STUDENT HANDBOOK

WELCOME!
Congratulations on your decision to go global with the Division of Public Health! Global engaged learning is a transformational experience.

Research shows that University of Utah students who learn abroad graduate faster, have higher GPAs, and are more engaged on campus and in the community. Alumni who participate in our global opportunities report that their experiences abroad impacted them academically, personally, and professionally. We are excited that you have taken the steps to begin this journey! The Global Learning Program Student Handbook is required reading of every student traveling on a Division of Public Health Global Learning Program. This Handbook outlines the policies, procedures, and expectations of Program participants. If you have questions about the contents of this handbook, contact the Administrative Program Coordinator for more information. Best of luck with your preparations and safe travels!

Finding Information
The University of Utah has specific policies and procedures for learning abroad programs. Information about our programs is conveyed to students in the following ways:

- On-line application
- DPH Global Learning Student Handbook
- Verbally
- DPH Global Public Health website
- The Learning Abroad Office website
- E-mail (Per University policy, all e-mail communication will be sent to your Umail account)
- Hard copy information
- During orientations (on-line and in person)
- Students are required to know and adhere to all policies and procedures outlined before departure and on-site.

Expressing Concerns and Requesting Assistance
The Division of Public Health and the Learning Abroad Office strives to assist students as expeditiously as possible. Learning abroad programs present unique challenges with addressing student concerns. In most cases, the DPH Administrative Program Coordinator and the Learning Abroad Office staff members are not on-site with students. For this reason, we are only aware of your concerns if they are communicated to us in a timely manner.

If you have concerns about your program, it is your responsibility to convey those concerns to your Faculty Director, the DPH Administrative Program Coordinator or Learning Abroad Coordinator. Students who do not effectively communicate their concerns are often experience unnecessary frustration and disappointment on-site, and we are unable to address concerns retroactively. It is in your best interest to contact the DPH Administrative Program Coordinator, the Learning Abroad Office or your Faculty Director immediately if you have concerns about any aspect of your program.
Communicating with the Division of Public Health and the Learning Abroad Office

Per University policy, all e-mail communication will be sent to your Umail account. Check your Umail account regularly or have messages sent to your Umail account forwarded to your preferred e-mail address. The Division of Public Health and the Learning Abroad Office will NOT correspond with students using e-mail addresses different from Umail.

Disclosing Information to Non-emergency Information

Learning abroad programs are subject to the same privacy rules and regulations as any other University of Utah program. As such, we are limited in the type of information that we can disclose to family members and friends. In the pre-acceptance/pre-decision application, you are required to select your emergency contacts and supply contact information for those individuals. In the event of an emergency, we will contact the individuals you identified in your application. You will also have the option to grant these individuals access to non-emergency information such as student account information, financial data, health information, and insurance details. Unless you provide consent, the Division of Public Health and the Learning Abroad Office are not able to share any non-emergency information with these individuals.

The Division of Public Health and the Learning Abroad Office reserves the right to determine whether or not a disclosure of non-emergency information is necessary or appropriate in a particular situation. There will be instances in which you must attend to your own affairs personally. The Division of Public Health and the Learning Abroad Office will not disclose any academic information to emergency contacts including, but not limited to, information about graduation requirements or progress, grades, course offerings and enrollment, faculty members, or transcripts. Program information is available to the public on the program website.
Have questions? We’re here to help! Contact you’re the Administrative Program Coordinator Monday through Friday from 8 am – 5 pm Mountain Time (except U.S. holidays).

375 Chipeta Way, Suite A, Salt Lake City, UT 84108
Pamela Lyon
Pamela.lyon@utah.edu
Phone: 801-585-5303
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Hello,

Welcome to the Division of Public Health education abroad experience. This handbook will answer questions about studying abroad through the Global Learning Program and will offer contact information for those with questions.

The information that follows is a collection of advice from our office, other universities and former participants. All information was accurate to best of our knowledge at the time of printing. If you have updated information upon your return from the study abroad, please let us know. We would greatly appreciate it if you would help us update this handbook for next year’s participants.

Ultimately, no written materials or suggestions are going to fully prepare you for what lies ahead. Remember to expect the unexpected. The best that you can do is to commit yourself to keeping an open mind, remaining flexible, and being patient as you adjust to your new environment. Most importantly, remember to have a wonderful and fun experience.

We are always open to suggestions to better provide information to students who study abroad on one of our programs. If you feel a topic needs to be added or needs additional information, please let us know. The information provided here is what most students ask about, but is not all encompassing.

Also, please share this information with your family. Your family may have questions about your choice to study abroad so sharing this information may help answer some of their questions and address any concerns they might have.

Also, share this information with other students. As you have chosen to study abroad with the DPH Global Learning Program your experience might encourage someone else to do as well. May times students are not sure what to ask or what to consider, by sharing your experience you are, essentially, an ambassador for our DPH Global Learning Program.

We are delighted that you have chosen to participate in our DPH Global Learning Program and wish you a wonderful and safe trip.

Sincerely,

DPH Global Learning Program
Contact Information

DPH Global Learning Program
Division of Public Health
375 Chipeta Way, Suite A
Salt Lake City, Utah 84108
https://medicine.utah.edu/dfpm/public-health/global/

Office Contact
Pamela Lyon
Administrative Program Coordinator
pamela.lyon@utah.edu
801-585-5303

Faculty Directors
Exploring South Korea  Tejinder Pal Singh, MDS, MPH  tp.singh@utah.edu
Ghana (+ Paris add-on)  Scott Benson, MD, PhD, MPH  scott.benson@hsc.utah.edu
                     Ty Dickerson, MD, MPH, FAAP  ty.dickerson@hsc.utah.edu
Himalayas (India)  Tejinder Pal Singh, MDS, MPH  tp.singh@utah.edu
Peru  Scott Benson, MD, PhD, MPH  scott.benson@hsc.utah.edu
       Lisa Gren, PhD  lisa.gren@hsc.utah.edu

Emergency Contacts
DPH Global Learning Program participants and their family members may use the following contact information in emergency situations.

DPH Global Learning Program
Pamela Lyon, Administrative Program Coordinator, 801-699-9462, pamela.lyon@utah.edu
Dr. Sharon Talboys, Director of CE/LA, 801-903-7464, sharon.talboys@utah.edu

Learning Abroad Office
801-581-5849  learningabroad@utah.edu

The International Medical and Security Evacuation insurance policy is provided through Cultural Insurance Services International (CSI).

