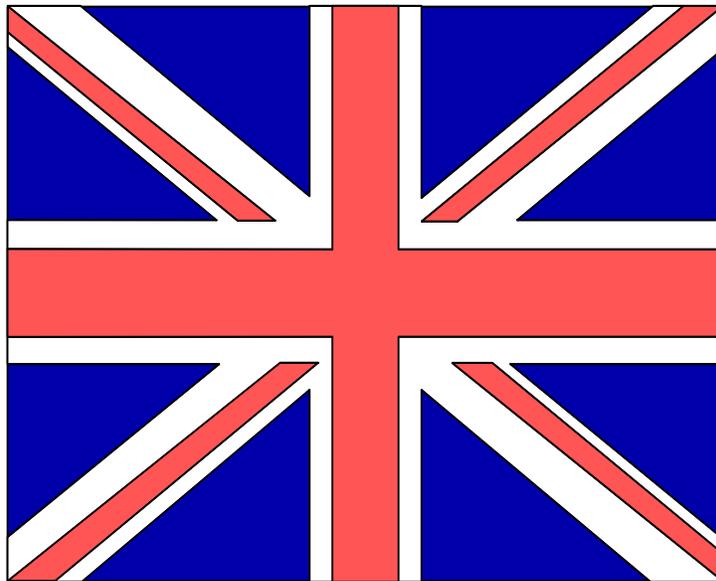


SAINT MARY'S UNIVERSITY
OF MINNESOTA

ORIENTATION HANDBOOK

LONDON
FALL 2019



Dear Students:

This orientation booklet has been prepared by the Study Abroad staff with the assistance of program directors, faculty and students who have been involved in our London program. You are encouraged to read this booklet thoroughly as it represents the experience of many knowledgeable individuals.

Every attempt has been made to assure the completeness and accuracy of the information; however, foreign study is an extremely personal experience and what applies to one person may not apply to another. Take advantage of the opportunity to speak with past program participants for more information, but remember that the experience you are about to have will be unique to you.

While you are abroad, I encourage you to write if you have questions, problems, or concerns with which I can help you. I will communicate regularly with your program director if any concerns arise.

I hope the information in this handbook will help you to prepare for your semester abroad. I also hope that your upcoming adventure proves to be one of the more exciting and enriching experiences of your life. Best wishes!

Sincerely,

Vicki McDonald
Coordinator of Study Abroad
Saint Mary's University of Minnesota
507-457-6996
vmcdonal@smumn.edu

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CONTACT INFORMATION LONDON PROGRAM

Student Housing Address

7a North End Road
London, W14 8SB

To receive mail address it to:
"Your Name"
C/O Gary Diomandes
81a Hammersmith Road, Flat 1
London, W14 8UZ

SAINT MARY'S STUDY ABROAD OFFICE STAFF & PHONE NUMBERS

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BEFORE YOU GO

GUIDELINES ON PARTICIPATION

The London Study Abroad program adheres to Saint Mary's University's policies including those pertaining to governing principles for academic credit, grading, financial aid, cancellation refunds, and access to educational records. SMU has the authority to establish rules of conduct necessary for the operation of this program and to reserve the right to require a student to withdraw. In such instances, the student will be entitled to the same process established on campus. In addition to any program specific forms, such as the housing request form, every participant receives written and verbal information related to participating in a study abroad program. The following is a brief synopsis of the most pertinent guidelines for participation.

Assumption of Risk and Release

At the time of application, you completed an *Assumption of Risk and Release* form. The statements outlined and agreed to on the release include: Risks of Study Abroad, Institutional Arrangements, Independent Activity, Health and Safety, Standards of Conduct, Program Changes, and Assumption of Risk and Release of Claims. It further clarifies that Saint Mary's University of Minnesota and its staff are not liable for damage to or loss of property, injury, illness, or death during the period of the program to the participant, arising on the part of fellow participants, host family members, agency and educational organization personnel or groups with which SMU contracts for the provision of services for the program. In this way, the *Assumption of Risk and Release* form outlines your responsibilities when taking part in this study abroad program.

Invoice/Billing

Once you have been accepted into the program and paid the non-refundable program deposit, a space is reserved. All billing and payment plans continue as was originally arranged based on the standard payment plan or 10-payment plan. The account must be paid up to date or the participant may be prohibited from participating in the program. Special considerations may be made for participants utilizing financial aid.

Withdrawal/Cancellation

Per university policy, students who withdraw from the university within the last ten class days before the start of the final exam period will not be allowed to participate in a study abroad program the following semester. If you choose not to participate in the program, there will be no refunds of fees already paid. The University reserves the right to make cancellations, substitutions or changes to the program at any time for any reason, with or without notice. If you leave or are expelled from the program for any reason, there will be no refund of fees. You are responsible for additional expenses due to delays, delayed or changed departure or arrival times, fare changes, dishonors of hotels, airline or vehicle rental reservations, missed carrier connections, sickness, injuries, weather, strikes, acts of God, war, quarantine, civil unrest, public health risks, criminal activity, terrorism, bankruptcies of airlines or other service providers, unforeseen causes, and circumstances beyond the University's control. If weather, flight schedules or other uncontrollable factors require you to incur additional hotel, meal, airline, or other expenses, you will be responsible for these expenses. Your baggage and personal property are your sole responsibility.

Illegal Drug Use/Alcohol Abuse

Penalties for possession and trafficking in illegal drugs in London are strict and convicted offenders can expect jail sentences and heavy fines. Illegal activities place not only the individual but also the group and the program in jeopardy. Therefore, when applying, you signed an agreement prohibiting you from using illegal drugs during the duration of the program. The consequences of illegal drug use during the program include: immediate expulsion from the program, total forfeiture of all fees paid to the program, and loss of all course credit. Program participants take responsibility, individually and as a group, for assuring that policies regarding illegal drugs are strictly observed.

Health

It is important that you are in good health when studying abroad. You completed a *Health Information Form* upon application to inform the Study Abroad Staff of any medical or emotional problems, past or current, which might affect you in a foreign study context. Mild physical or psychological conditions can become serious under the stresses of life while studying abroad. The information provided remains confidential and will be shared only with program staff, faculty, or appropriate professionals **if pertinent** to your own well-being.

Health Insurance

A health insurance plan is required. You need to make sure your current plan covers you outside of the United States. **If the present plan does not provide coverage, you must purchase a plan that does.** A few companies that provide health insurance overseas are listed below and on the study abroad website. Please note that the study abroad office does not endorse any particular one. You should research the plans thoroughly and pick the one that best fits your particular needs.

- All Aboard Benefits
- CMI Insurance Specialists
- E Student Insurance
- HTH Travel
- iNext Insurance
- International Insurance
- International Student Insurance
- Lewer Agency
- Wallach & Company Inc.

While overseas, participants should be aware that some hospitals require full payment before dismissal from the hospital.

Supplemental Insurance

It is a Saint Mary's University policy that all study abroad participants obtain an International Student Identification Card (ISIC). Details on how to obtain the card will be discussed at orientation. Cost of the card is \$25.00. The ISIC card is your passport to fantastic discounts and services at home and around the world. The ISIC card also includes an optional pre-paid Mastercard. To learn more visit www.myisic.com.

The ISIC provides some basic health and travel insurance, as well as student discounts. However, the ISIC covers only a small portion of expenses for illness or major accidents. Therefore, it is only supplemental insurance.

ISIC coverage includes:

- \$250,000 Emergency Medical Evacuation
- \$50,000 Repatriation of Remains
- \$25,000 Emergency Accident and Emergency Sickness Medical Expense (Dental only \$500)
- \$5,000 Accidental Death and Dismemberment – Common Carrier (Air only)
- \$1,000 Accidental Death & Dismemberment
- \$100 per day - Trip Delay, Maximum of \$250
- \$100 Baggage Delay, Minimum 12 Hours Delay, \$100 / Day, Up to \$100

In case of an emergency call 1-855-743-6739 in the U.S.A or when calling from abroad, call collect worldwide 1-305-455-1571.

Legal Consideration

When applying, you completed two agreements, the *International Study Agreement* and a *Housing Agreement*. Sections of these documents that are especially important include:

- Non-refundable travel arrangements
- Responsibilities of student participants
- Institutional rights and responsibilities
- Financial obligations of students

Note that SMU does reserve the right to remove you from the program at your cost for circumstances delineated in these documents. As a SMU student, you are also subject to institutional policies and procedures outlined in the university's catalog and student handbook.

Address Changes

You are responsible for keeping the Study Abroad Office informed of your current permanent address. To ensure that Study Abroad staff are able to reach your family in a timely manner, please be sure to notify us of any address or phone number changes.

