

Hollins Abroad–London



Pre-departure Guide

Summer 2017

Welcome to Hollins Abroad ☐ London!



You are about to embark on a unique academic and personal adventure that will change the way you think about yourself and the world around you. You will get the most out of the experience if you are flexible, open-minded, and willing to leave your preconceptions behind when you get on the plane.

We hope that your stay in the United Kingdom will be a valuable and enjoyable one, as it has been for many students before you.

You will be in one of the most exciting cities in the world, offering a wealth of cultural, social, and historic resources. How much you gain from your stay will depend on how much of yourself you put into your experience and how well you seek to adjust to a different culture. Be ready to experience what London and the United Kingdom have to offer.

Addresses, Phone Numbers, and Websites

Hollins Abroad-London

Connaught Hall, University of London
36-45 Tavistock Square
London WC1H 9EX
England
Telephone: 020 7383 7070
From the U.S.: 011 44 20 7383 7070
Tubes: Goodge Street, Russell Square, Warren
Street, Euston Square or Euston
Fax: 020 207 383 4109 (indicate 'Hollins' or
'Nick Hughes' on the fax)

Nick Hugh, Director

Telephone: 020 7383 7070
From the U.S.: 011 44 20 7383 7070
hughns@hollins.edu
Cell phone: 07711 161377
From the U.S.: 011 44 7711 161377

American Embassy

24 Grosvenor Square
London W1A 1AE
Telephone: 020 7499 9000
Tube: Bond Street, Marble Arch
Website: www.usembassy.org/uk

Jeanette Barbieri, Director of International Programs

jbarbieri@hollins.edu
Office telephone: 540-362-6214
Office fax: 540-362-6693
Cell phone: 540-429-6517 (for
emergencies only)

Emergency (Fire, Police, Ambulance): 999

International Operator: 155

Local Operator: 100

Useful Websites

For information on conditions in your host country,
travel warnings and tips for Americans traveling and
living abroad from the U.S. Department of State

www.travel.state.gov

For bulletins on health conditions around the world from
the U.S. Centers for Disease Control

www.cdc.gov/travel

For information on air travel from the Federal Aviation
Administration

www.faa.gov

For health information for travelers: "Travel Health On-
line"

www.tripprep.com

For an introduction to culture and cultural differences:
"What's Up With Culture"

<http://www2.pacific.edu/sis/culture/>

For students and parents: the State Department website
provides GO! Guides and Tips to Go wallet cards

<https://travel.state.gov/content/studentsabroad/en/to-go/go-guides.html>

Academic Calendar

Summer 2017

** A more detailed calendar (including course times, field trips, etc.) will be provided prior to departure.

Summer, 2017

Sunday, June 4	Arrival in London
Monday, June 5	Orientation in London
Tuesday, June 6 – Friday, June 9	Field trip to Edinburgh
Monday, June 12	Classes/internships begin
Thursday, July 18	Last day of classes
Saturday, July 22	Departure and end of the program

The Staff

Nick Hugh directs the Hollins Abroad program in London. He holds an MA in Natural Sciences (Chemistry) from Cambridge University and also received his MSc in Management Science from Imperial College London. Mr. Hugh organizes the academic program and oversees all arrangements for students. He is available full-time to assist in resolving questions or concerns of any kind.

Developing an understanding of British habits and customs and the skills to function successfully in your new environment will be an important part of your study abroad experience. Nick will explain cultural misunderstandings and help you find culturally appropriate ways to solve problems but will not resolve every problem for you. If necessary, he will intervene on your behalf, but in most cases, will advise you and then ask that you make an effort to solve the problem yourself first. The result is almost always more satisfactory for you in the long run.

The Facilities

Office, classrooms and study space for Hollins Abroad–London are located in Connaught Hall, University of London. The Hollins base is conveniently situated for London Transport buses and underground. It is within easy walking distance of Goodge Street, Russell Square, Warren Street, Euston Square and Euston tube stations. Several University of London colleges are nearby.

The Hollins Abroad Reading Room at Connaught Hall includes texts and catalogs relevant to the Hollins Abroad courses and has computers with broadband internet access and webcams that can be used for doing research, emailing, and typing papers (faculty also accept handwritten papers).

Classes

Per immigration regulations, you will be permitted to study in the UK under Hollins University sponsorship. Therefore, class attendance is mandatory and will be kept daily.

Excessive absences will put your immigration status in jeopardy and could lead to its cancellation.

Internships

Hollins Abroad–London offers internships in almost any field of academic or career interest, including business, public relations and marketing, media, law, the arts and arts management, education, sports and leisure, and government, among many others. Interns must have a GPA of 3.0 or higher and internship credit must be approved by the student's home college or university.

Internships are arranged individually, based on each student's interests. The internship manager works with interns and supervisors to address any problems or concerns that arise. In the unlikely event that there are legitimate concerns about a placement, a new placement can sometimes be arranged.

Internships must be taken seriously and require 20 hours of work per week. This is the maximum allowed under current UK immigration regulations. These hours are scheduled around academic classes. Interns should expect to schedule some work hours on Fridays and, depending on the placement, may be required to work at special events on occasional weekends. Internships are graded on a pass/fail basis, based on performance and an evaluation by the internship supervisor.