AXA Assistance Phone:
312-935-1703 (calling from outside the US, 24-7)
855-327-1411 (calling toll-free from within the US, 24-7)
Email: medassist-usa@axa-assistance.us
Learning Abroad Office
Eric Boscan, Learning Abroad Coordinator  e.Boscan@utah.edu
Jessica Keat, Manager for Finance & Administration  j.keat@utah.edu
Alice Jordan, Program Finance Coordinator  alice.jordan@utah.edu
Learning Abroad main line 801-581-5849
Learning Abroad office, Union 159
https://learningabroad.utah.edu/

University of Utah Contacts
Dean of Students, 801-581-7066, https://deanofstudents.utah.edu/
Office of Disability, 801-581-5020, https://disability.utah.edu/
Student Health Center, 801-581-6431, https://studenthealth.utah.edu/
Counseling Center, 801-581-6826, https://counselingcenter.utah.edu/

Embassy and Consulate
Look online at http://www.travel.state.gov to locate the closest U.S. Embassy/Consulate to your travel destination and check on issued travel alerts and warnings. You should regularly check for updates.

Effective September 15, 2015, all US Citizens participating in approved Learning Abroad Programs will automatically be enrolled in the Smart Traveler Enrollment Program (STEP).
Application Instructions and How to Apply

First Steps
Studying abroad can be an extremely exciting and rewarding experience! The DPH Global Learning Program at the University of Utah provides a fantastic opportunity for students with or without a background or interest in health to work with community members, students, academicians to improve the health of global communities. Students will have the opportunity to participate in community engaged research, on-site work to learn about cultural, social and health issues facing local people and communities, interact and work alongside local students, faculty and community leaders and visit cultural and historical sites.

If you’re wondering where to start, here are your first steps:

- Attend a DPH Global Learning Information Session.
- Attend a Learning Abroad Fair, or the Program Preview Week.
- Talk to your Academic Advisor(s) early so that they can help you identify what requirements you need to fulfill before graduation.
- Talk to a DPH Faculty Director(s) about our programs.
- Talk to the DPH Administrative Program Coordinator for more information on our programs.

Learn about our DPH Global Learning Programs:

  - Director
  - Tejinder Pal Singh, MDS, MPH  tp.singh@utah.edu

  - Directors:
    - Scott Benson, MD, PhD, MPH  scott.benson@hsc.utah.edu
    - Ty Dickerson, MD, MPH, FAAP  ty.dickerson@hsc.utah.edu

  - Director
  - Tejinder Pal Singh, MDS, MPH  tp.singh@utah.edu

  - Directors:
    - Scott Benson, MD, PhD, MPH  scott.benson@hsc.utah.edu
    - Lisa Gren, PhD  lisa.gren@hsc.utah.edu
U OF U DEGREE SEEKING STUDENTS

Begin a Learning Abroad Application
After you have found your program you are ready to start an application!

Learning Abroad Application Stages
Learning Abroad Applications move with you before, during, and after your Learning Abroad Program. You will find important information in your application to help you plan and prepare for each stage in the process.

Make sure to log back into this Learning Abroad Application and to check your Umail frequently.

- **PENDING**
  - Complete Pre-Decision steps by deadline (varies by Learning Abroad Program)

- **ACCEPTED**
  - View Decision Letter & Click **Commit** button in Learning Abroad Application

- **COMMITTED**
  - Complete Application Post-Decision steps & Pre-Departure preparations

- **WHILE ABROAD**
  - Connect with the Virtual Community
  - Read Learning Abroad Application reminders

- **RETURNEE & ALUMNI**
  - Check for credit & transcript updates
  - Share your experience
  - Provide feedback to Learning Abroad
  - Connect with international opportunities on and off campus
**Application Process**

Applications are not considered complete until all application materials are received (including the initial payment and Learning Abroad 101). Once all of the application pieces are checked (refer to the Progress Meter at the top of the page) and the application deadline and/or decision date has passed, applications will be reviewed. **Students will be notified by Learning Abroad through Umail of their application status.**

**U of U Learning Abroad Application**

- Attend [Learning Abroad 101](#)
- Click on the **Apply Now** button at the top of the program page
  - [Exploring South Korea: Health, Society and Development Learning Abroad Program](#)
  - [Ghana Learning Abroad Program](#)
  - [Ghana and Paris Learning Abroad Program](#)
  - [Himalayas (India) Learning Abroad Program](#)
  - [Peru Learning Abroad Program](#)
- Submit an initial payment to Learning Abroad
- Receive email notification through Umail when U of U Learning Abroad Application is **Accepted**
- Log back in to **Commit** to your program
- During the intended term abroad Learning Abroad you will be enrolled in the International Medical and Emergency Evacuation Insurance through [Cultural Insurance Services International (CISI)](#)

After students are **Accepted**, students will have 3 business days to log back into their application to **Commit** to their program. Students will then have access to the next set of requirements for the **Committed** stage of their application.

**Application Deadline**

The Learning Abroad Application Deadline for enrolling in a DPH Global Learning program is February 15.

**Failure to Commit**

If you fail to log back into your Learning Abroad Application and commit to your Learning Abroad Program within 3 business days of **Acceptance**, Your Learning Abroad Application will be marked as **Withdrawn: did not commit**. It will not be considered for admission to the Learning Abroad Program until you email Learning Abroad and/or **Reinstate** your application AND the **U of U Learning Abroad: Failure to Commit Penalty Payment** is received. The Failure to Commit Penalty of $50.00 is non-refundable and does **NOT** apply to the program cost. This payment is a separate transaction from the Initial Payment and/or Late Fee Payment. Applications with the status of **Late or withdrawn: did not commit** will be considered for admission to the program on a case-by-case basis.

**Late Applications**

All applications completed after the application deadline are considered on a case-by-case basis, and are subject to an additional, non-refundable $100.00 fee due at the time of application. Please note that the $100 late fee cannot be applied to the cost of your program.
If you have questions or concerns about any of the information included in this application, contact Learning Abroad at learningabroad@utah.edu or 801-581-5849.

**Initial Payment**
The initial payment for all Learning Abroad Programs is $500.00. This payment will be made online through your Learning Abroad Application for your chosen program. Once you are committed to your program, this payment is non-refundable, except in the case that Learning Abroad cancels your program.

Even though the initial payment will NOT be billed to your U of U student tuition account, this charge is required in order for the application to be considered complete by the application deadline.

**Troubleshooting Tips**
Please complete the following steps if you are experiencing difficulty with either accessing or completing your Learning Abroad Application.

1. Try logging in to CIS (if this does not work, connect with the Campus Help Desk)
2. Shut down your computer and restarting
3. Clear your browser
4. Enable pop-ups
5. Try a new browser
6. Try a different device
7. Email a screenshot to learningabroad@utah.edu

**NON-U OF U STUDENTS**
The DPH Global Learning Programs welcomes non-UofU student to apply for our Faculty-led Learning Abroad programs. We are excited to have you participate in our global learning programs.