TRAVEL DOCUMENTS

Passport

You will need a passport. It is recommended to apply for your passport at least 4 months before you plan on studying abroad. It takes about 4-6 weeks processing time after you apply to receive it. It is good for 10 years. If you currently have a passport make sure that is good through the end of time of travel.

Addresses for a few passport agents are listed below:

- Passport agent in Winona: United States Post Office, 67 W 5th Street – (800) 275-8777
- Passport agent in Chicago: 230 S. Dearborn Street, 18th Floor, Kluczynski Federal Building, Chicago IL, 60604-1564 - Phone:877-487-2778

- Passport agent in Minneapolis: 212 3rd Ave S, Minneapolis, MN 55401 – (877)-487-2778

For several more locations in Chicago, Twin Cities, and other locations, go to <http://iafdb.travel.state.gov>

You need the following when applying for your passport:

1. Application

You can pick up a Passport Application in the International Center, the Heights, or you may download an application by going to <https://travel.state.gov/content/travel/en/passports.html> **DO NOT sign the application until the Passport Acceptance Agent instructs you to do so. The application must be submitted on only one-sided pages.**

2. Proof of U.S. Citizenship

You need a certified birth certificate, a previous passport, or a naturalization certificate. A certified birth certificate has a registrar's raised, embossed, impressed or multicolored seal, registrar's signature and the date the certificate was filed. An application and directions on how to obtain a birth certificate in Minnesota can be found on the MN Department of Health website at <https://www.health.state.mn.us/people/vitalrecords/birth.html>. Information on how to secure a birth certificate from other states can be found at <http://www.cdc.gov/nchs/w2w.htm>. Obtaining a certified birth certificate can take 2 to 3 weeks.

3. Present Identification (one of the following)

- Previously issued, undamaged U.S. passport
- Naturalization certificate
- Valid driver's license
- Current government ID (city, state or federal)
- Current military ID

4. Submit a Photocopy of the Identification Document(s) Presented (Step 3)

- Photocopy must be on plain white, 8 1/2 x 11" standard paper stock, showing the front and the back of your ID
- Photocopy must contain images on only one-side of each page submitted.
- If copies cannot be made on the same side of one page, you may present two separate pages; one displaying the front of the ID and the second displaying the back of the ID.
- The paper should be free of other images and/or markings. The 8 1/2 x 11" paper size cannot be substituted with a larger or smaller size paper, even if the alternative folds down to the 8 1/2 x 11" size.
- You may enlarge the image of your ID on the 8 1/2 x 11" page, but you may not decrease the size of the image.

5. One Passport Sized Photo

Photographs can be professionally done or digitized. If digitized, they must meet the same requirements of all passport photographs.

Photo Basics:

- Submit a color photo, taken in last 6 months
- Use a clear image of your face that reflects your true skin tone. Do not use filters commonly used on social media.
- Have someone else take your photo. No selfies.
- Take off your eyeglasses for your photo.
- Use a plain white or off-white background
- Submit a high resolution photo that is not blurry, grainy, or pixelated.
- The correct size of a passport photo is 2 x 2 inches (51 x 51 mm) Head must be between 1 -1 3/8 inches (25 - 35 mm) from the bottom of the chin to the top of the head

In Winona, photos can be taken at Walgreens, Walmart, and the Post Office.

6. Fees

The application fee is \$110.00, and the execution fee is \$35. Two separate payments are required.

\$110.00 to the U.S. Department of State for the passport fee, and
\$35.00 to the particular office where the passport application is processed

Total \$145.00

For an additional fee (\$60.00, plus two-way overnight delivery costs), the processing of your passport application can be expedited, taking only 3 - 4 weeks.

7. Provide Social Security Number

To renew a passport see instructions at <https://travel.state.gov/content/travel/en/passports/apply-renew-passport/renew-by-mail.html>

International American Youth Hostels Card

While traveling on weekends or at the end of your study abroad experience, you may want to consider staying in a youth hostel, as hostels are much cheaper than hotels. An International American Youth Hostel Card is useful to secure hostel accommodations. These are friendly, low cost, dormitory style accommodations available in over 60 countries. One of the largest concentrations of hostels is in Europe.

Hostel cards can be purchased prior to your departure or easily purchased in Europe. Some websites that may be useful are www.hiusa.org or www.eurotrip.com/. Some hostels DO NOT provide linens. Bring a towel and sleep sack. (Two flannel twin-size bed sheets sewn together can serve as a sleep sack.)

Eurail pass

Eurail passes provide economical unlimited rail travel to many European countries. Visit www.eurail.com to learn more. A word of warning: the name you put on your passport must be exactly the same as you list on your order form.

Replacement of Documents

It is recommended that you make three copies of ALL documents, including the ones listed below. Leave one copy at home, one copy in your checked luggage and take one copy with you in your carry on luggage. Keep the copies separate from the original documents. The copy of these documents can greatly assist you if you need to replace them due to loss or theft.

- Airline ticket
- Passport
- International Student Identity Card (ISIC)
- Credit Card(s)
- Hostel Card
- Eurail pass

FLIGHT ARRANGEMENTS

In the past, round-trip airline tickets have ranged from \$600-\$1200 flying to Heathrow Airport. Prices often vary between semesters and may exceed the range noted here. You are responsible for your own travel arrangements to the flats on the scheduled arrival date. Departure Date: Thursday, August 22, 2019, arrive Friday. It is easiest to return from the same airport you flew into.

FINANCIAL MATTERS

Currency Before Departure

It is recommended to purchase British currency from a local bank before departure. You will also find exchange banks at your point of entry or at any major international airport in the U.S. It is easiest and most convenient to bring a debit card with you in order to exchange currency. Check with your bank to ensure that your card will work overseas and also let them know when and where you will be traveling. Additionally, DO NOT bring gift cards; where they may be used is limited. Visa and Mastercard are the most widely accepted cards.

Financial Aid

SMU scholarships, state aid, and federal aid (except for work study) is applicable. You should research the details of non-SMU scholarships to check for applicability. Given the additional costs of a semester abroad, financial aid (loans) may be adjusted accordingly. You should discuss your situation with the financial aid office. For information on scholarships geared to study abroad, see the study abroad website at <http://studyabroad.smumn.edu/before-you-go/>.

In order to process loan checks and university work-study checks while you are overseas, it may be necessary to sign a Power of Attorney form. The individual you award Power of Attorney cannot be an employee of SMU. This form should have been completed as part of the application.

Check with the Financial Aid Office before leaving campus to make sure all of your paperwork is completed prior to your departure and that you understand how and when your aid will be disbursed during your absence from campus.

Program Payment

All tuition and room and board charges are to be paid in the manner you have previously arranged with the Business Office. The \$500.00 program deposit paid at the time of application is applied toward the cost of your semester abroad. When the program begins, the money will be transferred to your tuition account.

Please direct all payments and inquiries to:

Bruce Greenwood
Director of Tuition and Collections
Saint Mary's University
700 Terrace Heights, #8
Winona, MN 55987-1399
507-457-1446
bgreenwo@smumn.edu

Additional Costs:

- Round-trip airfare to London
- Passport and identification photos
- Local transportation in London
- Laundry and other personal expenses
- Textbooks and other class materials
- International Student Identification Card (ISIC)
- Admission fee to museums/theaters
- Cellular phone
- Food and beverage expenses that exceed allotted

Budgeting for Personal Expenditures

One of the most difficult questions asked is, “How much spending money do I need for my London semester abroad?” The answer is as varied as the students who study and travel overseas. The majority, however, spend \$3,000 - \$6,000.

It is not true that the more money you have the more you will enjoy your trip! Rather, ask yourself how you can take advantage of the opportunities the semester offers you and how you allocate the funds you have at your disposal. Keep these variables in mind as you build your personal budget:

1. The money allotted to you for food will not be adequate if you choose to eat in fast food or sit-down restaurants! If you plan on eating out for even a few modestly priced meals a week, you should budget minimally an additional £10 to £20 per week for food. (Dinner at a pub is typically £8 to £10.)
2. The additional money you’ll need depends a great deal on the countries you will visit not only during your program but after the program ends. In addition, transportation and lodging fees vary.
3. The dollar can fluctuate sharply, and is currently not very favorable. As of January 23, 2019 the British pound is worth approximately \$1.31.
4. Before you depart, begin a record of your expenses here at SMU. How much do you spend when you go out? How much do you spend on personal items (e.g., shampoo, soap, contact lens solution, etc.)?
5. Build yourself a budget:

_____ **A. Gifts:** How much to spend on Mom and Dad? The rest of your family? Friends? (You may wish to bring small gifts from the U.S. for special people you meet overseas.)

_____ **B. Souvenirs:** A tartan from Scotland, leather goods from Italy, a stein from Germany, a tapestry from Poland, a wool sweater from Ireland...

