the course appears on the transcript with the appropriate number of credits and the grade of W.

When a student withdraws from a course after the withdrawal deadline, the title of the course appears on the transcript with the appropriate number of credits and the grade of F.

When a student withdraws from a program after the program has started, a transcript will still be issued with grades of W or F according to the deadlines outlined above.

- E. **INCOMPLETES:** Students must complete all course and program requirements before leaving the program site, unless they have petitioned for and have been granted an official 'Incomplete' through the IES Abroad Center office.

Only those students who have completed at least 75% of the total number of weeks of instruction for a given term and have a documented medical or family emergency that necessitates their departure from the program site and/or prevents them from completing work by the end of the term are eligible to request and be granted Incompletes for their courses.

Students may petition for Incompletes only for IES Abroad courses, not for outside courses. In the case of outside courses, students receive an automatic Withdrawal (W). Students must secure from each IES Abroad professor precise instructions on what work still needs to be done to finish all course requirements, and the dates by which all coursework is to be completed.

Incompletes are granted only for full course credit, i.e. a student must complete all course requirements for full credit, take an F for the course, or petition the Center Director for a retroactive Withdrawal.

Petitions for an Incomplete are reviewed by a committee consisting of the IES Abroad Center Director in consultation with the faculty member, the IES Abroad Program Dean, the IES Abroad Registrar, and the IES Abroad Dean of Students.

A Petition for an Incomplete Grade, available on request from IES Abroad Centers or the Chicago office, must be submitted with the required signatures and approved by the Director no later than one week before the end of the term. The time limit for completing the course shall in no case extend beyond six months of the final examination for the course. Thereafter, the grade becomes F.

- F. **GENERAL GRADING POLICY:** A common IES Abroad grading policy applies to all IES Abroad programs and Centers and is communicated to students at the beginning of each semester of attendance. The IES Abroad policy utilizes a standard readily recognized by U.S. institutions.

The following define the IES Abroad use of letter grades:

- | | | |
|-----|---|--|
| (A) | — | Excellent performance |
| (B) | — | Good performance |
| (C) | — | Adequate performance |
| (D) | — | Unsatisfactory performance and/or comprehension of the subject matter |
| (F) | — | Failure to complete course requirements or wholly inadequate comprehension of the subject matter |

The ranges between the letter grades can be expressed by plus or minus signs. Hence, the grading system recognized by IES Abroad is A, A-, B+, B, B-, C+, C, C-, D, F. The plus sign is not used with the A grade and plus and minus signs are not used with the D and F grades.

Grades received for courses at outside institutions will be converted into grades on the above scale according to an approved conversion system.

- G. **PASS/FAIL GRADING:** With written permission from the home school presented at the time of registration, students may register for no more than one course and no more than four credits per semester on a Pass/Fail basis. Under IES Abroad Academic Guidelines, letter grades of A through C = Pass; C- through F = Fail. Students should be advised that IES Abroad policy may be at variance with their home school policy regarding Pass/Fail options.

The Pass/Fail option does not apply to courses which are mandatory for a specific program, courses in the student's major, and summer program courses.

- H. **AUDITS:** Students are permitted to sit in on IES Abroad courses with the permission of the instructor. Students may also audit courses at outside institutions, subject to the requirements or restrictions for each individual course and/or institution. Audits will not be recorded on the transcript and do not count toward fulfillment of course load requirements.
- I. **GRADE APPEALS:** Students who wish formally to appeal a grade received for a course must complete a *Petition for a Grade Appeal* (available at www.IESabroad.org) and submit it to IES Abroad Chicago within 60 days of the release of grades online by the Chicago office. The Program Dean determines the validity of the argument that is the basis of the appeal. If the Dean judges that the argument is not logical, it is returned to the student with an invitation to revise and resubmit it.

IES Abroad courses: If the Dean judges the argument to be logical, it is forwarded to the Center Director, who will give a copy of the appeal to the instructor involved and discuss the particulars of the case.

Once a determination has been made (normally within 30 days of receipt of the appeal by the Director), either the instructor, Center Director or Dean shall send a written response to the student through the IES Abroad Chicago office. A copy of the appeal shall also be filed with the IES Abroad Chicago office.

The IES Abroad Chicago office will forward the response to the grade appeal to the student and to the home campus coordinator, when appropriate. The course instructor is the primary authority in matters of grading. The Center Director retains certain discretionary power in an extraordinary circumstance, such as the instructor's absence. In such a case, the Center Director may refer the case to an instructor in the same discipline to make a determination on the validity of the appeal.

University Courses: If the Dean judges the appeal to follow a logical argument, it is forwarded to the appropriate contact for review (IES Abroad staff or university staff). **Students who appeal a grade in a course taken at an outside institution will be subject to the appeal policy and procedure of the outside institution.** IES Abroad will facilitate this process, for example, by arranging for students to re-take the final examination at the start of the next academic term. IES Abroad policy and procedure are to be applied in so far as they do not contravene the policy of the host institution. Each IES Abroad Center that enrolls students in courses at one or more outside institution will make available general academic policies for each institution as part of its student materials.

- J. **TRANSCRIPTS:** The academic transcripts issued for each student who has participated in any IES Abroad program (semester, academic year, or summer) shall list all courses for which the student was registered after the Drop/Add period. Credit and the appropriate notation shall be entered for each course listed, including those for which P/F, W, or I is given. The IES Abroad transcript will include no record of academic work not arranged and supervised through IES Abroad.

In the United States, final course grades are normally required to be received from instructors no later than two weeks after the completion of the final examination. Although the restrictions of time and distance will not permit this type of requirement for receipt of transcripts in the Chicago office, the importance of issuing transcripts in a timely manner should be stressed to IES Abroad faculty and staff. Delayed transcripts can lead to problems of home college registration and may result in loss of home college financial aid.

Although IES Abroad has no direct control over the reporting of grades from faculty at outside institutions, Directors should devise methods of informing university faculty about the urgency of receiving grades in a timely manner.

It should be noted that the student's home institution may, in certain circumstances, assign credit or grades which differ from those which appear on the IES Abroad transcript (e.g., conversion of credits from semester to quarter hours or assignment of Pass/Fail credit). In some cases the home institution may require a student to submit corrected examinations and/or papers for credit evaluation upon the student's return. Such documentation should be available, upon written request, for a period of at least one calendar year following completion of a course at IES Abroad. For courses taken outside IES Abroad, students should be informed at the beginning of the semester that it is their responsibility to arrange for such documentation with the individual instructor. It is the student's responsibility in all such cases to pay the costs of photocopying and mailing.

Students admitted to IES Abroad programs through the IES Abroad School of Record will receive a transcript of their academic work through the School of Record and not through IES Abroad.

Note: Transcripts are not released until all financial obligations are met.

- K. **RESPONSIBILITY FOR WRITTEN WORK:** It is the responsibility of each student to insure that written work is submitted and received when due. Students are expected to retain copies of all written work submitted; failure to do so will be interpreted as work never completed in cases where submission or receipt of written work cannot be documented.

II. GUIDELINES SPECIFIC TO IES ABROAD COURSES

- A. **READINGS:** IES Abroad instructors are required to provide a syllabus with a list of required and recommended readings for each course. Additional or expanded reading lists may be made available according to the needs of the students for a given course or course assignments. Instructors are encouraged to use a syllabus as an occasion to familiarize students with available library resources and additional recommended readings.

In order to monitor student progress and adherence to reading assignments, IES Abroad instructors are urged to make use of discussion sessions, quizzes, etc.

- B. **SUPPLEMENTARY ASSIGNMENTS**: Each IES Abroad course should have required supplementary assignments appropriate to the individual course. Such assignments may be in the form of term papers, book reports, work journals, portfolios, essays, field study reports, oral presentations, individual or class projects, or the like. Special emphasis should be placed on consistent graded written assignments that further the development of students' writing skills.
- C. **EXAMINATIONS**: A mid-term evaluation and normally a written final examination are required in each course. The results of the mid-term evaluation should be communicated to the students in a timely manner. The nature of a particular course may dictate a form of final evaluation and assessment other than a written exam. Final examinations are to be kept on file for one year.
- D. **COURSE REQUIREMENTS**: Students must complete all components of the required work for each course according to the deadlines established for each component. Failure to complete a component of the course requirements as scheduled or when due may result in a grade of 'F' for the course.
- E. **CLASS ATTENDANCE**: Since IES Abroad courses are designed to take advantage of the unique contribution of the instructor and the lecture/discussion format is regarded as the primary mode of instruction, regular class attendance is mandatory.