**Application Steps**
Non-U of U students need to complete four main steps (outlined below) to apply for a DPH Global Learning program. Even if you already have an active/inactive UID and/or attended the University of Utah in the past, you will still need to complete this process if you are not currently a degree-seeking student. Please contact the Learning Abroad Office (801-581-5849, learningabroad@utah.edu) with any questions regarding your status.

**STEP 1: OPEN APPLICATION, COMPLETE PRE-DECISION STEPS, RECEIVE CONDITIONAL ACCEPTANCE**

- Complete Learning Abroad 101
- Click on the link below to application, complete all application pre-decision steps and make the $500 initial payment
  - Exploring South Korea: Health, Society, and Development
  - Ghana Learning Abroad Program
  - Ghana and Paris add-on Learning Abroad Program
  - Himalayas Learning Abroad Program
  - Peru Learning Abroad Program
• Read the University of DPH Global Learning Student Handbook
• Meet with your home university to discuss their Learning Abroad and transfer credit policies
• Research finances and funding opportunities at your home institution
• Check your email for notification of your conditional acceptance into a DPH Global Learning Program Abroad Program. If you are NOT accepted by the DPH Global Learning Program, you will receive a refund of your $500 initial payment

STEP 2: APPLY AS UNIVERSITY OF UTAH NON-DEGREE SEEKING STUDENT
• All students participating on University of Utah Learning Abroad Programs must be able to earn University of Utah credit. For this reason, you must be admitted as a Non-Degree Seeking Student in order to participate on a Program. In order to meet the Learning Abroad Program application deadline, you will complete the Program Application and receive conditional acceptance before you are admitted to the University of Utah.
• Start your Non-Degree Seeking Application
  o Indicate that you are a Learning Abroad Student in the notes section!
• Pay the Non-Degree Seeking Student Application Fee
• Receive a University of Utah Acceptance Letter (including UID) by postal mail and/or email

STEP 3: ACTIVATE YOUR UNIVERSITY OF UTAH ACCOUNTS AND NOTIFY LEARNING ABROAD OF ACCEPTANCE
• Activate your University of Utah Campus Information Services (CIS) account
• Configure your UMail account and set up a forwarding email
• Log back into your Learning Abroad Application through the Non-U of U Student Registration
  o Complete the Questionnaire: Non-U of U Student Login COMPLETE AFTER ACCEPTANCE TO THE U OF U to provide your UID
• Wait to receive an email from Learning Abroad notifying you that your account has been converted to a U of U Student Account

STEP 4: LOG IN TO YOUR LEARNING ABROAD PROGRAM APPLICATION AND COMPLETE POST-DECISION STEPS
• Login to your Learning Abroad Program Application using the U of U Login (UID and Password)
  o **NOTE** YOUR NON-U OF U STUDENT REGISTRATION WILL NO LONGER WORK
• Check your new UMail account frequently for updates and program status changes
  o UMAIL WILL BE THE ONLY WAY THE U OF U AND LEARNING ABROAD WILL COMMUNICATE WITH YOU GOING FORWARD

Finances

Scholarships and Financial Aid
University of Utah, Division of Public Health and Office for Global Engagement Scholarships and Financial Aid are NOT available to non-U of U students. Please consult your home university’s resources regarding scholarships and financial aid. You may also consider researching national and international scholarship opportunities available for Learning Abroad programs.
Costs
Non-U of U students pay the same program fee as U of U students. Non-resident and out of state tuition rates do not apply. Regardless, there are some additional fees for participation including the admissions Non-Degree Seeking Application fee and the cost of requesting an official transcript from your home university. Please refer to the Budget Sheet on your program’s brochure page for more detailed information on billable and non-billable costs.

Making Payments
A billing statement will be emailed to your Umail account 4 - 6 weeks before departure. You will need to pay your program cost using CIS. Before departure, you will receive payment information from the Learning Abroad Office. Please note the balance amount and deadline. To make a payment online, follow the instructions below:

1. Login to CIS.
2. There will be a section called Finance. Click on Tuition Bill/Pay Tuition.
3. Remember that your total remaining balance may not be posted until the deadline
   1. The on-line system will only allow you to pay the current balance in your account
   2. If your actual balance is higher than what is posted, you are responsible for paying the remainder before the deadline
4. Follow the instructions to enter a Credit/Debit card number and make an online payment

Orientation
Many non-U of U students are unable to attend in-person pre-departure orientation meetings. The DPH Global Learning Program, DPH Administrative Program Coordinator and Faculty Director will work with you to attend virtually all pre-departure orientation meetings. Be sure that you are fulfilling all pre-departure assignments and requirements as this may impact the grades you receive.

Logging into CIS (Campus Information Systems)
CIS is the University of Utah student information system. This portal is used for many university systems, such as registering for classes and paying tuition. As a non-matriculated learning abroad student, you will need to log into CIS to complete certain per-departure tasks.

After your admissions application is processed, you will receive an acceptance letter from the University. In your acceptance letter, you will find your UNID (student ID number). To log into CIS for the first time, follow these instructions:

1. Go to www.cis.utah.edu
2. Enter your UID (for example, u0123456)
3. Your default password is your birthday in MMDDYY format
4. You will be prompted to create a new password. Create this password and make a note of it.

Until you complete this process, you will not be able to register for the course or pay your fees.

Configuring your Uemail Account
University of Utah policy stipulates that all correspondence must be sent to a University of Utah email account
(Umail). Until your admissions application is processed, the email address that you include in your online application is used by our office. Once we process your admissions application, the system automatically creates a Umail account for you. You will know that this account has been created when you receive your acceptance letter from University of Utah Admissions.

To log into your Umail account,
- Click on https://www.umail.utah.edu/ and log in using your UNID and password. Your default Umail address is Unid@utah.edu.
- For example, if your student ID (UNID) is u0123456, your University of Utah email is u0123456@utah.edu.

We recommend that you check your Umail account every 2 - 3 days to ensure that you are receiving all relevant information and fulfilling pre-departure obligations. If you prefer, you can set up your Umail account to forward correspondence to another email address. You can do this by following the instructions below:

1. Log into CIS.
2. On the left-hand column, there is a box called My UMail. Click on UMail Settings option Set an alias or forward your UMail to another email account.
3. A new window will open. Scroll down. In the right-hand column, use the Forwarding section.
4. Enter the email address that you would like correspondence forwarded to.
5. Click the button labeled Forward Umail.