- _____ **C. Weekend Trips (those not scheduled as school sponsored outings):** Speak with Study Abroad returnees and ask how much they have spent. How will you get there? By train? By bus?
- _____ **D. Local transportation:** You can travel locally by bus, taxi, rail, or the tube.
- _____ **E. Personal Items:** Toiletries, etc. (What you initially bring may last the entire semester).
- _____ **F. Household (flat) supplies:** toilet paper, dish soap, soap, trash bags, kleenex, paper towels, cleaning supplies, etc.
- _____ **G. Recreation:** Sports, theater, concerts, etc.
- _____ **H. Food and Beverages:** Special meals, cafes, snacks, etc.
- _____ **I. Postage:** This can add up quickly.
- _____ **J. Books and School Supplies:** Minimal expense but some texts, notebooks, and writing utensils might best be brought with you.
- _____ **K. Laundry:** Dry cleaning is very expensive in Europe. Typically to wash and dry a load at a Laundromat (launderette) will, on the average, cost £6.00+. Given this high cost, the following is highly recommended: pack clothes which can be easily washed and dried, hand wash laundry whenever possible, and double up with friends whenever you do your laundry in a self-service laundromat
- _____ **L. Travel:** If you plan to stay on in London at the end of the program or if you intend to travel, your expenses will increase significantly.
6. More hints for keeping costs down: walk whenever you can (you'll see more and feel better as well!); avoid impulse buying; try not to get caught up in the 'keep up with the Joneses' syndrome which often infects groups; take advantage of the many free opportunities; plan ahead on shopping trips; **keep careful records of where your money is being spent.**

LUGGAGE AND PACKING

Restrictions

Probably the most important thing to remember when packing is TRAVEL LIGHT. You will be required to carry and keep track of your own luggage.

Restrictions on luggage may vary between airline carriers. It is best to confirm restrictions directly with your assigned airline before departure.

However, these are the restrictions on luggage for most airlines.

- Each person is allowed one carry-on bag not to exceed 40 pounds or 45 inches. The maximum dimensions for a carry-on bag are 9 inches x 14 inches x 22 inches (22 cm x 35 cm x 56 cm), including handles and wheels. "Total inches" refers to the sum of height, width, and depth of the bag. A flight bag, knapsack, or tote bag is good for this purpose, but it is advisable to select a bag which may be carried over the shoulder to leave your hands free to carry other luggage, present passports, etc. Purses and laptop computers can be carried in addition to the carry-on bag. Liquids, gels, and aerosols in your carry-on-bag must be in 3-ounce or smaller containers and in a 1 quart, zip-top bag.

- Most airlines will allow you to check one bag and have one carry-on bag. There is normally a maximum weight limit of 50 pounds per checked bag as well as a size restriction. The most common maximum size bag allowed is 62 linear (total) inches. A common size bag for checking through is: 27" x 21" x 14". Remember that "total inches" refers to the sum of the height, width, and depth of the bag. Additional charges will be applied to additional luggage or if the weight or height exceed the allotted amount. Most airlines require your luggage to be checked at least 60 minutes prior to your scheduled departure time for international flights.

A few other tips include:

- Although it is recommended that you do not lock your luggage at the airport, locks are now available that allow your luggage to be screened without breaking the lock or damaging your bag. Look for locks that use a "TSA-recognized locking mechanism."
- You may wish to have your luggage insured against loss or theft.
- Be sure to place your name and address on the outside and inside of each piece of luggage, including your carry-on.
- If you are unable to locate checked luggage at the end of your flight, report it to the luggage service office for your airline located in the airport.

Packing Tips

- The general rule in packing is to pack what you think you need and then take out a third.
- If you have ANY doubts about the usefulness of an item, leave it at home.
- Roll clothing to save space.
- Plan to bring only those articles of clothing which you will wear more than once and which travel well. This includes clothes which are lightweight, easy to wash, quick to dry, and wrinkle resistant. You may not have access to an iron and dry cleaning is expensive. Buy detergent in London as it is plentiful!
- Take clothes that can be worn in layers.
- Keep in mind that you will be walking a lot. Thus, you will be exposed to all types of weather. Sturdy comfortable shoes are recommended. **DO NOT** take new shoes! You don't want to break in a new pair of shoes the painful way.
- Take a warm winter coat, hat, scarf, and mittens or gloves, especially for northern and western Europe. (Necessary in Scandinavia, Germany, and for winter travel in December).
- Leave very light summer clothes at home. Europe is never really THAT hot. Bring a warm raincoat, especially if you will be in Northern Europe.
- Toiletries and drug items are available in local stores. The local brands will be less expensive than American imports, which are extremely costly. If you are particular about the products you use, you may wish to pack your own.
- You may wish to pack a towel and a wash cloth for use while traveling.

- An umbrella is often used abroad. The small collapsible ones take up little space.
- A back pack and a good lightweight sleeping bag (which can be used as an extra blanket on cold nights) are recommended by some former students. Other students have indicated that unless you plan to camp, a sleeping bag is too bulky to lug around. AYH hostels require you to use a “sleep sack” (you can purchase one through AYH or sew two, flannel, twin-sized sheets together).
- For women, taking a small purse on a long cord to wear around the neck and which can be tucked into jackets, shirts or under the arm is recommended. This is especially necessary when you will be sleeping on trains. It protects your passport and money from theft. This should also be worn in large cities where chances of theft and pick-pockets are a possibility. For men, use an inside coat/front trouser pocket or money belt to protect your valuable items. Coat pockets, handbags, and hip pockets are particularly susceptible to theft. In addition, if you wrap your wallet in rubber bands it is much more difficult to remove without you feeling it.
- Centrally heated rooms abroad are usually kept at lower temperatures than we are used to in America. You may need warmer indoor clothing than you are used to (especially in western and northern Europe). You may want to bring warm pajamas, bathrobe, and slippers. Long underwear or a sweatsuit is a bonus for keeping warm and for sleeping.

Suggested list of cloths

- 1 pair comfortable walking shoes/boots
- 1 pair athletic shoes/sneakers/trainers
- rain gear
- 5-6 shirts or tops
- 2-3 pairs pants or jeans
- 2 or more sweaters or sweatshirts
- 6-10 pairs socks
- 6-10 sets underwear
- 1-2 pair pajamas
- bathrobe/slippers
- lined jacket/outer coat with a hood
- sweatshirt and pants
- gloves

In addition to the clothing and other items already mentioned, you may wish to bring all or a combination of the following:

- SMU London Program Orientation Handbook.
- 1 dress outfit with shoes.
- Toiletries: toothbrush and paste, washcloth and towel, soap when traveling (not usually provided by hotels or hostels), shampoo, deodorant, lip balm, shaving supplies, tampons, contact solution.
- Flashlight.
- A plastic bag for separating damp or dirty clothes.
- A pair of rubber thongs to be used in showers (especially if you will be staying in hostels)
- Notebooks and pens (wrap ballpoint pens and pressurized containers in plastic if kept in your luggage during flight as luggage compartments are not pressurized).
- Paperback books and other reading material which may be discarded or left behind if necessary (you can swap these in large cities).
- A laundry bag for toting dirty laundry to the laundromat.
- Woolite, clothesline and pins (for hand washing items).

- Digital camera and memory sticks/extra storage units.
- Laptop computer with a universal power supply. An adapter is required, but can be purchased abroad inexpensively.
- If you bring an electrical shaver, dryer or some other electrical appliance with you, make sure it is wired for 110 **and** 220 volts. Be sure the converter/adaptor is suitable and safe for use in the U.K. and other European countries. (Adapters purchased in the U.S. do not always work).
- Non-electric travel alarm.
- Small sewing kit: needle, thread, safety pins, etc.
- Small emergency kit (see the **Medication** section below for contents).
- Enough prescription medications for the duration of your semester abroad.
- Towels and washcloths.
- Small travel umbrella.
- Playing cards or a favorite game.
- A copy of Let's Go Britain and Ireland and/or Let's Go Europe by Harvard, or other travel books.

Medication

You may wish to bring medications to deal with specific health problems resulting from travel discomfort and changes in food and drinking water. Some problems you may want to be prepared for include: motion sickness (narazine, bromamine, or dramamine), diarrhea (lomatil or Kaopectate), constipation (milk of magnesia), colds (aspirin, decongestants, throat lozenges), and adhesive bandages and antibiotic ointment for minor cuts. You'll appreciate having some of these items on hand so that you don't have to go hunting for these items when you don't feel well!

If you are on a doctor's prescription or if you have a special physical condition requiring medication or other special treatment, please tell the program director the nature of the medication or treatment and be sure to take an ample supply of the medication as well as the prescription itself in case you need refills during your trip. Also, bring a typed written letter from your doctor stating the medications you are taking and why. This should be signed by the physician. Have a copy of this letter in each piece of luggage that you may be carrying medication so that in case of an inspection they will know why you are transporting the medicine. Make sure any over the counter or prescription medication is in original bottles or packaging. Persons who wear glasses should bring an extra pair and/or the prescription itself.