Hollins Abroad pays a fee for each internship placement. Students who register for an internship and then withdraw fewer than 70 days before the start of the term are charged an internship cancellation fee ranging from \$500 to \$1500, depending on the date of withdrawal.

Students will receive information regarding the internship application process from the Hollins Abroad office.

Read this guide now—there are things you will need to do long in advance of departure.

This Pre-departure Guide provides **important information** to help you prepare for and make the most of your time in London and the UK. It is imperative that you read it now because there are things you will need to do long in advance of departure, such as applying for your passport or visa. You should also **take this guide with you to London** as it contains important names, phone numbers, and other essential information you will need upon arrival and during your stay in London.

Preparing for your Term Abroad

Passport

To travel abroad, you must have a **valid passport**. To avoid difficulties at customs in some countries, **you should have a passport that is valid at least six months beyond your intended date of return to the U.S.** If you need to apply for a new or renewed passport, you should begin the process early. Normal processing time is four to six weeks but it can take longer prior to peak travel seasons, though expedited processing is also available.

Passport applications are accepted at designated post offices and, in a few cases, at other government offices. For forms, fees, and information on the application process and required documentation, go to www.travel.state.gov.

U.S. passports are not issued outside the U.S. except in emergencies. Once you are abroad, keep your passport in a safe place and do not lose it.

Visa and Pre-Entry Clearance
Students undertaking an internship (or any employment in general) and/or staying for

longer than six months will require a visa. Due to ever-changing immigration and visa regulations, students will be provided with detailed instructions upon acceptance to the program.

For forms, fees, and information on the passport application process, go to www.travel.state.gov.

Per immigration regulations, you will be permitted to study in the UK under Hollins University sponsorship. Therefore, **class attendance is mandatory and will be kept daily**. Excessive absences will put your immigration status in jeopardy and could lead to its cancellation. In addition, you must keep Nick Hugh apprised of any changes to your status, including any change in your contact details both in the UK and in the U.S.

Power of Attorney

We suggest that you arrange to give a family member or trusted friend power of attorney for the period you are abroad, especially if you expect to receive any checks or important documents that will require your signature (including financial aid payments or agreements), or need to take care of other legal matters while you are away.

Absentee Voting

If elections will take place while you are abroad, you can apply for an absentee ballot using a form called the Federal Postcard Application (FPCA), which is available on-line at <http://www.fvap.gov/>

What to Take

The most important advice is **pack light**. Do not take more luggage with you than you can carry. It may seem impossible to pack enough for seven weeks in two suitcases and a carry-on, but almost every returning abroaders says that she/he brought too many clothes. Keep in mind that regardless of the housing option you choose, storage space for your belongings will

be limited. There are also airline restrictions on the number, measurements, and/or weight of your suitcases. In general, each international passenger is allowed two pieces of checked baggage and one carry-on. Additional baggage can cost \$100 or more per bag.

Carry your passport and immigration documents (with you on the plane)—don't pack them in the luggage you check with the airline.

Handy items to take include a money belt, battery-powered alarm clock, fold-up umbrella, and backpack or sturdy book bag. **Do not take a hair dryer, shaver, or other electric appliances with you as both the voltage and the plugs are different in Britain.** Nick Hugh has hair dryers that he can loan to students. Otherwise, it is easier to purchase small appliances in London. If you cannot manage without a particular U.S. appliance, you'll need both a converter for the voltage and an adapter for the plug. Unless you have the appropriate voltage converter and plug adapter (and sometimes even if you do), you will destroy your appliance and possibly damage the electrical system where you are living.

Responses from previous students to the question of whether it is worthwhile to bring a laptop to London range from "I took my laptop to London and I definitely thought it was worth it" to "I didn't take my laptop and I'm glad I didn't." **Laptops are not needed but some students like to have them.** If you bring a laptop, be sure to check with the manufacturer's customer service to find out what, if any, adapters and converters are needed to use your computer safely in London. Most laptops have built-in converters but you will still need a plug adapter. Laptops are popular targets of theft, so guard yours carefully when traveling.

Carry your passport and your immigration documents (with you on the plane)—don't

pack them in the luggage you check with the airline. Keep them with you on the plane so you will have them when you arrive at the airport in London as you will pass through immigration before you retrieve your luggage and then proceed through customs.

Be sure you and someone in your family have the numbers of your passport, photocopy of the passport identification (picture) page, credit card, and photocopies of your plane tickets, in case they are lost or stolen. Make a digital copy of your visa and the identification page of your passport for yourself and carry it with you to London. **Scan the identification page of your passport for yourself and keep the scan accessible in London. Please bring a scan of your UK visa as well.** Always keep your copies separate from your passport.

The website <http://www.cbp.gov/> (click on Travel) will tell you how to avoid problems when bringing your belongings back into the U.S.

Reading & Other Suggestions

You will find that British culture and language usage are surprisingly different from our own. Prepare yourself prior to departure by reading books on British history, society, and culture, reading British newspapers, and viewing British films. Most colleges' libraries carry British newspapers and your college's media center and local video outlets should carry films made in Britain. You can also read British newspapers on-line:

<http://www.timesonline.co.uk/tol/news/>

<http://www.independent.co.uk/> ,

<http://www.guardian.co.uk/>

and others.