Enrolling in Course
During online orientation, you will be provided with a document that contains a list of classes for your learning abroad program. Be sure to talk to your Faculty Director or Academic Advisor about which courses you should select for registration and then follow the specific instructions provided in your Learning Abroad Application. Registration deadlines are non-flexible. Be sure to note the deadlines for registration.

Transferring Credit to your Home Institution
All U of U Learning Abroad programs are credit-bearing. The credit you earn is recorded on your official University of Utah transcript. As a non-U of U student, you will probably want to transfer those credits back to your home institution. Instructions on how to request a transcript can be found on the Registrar’s website. There are fees associated with requesting an official transcript. These fees are not included in your program cost. It is your responsibility to request that an official transcript is sent to your home institution.

It is your responsibility to ensure that the courses you take on our programs will be accepted by your home institution. We also recommend contacting the learning abroad office at your home institution to ask about how the grades you earn on our programs will impact your GPA and be recorded on the official transcript at your home institution.
NON-DEGREE SEEKING STUDENTS

The DPH Global Learning Programs are available to non-degree seeking student through the Division of Public Health. For more information, please contact the DPH Administrative Program Coordinator at pamela.lyon@utah.edu. (A non-degree seeking student is a participant who goes on the program without receiving credit for the course.)

Begin a Learning Abroad Application
After you have found your program you are ready to start an application! Please contact the DPH Administrative Program Coordinator to start your application.

Learning Abroad Application Stages
Learning Abroad Applications move with you before and after your Learning Abroad Program.

Make sure to check your email frequently.

- **PENDING**
  - Complete the Learning Abroad Application and pay the $500 initial payment
- **ACCEPTED**
  - Once your application has been submitted, the Program will review your application and then accept you into the program
- **COMMEDITED**
  - Complete Application Post-Decision Steps & Pre-Departure preparations
- **RETURNEE & ALUMNI**
  - Share your experience via an alumni profile
  - Provide feedback to the DPH Global Learning Program

Application Process
Applications are not considered complete until all application materials are received (including the initial payment). Once all of the application pieces are checked and the application deadline and/or decision date has passed, applications will be reviewed. **Students will be notified by email of their application status.**

U of U Learning Abroad Application
- Apply by clicking on the Learning Abroad Application link
- Submit an initial payment to Learning Abroad https://umarket.utah.edu/um2/publichealth/product.php?product=41
- Receive email notification via email that your application is Accepted
- Send an email to pamela.lyon@utah.edu to Commit to your program
- During the intended term abroad Learning Abroad you will be enrolled in the International Medical and Emergency Evacuation Insurance through Cultural Insurance Services International (CISI)

Late Applications
All applications completed after the application deadline are considered on a case-by-case basis, and are subject to an additional, non-refundable $100 fee due at the time of application. Please note that the $100 late fee
cannot be applied to the cost of your program.

**Initial Payment**
The initial payment for all Learning Abroad Programs is $500.00. This payment will be made online for your chosen program. Once you are committed to your program, this payment is non-refundable, except in the case that Learning Abroad cancels your program.
Orientation & Preparation

Pre-Departure Orientation
Pre-departure Orientation (PDO) is a critical part of the DPH Global Learning Programs. It comprises of several activities. All PDO activities conducted in person or online are mandatory and must be completed by the established deadlines. PDO topics include academic information, logistics, financing, health and safety, and legal issues abroad. The Division of Public Health (DPH) will notify you in advance of orientation dates. Pre-Orientation activities are required for all students who plan to attend a DPH Global Learning Program.

Pre-Departure Expectations
You're embarking on an adventure – it’s almost impossible not to have expectations. Beware! Expectations may lead to disappointment. Try to be as open-minded as possible and flexible in new situations. If you are not expecting everything to be like home, you will be less frustrated and will adapt more easily to the new environment.

Consider that your way is not the only “right” way to do things. Try to accept new ways of doing things and different perspectives on the world. Other cultures have a different sense of right and wrong and a different understanding of common sense, politeness, appropriate behavior, etc. Being humble and respectful will help you foster relationships with people in your host country. The best advice is to pay close attention to the local people and then emulate their behavior and attitude. Try to blend with the culture. Half of the fun of going abroad is learning about the things that people from other cultures do differently. The other half is adding some of their customs, beliefs and perspectives to your own way of thinking. The result will be an enhanced understanding and appreciation of your own country and the world.

Other Resources for Preparation
The best travelers are well informed! The more preparation you do before departure, the more you will enjoy your time on-site. There are a number of excellent resources available that will help you learn more about your destinations.

Travel Guides
A good travel guide will provide you with valuable information about your destination. Travel guides often give tips on places to see, health and safety concerns, hotels and accommodations, restaurants, entertainment, pricing, tipping, dress codes, local transit systems, etc. In addition to logistical details, a good travel guide will also provide historical and cultural information about your destination.

Commonly used travel guides include:
- Fodor’s
- Let’s Go
- Lonely Planet
- Rick Steves
- The Rough Guides

Newspapers, Books, and Movies
Many students find that people throughout the world are more informed about world events than we are in
the U.S. Before leaving, be sure to read up on current events in your host country. Read local and international newspapers, magazines, and articles about your destination and its neighboring countries. We recommend that you start with the following sources:

- BBC
- U.S. Department of State
- New York Times
- CNN

You might also consider reading books about your destination or written by authors from your destination. Visit your local library for assistance in identifying books that suit your interest.
Cultural Adjustment

When going abroad, you will experience differences in manners, beliefs, customs, laws, language, art, religion, values, concept of self, family organization, social organization, government, behavior, etc. All of these elements combine to form your host country’s rich and unique culture.

Different cultures have their own social norms; gestures as simple as nodding or pointing or even looking someone in the eyes can be seen as rude or aggressive. For example, in America it’s traditional to exchange a quick, firm handshake when meeting someone, while in Africa a loose but lengthy, handshake is preferred, and in many Arabic countries you would only shake hands with men in business situations and never with women. In Bangladesh, the “thumbs up” gesture is considered obscene; in Japan it’s rude to tip; and in some South American countries, it’s offensive to toss things to somebody rather than just handing them directly.

It’s important to learn about the different customs of your host country as much as you can before going abroad. Though there will probably be many cultural differences in your host country, doing just a little bit of research will make a huge difference. Websites such as http://studentsabroad.com are a great tool in helping you learn about the culture. Also, simply following cultural cues once you are in the country itself is usually enough to get you by. Observe how the locals act and follow in their footsteps. For example, if somebody takes their shoes off before entering a house, make sure you follow suit. For a great website about culture in different countries, visit https://www.kwintessential.co.uk/resources-typesguides.