Each IES Abroad Director, working with his/her faculty, shall establish and implement a policy designed to encourage and maintain regular class attendance as well as a policy which outlines how unexcused absences (ordinarily permitted only in cases of illness) will impact student course grades. Each Center shall communicate these policies to the students during orientation. Each instructor shall devise methods of recording class attendance and should notify the Director of students who are not attending regularly.

- F. **INDEPENDENT STUDY**: Independent study is permitted under certain conditions. No student may take more than one independent study course per term. IES Abroad identifies three types of Independent Study.
 1. **IES Abroad course cancellation**. In the event that IES Abroad cancels a course that was listed in the online pre-registration materials, the following guideline applies. IES Abroad will offer the course as an independent study at no additional cost to a student who needs the credit from the course to stay on track in meeting graduation requirements either in the student's major field or in electives for which another course cannot be substituted. The student is required to provide written confirmation of this necessity from an advisor at the home institution. Such independent study will be listed on the transcript with the number and title of the originally scheduled course and will receive the same number of credits.
 2. **Other IES Abroad directed independent study for IES Abroad credit**. Students may request an independent study for three or four credits in areas not covered by IES Abroad programs. Students requesting such an

independent study for IES Abroad credit assume all costs associated with it and must prepare and sign a contract for Independent Study that should be countersigned by the supervising faculty member, either an IES Abroad faculty member or a faculty member at an accredited institution of higher learning in the host country, and approved by the Director and the home school. Such an independent study constitutes part of the IES Abroad course load requirements. An independent study of this type will be listed on the transcript as course 399 in the appropriate department, and the grade will be recorded. An evaluation of the independent study project must be attached.

A sample listing:

XX399	Independent Study: (Title)	Credit	Grade
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3. Home school directed independent study. Students may request an independent study which is guided and evaluated by a faculty member of the home school. Students requesting such an independent study assume all costs associated with it and must present authorization for the independent study from the home school at the time of registration. Such an independent study may be used to fulfill IES Abroad course load requirements. An independent study of this type will not be listed on the IES Abroad transcript.

- G. **CREDIT CALCULATION:** IES Abroad semester credits are based on 15 academic contact hours plus two hours per week of preparation per credit for area studies courses. Semester credits for language courses are based on a minimum of 15 academic contact hours plus two hours per week of preparation per credit. An academic contact hour is generally understood to be 50 minutes.

Exceptions to the guideline are as follows:

- In locations where the university standard for 1 credit is 12 academic contact hours, student preparation time is 3 hours per credit for area studies courses (IES Abroad Dublin and IES Abroad London).
- In locations where the university culture defines an academic contact hour as 45 minutes, IES Abroad courses follow the cultural norm (IES Abroad Vienna and IES Abroad Freiburg).
- A research seminar with fewer than 45 contact hours but with a major research component must demonstrate that students are expected to spend a minimum of 4 hours/week in preparation.

- H. **IES ABROAD COURSE NUMBERING:** IES Abroad assigns course numbers according to the following guidelines:
- *100 Level: denotes introductory courses that assume no prior background such as foreign language and studio art.
 - *200 Level: denotes general interest or survey courses with no pre requisites.
 - *300 Level: denotes courses that assume some background in the field and may have specific prerequisites.
 - *400 Level: denotes courses that assume a substantial background in the field, usually have specific prerequisites, may be restricted to majors in the field, or require permission of the instructor or Director to register. Examples here would include the upper division courses of language based programs, i.e. courses that would normally receive fourth year credit in a U.S. language department.

Methodology, type of intellectual activity, and level of performance expectation are also determining factors in level designations, not merely number or type of pre-requisites.

RELIGIOUS OBSERVANCE POLICY

It is the policy of IES Abroad to make every reasonable effort to allow members of the IES Abroad community to observe their religious holidays without academic penalty in all IES Abroad-taught courses. IES Abroad staff will assist students in arranging with outside universities to observe their religious holidays. Arrangements with outside universities cannot be guaranteed.

Absence from classes or examinations for religious reasons does not relieve students from responsibility for any part of the course work required during the period of absence. Students who expect to miss classes, examinations, or other assignments as a consequence of their religious observance shall be provided with a reasonable alternative opportunity to complete such academic responsibilities. Students will not be penalized for class absences because of religious holidays.

It is the obligation of the students to provide faculty and the Center Director with reasonable notice in writing of the dates of religious holidays on which they will be absent. Students who are absent on days of examinations or class assignments shall be offered an opportunity to make up work, without penalty, unless it can be demonstrated that a make-up opportunity would constitute an unreasonable burden on the faculty.

Should disagreement arise over what constitutes an unreasonable burden or any aspect of this policy, parties should contact the Center Director, Program Dean, or Vice President for Academic Affairs.

ADMINISTRATIVE POLICIES

TRANSCRIPTS FOR CREDIT TRANSFER

At the conclusion of the program, an official IES Abroad transcript will be sent to your home school. If you submitted a School of Record application, transcripts will be sent directly from the University of Rochester to the address you provide when you submit your School of Record request online. **Normally, IES Abroad mails transcripts approximately six weeks after the end of each program.** However, if you are taking courses at a local university, be prepared for some delay in receipt of transcripts due to the disparities in administrative procedures between overseas and U.S. institutions. Transcripts will not be released if there are any outstanding financial obligations.

SCHOOL OF RECORD

If your school does not accept IES Abroad credit directly, you will need to obtain a School of Record from the University of Rochester to receive credit for participation in the IES Abroad program. The fee for a School of Record is \$375 and is non-refundable. You are required to check with your school if you are unsure which credit they accept. Instructions for submitting your School of Record Form are in your **MyIESabroad account at www.IESabroad.org**.

GRADE POSTING

Your grades can be viewed on-line under My Resources found on your **MyIESabroad account at www.IESabroad.org**.

IES Abroad grades are typically posted within six weeks of the final day of the

program. University grades may take longer. Non-reported "NR" grades indicate that your professor has not yet reported your grades. Once grades are submitted and approved, a transcript will be sent to your home school provided you have no outstanding financial obligations.

CHANGE OF STATUS

A change of status can be a change from an academic year to a single semester status, a continuation on an IES Abroad program for an additional semester, or a transfer to another IES Abroad program. For example, an academic year student may choose to withdraw from the spring semester; a fall student may wish to continue through the spring; or a fall or academic year student may wish to transfer to a different IES Abroad program for the spring semester. Please be aware that the deadlines for the Change of Status are November 1st for Spring and May 1st for Fall.

In order to complete a change of status, students need to take the following steps:

1. Inform their current Center Director that they would like to continue for another term on a current IES Abroad program, change from academic year to single-semester, or transfer to another IES Abroad program.
2. Obtain a Change of Status (COS) Form from the Center Director and complete Part A of the form.
3. Request that the Center Director complete Part B of the form.
4. IES Abroad then sends the completed COS form to the student's home institution Study Abroad Office for final approval.
5. Once the Study Abroad Coordinator at the student's home school approves the Change of Status, the IES Abroad Enrollment Management department will update the status in its database.
6. Students will be charged a \$100 fee for dropping to single-semester from academic-year, calendar-year, or split-year status.

IES ABROAD DISCOUNTS ON EXTENSIONS OF STUDY

With permission from their home institution, students attending a semester-long program may choose to extend their study abroad with IES Abroad. Regardless of whether they want to continue on their current program or experience another location, IES Abroad offers discounts to students who extend their study abroad experience with IES Abroad, according to the following:

- Students will receive a 20% discount applied as a credit to the second consecutive semester's tuition in the same or a different program comprising an academic year.
- Students must enroll by November 1st to get the discount for academic year study, after which the second term's tuition pricing will be based on the following spring term's tuition.
- Students will receive a 20% discount applied as a credit to the second consecutive semester's tuition in the same or different program comprising a calendar year.
- Students must enroll by May 1st to get the discount for calendar year study, after which the second term's tuition pricing will be based on the following fall term's tuition.
- Students will receive a \$500 credit on summer tuition if a summer program is attended before or after a semester or academic year program.
- Students will receive a \$300 credit on a January term tuition if a January term program is attended before or after a semester program.

The calendar year, summer, and January term discounts will be applied to the IES Abroad invoice as billed to the student or school. Students should see their current Center director for a "Change or Status" form to continue studying at their current location or to attend a different IES Abroad program. Finally, please note that the above discounts are applied to the designated term or second semester of study tuition only.