Other suggested reading includes:

Notes from a Small Island by Bill Bryson
A Visitor's Britain: Exploring Past and Present
edited by Martin Upham and Patricia
Tatspaugh. Both editor Martin Upham and
contributor Jean Elliott have taught for Hollins
Abroad.

Culture Shock! Britain by Terry Tan

The English: A Portrait of a People by Jeremy Paxman

London at Your Door (Culture Shock! at Your Door) by Orin Hargraves

London: The Biography by Peter Ackroyd

Useful information for students heading to the U.K. can be found at

<http://www.visitbritain.us/>

provided by VisitBritain, formerly the British Tourist Authority as well as from the British Council www.britishcouncil.org/usa.

Travel and Arrival

NOTE: if any of your contact information has changed since your original application, please notify the Roanoke Office. All of your pre-arrival information will be sent via email.

Hollins Abroad does not arrange for a group flight, as it is now generally less expensive and more convenient for students to book individually from their local airports or to use frequent flyer miles. **We recommend that you book a flight that arrives at Heathrow Airport no later than noon on arrival day.** (No early arrivals can be accommodated. See the Academic Calendar at the front of this guide). The two main international airports serving London are Gatwick and Heathrow. Either airport is fine. You can book through a travel agency, airline website, or through a student travel site such as Student Universe (www.studentuniverse.com) or STA Travel (www.statravel.com). Once you have booked your flight, please forward your complete itinerary (dates, departure and arrival airports, airline and flight number) to the Hollins Abroad office in Virginia so we can provide detailed arrival instructions.

Hollins will book a cab for all students that provide the Roanoke office with flight itineraries. Complete arrival instructions will be sent in a pre-departure email to your university email account.

Hollins Abroad provides a contribution (currently about £12) toward the cost of the airport cab for each student. The remaining cost to you will depend on when and where you arrive and whether or not you can share a cab with other students. Nick organizes students into shared cabs as allowed by their arrival times and destinations.

We recommend that you book a flight that arrives at Heathrow Airport no later than noon (12pm) on arrival day.

Students arriving at Gatwick should be prepared to pay significantly more for transportation into London than those arriving at Heathrow. The cost of a cab from Gatwick is currently about £60 (about \$100). However, if flights from your city of departure to Gatwick are much less expensive or considerably more convenient than those into Heathrow, it may be worth the extra cab fare.

Hollins Abroad can provide instructions for any student wishing to travel from Heathrow or Gatwick by public transportation rather than cab. To do this, you must be willing and able to manage your luggage through multiple transfers (including up and down stairs) from train and/or tube and/or bus and, depending on your accommodations, to walk the remaining distance. This is especially difficult after a long overnight flight and we do not recommend it. If you would like to make your own way into London, please inform the Roanoke office no later than one week before departure so we know not to arrange a taxi.

Once you have booked your flight, you must forward your complete itinerary to the Hollins Abroad office in Virginia AND update StudioAbroad so we can provide detailed arrival instructions.

If you encounter problems upon arrival in London, contact Nick Hugh on his cell

phone (07711 161377) and he will try to help. Bring (or exchange at the airport) at least £100 in British currency in case of emergency. Those arriving at Gatwick should bring or exchange £150.

Hollins Abroad does not provide transportation to the airport from individual housing locations at the end of the program but Nick can suggest options.

Because of increased security, it is important to pay careful attention to the information on check-in and baggage restrictions provided by your airline including restrictions on liquids in carry-on luggage. Check-in for international flights is usually two hours or more prior to departure. Carry-on baggage may be restricted to one piece (if you are bringing a laptop, check to see if it will be considered your one carry-on). Expect passenger and baggage searches. The website of the Federal Aviation Administration (www.faa.gov/) has information on what you can and cannot take on an airplane.

Orientation

Each term, Nick Hugh plans a four-day orientation in London designed to acquaint students with the program, the facilities, the city, and life in Britain. A typical orientation includes information on accommodation and sessions on a range of issues, including academic arrangements and expectations, travel within the UK and abroad, safety and security. During the orientation week,

a visit to Scotland is planned which will include Edinburgh and a trip to the Highlands.

Housing and Meals

Hollins Abroad summer students can choose to live in a homestay or in a residence hall complex. Each has advantages and its own financial arrangements. Because **the cost of accommodations for the residence hall option is considerably higher** than in homestays, more amenities can be provided to

students who live in homestays. Read the information about each option that follows and choose the situation that best suits your preferences and meets your budget requirements.

Due to contractual arrangements, it is not possible to change your housing choice after arrival. Hollins Abroad is not responsible for finding or paying for alternative housing for any student who is asked to vacate accommodations due to inappropriate or disruptive behavior.

Meal Allowances

Meal allowances are distributed in entirety at the beginning of the Program.