All these changes will be unfamiliar and might cause culture shock at first, but before you know it, they will become as normal to you as your own customs! Still, allow yourself a period of adjustment, and know that even if it doesn’t seem like it, your peers on the program are experiencing an adjustment as well.

Preparing for Cultural Adjustment

One of the most important aspects of cultural adjustment is recognizing your own cultural biases. The Peace Corp has developed an independent training workbook to help travelers understand their own cultural perspectives and idiosyncrasies. The workbook also has resources for navigating new cultures and understanding how the host culture interacts with your own life experiences. The Culture Matters workbook is available for free online. We strongly encourage you to consider using it as a resource in preparing to enter your host culture.

It is important that you have some knowledge of local culture and custom before arriving in the host country. This will ease your transition into the community and help you interact with your new neighbors more effectively. There are many online resources to help you prepare for your experience. We recommend starting with Culture Crossings. This website allows you to search cultural information by country. Topics include communication, dress, customs, and academic culture. It also provides information on how you might be perceived in the host country.

We also recommend purchasing a travel guide before departure. Good travel guides—such as Fodor’s, Let’s Go, Lonely Planet, Rick Steves, and Rough Guides—not only provide logistical travel tips but also include sections on history, language, culture and customs. Additionally, you could consider the following resources:
• Lectures on campus and in the community
• Podcasts & iTunes U Courses
• Travel Blogs
• Books
• Pre-departure orientation
• Movie

**Culture Shock**
Living in a foreign culture is an experience to look forward to with excitement and enthusiasm. However, travelers are unprepared for the extent of cultural dissimilarity that is encountered once abroad. This frustration and confusion is often called ‘**Culture shock.**’

Culture shock is a real phenomenon and all travelers entering a foreign country are affected by it in some way, for many people experience some degree of stress when adjusting to completely new surroundings. Symptoms can include anxiety, depression, sleeping difficulties, homesickness, trouble concentrating, an urge to isolate yourself, and irritation with your host culture. You should feel relieved to know that the frustrations associated with culture shock are likely to solve themselves as you become more knowledgeable and competent within in your new environment.

You should expect to experience some level of culture shock. Symptoms of culture shock include:
• Feeling disoriented or lost
• Drinking excessively
• Sleeping too much or not enough
• Mood swings or irritability
• Closing up (not talking to others)
• Lack of confidence and feeling insecure
• Making a bigger issue out of something than it needs to be
• Feeling misunderstood
• Impatience or unwillingness to try to understand the new surroundings
• Feeling lonely most of the time
• Inability to accept anything in the new place
• Social withdrawal - Not feeling like doing anything
• Homesickness
• Inability to relate to or understand others
• Inability to feel comfortable in day to day life
• Believing that by learning the new culture you are betraying your roots

It is important to note that many of the symptoms could be attributed to other aspects of travel, and many travelers do not recognize that they are experiencing culture shock. A common misconception is that a traveler is suffering from jet lag rather than culture shock, but you cannot “sleep off” culture shock. If left unaddressed, culture shock can have a significant impact on your experience abroad.
Stages of Culture Shock

- **Stage 1: Cultural Euphoria or the “Honeymoon Stage”**
  The first few days and weeks abroad will probably be exciting, stimulating and alive. Things are new, different, and interesting. Smells, sounds, gestures, and movements will leave you feeling both exhilarated and exhausted. Pay attention to your thoughts and emotions during this time. Enjoy the honeymoon stage! Focus on the similarities and not differences.

- **Stage 2: Culture Shock/Frustration & Anxiety Stage**
  Excitement disappears. Frustration may be the most difficult stage of culture shock and is probably familiar to anyone who has lived abroad or who travels frequently. At this stage, the fatigue of not understanding gestures, signs and the language sets in and miscommunications may be happening frequently. Small things — losing keys, missing the bus or not being able easily order food in a restaurant — may trigger frustration. And while frustration comes and goes, it’s a natural reaction for people spending extended time in new countries.

- **Stage 3: Cultural Adjustment or “Recovery”**
  Feeling of comfort and less isolated from the new culture. Focus on ability to interpret subtle and previously unnoticed cultural cues. Willingness to be involved and developing a daily pattern. Gradually becoming more comfortable and effective interaction with locals.

- **Stage 4: Cultural Adaptation/Acceptance**
  Better comprehension how culture influences people’s lives. Possess high confidence level to effectively communicate and interact with locals. Culturally appropriate behavior is second nature and takes little effort now for you to be culturally sensitive.
How to Minimize Culture Shock

There are some things you can do both before your departure and during your stay abroad to minimize culture shock:

- Research your host country before you go abroad.
- Contact international students or faculty from your host country before you go to discuss their culture.
- Realize that some degree of frustration or stress is natural.
- Relax your grip on your home culture and try to adapt to new rules and roles.
- Do not give in to the temptation to ridicule that which you do not understand.
- Look for logical reasons behind everything that seems strange or confusing.
- Realize that U.S. logic may differ from that of your host culture.
- Learn as much as possible from local residents about their culture.
- Identify a mentor.
- Keep in touch with other U.S. students.
- Keep yourself busy with things you enjoy.
- Keep in touch with family and friends at home.
- Give yourself “quiet time” if you need it.
- Get enough exercise.
- Maintain a healthy sense of humor.

Do not over-do any of the preceding suggestions or you risk never making the adjustments to your new environment, which are requisite to your purposes for being overseas. In sum, culture shock can be a period of intense self-assessment and learning. Experiencing the process itself can be beneficial. Overcoming even a mild case of culture shock will result in your feeling more confident, self-reliant, independent, and capable of your ability to cope with cross-cultural experiences.

For most students, the symptoms of culture shock dissipate after the first few weeks or months, as they begin to understand their host culture better. However, if you find that feelings of irritability and depression linger, you may need help from a doctor or counselor. Your program director or the International office at your host institution will be able to direct you to counseling or support organizations.

Coping Strategies

The key to dealing with culture shock is recognizing it and reacting in a way that enables you to cope and learn. We recommend using the ADAPT technique to deal with culture shock:

1. **Acknowledge** that you are struggling and identify your symptoms. Remember that struggling with culture shock is normal.
2. **Disengage** from the situation temporarily. Take a deep breath, step back and look at the situation objectively. By intentionally taking this step, you can reduce the emotional reaction that you have to the situation.
3. **Assess** your reaction. Isolate what it was about the situation that made you react. Why did you react that way? What specifically upset you or made you uncomfortable?
4. **Pursue** learning more about this aspect of the culture. Observe the locals in similar situations. Diplomatically, ask questions about the practice or tradition. Based on the responses you receive, reassess your reaction. Now that you know more about what you experienced, were your initial reactions appropriate? Did you accurately interpret the situation? Reflect on what you’ve learned.
5. **Tolerate or Acclimate** to the local culture. Most travelers do not like everything about the host culture. In those cases, you may need to tolerate local customs. Remember, your experience abroad is temporary, and there are even aspects of your own culture that you may not like. You may also need to acclimate to the host culture. In other cases, you may find that you enjoy the traditions of your host culture. In these situations, consider taking steps to adopt the local traditions in a safe manner that will enhance your experience in the host country.