IES ABROAD PAYMENT PLAN OPTION

IES Abroad offers semester, academic year, and split year students the option of paying in interest-free installments for a one-time fee of \$125 for semester students and \$250 for academic year and split year students. A down payment of \$3,500 plus the appropriate fee is due in the IES Abroad office upon receipt of the statement. The remaining balance due after the down payment is divided into three equal monthly payments for term students and six equal monthly payments for academic year and split year students. Contact the IES Abroad Chicago Accounting Department at **800.995.2300** for further information. There is no installment plan option for IES Abroad Summer, J-Term & Interterm programs.

STUDENT LOANS

Although IES Abroad does not offer its own loan program, there are many lending institutions to help students finance their study abroad experience. One such program is called Key Lend. Students can obtain more information on this program by calling **800.KEY.LEND** (students should mention that they will be attending a program through the Institute for the International Education of Students when applying for credit approval). The IES Abroad website can also provide students with additional financial aid resources at www.IESabroad.org.

ARE TUITION FEES PAID TO IES ABROAD TAX-DEDUCTIBLE?

Because IES Abroad is a non-accredited institution, it is precluded by federal law from issuing a 1098T. However, this does not mean that the tuition fees paid to IES Abroad are not tax-deductible. IES Abroad recommends that you consult your tax advisor for the appropriate tax treatment.

RIGHTS OF IES ABROAD STUDENTS

IES Abroad is an academic community in which all students, faculty, and staff share responsibility for both individual growth and the overall welfare of the community. As members of the IES Abroad community, students can reasonably expect to have the following rights:

1. To accurate and clearly stated information relating to maintenance of acceptable academic standing and individual course objectives and requirements. Students can expect instruction from faculty retained by IES Abroad at appointed class times, and to have reasonable access to those faculty members. IES Abroad will assist students in managing local university academic policies and expectations.
2. To express themselves freely in a culturally appropriate manner that is consistent with the IES Abroad Code of Student Conduct and the laws of the country where the student is studying.
3. To expect a reasonably safe learning environment that is supportive of the mission of IES Abroad and their own educational goals.

4. Not to be unlawfully discriminated against by any employee or agent of IES Abroad on the basis of age, creed, ethnic or national origin, gender, disability, marital status, political or social affiliation, race, religion, sexual orientation, gender identity, or gender expression.
5. To peaceably assemble in an orderly manner consistent with the local culture and to engage in peaceful protest or demonstration that does not disrupt the operations of IES Abroad or local host universities, threaten the health or safety of any person, violate the IES Code of Student Conduct, or violate applicable laws of the country in which the student is studying.
6. To exercise their religious beliefs and associate with religious or other organizations of their choice in designated IES Abroad managed facilities, provided they do so in a manner that respects the rights of other members of the IES Abroad community and complies with the IES Code of Student Conduct and applicable laws of the Country in which the student is studying.
7. To have their privacy rights reasonably protected on IES Abroad programs pursuant to the applicable laws of the country in which the student is studying and IES abroad policy.
8. To due process in the form notice of allegations and a right to be heard before formal disciplinary sanctions are imposed by IES Abroad for violations of the Code of Student Responsibility as published in the IES Abroad Student Handbook. Students have the right to notice and the opportunity for a hearing before any change in their status with IES Abroad occurs for disciplinary reasons unless a significant threat of harm to person(s) or property exists.

The exercise and preservation of these rights comes with a corresponding responsibility by all IES Abroad students to respect and preserve the rights of others in the IES Abroad community, learning environment and host country. Students enrolling in an IES Abroad program assume an obligation to conduct themselves in a manner that is civil, respectful, and compatible with IES Abroad's goals, policies, aspirations and mission as an institution of higher education. IES Abroad has the authority and responsibility to maintain order and an atmosphere of civility and mutual respect within the IES Abroad community, and to exclude those who are disruptive of our educational process and goals from the learning environment.



IES Abroad Buenos Aires students learn about the history of the city.

CODE OF STUDENT RESPONSIBILITY

The Code of Student Responsibility is made up of four parts:

- The IES Abroad Academic Integrity Code
- The Academic Integrity Code Violation Review Process
- The Student Code of Conduct
- Judicial Procedures

Students participating in an IES Abroad program are expected to take responsibility for their own actions or failure to act. The IES Abroad Code of Student Responsibility includes policies based on the premise that students are adults and guests abroad. Students are expected to abide by the IES Abroad code and the laws and customs that govern the host country where they are studying. IES Abroad students are legally subject to the same laws and regulations that govern the host country's citizens, and any other laws that are applicable as a foreign citizen in the host country.

As an academic institution, the members of the IES Abroad community are expected to respect the rights and dignity of other students, staff, faculty, members of host institutions, and local citizens. Students must take responsibility for acting in ways that demonstrate respect for themselves and others and recognize that each student represents IES Abroad and his or her home country for the duration of his or her time in the IES Abroad program.

IES Abroad holds students responsible for knowing the policies as set forth in this handbook, in the catalog for your program, and those discussed during orientation or posted as needed on official bulletin boards. These policies exist to facilitate the educational process and to ensure a safe, fair, and successful experience for students. Ignorance of the policies is not an acceptable excuse for policy violation.

IES Abroad students who are participating exclusively in host university programs are subject to the rules of conduct, academic procedures, academic honor codes, and student disciplinary procedures of their respective universities primarily, in addition to the IES Abroad code, concurrently or secondarily, depending on the host university's program. For students enrolled in both IES Abroad courses and local university courses, the local university codes apply and take precedence over IES Abroad codes with regard to violations within the local universities' jurisdiction. Otherwise, the IES Abroad code applies. For all other students, the IES Abroad policies are enforced, and the IES Abroad procedures must be followed in response to any violations of conduct or academic regulations. This does not prevent further actions being taken by students' home schools with regard to any violations.

THE IES ABROAD ACADEMIC INTEGRITY CODE

The IES Abroad Academic Integrity Code is in effect without adjustment when no other university jurisdiction is in effect. By enrolling in an IES Abroad program, a student agrees to abide by this Academic Integrity Code.

When a student enrolls in a course at an IES Abroad partner institution as part of the student's IES Abroad program, IES Abroad will uphold the academic integrity policies of the host university. Should a student engage in academic dishonesty according to the host university's policies, IES Abroad will notify the student's home school of the university's findings and will retain a record of these findings. IES Abroad also reserves the right to review charges and findings related to academic misconduct in a host university course, and to review the case and assign its own sanctions to the student.

IES Abroad Academic Integrity Code

Students will approach their academic work with dedication and honesty, understanding that they are responsible for learning and for earning grades through their own effort. Further, students agree to be fully prepared for each class session, to abide by the attendance policy in place for each course, to complete the required number of academic credit hours per term, and to abide by all academic policies of IES Abroad.

By enrolling in a program with IES Abroad, students agree not to engage in plagiarism, cheating, use of unauthorized materials, accessing or distributing confidential academic materials, academic sabotage, falsification of information, or deception. Specifications of these violations are described below:

Plagiarism: The act of presenting the ideas or writing of another person as one's own. This includes copying or paraphrasing passages from books, periodicals, the Internet, or other sources without appropriate citations. It also includes copying or paraphrasing the direct or mechanically-reproduced statements of others and representing them as one's own.

Self-Plagiarism: The submission of one's own course assignments or research papers in whole or in part for one course when such materials are being or have been submitted to another course. All work submitted for each course must be original work specific to the course.

Cheating: The act of copying or paraphrasing from the examination or other written work of another current or former student, with or without the knowledge or compliance of the person from whom the materials are copied or paraphrased. Persons who assist with cheating by sharing their work are also guilty of cheating.

Use of Unauthorized Materials: The use of any books, papers, notes, or other materials for reference during closed book examinations or other academic exercises unless specifically allowed by the instructor.

Accessing or Distributing Confidential Academic Materials: The act of obtaining unauthorized access to examination questions or answers and/or distributing such knowledge or materials to others.

Sabotage: Any act that undermines the ability of a fellow student to complete his/her academic work to the best of his/her ability. Sabotage can include restricting access to reference materials, books or periodicals; stealing or tampering with a fellow student's notes or papers; erasing, corrupting or otherwise tampering with electronic materials and files related to another student's academic work; and related actions.

Fabrication of Information/Deception: The act of falsifying data, information, citations, field study reports, lab results or any other material used in relation to academic work, or of providing false information to an instructor concerning academic work, including giving a false excuse for missing a deadline or falsely claiming to have submitted work.

Attendance: Attendance at all classes and field trips that are part of a course is mandatory unless noted otherwise in the particular syllabus.

ACADEMIC INTEGRITY CODE VIOLATIONS REVIEW

If a student is witness to academic dishonesty, the student is expected to report the dishonesty to the faculty member for the course in which the dishonesty has been witnessed. The student may present any evidence or academic dishonesty to the faculty member or Center Director.