Homestays: Will receive £4.50 for lunches and £6.00 for those evening meals not provided by your homestay (48 lunches & 28 evening meals) [£384.00]

Residence: Will receive £4.50 for lunches (48 lunches) [£216.00]

Homestays

Most students on the Hollins Abroad-London program choose to live with British hosts to experience directly the way of life and points of view of typical London residents. Hosts are carefully screened and chosen on the basis of friendliness, safety of the neighborhood, and quality of accommodations. Contact with the families by the Hollins Abroad staff in London is maintained on a regular basis in order to ensure the students the best possible living conditions. With the exception of occasional new families, all Hollins Abroad-London homestays have been with the program for several terms or more and have received enthusiastic evaluations from our students. **Doubles and a limited number of triples or singles are available.** Staying with a family provides a great opportunity to learn about British views on politics, social issues, customs, etc. Many students make long-lasting

friendships with their hosts and continue to keep in touch with them years later.

Living with a homestay family is not like being on an exchange program. Your hosts do not assume the role of parents but instead treat you as an independent adult. You receive a key to the home and the family does not monitor your comings and goings unless they have reason to be concerned for your safety.

Homestays are in typical middle class neighborhoods in the northern residential areas of London, generally about a 30-45 minute commute from Connaught Hall on public transportation. Most are within walking distance of neighborhood centers (Muswell Hill, Crouch End, East Finchley) that have shops, pubs, cafés, cinemas, etc. **Hollins Abroad provides a transportation pass for the bus and tube system so you can travel to and from your homestay and classes (and anywhere else you wish to go in the city) free of charge.**

If you choose a homestay, you should be willing to adapt to British ways of doing things and to abide by rules of common courtesy, such as coming in quietly if arriving late at night. Notify your hosts if you will not be there for a meal you normally take with them so they don't prepare food for you unnecessarily.

Your British hosts provide breakfast every day and three dinners each week. Your other meals are covered by cash allowance provided by Hollins Abroad-London and distributed by Nick. **For the summer program, you will be provided a £384 meal stipend.** You and your hosts will agree on the days and times of your dinners with them based on your schedule. Most hosts are happy for you to use the fridge to store snacks, drinks, etc. but please don't take anything from the fridge that is not yours.

Bed linens, blankets, and towels are furnished by your hosts. There are laundry facilities in all homestays and most families are happy for

you to use them. Ask first, however, and use your own detergent.

Some, but not all, of our families have internet service. Again, ask first before using.

While many families are happy to let you have guests stay in your room occasionally, they do expect you to ask them in advance. Don't just presume that guests can spend the night or that you can have overnight guests on a regular basis. It is best to tell the family you are expecting a guest and ask if they can suggest a local bed and breakfast. Then, if they are able and willing, they will suggest that the guest share your room.

Mail should be addressed to you in care of your hosts at their address.

It is a nice idea to bring a small gift for the family. Something representative of your region of the United States is always appropriate. They will also be eager to see photos of your family and home.

The online application you completed included a housing form so you could provide information about yourself and indicate your needs and preferences regarding your placement. We are most likely to match you with hosts with whom you are compatible if you are honest in your responses to the questions. While we are generally able to accommodate most preferences regarding homestays, it is not always possible to fulfill all requests. Health concerns (such as allergies to pets) are always given priority.

Please respect the terms of the contract between Hollins and the hosts and refrain from asking for special favors (for example, to arrive before the scheduled date, to join the family for extra meals, etc.).

Hollins has a very high rate of success in matching students and hosts, but occasionally a homestay assignment does not work out. If

you are unhappy with your homestay and feel you have given it a reasonable chance to work out, you should discuss the situation with Nick. He and our Housing Director, Clare, will attempt to work things out to everyone's satisfaction. If your concerns are warranted and the problems cannot be resolved, they will make arrangements for you to move to a new family. It is important to us that you are happy and satisfied in your placement.

If you have special needs, request assistance from the Hollins Abroad offices in Virginia or London.

In summary, if you want to live like a typical Londoner, see British home life first hand, have some home-cooked meals, want a home away from the crowds and noise of central London, a homestay is the best choice. Homestays also have a significant financial advantage as all meals are covered.

Student Residence Hall

Staying in a Residence Hall

The London Summer Program endeavors to place all students in the same residence hall. For summer 2017, students will reside in the Tufnell House residence hall (<https://www.prodigy-living.co.uk/cities/london/tufnell-house>). Tufnell House is located in the residential area of Tufnell Park. There are a lot of local shops and restaurants nearby. Tufnell House is ideally located in zone 2, a ten minute walk from Kentish Town tube station (Northern Line) providing excellent transport links for a fast journey to central London, the West End and St Pancras International. We hope you'll enjoy this vibrant area of London, which is very popular with students.

All rooms come with your own en-suite bathroom facilities, TV and a shared modern kitchen. You will also be provided with a basic bedding and kitchen pack.

Students living in residence halls receive partial board consisting of a meal

allowance of £216 distributed by Nick at the start of the program. In addition, Hollins Abroad provides a transportation pass for the bus and tube system so you can travel to and from flat, internship and classes (and anywhere else you wish to go in the city) free of charge. Please note, you must budget extra funds for the meals that are not covered.

Meeting People

The British tend to be less outgoing than Americans and have their own friends and social lives so U.S. students in London often find it difficult to meet British students. Take advantage of community events and local happenings to get a feel for life in the city.