What Not To Pack

- Prescription medication that does not have the prescription from a doctor or pharmacy clearly labeled on it.
- Regular stationery. Buy lightweight airmail paper and envelopes. It makes a big difference in the price of stamps.
- Laundry detergent. It is plentiful overseas.
- Unnecessary identification cards such as library cards or extra credit cards.
- Sheets, pillowcases, etc. for your residence. They will be furnished. (They will look different than standard sheets in America)
- Anything which could be considered an offensive weapon under foreign law, i.e., mace, hunting knife, etc.
- Pets of any kind.
- Heavy books that are not absolutely essential.
- Large bottles of shampoo or other cosmetic items (just enough to get you through the first week or so is sufficient).
- Any expensive items (e.g., jewelry).
- Glass containers of any kind. Transfer liquids and other items to plastic containers.
- Electrical appliances. Landlords frown on steady use of the electrical current. Utilities are VERY expensive abroad. Also, electricity in most countries abroad is 220 volts; 50 cycle rather than the

U.S. standard 110 volts, 60 cycle. Purchase necessary electrical equipment such as a hair dryer once you arrive.

ACADEMIC INFORMATION

Registration for London

Follow the same registration process you would if you were taking classes on campus. No registrations with a hold on your account can be processed.

Textbooks

A list of textbooks you will use will be mailed to you this summer. Most textbooks will be available in London.

Academic Advising and Registration for the Spring Term

To facilitate your registration while you are overseas, you will need to identify the courses to take for spring 2020 with your academic advisor. Identifying one or two alternatives in the case of schedule conflicts is also recommended. You will be registering the same way as if you were on campus. The course catalog will be online for you to view.

HEALTH

Pre-Existing Physical Problems

If you have a known and ongoing medical problem, such as allergies or diabetes, you will need to take special precautions and make special preparations in order to manage overseas. First, you are encouraged to alert the Program Director regarding the nature of your condition, medication, or treatment. The Program Director can tell you about the medical facilities in London and will guide you on procedures if you experience a medical emergency. Second, you should take an ample supply of medications, packing them in different places and avoiding putting prescriptions in luggage that might be lost or stolen. Third, it is important that you obtain copies of important health records and carry them with you during your travels. These records include:

- Blood type
- Eyeglass and contact lens prescriptions
- Prescriptions for medications being taken (written in generic terms to prevent the difficulty of obtaining brand-name medications overseas)
- EKGs and x-rays (if these are relevant to your medical condition)
- Doctor's statement about any special health problems
- Dental records, particularly if special procedures or medications are indicated

Emotional Health Awareness

Contrary to the belief of many students and parents that an overseas experience might be "just the thing" to cheer someone up, a stressful experience in foreign surroundings can have just the opposite effect. In addition, you may find even fewer resources in a foreign setting to help you deal with them.

CAMPUS HOUSING

For those of you requiring campus housing upon your return the following semester, you need to submit your request online with the Office of Residence Life. An email will be sent to you. Housing and roommate requests will be discussed at one of the orientation sessions.

PREPARATORY READING MATERIAL AND RESOURCES

It is suggested that you acquire some travel guidebooks to help you in preparing for your trip both before departure and while in Europe.

- Let's Go London and/or Let's Go Britain and Ireland
- Let's Go Europe
- Lonely Planet Guide to Western Europe
- Lonely Planet London: City Guide

Upon your arrival, you may also wish to purchase London A-Z street directory.

PRE-DEPARTURE CHECKLIST

There are many things you will need to do before you leave home. Use this checklist to make sure that you don't forget anything.

You will need the following documents on your journey from the US to the UK (so don't pack them in your luggage!):

- A Customs Letter from the Study Abroad Office will be mailed in the final pre-departure mailing, you'll receive in mid-August.
- Documentary evidence that you have enough money to pay your fees and support yourself while studying (e.g. recent bank statements, proof of scholarship, letter of financial support from family member)
- Round-trip airline ticket
- Address of your final destination
- Insurance documents
- A valid passport that will not expire during your stay in London

Additionally be sure to:

- Buy airline tickets.
- Contact your bank to let them know you will be abroad and if you could possibly raise your daily ATM withdrawal limit.
- Check your baggage allowance if you think you may exceed the limit. Call the airline you will be using if you are unsure of the limit requirements.
- Find out whether you will be covered by your insurance policy while you are in London, and if not, take out a medical insurance policy.
- Obtain a letter of explanation from your doctor and an ample supply of medication if you are currently using medication of any kind.
- Obtain at least three passport-sized photographs of yourself.
- Make sure you know exactly when and where you are supposed to arrive at your place of study.
- Label all your luggage with your name and address in London.
- Make a list of what you have packed in each item of your main luggage in case you need to make an insurance claim.

Provide the following to the Study Abroad Office:

- A copy of the first page of your passport, make sure it is signed!
- Copy of your flight itinerary

BEING THERE

PROGRAM DATES

The *tentative* program dates for fall 2019 are as follows:

August 26 - November 15 (subject to change depending on transportation and housing arrangements) - *Departure Date: Thursday, August 22, 2019, arrive Friday.*

UNITED KINGDOM

While the United Kingdom is slightly smaller than Oregon, England's share is about 50,363 square miles (130,357 square kilometers), or about the size of the state of New York. England is one of three nations that make up the island of Great Britain. The other two are Scotland and Wales. The United Kingdom is composed of Great Britain and Northern Ireland. Low mountains and rugged hills to the north are set against level and rolling plains in the south and southeast. Nearly half of the land is covered with meadows or pastures, while 29 percent is used for farming.

Climate

The climate is temperate, but skies are overcast more than half the time. Winds often blow from the southwest. The weather in the north is wetter and slightly cooler than in the south. Although winter temperatures rarely drop below 25 degrees F (-4 degrees C) and summer temperatures rarely exceed 75 degrees F (24 degrees C), humidity levels ranging from medium to high can make it seem colder or warmer than the temperature indicates. In London, temperature is measured in Celsius. It is a good idea to memorize approximate temperature conversions from Celsius to Fahrenheit. $F = (C \times 1.8) + 32$
Ex. $15^{\circ}C = 59^{\circ}F$

Time

When Central Standard Time is in effect in the United States, London is six hours ahead. Daylight Savings Time is also observed in the United Kingdom.

ARRIVING IN LONDON

Immigration

When you arrive at the airport, the first thing you will do is go through immigration or passport control. You will see two lines (queues) of people, European Economic Area (EEA) Nationals, and all other passport holders. Follow this process:

1. Follow the signs for 'arrivals'.
2. Join the line for 'all other passport holders'.
3. Show your passport to the immigration officer.
4. Be prepared to answer questions about yourself and what you intend to do during your stay in the U.K.

You are allowed to stay within the United Kingdom up to six months beginning from your date of entry without obtaining a visa. To facilitate your entry into Britain you may need to demonstrate that:

1. You are a registered student engaged in a program of study.
2. You have evidence of financial support for the duration of your stay (i.e. bank statement).
3. You intend to return to your home country (a return ticket provides the needed verification).

Customs Control

Once you collect your luggage, you will pass through customs control. If you are carrying more than your permitted allowance of tax-free goods, then you must declare them. Even if you have nothing to declare, you may be stopped and asked to open your luggage.

Getting From the Airport to Your Flat

Most likely, you will be arriving at Heathrow Airport. Heathrow is located on the London Underground (The Tube), in Zone 6, Piccadilly Lane. Follow the signs out of the airport to the Underground and look for a staffed ticket window. Purchase a ticket for transport to Zone 1, which is approximately 6 GBP. The ride is about 45 minutes. You may also purchase a one month oyster travel card.

If you are flying into Gatwick, the non-stop Gatwick Express Train runs between the airport's South Terminal and Victoria Train Station in central London, taking 30 minutes. It departs every 15 minutes between 5.30 am and 8 pm, every 30 minutes up to midnight and after that hourly. From Victoria Station, you can either take a taxi or the Tube. A taxi is more expensive, but more convenient with multiple pieces of luggage.

Jet Lag

In the first few days after your arrival, you are likely to experience jet lag as a result of taking a long flight and traveling through a number of time zones. You may sleep and wake at the 'wrong' times, feel tired, and have less patience than usual. This will pass within a few days once your internal clock has adjusted to the time change. When you arrive, it is recommended to do your best to wait to go to sleep until it is bedtime in the new time zone. This disorientation can be minimized some by avoiding alcohol and caffeinated products prior to and during your flight. You may also want to set your watch to the London time zone as soon as you get on the plane. Still, for most people some degree of short-term jet lag is inevitable.