If a faculty member is witness to or informed of an act of academic dishonesty, the faculty member must report the dishonesty to the Center Director. The faculty member will also present any evidence of academic dishonesty to the Center Director.

The Center Director will inform the Program Dean of the incident, and may consult with the Program Dean about the incident.

The faculty member and the Center Director will determine the severity of the incident. If the incident is not determined to be severe, the Center Director and the faculty member may determine that the faculty member or the Center Director will discuss the incident with the student. In such cases, any sanctions applied will be within the scope of the course, such as a grade of "F" on the assignment, or the requirement to complete a new assignment.

If the incident is determined to be severe, the Center Director will convene a Review Board consisting of the Center Director, the faculty member who raised the charge, and a second faculty member who is unconnected to the incident.

The accused student will be notified in writing, usually within two working days, that there has been an academic dishonesty charge filed against him/ her. S/he will also be notified that a review of the charge of dishonesty will be held at a particular time and place.

The Review Board will conduct a review of the charge with the student, usually within seven days of the student receiving the hearing notice. A third party, other than legal counsel, may accompany the student at the review if the student so chooses.

At the review, the student will be informed of the charges filed against him/her and will be given the opportunity to view any evidence connected to the charge. The student can present his/her case, including pertinent information or written statements from witnesses.

After the review, the Review Board will determine whether the charges are valid, and if the charges are valid, what sanction(s) should be assessed against the student.

The Center Director will notify the student in writing within seven working days of the Review Board's final decision. If the Review Board requires further information, the Center Director will notify the student of this fact in writing. Notification to the student will include the specifics of the violation and the sanctions against the student.

The Center Director will inform the Program Dean of the results of the review and will send a copy of the decision letter given to the student. The Program Dean will send a copy of the decision letter with information concerning the incident to the student's home school.

Sanctions for academic dishonesty may include, but are not limited to warning, reprimand, grade penalty, removal from the course, community service, probation, suspension, dismissal from the program, or any combination of the above.

A student may appeal a decision concerning an Academic Integrity Code violation. The appeal must be submitted by the student to the Center Director within five working days of the student's receipt of the Review Board's final decision. The Center Director will send the appeal to the Executive Vice President for Academics in Chicago, who will conduct the review. In the absence of the Executive Vice President for Academics, the appeal will be conducted by a Program Dean other

than the Dean for the program where the incident took place. All sanctions remain in effect until any appeals have been considered and responded to in writing.

If an Academic Integrity Code violation is discovered after a student has departed from the program, the Center Director will notify the student and the student's home school of the charge in writing by email or fax, and also in hard copy by express mail within one week from the time the offense is discovered. The Center Director will also inform the Program Dean.

The student will respond to the charge in writing by email, by fax or in hard copy by express mail within two weeks of the date of the Center Director's notification.

The Center Director will convene a Review Board consisting of the Center Director and the faculty member for the course in which the violation occurred. If the faculty member for the course is not available, the Center Director may select another faculty member for the Review Board.

Once the Review Board is satisfied that sufficient information has been received, the Review Board will reach a decision, and the Center Director will notify the student and the student's home school in writing of the decision and of any sanctions that may apply. This notification will be in writing by email or fax, and also in hard copy by express mail. The Center Director will also send a copy of the final decision to the Program Dean.

A copy of all documentation concerning any allegation of academic dishonesty will be saved at IES Abroad according to IES Abroad policy.

THE CODE OF STUDENT CONDUCT

Students who participate in IES Abroad programs are representatives of IES Abroad at all times during their enrollment. As a result, any student who engages in conduct unbecoming of an IES Abroad student will be violating this code and will be subject to appropriate review and sanctions, up to and including dismissal from the program. **Information regarding students who violate IES Abroad policies will be provided to the students' home schools and may be provided to their parents.**

The following Code of Student Conduct is in effect in addition to any other university jurisdiction that may be in effect.

The following are prohibited:

- Violence against others. This is defined as striking or doing any other physical harm to another.
- Sexual misconduct. This is defined as any actual or attempted nonconsensual sexual activity. Nonconsensual sexual activity may occur in situations including, but not limited to, those in which the victim is unable to consent due to force, threat of force, or impairment due to illness, injury, disability, or consumption of alcohol or other drugs.
- Verbal abuse of faculty, staff, students, or representatives from IES Abroad partner organizations.
- Willful or malicious maligning of members of the broad IES Abroad community.
- Obstruction of classes at the IES Abroad Center or local universities, or obstruction of other IES Abroad activities.
- Damage to IES Abroad property, property of host universities, residence

halls, hosts or host families, apartments, facilities used by IES Abroad, or of fellow students.

- Vandalism at IES Abroad Centers or facilities used by IES Abroad, the host universities, Center-located residences or of institutional members' property.
- Possession and/or use of firearms or other dangerous weapons.
- Possession or use of fireworks, incendiary devices, or dangerous explosives.
- Theft.
- Unauthorized entry to or use of IES Abroad Center facilities, equipment, or technology or host university/partners' facilities, equipment, or technology.
- Use of IES Abroad technology for any illegal or inappropriate purpose as outlined in the IES Abroad Information Technology Policy.
- Disorderly, lewd, indecent or obscene conduct, gestures, or actions.
- Behavior that is disturbing or distressing to students, staff, faculty, or IES Abroad partners.
- Violations of residential guidelines and/or rules, including, but not limited to, unauthorized overnight guests, excessive noise, rowdy conduct, and drunkenness.
- Forgery or alteration of IES Abroad documents, identification instruments, legal or government documents, or use of any documents with the purpose to defraud.
- Criminal behavior or violation of local laws.
- Conduct unbecoming to an IES Abroad student including but not limited to violating any policies contained in this handbook and/or the Center's handbook and/or the Form of Agreement/Waiver for Students of Contracted Institutions.
- Failure to follow the IES Abroad established guidelines, directives, timetables, and instructions of the IES Abroad staff or faculty members.
- Obtaining unauthorized access to, viewing of, copying or distributing confidential IES Abroad academic, administrative, or personal records.
- Falsification or alteration of academic or personal records, including, but not limited to, any unauthorized alteration of transcripts, grade reports, medical report form, or any verbal or written misrepresentation of student records. Falsification or unauthorized alteration of any portion of the application for admission or financial aid or other official documents required for participation in an IES Abroad program.
- Harassment of any person not limited to members of the IES Abroad community. Harassment is defined as any act or behavior that demeans, slurs, intimidates, or stereotypes an individual or group. This includes but is not limited to oral and written remarks, illustrations, innuendoes, and physical gestures or actions.
- Stalking of any person not limited to members of the IES Abroad community. Stalking is defined as the willful and unsolicited following or harassing of another person. This includes but is not limited to excessive and unsolicited telephone calls, visits, mailings, emails, text messages, blogs, instant messages, newsroom comments, or any other electronic means of contact, following and/or threatening another person or his/her acquaintances, observing another person or a person's acquaintances from a distance, trespassing, or vandalizing the property of the person or the person's acquaintances.
- Violation of any requirements contained in the student's Waiver for Students of Contracted Institutions or his/her Form of Agreement.
- Permanent or temporary diversion of academic materials needed by other

students, including unauthorized removal of library materials, audio-visual materials, or technological materials.

- Self-endangerment, including involvement in activities or behavior that could result in personal harm, including, but not limited to frequenting dangerous places, association with criminals, self-destructive behavior, including failure to maintain and monitor personal health at a stable level, extreme intoxication, repeated intoxication, etc.
- Failure to acquire a fully functional mobile phone within the specified time-frame and/or, once acquired, failure to keep the phone charged, turned on and in one's possession at all times.
- Alcohol and Other Drug Policy violations.
- Sexual Harassment Policy violations.

JUDICIAL PROCEDURES

Should a violation of the Code of Student Responsibility occur, an investigation of the circumstances will follow, and the student(s) involved will participate in an Administrative Review. The procedures for conducting Administrative Reviews are as follows:

- Students will be notified verbally and/or in writing by the Hearing Officer of the incident/violation that is charged against them and of the time and place of the Review procedure.
- At the Review, students will be informed of all the information that has been reported about the incident/violation in question. Generally, this information will be in writing.
- At the Review, students may present any relevant information, including written statements from witnesses. The Hearing Officer will determine relevancy to the case.
- Students may be accompanied by a third party if they choose, but that party may not be legal counsel, as this is not a case before a court of law, but rather an institutional procedure.
- The Hearing Officer will have the accused discuss his/her involvement in the incident in question. If the student admits to the behavior, the causes and circumstances will be discussed, and appropriate sanctions will be determined based on all the available information.
- If the accused student denies involvement in the violation/incident, the discussion will focus on the available reports and other relevant information. The Hearing Officer will make a final determination as to whether the accused student did or did not violate the Code or policy in question based on the available information and evidence regarding the incident.
- The Hearing Officer has up to two working days to render a final decision in each case, unless there is a need for further investigation. In those cases, the student will be notified within two working days that a delay will occur for further investigation, which will be conducted in a timely fashion.
- Students will be notified in writing as soon as possible after a decision has been reached. Sanctions for violations are in effect as soon as the student has been notified either verbally or in writing, whichever comes first.
- Home schools are notified of any judicial action taken with a student on an IES Abroad program.