If you feel overwhelmed, do not be afraid to discuss your feelings with your faculty or peers. The most important thing to remember is that you are not alone and most likely other participants in the Program are having similar experiences. The following is a list of ideas to help you deal with the challenges of living in a different culture:

**Things you can do with other participants:**

- **Talk with your peers** - You are likely to find that other students are experiencing some of the same frustrations that you are. Talk with other participants about how they are dealing with these challenges.
- **Talk to your Faculty** - Faculty are there to help you with issues of culture shock. If you begin to feel overwhelmed, approach these individuals for help or advice.
- **Ask questions** - Sometimes, the key to understanding what you’re feeling is to understand what is going on around you. If you see something that you don’t understand, ask about it.

**Things you can do on your own:**

- **Journaling or blogging** - Journaling and blogging provide you with an opportunity to express what you’re experiencing and organize your thoughts.
- **Read or listen to music** - Bring a book that will take your mind off the frustration that goes along with Culture Shock. Music can also provide background noise during journaling, soothe worries, and stimulate creativity.
- **Exercise** - If you are accustomed to regular exercise, continue this practice to the best of your ability. Physical exercise helps reduce stress and clear the mind for better concentration, and will help in dealing with the challenges of a new culture.

**Things to remember:**

- **I came here to experience new things** - One reason for studying abroad is the desire to leave your comfort zone. It can be helpful to remember this when feeling out of sync with your surroundings.
- **It’s not just me** - Most travelers experience culture shock at some level when traveling. If you talk with your peers, you are likely to find that they are feeling some of the same things that you are.

*Left untreated, culture shock can turn your Program into a difficult experience. Being able to identify culture shock and manage it effectively will help you enjoy the cultural challenges of a DPH Global Learning Program.*

**Dating & Sexual Activity**

You should be aware that there can be cultural differences associated with dating and sexual activity. Acquaint yourself with the local traditions pertaining to appropriate dating practices and sexual conduct. Gestures, dress, eye contact, and body language can be interpreted differently in other countries. In some countries, you may be targeted and/or seen as easy prey and men may seem too aggressive. Understand that what is
considered casual conversation here may be considered sexual encouragement in other cultures. We recommend that you socialize in groups and remove yourself from the situation if you are uncomfortable.

It is also important to take into account potential health risks for engaging in sexual behavior abroad. If you choose to be sexually active, use appropriate precautions. Understand that your partner may have different expectations of you due to cultural differences. In many parts of the world, the prevalence of AIDS, HIV, and other STDs is higher, and the understanding of how these diseases are spread or prevented may be limited. Forms of protection may be difficult to find in the host country. Given this, be sure to take any necessary supplies with you to the host country.
Student Conduct

You are a representative of the University of Utah and have a responsibility to conform to certain standards of behavior.

Illegal Activity & Drug Use
While traveling abroad, you are subject to the laws of the countries that you visit. The United States government and the University of Utah cannot ensure your safety should you participate in an illegal activity. Neither entity can protect you from arrest, incarceration or punishment. Additionally, the U.S. government and the University of Utah cannot protect you from discrimination within a foreign legal system. The use, purchase or sale of illegal drugs, in particular, is a crime often punishable by the severest penalties abroad.

The University of Utah has a zero-tolerance policy for the possession, use, manufacture, production, sale, exchange, or distribution of illegal drugs by anyone participating in a DPH Global Learning Program. Violation of this policy will result in immediate dismissal from the Program and disciplinary action upon return to campus.

The U.S. government and the University of Utah are unable to assist you if you are caught with drugs. You will be subject to the laws and penalties of the host country. Laws governing drug use and drug trafficking abroad are EXTREMELY harsh. If you are caught in possession of illegal drugs or commit any other illegal act, you will be subject to local, not U.S., laws. Imprisonment for drug related charges abroad is almost guaranteed in these situations and the term of incarceration is typically very long.

Sexual Harassment
Notify the Faculty Director, the Office of Equal Opportunity, and the DPH Administrative Program Coordinator immediately if you feel you have been harassed or if you are at all uncomfortable with someone in your host family, a peer, instructor, mentor, etc. Keep in mind that concepts of sexual harassment are cultural. Behaviors that would be considered harassment in the United States may not be considered harassment in the host country. To ensure that you are correctly interpreting your interactions, discuss the situation with your program director.

You must make the Faculty Director and the University aware of the situation and ask for help in resolving the problem. If the harassment involves the Faculty Director or Program Assistant, please inform the DPH Administrative Program Coordinator. You should also notify the Office of Equal Opportunity and Affirmative Action at 801-581-8365.

Mandatory Reporting
All staff and faculty are required to report any instances of inappropriate conduct as outlined below:

- Title IX Reporting: All instances of sexual assault, sexual harassment, or sexual misconduct involving anyone from Learning Abroad and anyone associated with our programs (program staff, students, visitors, faculty, etc.).
- Clery Act: All instances of certain violent crimes that occur in our housing, classroom, or other
"controlled" spaces, whether the alleged perpetrators and victims are Learning Abroad affiliated individuals or not.

- Child Abuse: All reports of child abuse or neglect, even if they are about instances that happened prior to the program (even 20 years ago).
- Discrimination and Bias: All instances of discrimination or bias based on race, ethnicity, gender, sexual orientation, gender identity, religion, ability/disability, socioeconomic background, or any other similar social categories.

**Alcohol Abuse & Misuse**

Statistically, the use of alcohol is related to many health and safety emergencies involving students abroad. **Alcohol misuse and abuse will not be tolerated on any DPH Global Learning Programs.** The University recommends that you avoid the risks associated with drinking. Additionally, students should be aware that the alcohol content of drinks overseas is typically higher than it would be in the U.S. For this reason, you should use extreme caution when consuming alcohol. Do not endanger yourself, your peers, or the community. Violation of these policies may result in this privilege being revoked, and/or dismissal from the program. The following conditions apply to alcohol consumption while on the program:

- Incheon Global Campus (University of Utah Asia Campus) is a dry-campus
- Alcohol misuse and abuse will not be tolerated
- No drinking is allowed during designated class time or activities
- Participation in program activities while intoxicated, or while suffering the effects of over-consumption of alcohol (hangovers, vomiting, etc.), will not be tolerated. This includes attending classes, seminars, lectures, or any other program functions while intoxicated or hung-over, or missing any of those meetings as a result of the over-consumption of alcohol
- Providing alcohol to minors under the age of 18 (or country-specific legal drinking age) is illegal.