LONDON HOUSING

Your flat will consist of a kitchenette, a dining/living room, and a bath/shower. 4 - 6 students will live in each flat. There are typically 2 - 3 bedrooms. A stove and refrigerator, dishes, cutlery, furniture, bed linens and blankets are provided. Towels are not provided. Washers and dryers are available in the buildings where the flats are located.

Students may indicate a roommate preference, but no guarantees will be made. The final housing assignments are made by Saint Mary's University. If arriving prior to Friday, August 23rd, students are responsible for their own sleeping accommodations.

It must be realized that American customs and housing standards should not be expected. Heating, plumbing, and household appliances must necessarily conform to living conditions abroad. However, since the point of living in a foreign country is to learn about that society in other than tourist terms, such differences should be viewed as part of the educational process. A few cultural differences to keep in mind are:

- Privacy is highly valued and you will be expected to knock before entering rooms.
- The cost of electricity is far higher than in the U.S. Get into the good habit of switching off lights when you leave the room. Limit the times you use an electric appliance, and when possible, study during the daylight hours.

Overnight Guest Policy

Out of respect for other program participants, students should not host overnight guests. In exceptional cases, a student may request approval to host an overnight guest from the Program Director.

No overnight guests are allowed without the Program Director's permission.

- (1) Permission for overnight guests must be requested at least one week prior to a guest's arrival by submitting an Overnight Guest Request to the Program Director.
- (2) Guests must obey university and program policy. Students are responsible for the behavior of their guests.
- (3) When hosting a guest of the opposite sex, arrangements must be made for them to stay overnight with a host of the same sex. In this situation the host should provide their name as well name and roommate(s) approval from the individual hosting the guest overnight.
 - (A) Siblings, sons or daughters of the opposite sex who are 12 years old or younger may stay overnight with their student. Siblings, sons or daughters of the opposite sex who are 13 years old or older cannot stay overnight with their student.
- (4) No guest is allowed to remain in the flats without their host.
- (5) No guest can remain longer than 3 nights.

COMMUNICATIONS

Cellular Phones

As part of our Crisis Management Plan for the London Program, you are required to have a cell phone in London and to have it with you at all times. This will ensure that in case of an emergency at home or in London, you will be easy to contact.

- Find out in advance if your phone can be used abroad and what the rates might be for calls/texting.
- It's often cheaper to rent a phone or purchase a "pay as you go" phone abroad at a mobile network store, electrical retailer or a supermarket.

Below is information regarding either buying a cell phone or renting one and the approximate costs involved. Note that these are just a few examples that are available. "Pay-as-you-go" phones are the most popular option.

Pay as You Go Cell Phone Plans

Pay as you go cell phones are ideal for people who want to buy a cell phone without signing a one year contract. Listed are three of the more well-known cell phone providers that are used in London. The website addresses are listed if you would like more information, or if you would like to purchase the phone ahead of time.

- A. Vodafone: <http://www.vodafone.co.uk>
- B. Tesco Mobile: <http://www.tescomobile.com>
- C. EE Limited: <http://ee.co.uk/>

Other Means

- WhatsApp Messenger is a free messaging app available for iPhone and other smartphones. WhatsApp uses your phone's internet connection to let you message and call friends and family.
- Skype, FaceTime, and Facebook messenger can be used online and are free with a Wi-Fi connection.

Telephones

Public telephones are either coin or card-operated. You can buy a phone card from post offices and most grocery stores.

Telephone numbers are written in groups of numbers, for example (020) 74724821. The numbers in brackets are the codes you need to dial if you are calling from the UK.

How to call London from the USA:

- Start with 011 — the exit code for the US and Canada.
- Next, enter 44 — the country code for the UK.
- Then, dial 20 — the London area code.
- Last, enter the local 8-digit London phone number.

Example phone number to call U.S Embassy: 011-44-20-74999000.

All flats will have a landline for only incoming calls.

Internet

Your flat and classroom will have internet.

Mail

Mail service can be incredibly slow, taking on the average 10 days to a month for first class mail. Express service is available, though generally much more expensive, through services such as the U.S. Postal Service, Federal Express, DHL and the United Parcel Service. Please note that packages sent abroad are subject to customs regulations and may be taxed. When mailing post cards or letters home, always send airmail, or you may return home before the letter you sent arrives! The cost is usually between 38p to 68p.

COMMUNICATIONS TO AND FROM CAMPUS

If you have questions or concerns about housing, financial aid, billing, academic advising, etc. during your absence you are advised to direct those questions you have via e-mail to the appropriate individuals or offices on campus rather than relying on a third party to secure answers to your questions. Any questions or concerns that have not been answered can be directed to Vicki McDonald, 507-457-6996 or vmcdonal@smumn.edu.

Mail will not be forwarded to you in London. Your first class mail, magazines and some on-campus mail will be forwarded home. On-campus “junk” mail, or mail advertising spring events will be discarded. If you do not want your mail sent home, notify the Study Abroad Office to hold your mail.

MONEY

Currency

The exchange rate as of 1-31-2019 was \$1.31 per British Pound. So if an item costs £20 it really cost you \$26.20. The exchange rate can fluctuate daily. British currency (sterling) consists of pounds (£) and pence (p), sometimes referred to as “quid” and “p”. 100p = £1. Notes are issued for £5, £10, £20, and £50 and coins for 1p, 2p, 5p, 10p, 20p, 50p, £1, and £2.

Try not to exchange more money than you think you will use. The fee for changing money is generally about one percent. ATMS give the best rate of exchange and have lower service charges. Bureaus du change can be found in most railway stations, airports and at various locations throughout London. However, they exchange currency at slightly poorer rates and/or higher services charges. Generally, hotels and restaurants offer the worst rate of exchange and have high service charges.

Credit Cards

It is recommended that you carry a major credit card in your name. VISA and MasterCard are the most widely used credit cards. American Express and Discover are more difficult to use. Credit cards get the best exchange rate and are generally well protected and easy to replace if lost. Also, merchandise and airline tickets purchased with a major credit card may also be protected if lost or stolen (check individual card policies and the Fair Credit and Billing Act).

Most credit cards are also useable in ATM'S for withdrawing cash, which are readably available in London. If you plan to withdraw cash at an ATM, you will need the PIN number assigned to your account. Transaction fees may be charged each time a withdrawal is made; therefore, it is best to withdraw larger amounts. Cash can also be withdrawn on a credit card account in your name at most major banks using a passport for identification.

ATM/Debit Cards

Most banks and credit unions in the U.S. offer ATM/debit cards that have a Visa or MasterCard symbol on them. These cards may be used as credit cards anywhere that accepts Visa or MasterCard. They also allow you to withdraw cash at an ATM. When utilized, the cash comes directly from your current bank account. Check with your financial institution regarding the fees that may be charged for overseas transactions. It is recommended that you sign up to view your accounts online so that you can easily keep track of your transactions and balances.

Traveler's Checks

Traveler's checks are utilized less often today. However, it is a relatively secure way to carry spending money. If planning to purchase, buy them in small denominations. American Express traveler's checks may be exchanged without charge at their offices in major cities. There is an American Express Office in central London.

If you use traveler's checks, always remember to keep the stubs separate from the checks, so that reimbursement is easy in the case of theft or loss. It is also a good idea to leave a record of the traveler's check numbers with someone at home for reference if assistance in obtaining replacement checks is necessary.

Personal Checks

DO NOT take personal checks with you. Do not request your parents to send you funds in personal checks as it can take up to four weeks to process and there is a charge.

Money Belts

To keep money, passport, etc, safe during travel to as well as in the foreign country, a money belt or a small purse on a long cord to wear around the neck and which can be tucked into jackets or shirts, or other similar devices are recommended. These can be purchased at travel or luggage stores.

Eating Allowance

All participants will receive a one-time direct deposit into an account of their choice for the food stipend. Allotment is approximately 60 pounds a week. This will take place prior to the beginning of the semester. This money is to be budgeted every week for food or you may use at your own discretion. Students should note that the food allowance is not meant to cover eating out in a restaurant, particularly fast food restaurants, nor is it meant to cover expenses for which it is not intended.

GETTING AROUND

The “tube” or UNDERGROUND is usually the quickest way of traveling around London. Services, however, are prone to delays, and the trains are often crowded. It generally operates from 5:30 a.m. to midnight. (Night buses are available after midnight)

Public transportation in London is expensive compared to other European cities. Short trips are relatively more expensive than longer journeys; it is rarely worthwhile taking a tube to travel just one stop.

The most economical tickets are Travelcards or Oyster cards - daily, weekly or monthly passes that allow unlimited travel on all forms of transportation in the zones you require. (Six bands, called travel zones, extend from the city center into the other outer suburbs; most of London’s main tourist sites are located in zone one.) Students that participated in the past strongly suggest purchasing a monthly travelcard. As of 2/18/19, an oyster card for 3 months is approximately £393.00 (\$498.00) for zones 1 & 2. Travelcards can be used for the tube, DLR trains, the entire London bus network, and the National Rail.