ADMINISTRATIVE REVIEW

The accused student(s) will have the opportunity to meet with the Hearing Officer who is the Center Director or his/her designee to review what was reported. The student will then have the opportunity to explain him/herself and his/her actions

with regard to the incident in question. The Center Director will consider these comments and make a decision based on the available information regarding his/her responsibility for the incident/violation. If the student is found responsible, the Center Director will determine an appropriate sanction(s) for the violation(s).

NOTE: Should an offense be discovered at the end of the program or after a student has left the program, IES Abroad reserves the right to notify the home institution to handle the review of said case. In this situation, all documentation and information pertinent to the case will be forwarded to the accused student's home institution for appropriate judicial action.

Interim Suspension

PLEASE NOTE: In the case of alleged egregious behavior or for the sake of safety, the Center Director has the authority to immediately remove any student from his/her residence and/or the program until an administrative review can occur.

Appeals

Students have the right to request an appeal of a decision made by a Center Director (or designee). All student appeals should be directed to the IES Abroad Dean of Students Office in Chicago.

In order for an appeal to take place, the student must demonstrate that at least one of the three reasons for appeal exist:

- There were procedural errors that substantially affected the rights of the student.
- New information has been discovered that could not have been presented at the original hearing and that is of a character directly affecting the decision.
- The sanction(s) was/were excessive.

If one of the requirements for an appeal is satisfied the student may submit a written appeal to the IES Abroad Dean of Students (or designee) within 5 days of being notified of a decision. The student may give the appeal request to the Center Director who will fax the appeal to the Dean of Students (or designee) in Chicago. The student may also fax the appeal directly to the Dean of Students (or designee) at **312.264.5118**. Note: All sanctions remain in effect until any appeals have been considered and responded to in writing.

Initial review of the merits of an appeal is based on the content of the written request and the written record and may include consultations with Center Staff and other individuals involved. Initial review does not include a hearing, as not all appeal requests will meet the grounds required to grant an appeal hearing.

If an appeal is granted, the student will be afforded an opportunity to present the basis for it via telephone. The student may be accompanied by a third party on the phone, provided that party is not legal counsel. The Dean of Students (or designee) will review the record and consult with individuals regarding pertinent information to the extent necessary to decide the appeal. It should be noted that the burden of proof in an appeal shifts to the student. An appeal is *not* a rehearing of the case. In any appeal, the Dean of Students (or designee), after hearing the appeal, may deny any change in the finding or sanction(s), modify the finding and maintain the sanction(s), allow the finding to stand and reduce or increase the sanction(s), modify the finding and reduce the sanction(s), or vacate the finding in whole or in part.

Sanctions

All sanctions are designed to be educational, with student development in mind. Sanctions can take a variety of forms, and can be issued in combination, depending on the violation in question.

- **Written warning:** This is a written reprimand for a specific violation.
- **Parent/Guardian Notification:** This involves informing the parent or guardian of any violation.
- **Restitution/Fine:** This involves charges to be paid for damages, theft, or penalty.
- **Community Education or Service:** This involves students being required to perform an educational task or to provide service to a group as assigned for a limited period of time. These efforts will generally relate to the violation in question.
- **Loss of Privileges:** This means that a student's privileges to use facilities or to participate in activities or events will be withdrawn for a specified period of time.
- **Housing change or termination:** This means that a student may be required to leave his or her housing and move to alternate housing or obtain housing accommodations independently. No refunds will be provided.
- **Disciplinary probation:** This is a notification that any further violation within a stated period of time will result in dismissal from the program.
- **Dismissal:** This means permanent termination of student status from the program.

Student Privacy Rights Policy

As a consortium, IES Abroad is not required to follow the full application of FERPA, the Family Educational Rights and Privacy Act (1974), that is common on U.S. campuses. The student contract to participate in an IES Abroad program articulates the particular privacy rights you will be afforded by IES Abroad. Students should refer to their form of agreement/waiver for specific information, but an adapted version of those rights is provided below.

IES Abroad students authorize employees, agents and representatives of IES, the home campus, the overseas campus, health care providers, and others who, in the sole discretion of IES Abroad, have a need to know to share information and materials from the students' academic and education records with one another, and also to communicate with one another and with the students' parents or legal guardian concerning any emergency, medical, academic, disciplinary, legal, or health-related issue involving or related to the student, or to any conduct, misconduct, alleged misconduct, student disciplinary proceeding(s), academic proceeding(s), or legal proceeding(s) involving or relating to the student in any manner. The student's privacy rights will expire upon the student's separation from IES Abroad, the overseas campus or the student's home campus, whichever occurs last, except with respect to any information or materials that have already been shared or exchanged.

In accordance with the student's form of agreement/waiver, IES Abroad, at its discretion, may also provide to others directory information about students. Directory information includes: name, permanent address, name of parent(s)/guardians(s), local address, local telephone number, email address, dates of enrollment, majors, minors, concentrations, advisor, awards/honors/scholarships, and activities.

Students may revoke authorization for IES Abroad to share directory information by writing the IES Abroad Dean of Students within one (1) week of being admitted to an IES Abroad program. This request must be faxed or sent by mail and signed and dated by the student. Email requests for restrictions on directory information will not be accepted. The Dean of Students fax number is **312.264.5118**. The mailing address is 33 N. LaSalle Street, 15th Floor, Chicago, IL 60602-2602.

IES ABROAD ALCOHOL AND OTHER DRUG POLICY

Alcohol may be consumed, but not abused, by students who are of legal age in their host countries. Students who choose to consume alcohol do so with the knowledge that they remain responsible for their actions at all times. IES Abroad prohibits the illegal distribution of alcohol to students who are not of legal drinking age in their host countries. IES Abroad prohibits the unlawful use of alcohol in any of its facilities and at any of its activities. IES Abroad will impose serious sanctions on any student who commits an alcohol infraction, including drunkenness and/or any abuse of alcohol. Specific sanctions from the host country for alcohol-related legal violations may also occur; details are available at the Center. IES Abroad does not encourage the use of or condone any drinking patterns or behaviors that are detrimental to the health and welfare of the individual, the IES Abroad community, or the local community.

Possession, use, or distribution of any substances that are considered by host country law to be illegal drugs or controlled substances is prohibited. Specific sanctions from the host country for illegal drug use are available at the Center office. Students are cautioned that the possession of drugs is often dealt with harshly by local, host country law enforcement. The misuse and abuse of prescription medications is also considered a violation of this policy. **NOTE: Any alcohol or other drug infraction will be considered a grave violation of policy and will result in serious sanctions, up to and including dismissal from the program.**

The use of illegal drugs and the abuse of alcohol are seriously detrimental to one's health and well-being. IES Abroad urges students involved in either of these situations to obtain the necessary assistance from medical professionals and counselors. Information is available at the Centers suggesting possible treatment and assistance locations that provide alcohol detox and drug rehabilitation, as well as associated counseling.

IES ABROAD INFORMATION TECHNOLOGY POLICY

The IES Abroad Student Acceptable Use Policy is designed to lay a foundation for a strong commitment to technology access for students, while protecting both students and IES Abroad from malicious actions.

The scope of this policy extends to any and all technologies at work at IES Abroad facilities, and to any computing resources (Irrespective of ownership) located in Residence Halls, apartments, homestays or other sites made available to any member of the IES Abroad community, worldwide, by or on behalf of IES Abroad. These resources are designed to support the work of IES Abroad faculty, staff, and students only. These resources consist of computer networks, computers, workstations, telephones, fax machines, copiers, printers, and scanners. Users must, at all times, adhere to any and all policies applicable to the operations of these resources.

Authorized personnel may use any or all of the resources specified above for purposes related only to instruction, coursework, research, and administration. These resources are not to be used for commercial or resale purposes if not directly related to the mission of IES Abroad. These resources are not to be used for improper or illegal purposes, including unlicensed use of software, intent to breach security, chain letters, and introduction of computer viruses. Access to or transmission of pornographic or sexually explicit images or text is prohibited.