Local Events

Time Out (www.timeout.com/london) offers complete London event listings in all areas including comedy, music, theatre and the arts.

Communication with Home

Communication between home and abroad has never been easier. This has great advantages but unfortunately also has the disadvantage that students may spend a considerable amount of time while they are abroad calling or emailing friends and family in the U.S. to "stay connected." As a result, they may not seek or make connections in London. While it is important to keep in touch with those in the U.S. who are important to you, Hollins Abroad encourages you to keep emails and phone calls to a minimum. Immerse yourself in your new surroundings instead. You will have only a few weeks to experience all there is to see and learn about London and the UK—take advantage of them!

We also encourage you to be kind to your parents. It is natural to want to call them for support when you are having a problem, experiencing culture shock, or are homesick. But remember to call them back when your problem is resolved or you are feeling better

so they don't continue to worry about you. Also, remember that the people who can best help you resolve problems are the on-site staff, not your parents or the Hollins Abroad office in Virginia. Always take your problems and concerns to the London staff—there's nothing you can ask that hasn't been asked before!

Telephones

Students on Hollins Abroad–London program are provided with cell phones (with no rental charges) that work in the UK so that our director can reach you in an emergency.

However, students will be responsible for the cost of their calls through top-up cards and will be charged £20 should the phone be returned to the director with any damage. Cell phones are popular targets of theft so store your phone securely.

Skype is available in the Hollins Library for student use.

For those using land lines: As in other European countries, there is a charge in Britain for each call placed, whether local or long distance. You can buy telephone cards at any newsagent for use in telephone booths. The telephone cards come in amounts of £5, £10, £20, or more and can be used for local or international calls.

Students living in homestays have access to the family's phone. It is best to arrange a system with your hosts to reimburse them for local calls. **International calls should be made using a charge card or phone card.** It is considered impolite to monopolize the phone for long periods of time and to place or receive calls before 9 a.m. or after 9:30 p.m. Please ask your family and friends in the U.S. to take the time difference into consideration and to avoid calling during these hours except in true emergencies.

Which telephone card or calling plan is most advantageous for use between London and the U.S. depends on the plans currently being offered and whom, when, and how often you

expect to call. If you will be using a calling card, it is best to check with several companies and compare their current offers before making a choice.

Money Matters

Banking

You can use credit (Visa, MasterCard) and bank cards that honor Cirrus, Honor, or Plus in Britain and throughout Europe to withdraw money from ATMs for routine access to funds. It is a good idea to have two credit/cash cards, in case one malfunctions. Check with your bank about transaction or international fees, which vary from one bank to another. **Notify your bank in advance of your departure that you will be living abroad for several weeks so their security department won't put a hold on your account when you start to incur charges abroad.**

See <http://www.oanda.com/> for "currency converter" tool.

Most stores and restaurants accept Visa or MasterCard but many do not accept American Express or Discover. Please be sure to have the PINs for all your credit, bank and check cards with you, but do not keep them with your cards.

Most students find traveler's checks inconvenient to cash. However you may wish to take along a few traveler's checks, just to have a second source of funds in case there is a problem with your credit or ATM card or PIN.

Health and Medical Care

Living and studying abroad presents significant physical and psychological challenges. Even mild problems may be exacerbated by the stress associated with adjusting to a new cultural environment. If you are not in good physical and emotional health, you should carefully consider your plans to study abroad at this time. If you have

any questions about your situation, be sure to consult with your parents, health and counseling services, or your private physician and/or counselor.

Be sure to provide the Hollins Abroad office with accurate and complete physical and mental health information on your Health Report and Release form. Having this information can make the difference in our ability to meet your medical and psychological needs while abroad.

While you are abroad, as at home, you are more likely to stay healthy if you eat well, get enough sleep and exercise, and refrain from risky behaviors, including excessive drinking, drug use, and having unprotected sex.

Be sure to provide the Hollins Abroad office with accurate and complete physical and mental health information on the Health Report and Release form.

If you need medical care while in London, the Hollins Abroad director can recommend private physicians, dentists, and counselors as well as hospitals for emergency care and can assist in making appointments.

If you need a particular type of medication, bring a sufficient supply with you for the duration of your time abroad. All prescription medication brought into another country should be accompanied by a photocopy of the prescription, preferably noting the generic name of the drug.

If you require allergy shots, you should notify the Hollins Abroad office with the details, so we can look into the feasibility of arranging shots for you in London. If you wear glasses or contact lenses, bring an extra pair or the prescription with you. Also bring a supply of care products for your glasses/lenses.

If you have any physical condition that may require emergency care, you should purchase and carry an identification tag, bracelet, or card with you at all times, indicating the specific nature of your problem and what should be done in the event you are unable to communicate.

Additional information is available at Health Issues under Tips for Traveling Abroad on http://www.travel.state.gov/travel/tips/tips_1232.html#health and at Travel Health On-line at www.tripprep.com

Insurance

Students on Hollins Abroad are required to enroll for health insurance through Hollins University's study abroad insurance provider, Cultural Insurance Services International (CISI). This comprehensive insurance covers claims outside the U.S. and the premiums are included in your comprehensive fee.