Travelcards can be bought in train, bus, or UNDERGROUND stations and at Oyster ticket shops. They can also be purchased online at <https://oyster.tfl.gov.uk/oyster/entry.do>

When walking, take care when crossing the street. There are two types of pedestrian crossings in London; striped zebra crossings (traffic should stop for you if you are waiting at a zebra crossing) and push-button crossings at traffic lights (cars will not stop until the green man lights up). Instructions are marked on the pavement that tells you which direction you can expect traffic to come.

ACADEMIC MATTERS

Classes

The majority of classes will be at Saint Paul’s Center in Hammersmith and meet once a week. Courses typically offered each semester have been listed. These courses, however, may be supplemented by independent studies which fulfill major requirements and/or a class or classes designed for a group of students and approved by a credit-awarding department, e.g., International Business for business majors.

LCT 375	Global Issues: United Kingdom (required)	3 credits
LOND 301	Art in London (required)	3 credits
TA 301	Theatre in London (required)	3 credits
LOND 329	*British Politics (elective)	3 credits
LOND 431	*Modern British Literature (elective)	3 credits
MG 410	*International Management (elective)	3 credits

*Electives offered are contingent upon enrollment.

Theatre courses offered will be:

TA 330	Dublin Theatre Workshop	1 credit
TA 358	Acting III London (requires consent of instructor)	3 credits
TA 360	London: Page to Stage (requires consent of instructor)	3 credits
TA 375	RP Lab	1 credit
TA 385	CP Lab	1 credit

Classes will be a morning and afternoon session Monday through Thursday. Here is a sample schedule:

Class schedule London 2018

TA 301 Theatre in London – Monday - 9:00 - 1:00 pm
TA 360 London: Page to Stage – Monday - 1:00 - 5:00 pm
TA 358 Acting III - Tuesday - 9:00 - 1:00 pm
LOND 329 British Politics – Tuesday - 1:00 -5:00 pm
LOND 301 Art in London – Wednesday - 2:00 - 6:00 pm
LCT 375 Global Issues - Thursday - 9:30 - 1:30 pm

Class Visits and Trips

- The Theatre in London class and Page to Stage class will attend plays every week. Either West End, Off-West End or Fringe Plays.
- The Art in London class will go to a museum or art gallery exhibition every week which could include a street art tour in the East Side of London.
- Global Issues and British Politics class will include a Trip to Parliament, Imperial War Museum, and Greenwich.

Course Substitutions

Below is a summary of the substitutions for SMU courses by your participation in the London Program.

- LCT 375 L Global Issues: United Kingdom – LCT 375
- LOND 301 Art in London - Aesthetics Area (AE) or Artscore (ID 160)
- TA 301 Theatre in London - Aesthetics Area (AE) or Artscore (ID 160)
- LOND 431 Modern British Literature - Literature Area (LI)

Substitutions must be approved by the Dean of Student Success, Director of the Lasallian Honors Program, or the Department Chair.

Please note that while you should seek pre-approval for course substitutions, such substitutions will not appear on your academic record until after your grades from London are received by the Registrar. You will thus need to check your transcript upon your return to campus to ensure that pre-approval(s) have been processed.

Academic Expectations

Students generally take 15-18 credits. Attendance at class meetings and other activities is **MANDATORY**. In case of illness or extraordinary circumstances, notify the Program Director promptly. The final grade for a course is usually based on a paper, an examination or a project given in the middle of the semester and at the end. Class participation is also considered. Grades are determined on fewer assessments than in classes on campus. Each instructor will distribute a syllabus and explain what is expected at the beginning of the term. Course work must be completed by the end of the semester; there will be no extensions or in-completes.

Academic Credit

All courses are credited toward your degree and grades are compiled in your GPA for SMU students. More specifically, these courses fulfill general education requirements, general electives, and with approval, major departmental requirements.

TRAVEL

Day Trips

There are four daytrips the first four Fridays of the Program.

- **Cambridge - Friday, August 30** - Leave flats at 8:30 am. Arrive in Cambridge 10:45 am. You will have an hour and a half guided tour of the City of Cambridge including many of the colleges and King's College Chapel. The afternoon is free time to explore the city and have lunch. Going on the Cam River on a punting boat is a must! Leave approximately 3:45 pm.
- **Canterbury - Friday, September 6** - Leave flats at 8:00 am. Arrive in Canterbury 10:45 am. There will be a morning guided tour of the city and outside the Cathedral. Afternoon self-guided tour with Dr. Diomandes inside the Cathedral. Free time in the afternoon for lunch and exploring. Leave approximately 3:45 pm.
- **Blenheim Palace - Friday, September 13** - Leave flats at 8:30 am. Arrive 10:30 am. You will have a self-guided tour with headsets of the Palace then free time to explore the grounds, gardens, Pleasure Gardens (Hedge maze, butterfly house, lawn games, etc.) and Churchill exhibition. Free time in the afternoon for lunch and exploring. Leave approximately 3:45 pm.
- **Bath - Friday, September 20** - Leave at 8:00 am. Arrive in Bath 11:00 am. Self-guided tour with headsets of Ancient Roman Baths. Free time in the afternoon for lunch and exploring the Royal Crescent, and Jane Austin House. Leave approximately 3:45 pm.

Scotland Trip

Travel to Scotland on October 24 and return October 28. Take a train from London to Edinburgh (paid for as part of the program). Students are responsible for paying for hostels, food, MacBackpackers tour (optional) and Haunted City/Tunnel tour (10 pounds). Once in Edinburgh students are free to do whatever they want to as far as travelling. Most students spend Thursday and Sunday night in Edinburgh and will do a MacBackpackers 3 day Isle of Skye Tour, which needs to be booked in advance. Students have the options of going to any other part of Scotland. Golfers enjoy St. Andrews. Return to London on Monday.

Dublin Workshop

A two week intensive workshop at the Gaiety School of Acting, Ireland's Premiere Acting School is an optional program specially created for students from Saint Mary's University of Minnesota. It is conducted at the end of the London semester. A \$2200 Course Fee pays for classes in Acting, Voice, and a Seminar where students will study four Irish Playwrights.

Cost includes:

- Accommodations at the Abbey Court Hostel (breakfast included). Kitchen facilities are available.
- Cultural day visits and a number of plays in the evening.
- A weekend trip to Galway (breakfast included).

At the end of the two weeks the students will perform a public showcase of some of the scenes and monologues they had been working on.

CULTURE SHOCK

Culture shock can often have a temporarily shattering and disorienting effect on you. It is a real and very normal adjustment phenomenon, with predictable psychological and social dimensions. In a sense, culture shock is the occupational hazard of overseas living that one has to endure in order to experience the pleasures of other countries and cultures in depth. Expect to still feel effects of culture shock even though people live similarly in the UK and speak the same language.

Culture shock has two quite distinctive features:

1. It does not result from a specific event or series of events. It comes instead from the experience of encountering ways of doing, organizing, perceiving, or valuing things which are different from yours and which threaten your basic, unconscious belief that your enculturated customs, assumptions, values, and behaviors are "right."
2. It does not strike suddenly or have a single principal cause. Instead, it is cumulative. It builds up slowly, from a series of small events which are difficult to identify.

Culture shock comes from:

- Being cut off from the cultural cues and known patterns, with which you are familiar - especially the subtle, indirect ways you normally have of expressing feelings. All the nuances and shades of meaning that you understand instinctively and use to make your life comprehensible are suddenly taken from you.
- Living and/or working over an extended period of time in a situation that is ambiguous.
- Having your own values (which you had before considered as absolutes) brought into question-which yanks your moral rug out from under you.
- Being continually put into positions in which you are expected to function with maximum skill and speed but where the rules have not been adequately explained.

Regarding being cut off from your own cultural cues, Kalvero Oberg, the man who first diagnosed culture shock says:

"These signs and clues include the thousand and one ways in which we orient ourselves to the situations of daily life; when to shake hands and what to say when we meet people, when and how to give tips, how to give orders to servants, how to make purchases, when to accept and when to refuse invitations, when to take statements seriously and when not to..."

These are just a few examples, but they show how pervasive is the disorientation out of which culture shock emerges.

As indicated above, culture shock progresses slowly. One's first reaction to different ways of doing things may be, "How quaint!" When it becomes clear that the differences are not simply quaint, an effort is frequently made to dismiss them by pointing out the fundamental sameness of human nature. After all, people are basically the same under the skin, aren't they?

Eventually, the focus shifts to the differences themselves, sometimes to such an extent that they seem to be overwhelming. The final stage comes when the differences are narrowed down to a few of the most troubling and then are blown out of proportion. For Americans, standards of cleanliness, attitudes toward punctuality, and the value of human life tend to be large issues.