Making use of any IES Abroad resource, or any equipment or computing resource located in a residence hall, apartment, home stay or other facility provided by or on behalf of IES Abroad to illegally obtain or distribute any copyrighted material is strictly prohibited.

Each member of the IES Abroad community is responsible for protecting access codes, passwords, and other authentication data from non-authorized users. No user may reveal his/her password to any other person.

Misuse of computing resources includes, but is not limited to, the following:

- Unauthorized access to the resources of the IES Abroad computer systems or network (e.g. attempting to log or break into accounts or computers for which you are not authorized). IES Abroad computer systems and network are those maintained within IES Abroad facilities, including but not limited to, IES Abroad Headquarters in Chicago, all IES Abroad Centers, and the IES Abroad London Residence Hall, and those services rendered for IES Abroad by a third party.
- Disruption or obstruction of authorized use of the network
- The excessive or unneeded use of IES Abroad resources such as staff time, network bandwidth, or computer capacity
- Destroying the integrity of computer-based information
- Unauthorized use, or attempted unauthorized use, of IES Abroad computer systems, computer networks, computer software, data files, or computing facilities
- Compromising the privacy of users, including, but not limited to, misrepresenting or forging identities on or through the use of the IES Abroad network, publically posting IES Abroad program fact sheets and specific travel itineraries
- Using IES Abroad computer and network systems for personal or commercial purposes unrelated to activities which support and are consistent with the educational and business purposes of IES Abroad
- Using IES Abroad computer or network systems and resources for obscene purposes or in a pervasively profane manner, including but not limited to, any use which may bring into public disrepute IES Abroad established identity and image as a serious professional educational institution
- Theft, distribution, or reproduction without lawful authority of copies or reproductions of property, such as digital images and photos, or subject matter of any kind belonging to another, including, but not limited to, that which is protected by federal, state, host country, or international law governing patent, copyright, trademark, trade names, trade secrets, privacy, publicity, unfair competition, or licensing agreements, together with tampering with computer software or data files belonging to others, or using the resources in such a manner that would cause IES Abroad to be at risk of suit, regulatory action, or liability for vicarious or contributory infringement of federal, state, international, or host country laws protecting intellectual property, including but not limited to, laws which protect patents, copyright trademarks, trade names, trade secrets, privacy, publicity, unfair competition, or licensing agreements
- Using these resources in a manner, or with the intention, to inflict mental harassment, to intimidate, or to invade the privacy of any particular individual in a manner that is extreme or offensive in the sense of being unacceptable to reasonable members of a civilized society and which, in the case of other students, faculty, staff, administrators, or members of the IES Abroad community, including all residents of the IES Abroad London Residence Hall, home stay families, and other residents or university community members, interferes with their ability to exercise their rights to participate fully in the purpose, mission,

education, and life of IES Abroad

- Sharing IES Abroad account passwords with others, or using networked machines to provide IES Abroad network access to people or organizations that do not already have legitimate access
- Using these systems to electronically publish information, including websites and blogs, that violates any section of the *IES Abroad Student Handbook* or any pertinent law regarding slander or copyright. IES Abroad requires that all members of the IES Abroad community act in a responsible, reasonable, culturally sensitive, and non-defamatory manner when exercising free speech through digital and all other forms of communication
- Using these resources to post material on behalf of other parties, sharing personal access to IES Abroad resources with others, or using personal computers connected to the IES Abroad network to mirror another site (i.e., to make a copy of someone else's site)
- Using these resources to threaten any particular individual with violence, to engage in that which naturally and directly tends to provoke acts of violence, or a breach of the peace by the person to whom, individually, the conduct or remarks are addressed
- Using these resources in a manner which violates the laws of the United States of America, the State of Illinois, the relevant host country, or international law
- Using these resources in a manner that would lead IES Abroad to reasonably believe that continued use of its property and resources in such a manner may subject it to the risk of suit, regulatory action, or liability of any kind under the host country, international law, the laws of the United States of America, the State of Illinois, or any U.S. state
- Using these resources for the creation or maintenance of a hostile working or educational environment involving discrimination based on race, color, gender, sexual orientation, religion, national origin, age, veteran status or disability, whether physical or mental, or in such a way that would cause IES Abroad to reasonably believe that continued use of its property and resources in such a manner may result in a determination that it is in breach of its legal duty to take reasonable steps to eliminate such attributes, conditions, or vestiges of a hostile educational and business environment.

Any individual or group that participates in conduct which adversely impacts IES Abroad's pursuit of its educational and business objectives, violates or shows disregard for the rights of individuals within the IES Abroad community, or damages property, will be subject to institutional discipline. Officials charged with enforcement of these regulations shall have the authority in execution of such duties to perform such acts as required to maintain the security, well-being, and safety of the IES Abroad community or any of its members. Disciplinary sanctions will be in accordance with the violation up to and including dismissal from the IES Abroad program.

IES Abroad reserves the right to suspend and examine any account or network access at any time it deems fit.

IES ABROAD STUDENT SEXUAL HARASSMENT POLICY

IES Abroad policy promotes a professional learning and work environment in which all persons are treated with dignity and respect. All IES Abroad students, staff, and faculty should be able to enjoy an academic and work environment free of any form of harassment, including sexual intimidation and exploitation. Sexual harassment in

any form is prohibited and will not be tolerated at any IES Abroad location worldwide.

It is the policy of IES Abroad that no IES Abroad employee or student may sexually harass any other member of the community, within or outside the workplace. IES Abroad further prohibits retaliation for filing a complaint of sexual harassment, as required by law.

Sexual harassment is an offense against Title VII of the Civil Rights Act (1964) when it affects employees of IES Abroad and Title IX of the Education Amendments (1972) when it affects students. These laws list three criteria for determining whether unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment:

- Submission to the conduct is made either an explicit or implicit condition of employment or education.
- Submission to or rejection of the conduct is the basis for either academic decisions affecting the individual student, or decisions affecting pay, benefits or advancement opportunities or the lack thereof, or continued employment or termination of the individual employee.
- The conduct has the purpose or effect of substantially interfering with an individual's academic or professional performance or creating an intimidating, hostile, or offensive employment, educational, or living environment.

IES Abroad further recognizes that as an educational institution, an imbalance of power exists between students and faculty/staff. Therefore, IES Abroad strives to safeguard students by prohibiting any sexual involvement by faculty/staff with any IES Abroad student.

If a complaint of sexual harassment is made, every effort will be made to resolve the situation; appropriate action will be taken. Appropriate corrective action may consist of discipline up to and including termination. Any conduct of a sexual nature (including verbal conduct) that is offensive to students or employees of IES Abroad must be avoided. Sexual harassment may also arise from other forms of conduct, such as unwanted demonstrations of affection (hugging, kissing, etc.), unwanted touching, sexual gestures, "off-color" jokes, or suggestive remarks about appearance or grooming. What might seem normal "banter" or "fun" to some could be deeply offensive to others. In any instance of substantiated sexual harassment, IES Abroad will take appropriate corrective action. Depending upon the severity of the conduct and prior history, such action may range from counseling to termination of IES Abroad relationship with the offending individual. The following is a partial list of behaviors that constitute sexual harassment:

- Unwelcome sexual advances or repeated flirtations, whether or not they involve physical touching
- Offering employment or educational benefits in return for sexual favors
- Making or threatening reprisals after negative responses to sexual advances
- Unwelcome whistling, staring, or leering at another person
- Verbal conduct that includes using derogatory comments, epithets, and/or slurs
- Unwelcome sexual jokes
- Unwelcome intentional touching of another person or other unwanted intentional physical contact, including patting, pinching, or brushing against another person's body, assault, or coerced acts
- Verbal abuse of a sexual nature, graphic verbal commentaries about an

individual's body, sexually degrading words used to describe an individual, and/or suggestive or obscene letters, notes, or invitations

- Displaying sexually suggestive objects, pictures, or cartoons
- Conduct or remarks that are sexually suggestive or that demean or show hostility to a person because of the person's gender or sexual orientation including: jokes, pranks, teasing, obscenities, obscene or rude gestures or noises, slurs, epithets, taunts, negative stereotyping, threats, and/or blocking of physical movement

Sexual harassment may occur between a student and another student, a student toward a faculty/staff member or a faculty/staff member toward a student.

Internal procedures are in place to respond promptly to complaints by a student or faculty/staff member who believes s/he has been subjected to sexual harassment. The offended student or staff member is encouraged, but not required, to promptly tell the person that such conduct is not welcome, is contrary to IES Abroad policy, and violates United States federal law.