International Student Identity Card

The International Student Identity Card is issued to all Hollins Abroad students by the Hollins international programs office as a licensee of a third party provider. This internationally recognized card serves as official proof of student status. **The card additionally entitles you to discounts for museums, cinemas, theatres, historical sites, flights, and some retailers abroad and in the U.S.** Domestic discounts may include ski resorts, Amtrak, Target, The Body Shop and Macy's among others.

The ISIC also provides insurance benefits including up to \$300,000 for emergency medical evacuation, \$25,000 for repatriation, some basic medical, accident, travel delay, and lost document insurance, a 24-hour emergency help line, and a phone card and mobile phone options.

For a full listing of benefits and discounts, go to www.myISIC.com

Cultural Adjustment

Although Americans and British speak the same language, there are a number of distinct differences between U.S. and British culture.

Please remember that you are guests in the United Kingdom and you should seek to conform to the customs and habits of the British, not try to impose American patterns on them. **Much to the surprise of some, the British do not necessarily think that American ways of doing things are automatically the best!**

Generally speaking, you will find British people friendly and helpful. They are great respecters of privacy and will not usually make initial contacts with you, but if you approach them politely and cheerfully, they will respond the same way.

Culture Shock

Culture shock is the term used to describe the psychological disorientation most people experience when they move for an extended period of time into a culture markedly different from their own. For most people the experience of culture shock is brief and hardly noticeable. For some, however, culture shock can bring considerable discomfort. Often it is the students who least expect it or refuse to recognize it that have the most difficulty.

Culture shock 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 question your basic, unconscious belief that your own customs, assumptions, values and behaviors are "right." It tends to build up slowly, from a series of small events which are difficult to identify. Simple examples include times when people don't understand your sense of humor and you don't understand theirs or when someone's reaction to something you have done or said doesn't make any sense to you.

Culture shock comes from:

- Being cut off from the cultural clues and patterns with which you are familiar.
- Having your own values brought into question.
- Being put into positions in which you are expected to function effectively, but where the rules are unclear to you or different from what you expect.

Culture shock can cause symptoms such as homesickness, boredom, and frustration or irritation with your host culture or its people. If you find yourself having difficulty adjusting to your new surroundings, try to remember that some degree of culture shock is natural and inevitable. If you are like most students, within a short time you will be feeling comfortable and at home in your new surroundings. If you experience significant difficulties, the program staff can provide support and advice.

Americans Abroad

Just as Americans stereotype people from other countries, people from other countries stereotype Americans, based on what they see in movies and other media and the behavior of American tourists. Among the common negative stereotypes of Americans is that they are loud and demanding, have lots of money to spend, expect all foreigners to speak English, make no effort to adapt to local customs, and think the U.S. is better than any other country. If you encounter negative stereotypes of Americans that you think are unfair or inaccurate, prove them wrong with your own positive behavior.

There is considerable opposition in many countries to the U.S. foreign policy. Be prepared to encounter anti-American attitudes and, perhaps, the assumption that because you are American you support the U.S. government's actions (regardless of whether you do or not). You should not feel compelled

to defend U.S. foreign policy, but you should be prepared to defend your own personal views intelligently if you enter into political discussions.

Here are a few things to keep in mind:

- In most other countries, people tend to be well-informed about local, national, and world politics; engaging in political discussions is a way of life, as is criticizing their own and other governments.
- In many countries, people tend to be very direct in expressing their political views; it is not considered impolite to openly disagree with others.
- Don't enter into heated discussions when you or those you are conversing with have been drinking heavily.
- Don't take criticism of the U.S. government, president, or foreign policy personally—you are not responsible for U.S. foreign policy, whether you support it or not.
- Don't make assumptions. If someone treats you disrespectfully, whether in a discussion or on the street, don't automatically assume it's because you are an American—maybe the person is having a bad day or maybe she's just rude to everyone.
- Be open-minded and remember that people with different life experiences and world views see things differently.
- An important part of the study abroad experience is seeing and evaluating different perspectives.

Independent Travel

It is fairly inexpensive to travel from London to destinations within the UK or to the European continent by train or plane.

Several low-cost airlines are based in London and offer extremely inexpensive flights to many destinations across the continent. Nick can provide tips on how to travel cheaply from London.

While we encourage you to explore other parts of the UK and other countries during breaks and on occasional weekends, spending adequate time on your academic work and taking advantage of what London and the surrounding area offer should be priorities. Long-distance traveling every weekend often leads to academic and physical stress. Try not to be overly ambitious in your travel plans.

Before traveling to any country, check the state department website for any travel warnings issued for your destination. See their website at <http://www.travel.state.gov/>

Reading travel guides on London, the UK, and your other intended destinations will make your travel more valuable and enjoyable. Guidebooks that students have recommended include Lonely Planet, Frommers, Rough Guide, Let's Go, Fodor's, and First-Time Europe.

Useful websites include www.lonelyplanet.com, www.frommers.com, www.ricksteves.com, www.letsgo.com, and www.travelguides.com.

The Hollins Abroad office in London has up-to-date guidebooks on the UK and Europe. In addition, there are many travel information centers in London. STA Travel on Malet Street is another option for student travel and is the sponsor of your ISIC.