By now the sojourner is in an acute state of distress. The host culture has become the scapegoat for the natural difficulties inherent in the cross-cultural encounter. Culture shock has set in.

Some people take to other cultures more quickly than others. Also, you may adapt more quickly to one culture than to another. The more a culture differs from your own, the more difficult you can expect your

adjustment to be. However, if you have had previous intercultural experiences, you will probably have fewer problems.

You will adapt readily to other cultures to the extent that you have the following characteristics:

- **Awareness of and Flexibility with Self:** You need a positive self-image and the ability to adapt to be emotionally stable in situations that challenge personal feelings. Self-motivation allows you to act positively, rather than to react negatively, to strange environments.
- **Awareness of and Flexibility with Others:** A tolerance for ambiguity and uncertainty makes it easier to understand, learn from, and work with people who are from different cultures.
- **Awareness of and Flexibility with Circumstances:** Sensitivity to circumstances allows you to pick up behavior patterns more quickly. If you look, listen, and imitate appropriately, you can communicate more effectively with people around you, and you will be able to establish pleasant relationships.

Adjusting to a new culture can be a powerful learning experience. Although you may suffer temporary frustration, discomfort, and anxiety, these feelings can help you understand yourself and develop your personality. The very experiences that disrupt your personality and your relationship to your surroundings will be the basis on which you can build an expanded and enlightened personality.

Half the battle of cultural adjustment is won if you realize you will experience it in a variety of ways: mentally, emotionally, physically, and socially. The other half is won by using your cultural sensitivity to learn and to make positive adjustments. Once you realize that many of your problems are caused by your inability to comfortably accept another's cultural background, you can gain an understanding, learn to communicate, and more readily enjoy your experience.

HEALTH & SAFETY

Health

Western Europe, the destination of about 75% of current U.S. students engaged in education abroad, has largely rid itself of age-old epidemics and life-threatening diseases. The two most common health problems posed for world travelers at this time are diarrhea and malaria. Generally speaking, you can prevent these illnesses by using common sense when eating and drinking in dubious circumstances.

Despite such precautions, you may wish to pack lomatil (handier), kaopectate, or secure paregoric (more effective) to counter diarrhea.

Sexually transmitted diseases such as gonorrhea, syphilis, and herpes continue to pose health risks for travelers in virtually any country on the globe. The HIV virus, responsible for AIDS, is also transmitted sexually and through contaminated blood supplies and presents a health risk abroad. The HIV virus is especially threatening since it can be transmitted through medical misuse of hypodermic needles for vaccinations, allergy treatments, medications, blood transfusions, and emergency health procedures.

Given the severe physical consequences that can stem from contracting such diseases, it is very important that you pay attention to causes and treatments related to an illness. On the other hand, please be aware that the risks of contracting these diseases are not inevitably increased abroad, even in Third World surroundings. Nor should you regard foreign health care as inferior to that available in your home country. The opposite is often the case.

Substance Abuse

Abuse of alcohol can result in disruptive and offensive behavior and increase psychological and physical problems. It can also be a cause to remove an offender from the program.

Whereas just about all countries, with the exception of those with religious prohibitions, tolerate social drinking, the use of excessive alcohol or hallucinogenic drugs is seldom allowed under any circumstances. It carries with it not only immeasurable health risks but also serious cultural and legal consequences. Risks are complicated by the presence of substances, possibly unknown, provided by shady and often criminal contacts, and by rigid legal systems that impose severe penalties.

Nutrition

Living in another culture will probably entail a change in diet and altered eating routines and assumptions. Such changes are usually beyond your control and are part of your cultural experience. You may find your diet is considerably healthier than at home, or you may not. It is generally not feasible, or even advisable, to try to impose American eating habits and foodstuffs on a foreign culture. You can and should, however, be prepared to maintain a sound "nutritional" diet.

Crime

Avoid areas of demonstrations if possible, and be careful within the vicinity of demonstrations. Even demonstrations intended to be peaceful can turn confrontational and possibly escalate to violence. Stay current with media coverage of local events.

To avoid crime:

- Be cautious and aware of your surroundings.
- Be vigilant, as pickpocketing, mugging and “snatch and grab” theft of mobile phones, watches and jewelry can occur.
- Do not leave bags unattended in restaurants, pubs, hotel lobbies, and parked cars.
- Be alert to other criminal schemes, such as impostors posing as undercover police officers and “fining” tourists for bogus minor offenses. A legitimate Metropolitan Police Services officer will never demand an immediate cash payment.
- Use only licensed Black Cabs or pre-ordered car services (minicabs). Unlicensed taxis or private cars posing as taxis may offer low fares, but in some instances, travelers have been robbed or sexually assaulted while using these cars. The Safer Travel at Night partnership among the Metropolitan Police, Transport for London, and the Mayor of London maintains a website with additional information on cabs and car services.
- Avoid using ATMs that look temporary in structure or location or are located in isolated areas – they may not be legitimate. Use ATMs located inside a bank branch.
- Scams: Before sending any money to individuals you have never met in person, visit the Embassy London website for more information about internet financial scams and how to protect yourself. Financial crimes conducted over the internet have increased dramatically in the United Kingdom as scammers attempt to convince you to send them money.

Safety and Security

The biggest threat to the safety of tourists in London comes from the traffic, which is increasingly heavy and moves on the opposite side of the street. Your first instinct is to look to your left and start crossing before looking to your right, which is where the traffic in England will be coming from on a two-way street. "There's at least one American traveler every year, year after year, who dies stepping off the curb while looking the wrong way," said Jeffrey Garrison, a consul at the United States Embassy. Even the little reminders, “Look Right” that the British have plastered on the pavement at crosswalks do not always prevent loss of life or limb. There are always bus lanes against the flow of traffic and one-way streets. Worst of all, Londoners seem to lose all their politeness and reserve when they get behind the wheel of a car. The only places, in a country of fanatical hikers and walkers, where the pedestrian is indisputably king of the road are the specially marked zebra crossings where yellow lights flash on top of poles. Even

there, it's a good idea to look aggressively into the eyes of oncoming drivers and wave a hand signaling your intention to cross before actually doing so.

Apart from these perils, London is still a remarkably safe big city, with visitors no more prone than residents to crimes of violence, purse-snatchings, or muggings, according to the London police, though separate statistics are not kept for foreigners. Remember that it is a big city and use your common sense.

The London Underground is not a no-man's land, but men should watch their wallets and women their purses just as they would in a big city in the U.S. Purses left on the floor beneath restaurant tables or draped casually on the back of a chair are particularly vulnerable to thieves. Since purses often hold documents, Mr. Garrison advises travelers to keep photocopies of the identification pages of their passports separately from the passports themselves, to make replacement easier in case of theft. The same goes for serial numbers of cameras and credit card numbers, Sergeant Williams said. He advises travelers to be particularly wary of well-dressed people who sidle up to them at the airport or in crowded hotel lobbies and offer cut-rate tickets, discounts, or sob stories.

Sexual assault or harassment is feared by both young women and young men. You are vulnerable when traveling alone, especially at night. Under those circumstances, be cautious about speaking to strangers, carry a personal alarm (weapons and chemical sprays are illegal) and avoid dark places such as subways.

The United Kingdom is politically stable, with a modern infrastructure, but shares with the rest of the world an increased threat of terrorist incidents of international origin, as well as the potential, though significantly diminished in recent years, for isolated violence related to the political situation in Northern Ireland (a part of the United Kingdom).

Like the United States, the United Kingdom shares its national threat levels with the general public to keep everyone informed and explain the context for the various increased security measures that may be encountered. UK threat levels are determined by the UK Home Office and are posted on its web site at <http://www.homeoffice.gov.uk/>.

Information from the UK Security Service, commonly known as MI5, about the reasons for the increased threat level and actions the public can take is available on the MI5 web site at <http://www.mi5.gov.uk/>. American citizens are advised to check with the UK Department for Transport at <http://www.dft.gov.uk/transportforyou/airtravel/airportsecurity/> regarding the latest security updates and carry-on luggage restrictions.

The British Home Secretary has urged UK citizens to be alert and vigilant by, for example, keeping an eye out for suspect packages or people acting suspiciously at subway (called the Tube or Underground) and train stations, as well as at airports, and reporting anything suspicious to the appropriate authorities. Americans are reminded to remain vigilant with regard to their personal security and to exercise caution.

There is the potential for isolated violence related to the political situation in Northern Ireland. The Police Service of Northern Ireland assesses there is a continued threat of violence from dissident republicans in Northern Ireland, focused primarily on police and military targets, and may involve the use of firearms and explosives. Tensions may be heightened during the summer marching season (April to August), particularly on and around the July 12 public holiday.