If a student divulges a sexual harassment problem to an employee of IES Abroad who is not a Resolution Officer, that person is required to promptly report such incidents to a Resolution Officer.

An affected student seeking further information may engage in an informal conversation with the Dean of Students or his/her Center Director regarding questions, concerns about, or clarification of this policy.

Formal complaints of sexual harassment by an affected student should be made to either of the Resolution Officers listed below:

Dean of Students, IES Abroad Chicago – **312.944.1750**
OR the Center Director for your program:

Amsterdam: Ms. Chantal Omloo	+31.20.525.5468
Arles: Mme. Marie-Anne Devaux	+33.6.64.12.10.23
Auckland: Mr. Andrew Barron	+64.9.373.7599. x84046
Barcelona: Dr. Cesar Alegre Alsina	+34.93.342.8470
Beijing: Mr. Jeremiah Jenne	+86.10.8881.3946
Berlin: Dr. Barbara Gùgold	+49.30.280.0870
Buenos Aires: Mr. John Hudson	+54.11.4328.2106
Cape Town: Ms. Naomi Claassen	+27.650.5441
Christchurch: Ms. Eunice McKessar	+64.3.332.1840
Delhi: Ms. Maria Stallone	+91.11.4182.6147
Dublin: Dr. Ashley Taggart	+353.1.497.0176
EU: Dr. Ullrich Lohrmann	+49.761.383.7780
Freiburg: TBD	+49.761.36.761
Granada: Dr. Javier Martínez de Velasco	+34.958.221.890
Kunming: Mr. Brian Eyler	+86.186.8719.3036
London: Mr. John Ockey	+44.20.7299.4420
Madrid: Dr. Elvira Muñoz	+34.91.549.7394
Melbourne: Mr. Chay Granger	+61.432.528.321
Milan: Dr. Roberto Andreoni	+39.02.86.99.69.83
Nagoya: Dr. Satoshi Tsukamoto	+81.587.34.6334
Nantes: Dr. Thibaut de Berranger	+33.2.40.73.30.35
Paris-FS: TBD	+33.1.4322.6413
Paris-BIA: Mme. Nathalie Lenfant	+33.1.56.54.08.17
Quito: Mr. Eduardo Ortiz	+593.2.243.1082
Rabat: Mr. Mohamed Baghdadi	+212.537.769.571

Rio: Dr. Octavio di Leo	+TBD
Rome: Dr. Jose Alvarez	+39.06.688.291
Salamanca: Ms. Barbara Liberatore	+34.923.27.19.32
San Jose: Dr. Sarah Cordero	+2507.8314 x9014
Santiago: Ms. Maria del Carmen Cortes Arce	+56.2.264.0649
Shanghai: Dr. Xiaojun Li	+86.21.6510.4938
Siena: Ms. Veronica Semeraro	+39.0577.287.644
Sydney: Ms. Thais Oso	+61.449.575.755
Tokyo: Dr. Karl Friday	+81.43.211.8678
Vienna: Dr. Morten Solvik	+43.1.512.2601

Complaints submitted by IES Abroad students to the Center Director will be copied to the Dean of Students and vice versa. A full investigation of the complaints will follow in a fair and expeditious manner. Alleged harassers will be provided with a full opportunity to explain and defend their actions. Complaints made against members of the faculty or staff will be shared with the Assistant Vice President of Human Resources. Sanctions against anyone who is found to have violated the IES Abroad Sexual Harassment Policy will be strictly enforced. Appeals of decisions made by the Center Directors will be sent to and decided by the Dean of Students. Appeals of decisions made by the Dean of Students will be sent to and decided by the Executive Vice President for Academic Programs.

Any deliberately false sexual harassment accusations put forward by a student against another member of the IES Abroad community will be subject to administrative review and appropriate sanctions.

IES ABROAD PROGRAM FEES AND BILLING

Program fees vary depending on the program and are listed at www.IESabroad.org under the specific program information. In general, the IES Abroad program fees **include** all of the following:

- Tuition for full-time course load within the limits prescribed by the program;
- Orientation;
- Housing;
- Varying meal plans when available (as specified by each program);
- HTH Global Health & Safety coverage (emergency medical evacuation and repatriation insurance);
- HTH Worldwide or required host Center insurance (billed by IES Abroad);
- Some required field trips;
- Partial subsidization of the cost of housing, meals, bus, or second-class rail transportation, and tips for optional field trips;
- Partial to full subsidization for many cultural outings;
- In some cases, supplementary language instruction and special lectures; and
- IES Abroad Advisors available for predeparture support.

The following are **not included** in the IES Abroad program fees:

- Transportation to and from the IES Abroad Center;
- Passport fees;
- Consular fees for visas;
- Visa processing cost through a visa service;
- Cell phone charges;
- Municipal registration (at applicable Centers);

- Meals not included with housing accommodations;
- Meals during independent travel;
- Additional fee for special housing options;
- Housing between terms, over semester breaks, and during vacation periods (except where noted in the program descriptions);
- Books, photocopying (unless provided by instructor or staff), copyright fees, language recordings, school supplies, and test certificates;
- Personal expenses (phone, beverages, laundry, transportation, etc.);
- Independent travel costs;
- Students' share of optional field trip costs and fees;
- Tuition for courses over the prescribed credit hour limit, or for art and music in courses not specified in the course listings;
- Any of the applicable "Special Fees" listed in the following section;
- Outside enrollment at multiple institutions (as specified by each program); and
- Key/lock changes (only when a student's keys are lost or stolen).

Note: Payments for field trips, course readers, copyright fees, additional housing fees, and other incidental items not included in the standard IES Abroad program fee may be billed directly from IES Abroad during the semester rather than students paying on-site.

CONFIRMATION DEPOSITS

Once accepted, students hold their places in IES Abroad programs through *non-refundable* \$500 confirmation deposits. The deposit is applied toward the tuition portion of the program fee. Please note that students risk losing their places if they do not submit their confirmation deposits within three weeks of receiving their acceptance email. Some U.S. colleges and universities will pay the \$500 confirmation deposits for their students. In these cases, students must complete online Intent to Enroll forms which confirms their commitment to IES Abroad. If a student withdraws from the IES Abroad program after the Intent to Enroll form has been submitted, s/he will still be billed the \$500 by his or her home school. Also, please note that IES Abroad reserves the right to suspend or cancel a program due to low registration or unsafe local conditions. In such cases, confirmation deposits will be refunded.

PAYMENT PROCESS

Either payment must be received or a payment plan arranged PRIOR to your arrival at the Center. If you fail to make or arrange payment, IES Abroad will not allow you to remain in the program, including housing and courses. Generally there are two payment procedures for IES Abroad programs; either you pay IES Abroad directly or pay your home college or university (which then pays IES Abroad). Please contact your study abroad office to find out which procedure has been established.

An invoice will be mailed to the appropriate party for each IES Abroad student prior to the start date of the program. **Payment is due upon receipt of the statement.** Students may not enroll unless the program fee is paid in full, or the IES Abroad Chicago Accounting Department has received written confirmation that loan or grant proceeds are forthcoming, or the student has established a payment plan with IES Abroad. As a matter of policy, unpaid students will not be allowed into orientation, to start classes, nor will be allowed in IES Abroad housing until payment has been arranged.

You should note that some schools require students to pay IES Abroad program and administrative fees to the home school, which then pays IES Abroad. Students should contact their schools' Study Abroad Office/Advisors to determine their schools' policies. **If payments are made through the home school, students should also investigate what charges, if any, they are responsible for paying directly to IES Abroad.** The same is true when investigating financial aid packages. Academic year and split year program discounts are applied only to the second semester of study. Students attending the same IES Abroad program for the full year are billed for academic year fees upon confirmation. Split year students (students attending two different semester programs) will be billed for each semester separately. Split year students are not required to pay a second confirmation deposit. **Please note:** Academic year and split year students who are eligible for the Public University Scholarship or the HBCU Scholarship will receive this scholarship only for the first semester.

IES Abroad offers semester, academic year, and split year students the option of paying in interest-free installments for a one-time fee of \$125 for semester students and \$250 for eligible academic year and split year students. A down payment of \$3,500 plus the appropriate fee is due in the IES Abroad office upon receipt of the statement. The remaining balance, due after the down payment is applied, is divided into three equal monthly payments for term students and six equal monthly payments for academic year and split year students. Please contact the IES Abroad Chicago Accounting Department at **800.995.2300** for further information.