Students must comply with local drinking laws. These laws may differ from those of the United States. For instance, in many countries the legal drinking age is 18. The penalties for breaking laws governing the use and sale of alcohol are also likely to be different from the U.S. In addition to understanding that there are legal consequences, it is important to recognize that there are cultural ramifications to drinking. Most cultures disapprove of “getting drunk.” If you disregard local culture and choose to drink alcohol anyway, you may find that you are treated differently by the community, your peers, and your host family as a result of your behavior.

**Disruptive or disrespectful behavior will not be tolerated.** Moreover, inappropriate conduct resulting from the consumption of alcohol could result in dismissal from your program. Examples of such behavior include, but are not limited to, the following:

- Inattentiveness in class
- Tardiness & poor attendance
- Disruption of program activities
- Disrespect towards peers, community members, or faculty
- Behavior that endangers your well-being or the well-being of others

Faculty and on-site personnel have the discretion to determine if the consumption of alcohol is appropriate during the program. That said, Faculty and on-site staff may impose additional restrictions on the consumption
of alcohol. Also note that the use of drugs or other substances considered illegal in the US are strictly prohibited. Students are required to follow all instructions given by Faculty or on-site personnel. Failure to follow instructions can result in your dismissal from the program.

**Dismissal from a Program**

A dismissal occurs when a student is involuntarily removed from a DPH Global Learning Program or when an acceptance to a DPH Global Learning Program is rescinded for any reason. **Dismissal can occur before or after the Program begins.** Under normal circumstances, the dismissal process will follow the steps outlined below.

1. Verbal Warning
2. Final Written Warning
3. Dismissal

The University and onsite personnel are authorized to skip any step of this process and move directly to a more advanced step if your conduct warrants a stronger response. Considerations include, but are not limited to, danger to self or others, patterns of behavior, nature of the violation, and a student’s response to the process. Common reasons for dismissal include, but are not limited to:

- Failure to follow directions
- Not completing Application steps or orientation requirements
- Tardiness and poor attendance
- Missing deadlines
- Not checking Umail or responding to communication (verbal, written, or electronic) within 1 business day
- New or pending violations with the Student Conduct Office or Housing & Residential Education
- Becoming academically ineligible for the Program
- Alcohol abuse or misuse
- Violations of the Illegal Activity & Drug Use policy
- Violence, aggression, or sexual harassment
- Disruptive behavior

The DPH Global Learning Program reserves the right to consult with other offices on campus regarding dismissals. If you are dismissed from your Program, you will be referred to the University Office of the Dean of Students for follow up. If the dismissal occurs while you are abroad, you are not entitled to a judicial hearing before returning to campus.

Once you have been dismissed, you will no longer be considered a program participant. If this occurs after the program start date, you must vacate the housing facilities and follow University procedures for departure from the host country. Any costs associated with your departure will be at your own expense. You are responsible for fulfilling all financial obligations in the host country before departure. Failure to do so may result in a hold on your student account. If you are dismissed from a Program for any reason, you are subject to the financial penalties outlined in the withdrawal penalties policy.

Many of our programs are associated with organizations, institutions, and affiliate providers in the host country. Students participating in a Program that collaborates with any of these entities are subject to the
refund, withdrawal, dismissal, academic and disciplinary regulations of the host organization as well as the policies set forth by the Division of Public Health. In the event that you violate the rules or regulations of your host, you may be subject to dismissal by the host organization. If you are dismissed by your host organization, you will be subject to the withdrawal penalties of the host as well as the withdrawal penalty policy at the Division of Public Health. It is your responsibility to inquire about and understand the rules and regulations at your host institution, organization, or affiliate.
Academic Policies and Procedures

Academic Advising
The Learning Abroad Office and the DPH Global Learning Program can assist you in learning more about our Programs and identifying your course options. If you need information on how a DPH Global Learning Program course fits with your major, please contact your academic advisor. We recommend asking the following questions when you meet with your advisor:

1. Is this program a good fit for my major?
2. If applicable, will these courses transfer back to the University?
3. Do these courses fulfill graduation requirements?
4. Is there a good semester or timeframe for me to learn abroad?
5. Are there courses I shouldn’t plan to take abroad?
6. Are my language skills sufficient to succeed in these courses?

Academic Expectations, Attendance, & Integrity

Expectations-
The academic expectations of the DPH Global Learning Program is equal to—and sometimes more demanding than—regular classes. To succeed during your Program, you should use the following strategies:

• Use good time management skills to stay on top of your coursework
• Commit to regular study and form a study group to keep you on track
• Complete any pre- and post-Program assignments that could impact your grades
• Determine how or if the length of your Program may increase the workload

Attendance-
The following attendance policies apply to all DPH Global Learning Programs:

• Attendance is required at all classes, activities, excursions, lectures, and Program activities
• There is no independent travel during the Program. No individual or subgroup excursions are allowed during the program dates. During the time you are formally under the direction of the Learning Abroad program, it is imperative that you stay with the group and follow the developed program. Traveling is rigorous and requires appropriate pacing of activities—breaks in the schedule are designed for the health of each participant, for development of group cohesion, and to provide for some flexibility in the program to respond to unanticipated developments.

Academic Integrity-
During the DPH Global Learning Program, you are subject to the U’s policies governing academic integrity. These policies are found in the Student Code. Violations of this code—including but not limited to cheating and plagiarism—can result in immediate dismissal from your Program, failing grades, or a permanent citation on your academic record.
**Minimum Enrollment**
The DPH Global Learning Programs are academic activities. You must enroll in the minimum number of UofU credit hours for your Program. Students much enroll in the Program courses. Minimum enrollment depends on the course options for the Program. Minimum enrollment does not guarantee access to financial aid or Contact the University Office of Financial Aid and Scholarships for more information.

**Graduating Seniors**
To earn credit, you must be a University of Utah student in order to participate on our GPH Global Learning Program. If you are planning to graduate soon but still want to learn abroad, you have two options:

Delay graduation (recommended): You may still walk in a graduation ceremony but delay graduation. You will not be able to graduate until your grades have been added to your U of U record. Therefore, you must delay graduation until the term of your Program abroad. If you delay graduation, you will remain eligible for Division of Public Health and Office for Global Engagement scholarships and other funding opportunities.