Depending on your travel plans, you may find a rail pass useful. Rates and ordering information for the various passes can be found at www.statravel.com or at most travel agencies. Remember that none of the passes except Britrail are valid in the British Isles and that the passes must be purchased before leaving the United States.

Depending on your travel plans within the UK, we strongly encourage all students to purchase

the Young Person's Railcard which can be obtained in London and gives a discount of one third on train travel within Britain. Nick will furnish additional information on how to secure this card after you arrive.

When you are traveling, remember that there is a tourist information office in practically every train station in Europe, where you can get local travel and hotel information and, in many cases, hotel reservations.

Before traveling to any country, check the state department website for any travel warnings issued for your destination.

Accommodations

Bed and breakfasts (B&Bs) usually cost around £30 per night, including breakfast. The accommodations are generally very nice and owners are often happy to provide information on local places of interest. Nick can help you find B&B accommodations.

If you are a member of the International Youth Hostel Federation, you can stay inexpensively in youth hostels, where accommodations are dormitory style. The quality of the hostels varies considerably so consult a hostel or travel guide when making your plans. Visit

<http://www.hihostels.com/> for options and more information.

Hotels are the most expensive accommodations. Check the guidebooks in the Hollins Abroad reading room and the internet for recommendations, costs, and reservation information.

Returning Home

Even though you haven't even departed yet and are certainly not thinking about what it will be like to return home after your time abroad, it is worth noting even now that coming home requires an adjustment that can be as difficult as or even more difficult than the adjustment you need to make when going abroad. This is known as reverse culture shock or re-entry culture shock. When you leave your study abroad site, you will be leaving places, people, and a way of life which have become very important and familiar to you. You are likely to have changed as a person and may have new interests and values. You may be concerned about how you will adjust to being back at home and on your home campus and how your family and friends will adjust to the "new you." If you have significant readjustment problems, you may wish to seek assistance from resource people on your home campus.

Appendix

Safety

Life in most European cities is as safe as, or much safer than, life in a large city in the U.S. Violent crime is relatively rare, although petty theft is quite common. It is important that you use common sense and observe reasonable safety precautions while you are abroad, as you would at home.

- Register your trip on-line with the U.S. Department of State at <https://step.state.gov/step/>. This will enable Department of State officials to communicate with and assist you in an emergency. You can register at this on-line site as soon as you have your overseas address.
- Do not leave your bags or belongings unattended at any time. Security staff at airports and train stations are instructed to destroy any unattended luggage. Do not agree to carry or look after letters, packages, or suitcases for anyone.
- Never keep all of your documents and money in one place or one suitcase. Once you arrive, keep your passport in a safe place. Don't carry your passport with you unless you need it. A U.S. passport is an enticing target for thieves; thousands are reported stolen overseas every year and passports can no longer be replaced at U.S. embassies and consulates overseas except in emergencies and only for travel home.
- Don't ever keep all your money and credit cards with you. Just take what you need for each day and leave the rest in a safe place.
- Remember that, at least at first, you will be unfamiliar with your surroundings, local customs, behavior, and body language. You won't know whom to trust. Be more cautious than you would at home, where you are better able to "read" a given situation.
- Avoid walking alone in poorly lit or deserted streets, parks, and other areas.
- Even when accompanied by others, stay away from areas of a city reputed to be dangerous.
- If you find yourself in uncomfortable surroundings, act as though you know what you are doing and where you are going.
- Know how to use public phones and how to contact the police. Have necessary coins or phone cards with you.
- Areas around public telephones and the underground are common places for pickpocket activity. Keep backpacks and purses in hand. Safeguard calling card numbers.
- Do not leave money, credit cards, IDs or valuables in a backpack that you carry behind you.
- If you don't want to or can't afford to lose something, don't take it with you. When traveling, don't show off cash or expensive jewelry or watches in stores or on the street. Keep your money in a money belt or bag that fits across your chest when you are on the street, on public transportation, and in public buildings.
- Be aware of the dangerous effect that alcohol consumption can have on your ability to use common sense and make good judgments, especially in unfamiliar situations. Don't accept drinks from or get drunk with strangers.
- Stay away from illegal drugs entirely. Use of illegal drugs is grounds for immediate dismissal from the program. Most foreign countries have extremely strict laws regarding even small quantities of drugs and there is very little that program staff or U.S. officials can do to help you if you are caught with illegal drugs. For more information, go to <http://travel.state.gov/content/passports/english/go/drugs.html>
- Remember that you are subject to the laws of whatever country you are in, which may be much more restrictive than those in the U.S. The U.S. standards of due process may not apply in overseas legal proceedings and Hollins cannot provide or pay for legal representation of program

participants. Familiarize yourself with local laws and don't jeopardize your studies and your freedom by breaking them.

- Do not hitchhike or accept rides from strangers.
- Let your hosts, friends and/or the program director know of any travel plans and how they can reach you. Have the director's phone number with you at all times in case of emergency.
- When traveling, do not tell strangers where you are staying.
- Always have two sources of funds available to you — an ATM card and traveler's checks, for example. If for any reason you can't get money from one source, you'll still have access to cash.
- Go the opposite direction of any disturbance. Do not get involved. Avoid political demonstrations and protests. In the case of sudden political upheaval involving the U.S. or your host country, rely on instructions from the program director.
- Remember that any behavior that puts you or your fellow students in danger is grounds for dismissal from the program.