The phone number for police/fire/ambulance emergency services – the equivalent of 911 in the United States – is 999 in the United Kingdom and 112 in Gibraltar. This number should also be used for warnings about possible bombs or other immediate threats. The UK Anti-Terrorist Hotline, at 0800-789-321, is for tips and confidential information about possible terrorist activity.

Emergency Protocol

On-site orientation will be provided to all participants that will include information on personal safety and instruction in the procedures to be followed in case of an emergency. Specifically, the Program Director will instruct participants to avoid demonstrations, confrontations, or situations where they could be in danger; behavior that could call attention to themselves or identify them as Americans; and locales where foreigners, Americans, or American military are known to congregate. In the event of an emergency the Program Director will contact students by phone and initiate a telephone-tree rapid communication system. Instructions will be given on where to meet. Students should also contact Program Director by phone.

Personal Conduct

The experience of living and learning abroad carries with it a new openness and independence. One freedom is to make mistakes and one of the initial mistakes travelers often make is to assume that local customs, mores, and even laws are not quite real and do not quite apply to foreigners. In due course, you will understand that this is not the case. The best advice to give you at this point in time is to remember that you are indeed a guest in another country; that the program rules of conduct which have been established are for good reasons; and finally, that being "foreign" does not excuse you from either knowing or obeying civil and criminal laws of the countries you will visit.

Political Conflict

In times of a political conflict involving the U.S., additional security precautions are advisable:

- Keep informed about current political situations by listening daily to the television or radio. In the event of an emergency, advisories may be made to the general public through the media. In case of an emergency, remain in contact with the program director.
- The study abroad office will register all participants with the closest American Embassy.
- When in large cities and other popular tourist destinations, avoid or spend as little time as possible in potential target areas for terrorist activities, especially places frequented by Americans: bars, discos, and fast food restaurants associated with the U.S.; branches of American banks; American churches; American consulates or embassies.
- Keep away from areas known to have large concentrations of residents aligned with interests unfriendly to the U.S. and its allies. Always consult with the program director before undertaking travel to neighboring cities or popular tourist destinations.
- Be as inconspicuous in dress and demeanor as possible. Wear moderate colors and conservative clothing. Avoid American logos on your belongings and clothing. Avoid large loud groups. Don't flash money or documents in public places. Keep small bills in your pocket and use them whenever possible to pay for things. Be discrete in displaying your passport.
- Keep away from political demonstrations particularly those directed toward the United States. If you see a situation developing, resist the temptation to satisfy your curiosity and investigate what is happening. Walk the other way.
- Do not agree to newspaper or other media interviews regarding political conflicts. It is important to remain as inconspicuous as possible. Do not make reference to your program group. In such cases, always say "no comment" and hang up or walk the other way.

Traveling

When traveling overseas, there are a number of precautions that you should follow in order to travel safely:

- Do not travel alone. Always try to travel with at least one other person.

- Do not leave your bags or belongings unattended at any time. Security staff in airports or train stations is instructed to remove or destroy any unattended luggage. Do not agree to carry or look after packages or suitcases for anyone. Make sure no one puts anything in your luggage.
- When traveling, use a neck or waist pouch to carry your passport, credit cards and traveler's checks. Wear the pouch under your clothes if possible. Also, make several copies of your passport information page.
- Do not take valuables like expensive jewelry with you.
- If you find yourself in uncomfortable surroundings, try to act like you know what you are doing and where you are going.
- It is important to use caution when traveling alone. Women especially should not walk alone at night. Try to find an escort.
- It is easy to enter into a romantic relationship overseas, since everything is new and wonderful and participants feel free to take more risks. You should be aware that in any type of relationship, a sexually transmitted disease, AIDS, or pregnancy could result if you are not careful. Participants should consider romantic relationships with the same precautions as they would at home and become familiar with the appropriate vocabulary and cultural nuances.
- Keep the program director informed of your whereabouts. You should let the program director know of any traveling you plan to do.
- Have sufficient funds or a credit card on hand to purchase emergency items such as train or airline tickets.
- Be alert to your surroundings and the people with whom you have contact. Be wary of people who seem over friendly or overly interested in you. Be cautious when you meet new people and do not give out your address or phone number. Don't give out information on other students or group events. Be alert to anyone who might appear to be following you or any unusual activity around your place of residence or classroom.
- Report any unusual people or activities to on-site staff immediately.
- As with any traveling, you should consider issues such as traveling alone, crime, traveling as a female, political situations, and cultural norms of other countries. Being proactive in taking the necessary precautions will help you have a safe and meaningful experience.

Advice to women traveling alone

A woman traveling on her own may encounter more difficulties than a man by himself. Some of the best methods of avoiding hassle are to fit in and try to understand the role of the sexes in the culture in which you are traveling. Flexibility means observing how the host country's women dress and behave and then following their example. What may be appropriate or friendly behavior in the U.S. may bring you unwanted, even dangerous, attention in another culture. Try not to take offense at whistles and other gestures of appreciation, regardless of whether they are compliments, invitations, or insults. Realize these gestures are as much a part of the culture as its food, history, and language, but if your intuition tells you a situation is dangerous, then act as if it is. Be extra careful with giving your trust. This applies generally, but is especially important when traveling alone.

Avoid being out alone at night in unfamiliar territory - on the street, in parks, on trams, in trains. If, for example, at night you suddenly find yourself alone in a train car, move to another one where other people are sitting.

More Information

For more information on health and safety, go to:

- Travel Health Online - <http://www.tripprep.com>
- World Health Organization - <http://www.who.int/en>
- Center for Disease Control - <http://www.cdc.gov/travel>
- Travel Warnings: travel.state.gov/destination
- U.S. Department of State: <http://travel.state.gov/>

- Study Abroad Safety Handbook <http://www.studentsabroad.com>
- US Embassy in London: <http://www.usembassy.org.uk/>

RETURNING HOME

CLEARING U.S. CUSTOMS

It's easy, although the many rules and regulations make it seem more difficult than it is. Each person is allowed to bring home \$800 of purchases and gifts without paying duty. Families may combine their duty-free allowance.

Hang onto receipts. Make a record of purchases and pack it in your carry-on luggage so you can refer to it when you complete the customs form on your flight home. The duty-free allowance applies only to items that accompany you, not items that you have shipped.

Your allowance may include up to one liter of alcoholic beverages (for persons age 21 and over), 100 cigars and 200 cigarettes. However, this allowance is only valid if it does not violate the laws of the state in which you clear customs--that is, your first airport of entry.

You are not allowed to bring in unprocessed meats, fresh fruits, vegetables, or plants. Products made from endangered species are forbidden. Illegal drugs are prohibited.

A customs agent may question whether your expensive jewelry, fur coat, watch, or camera was bought during your trip and, therefore, subject to duty. This is more likely if the item looks new, is foreign-made and you have visited the country of origin - for example, a watch worn by a traveler returning from Switzerland.

To avoid paying duty on valuable personal effects purchased before your trip, carry your receipt or register your items with U.S. Customs Service before departure. You can register items with serial numbers or other permanent markings at the U.S. Customs Office at the Minneapolis International Airport. Be sure to bring the item being registered with you.

More details on clearing customs can be found in the "Know Before You Go" booklet available from the U.S. Customs Service, 312-353-6100.

RE-ENTRY SHOCK

This is another point to be stressed. It is normal when you return home again to feel depressed, feel that things were better abroad, have a burning desire to return as soon as possible, and feel that your family and friends are not really interested in hearing about your experiences abroad. You may find that they are more interested in telling you what happened in their lives while you were away. Some students have told us they were actually physically ill when they returned home. Rest assured that if you feel this way when you return home, it too is normal and will eventually pass.

RETURNING TO CAMPUS

Appealing Grades

The process for appealing grades is similar to that in place for on-campus students. You should initially write via email directly to the instructor who awarded your grade with the questions and concerns you have along with a request for action. Be prepared to back up your request with facts or copies of papers and tests which provide evidence in support of your request. All such appeals should be CC'd on email to the Program Director, Dr. Gary Diomandes at gdiomand@smumn.edu.

IMPORTANT PHONE NUMBERS

Emergency	999 or 112
U.S. Embassy	020-7499-9000
City of London Police	741-036-7931
Charing Cross Hospital	020-8846-1234
Alcoholics Anonymous	510-839-8900
Samaritans (counseling)	20 8394 8300
Rape Crisis Line	020-7683-1270
International Student Identity Card (ISIC)	1-877-370-4742 or 020-7943-2772 (Account code: 911911#)
U.S. Department of State	Desk Officer, London: 202-647-8027 Main Switchboard: 202-647-4000 Counter-Terrorist Office: 202-647-9892 Overseas Citizens Services: 1-888-407-4747 or 202-501-4444 (from overseas)
Centers for Disease Control and Prevention	404-639-3311 or 1-800-311-3435