Independent Housing Credit

Although not recommended, students may elect to arrange their own housing if this option is available for his or her program. If available, students must submit their online independent housing form by the published deadline. If timely notification is received, you will be eligible to have the housing allocation credited to your program fee. If notification is received after the deadline, credit will not be recommended. If you are unsure if this option is available, please contact your IES Abroad Advisor.

Form of Payment

Checks, money orders, and cashiers' checks should be made payable to IES Abroad or the Institute for the International Education of Students. They must be denominated in U.S. dollars drawn on a U.S. bank branch. IES Abroad accepts credit card payment for confirmation deposits & application fees only. All other payments must be made by check, money order, cashiers' check, or bank wire. Payments should be sent to:

**IES Abroad
Attn: Accounting Department
33 West Monroe Street-Suite 2300
Chicago, IL 60603**

Students Receiving Financial Aid and Paying IES Abroad Directly

If you receive financial aid from your home school and will be paying IES Abroad directly, you must send a signed copy of the award letter and disbursement schedule and a check for the difference between IES Abroad fees and your financial aid to the IES Abroad Accounting Department. Written instructions should be given to the home school's Financial Aid Department, Student Accounts Office, or Bursar's Office giving them authorization to mail financial aid funds directly to your account at IES Abroad Chicago.

IES Abroad will send a copy of the invoice to the home school if required for records. If you are to receive loans and/or scholarships and the funds will not be available until after you leave the country, you must leave instructions with the Financial Aid Department or Bursar's Office at the home school to have these funds forwarded to IES Abroad. Please contact the IES Abroad Accounting Department at **800.995.2300** for questions regarding financial aid and payments.

You should instruct the financial aid staff to send the check and any other necessary forms to the IES Abroad Accounting Department at the address listed above.



An IES Abroad Paris student at the Notre Dame cathedral.

IES ABROAD REFUND POLICY

IES Abroad makes significant financial commitments on students' behalf well before the start of each IES Abroad program. Full refunds are not possible after the full payment date, which is due upon receipt of your bill. Any refund issued will always be less the non-refundable IES Abroad Confirmation Deposit Fee. Students who withdraw after the full payment date are responsible for payment of unrecoverable costs incurred by IES Abroad. A refund is issued only on recoverable costs and only after written notice of withdrawal from the IES Abroad Program is received in the Chicago office.

On or after the student arrival date there will be no refunds. Appeals for partial refunds will be considered only in cases of serious illness or emergency requiring a student's return to the United States and in consultation with the Chicago office. The amount of any possible refund will be determined individually on recoverable costs, and will be made at the sole discretion of IES Abroad at the time of withdrawal. Please note that these costs vary considerably and cannot be determined in advance.

Any student who is dismissed after beginning any IES Abroad program for any reason forfeits the possibility of any refund for used or unused expenses as well as the comprehensive fee.

Should a student need to defer enrollment to a future successive term, the deferral must be approved by IES Abroad. The same refund policy applies to cases where a student withdraws rather than defers enrollment.



IES Abroad Beijing students travel through the Gobi Desert.

IMPORTANT CONTACTS

FOR ON-SITE QUESTIONS OR EMERGENCIES:				
Dean of Students IES Abroad Chicago Matthew Rader mrader@IESabroad.org 312.944.1750 (ext. 5055)		Assistant Dean of Students IES Abroad Chicago Stephanie Rock sluzader@IESabroad.org 312.944.1750 (ext. 5119)		
Student Affairs Assistant IES Abroad Chicago Sheena Wells swells@IESabroad.org 312.944.1750 (ext. 5051) Fax: 312.264.5118				
IES Abroad Chicago Office Phone: 800.995.2300 or 312.944.1750 Fax: 312.944.1448				
YOUR IES ABROAD ADVISOR FOR PREDEPARTURE QUESTIONS:				
Center	Students from Schools...	Advisor	Phone	Email
Amsterdam	All	Umber Sheikh	800-995-2300 (ext. 5016)	study@iesabroad.org
Arles	All	Kellie Clock	800-995-2300 (ext. 5113)	study@iesabroad.org
Auckland	All	Candace Matta	800-995-2300 (ext. 5104)	study@iesabroad.org
Barcelona	Located in: CT, DC, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VA, VT, WV	May Cheng	800-995-2300 (ext. 5121)	study@iesabroad.org
Barcelona	Located in: AL, AR, AZ, CA, CO, FL, GA, HI, IA, ID, IL, IN, KS, KY, MI, MN, MO, MS, MT, ND, NE, NM, NV, OK, OR, SD, TN, UT, WA, WI, WY	Erika Cianciaruso	800-995-2300 (ext. 5041)	study@iesabroad.org
Barcelona	Located in: LA, TX	John Colhouer	800-995-2300 (ext. 5131)	study@iesabroad.org
Barcelona	Located in: NC, SC	Anna Hurd	800-995-2300 (ext. 5117)	study@iesabroad.org
Beijing	All	Laura Pike	800-995-2300 (ext. 5158)	study@iesabroad.org
Berlin	All	Brooke Ward	800-995-2300 (ext. 5156)	study@iesabroad.org
Buenos Aires	All	Umber Sheikh	800-995-2300 (ext. 5016)	study@iesabroad.org
Cape Town	All	Sarah Burrichter	800-995-2300 (ext. 5015)	study@iesabroad.org

Center	Students from Schools...	Advisor	Phone	Email
Christchurch	All	Candace Matta	800-995-2300 (ext. 5104)	study@iesabroad.org
Delhi	All	Beth Eustis	800-995-2300 (ext. 5061)	study@iesabroad.org
Dublin	All	Erin McIntee	800-995-2300 (ext. 5191)	study@iesabroad.org
European Union	All	Nicole Zeimis	800-995-2300 (ext. 5042)	study@iesabroad.org
Freiburg	All	Susan Hansen	800-995-2300 (ext. 5065)	study@iesabroad.org
Galápagos	All	Umber Sheikh	800-995-2300 (ext. 5016)	study@iesabroad.org
Granada	All	May Cheng	800-995-2300 (ext. 5121)	study@iesabroad.org
Istanbul	All	Wendy Viggiano	800-995-2300 (ext. 5114)	study@iesabroad.org
January Term Programs	All	Marie Gschwindt de Gyor	800-995-2300 (ext. 5186)	study@iesabroad.org
Kunming	All	Kellie Clock	800-995-2300 (ext. 5113)	study@iesabroad.org
London	All	Sarah Burrichter	800-995-2300 (ext. 5015)	study@iesabroad.org
Madrid: Engineering	All	Martha Ponce	800-995-2300 (ext. 5067)	study@iesabroad.org
Madrid: Study Madrid, Summer	All	Erika Cianciaruso	800-995-2300 (ext. 5041)	study@iesabroad.org
Melbourne	All	Erin McIntee	800-995-2300 (ext. 5191)	study@iesabroad.org
Milan	All	Dana Bumpus	800-995-2300 (ext. 5037)	study@iesabroad.org
Nagoya	All	Dana Bumpus	800-995-2300 (ext. 5037)	study@iesabroad.org
Nantes	All	Kellie Clock	800-995-2300 (ext. 5113)	study@iesabroad.org

Center	Students from Schools...	Advisor	Phone	Email
Oxford	All	London	800-995-2300 (ext. 5015)	study@iesabroad.org
Paris	All	Kellie Clock	800-995-2300 (ext. 5113)	study@iesabroad.org
Quito	All	Umber Sheikh	800-995-2300 (ext. 5016)	study@iesabroad.org
Rabat	All	John Colhouer	800-995-2300 (ext. 5131)	study@iesabroad.org
Rio de Janeiro	All	Marie Gschwindt de Gyor	800-995-2300 (ext. 5186)	study@iesabroad.org
Rome	All	Jill Kruidenier	800-995-2300 (ext. 5168)	study@iesabroad.org
Salamanca	All	Martha Ponce	800-995-2300 (ext. 5067)	study@iesabroad.org
San José	All	Anna Hurd	800-995-2300 (ext. 5117)	study@iesabroad.org
Santiago	All	Umber Sheikh	800-995-2300 (ext. 5016)	study@iesabroad.org
Shanghai	All	Kellie Clock	800-995-2300 (ext. 5113)	study@iesabroad.org
Siena	All	Jill Kruidenier	800-995-2300 (ext. 5168)	study@iesabroad.org
Sydney	All	Erin McIntee	800-995-2300 (ext. 5191)	study@iesabroad.org
Tokyo	All	Wendy Viggiano	800-995-2300 (ext. 5114)	study@iesabroad.org
Vienna	All	Bryant Rosenwinkel	800-995-2300 (ext. 5070)	study@iesabroad.org

See your IES Abroad predeparture information for Center addresses and telephone numbers.