In the current world situation, some added precautions are advisable:

- Avoid places frequented by Americans—pubs, fast food restaurants, U.S. business and government offices.
- Avoid rowdy behavior in public.
- Avoid dressing in ways that readily identify you as an American.
- Be cautious about how much you tell strangers or people you don't know well about your program, its location, your residence, or any travel plans.
- Do not invite strangers or recent acquaintances to your program building.
- Report any suspicious people or packages to the front desk staff.

The website of the U.S. Department of State (www.travel.state.gov) provides a wealth of information on safety and security in overseas travel. The consular information sheets provide cultural, practical, and safety information on every country in the world. **We suggest you read these information sheets before traveling to any country.** Other worthwhile links can be found under "Tips for Traveling Abroad" and "Living Abroad Tips."

We strongly recommend that you regularly monitor the Department of State's website for alerts issued for U.S. citizens abroad. There are two kinds of alerts issued by the State Department. The first is a "public announcement," which notifies Americans of a potential threat and suggests measures they should take when traveling in a particular country or region. The second is a higher level of alert, called a "travel warning," which is generally a recommendation that Americans not travel to a particular country or region. We suggest that you go to the website before departure and read examples of each of these types of warnings so you will be familiar with them and the reasons they are issued. While travel warnings are uncommon in Europe (except in the Balkan region), public announcements are sometimes issued, especially when a controversial international meeting is scheduled and large demonstrations are expected. The Hollins Abroad office receives these bulletins as they are issued and immediately forwards them to the program directors and all students if they cover countries or cities to which you might travel.

In the unlikely event that a travel warning is issued for the United Kingdom while Hollins Abroad is in session, we will consult with the U.S. Department of State here and our director will consult with the U.S. embassy in London to determine the safest course of action. Hollins Abroad has emergency plans ready for implementation should the need arise.

Hollins cannot assume responsibility for actions or for events that are not part of the program nor for those that are beyond our control or for situations that may arise due to the failure of a participant to disclose pertinent information.

British-American Dictionary

United States	United Kingdom
14 pounds (weight)	stone
7-Up (soft drink)	lemonade
apartment	flat
apartment building	Block of flats
ATM	cash point
backpack	rucksack
baggage check room	left luggage
bangs (hair)	fringe
bill (\$)	note (£)
broiled (meat)	grilled (meat)
busy/occupied	engaged
candy	sweets
chat	natter
check	bill
cigarette	fag
coffee with milk	white coffee
coffee without milk (with or without sugar)	black coffee
conductor	railway guard
cookie	biscuit
dessert (pudding)	sweet
diaper	nappy
divided highway	dual carriageway/motorway
drapes	curtains
drugstore pharmacy	chemist
dubious/sketchy (person or thing)	dodgy
eggplant	aubergine
elevator	lift
English muffin	crumpets
entrance hall	foyer
exit	way out
faucet	tap
feminine hygiene pad	sanitary napkin

United States	United Kingdom
fender (of car)	bumper
fever	temperature
first floor	ground floor
French fries	chips
garbage can (large)	dustbin
gasoline	petrol
ground beef	mince
a guy	bloke
half-beer/half-lemonade	Shandy
happy/delighted	chuffed
hood (of car)	bonnet
horn (of car)	hooter
intermission (theater)	interval
Jello	jelly
a kiss	snog
lawyer	solicitor or barrister
liquor store	off-license
mail box	pillar box
molasses syrup	treacle
napkin (paper)	serviette
nylons (or heavier tights)	tights
oatmeal	porridge
one-way ticket	single
pants	slacks/trousers
paved enclosure	yard
phone or call	ring or ring up
pie (with open top)	tart
playing a joke/poking fun	taking the piss
popsicle	ice lollies
potato chips	crisps
pound (money)	quid (slang)
private bus	coach
public holiday	bank holiday
pullover sweater	jumper

United States	United Kingdom
purse	bag
raincoat	mac
refrigerator	fridge
to reserve (a room, seats, etc.)	to book
reservation	booking
review for exams	revise
round-trip ticket	return
second floor	first floor (always subtract one floor)
senior nurse	sister
shoulder (highway)	verge
sidewalk	pavement
spaghetti with meat sauce	bolognese
subway/metro	tube
suspenders	braces
thanks	cheers
t.v.	telly
tea with lemon & without milk	lemon tea
tennis shoes/sneakers	trainers
throw away (trash)	bin it
tired/worn out	knackered
to mail (a letter)	to post (a letter)
toilet	loo/W.C.
traffic circle	roundabout
trash	rubbish
truck	lorry
trunk (of car)	boot
underground pedestrian walk	subway
undershirt	vest
underwear	knickers/pants
unfashionable/poor taste	naff
vacation	holiday
vest	waistcoat
wastebasket	wastepaper basket/rubbish bin
windshield	windscreen

United States	United Kingdom
won't do	not on
yield	give way
z (pronounced "zee")	z (pronounced "zed")
zucchini	courgette