Enroll as a non-degree seeking student: If you want to participate on a GPH Global Learning Program, you may choose to graduate as planned and enroll as a non-degree seeking student for your intended term abroad.

**Navigating Academic Cultures**
When preparing to learn abroad, many students focus on differences in day to day life. But one of the most important cultures that you will interact with abroad is academic culture.

Academic cultures can be vastly different overseas than they are in the United States. In order to make a good impression on teachers and peers in your new environment, we recommend that you consider the following aspects of academic culture that may be different.

Syllabus- You will receive a syllabus from your Faculty Director. It may contain very different information and represent different expectations. In the U.S., we view a syllabus as a sort of "contract" between the student and the instructor.

Formal vs. Informal Interactions- The U.S. has a relatively informal culture. It is not uncommon to call people by their first names, chat candidly, or show up unannounced at a faculty member’s office for help. In other cultures, the interaction between faculty members and students can be much more formal. Be sure to address your Faculty Director(s) with the appropriate titles and show of respect. If you are corresponding in writing, it is important to use appropriate grammar and full sentences. Shorthand symbols (i.e. characters used in text messages, emoticons, and slang) would be inappropriate in many cases.

Appropriate Attire- Your Faculty Director will advise you on the appropriate dress for the Program. You will be asked to bring one business outfit and one business casual outfit for professional meetings or nice dinners. We recommend for men slacks or khakis with a button-down shirt. For women, long pants or skirt with a nice blouse.

Academic culture can be window to understanding the world around you, but don’t underestimate it as you adjust to your host country. Talk with peers, professors, and your Learning Abroad Coordinator about what
Course Registration & Grades
By enrolling in our GPH Global Learning Program you will receive University of Utah credit.

- You will register online through CIS. Program courses do not appear on the regular University class schedule. Special instructions for course registration will be available in the online pre-departure orientation. See the My Classes box in CIS to determine if your registration was success.
- Grades will be available through CIS after the end of the on-campus term. These will be factored into your cumulative GPA and appear on your permanent transcript.

The International Requirement
The GPH Global Learning Program fulfills the University of Utah Undergraduate International Requirement (IR). If you earn at least 3 credit hours from any of our Programs, the course automatically satisfies the IR requirement. The IR credit will appear in your Degree Audit after your Program is completed.

Earning Community Engaged Credit Abroad
The GPH Global Learning Programs are Community Engaged Learning (CEL) courses. The course and the CEL designation will be noted on your transcript. These classes can be used toward the Community Engaged Scholars program.
Travel Logistics

Passports & Entry Requirements
You must have a passport to participate in a DPH Global Learning Program. You are responsible for obtaining a passport before your expected departure date. **If you expect that your passport will not arrive before departure or in time to obtain a visa, it is your responsibility to expedite the application so that the passport arrives on time.**

Passport fees, deadlines, and application processes are not controlled by the University of Utah and are subject to change at any time. Visit the websites below for the most up-to-date information.

Students who cannot participate in their program due to passport issues will be held to the withdrawal penalty policies for DPH Global Learning Programs. Expenses incurred as a result of passport issues are the responsibility of the student.

<table>
<thead>
<tr>
<th>SLC Campus Students</th>
<th>U Asia Campus Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where to Apply</td>
<td>If your passport has already expired or if you are applying for a first passport, you can complete the forms online and take them to the appropriate office using the instructions on the form. Passport renewal forms can be completed online and then mailed in by the traveler.</td>
</tr>
<tr>
<td>Passport Application or Renewal Timeline</td>
<td>2 months for a new passport 1 month for a renewed passport</td>
</tr>
<tr>
<td>Passports for Visa Applications</td>
<td>You must have a passport before you apply for a visa. If you need a visa, you should apply for or renew your passport immediately. Visa processing can take several weeks or months.</td>
</tr>
</tbody>
</table>
| Required Passport Criteria | - Must be valid for at least six (6) months BEYOND your expected return date. Airlines and immigration officials check the expiration date of your passport. U of U students have been denied entry to their host country or prevented from boarding their flights because of the expiration date of their passports.  
- Must not be damaged  
- Must be signed in the appropriate place  
- Must have blank spaces for immigration stamps |
## Student Responsibilities

- Upload a copy of your passport in the post-decision steps of your U of U Application (This is for emergency use only).
- Send a scanned colored copy to the Administrative Program Coordinator.
- Ensure that your passport meets the required passport criteria. Our staff will not verify that your passport meets the requirements for international travel before departure.
- You are responsible for obtaining a passport before your expected departure date. If your passport will not arrive before departure or early enough to get a visa, it is your responsibility to expedite it.
- You must have a passport before you apply for a visa. If a visa is needed, you should apply for or renew your passport immediately.
- You may have to mail your passport to an embassy or consulate in order to get a visa. If you have scheduled any international travel before your Program, make sure that you apply for a visa early enough to receive your passport back from the consulate before traveling.
- If you can’t participate in your Program due to passport issues, you will be subject to the [Withdrawal & Dismissal Penalty Policy](#). You are responsible for any expenses incurred as a result of passport issues.

Meet any additional entry requirements for your host country(ies). Examples include, but are not limited to, immunizations records and proof of funds. The Faculty Director will outline the needed immunizations for that country.

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In the post-decision Learning Abroad application steps, you are required to upload a copy of your passport. Once you commit to the DPH Global Learning Program, you are required to provide a scanned copy of your passport. This is for emergency use only. **Our staff may help you verify that your passport meets the requirements for international travel before departure.** It is the responsibility of the student to ensure that their passport meets the criteria outlined above.

### VISAS

**What is a visa?**

A visa is official permission to enter and remain in another country. A visa is typically a stamp or sticker placed in your passport.

**Will the University get my visa for me?**

The DPH Global Learning Program will provide the necessary information for you to apply for a visa. The University of Utah is not responsible for establishing visa requirements or granting student visas. Visa requirements, fees, procedures, and required documentation are established and enforced by the host country. Final decisions on whether or not a visa is granted are made by government of the country you are visiting. Requirements, fees, and processes are subject to change at any time.

**Does everyone need a visa?**
No. Some destination and programs do not require a visa. The DPH Global Learning Program will provide the necessary information for you to apply for a visa.

- Ghana Learning Abroad – Yes
  - Paris add-on – No (Non-US citizens will require a visa)
- Peru Learning Abroad – Receive visa on entry to country
- India (Himalayas) Learning Abroad Program – Yes
- Exploring South Korea Learning Abroad Program - Yes

**Can’t I just enter my host country on a tourist visa?**

As a student, you may not be eligible for a tourist visa.

**Where can I find visa information for my host country?**

The Faculty Director and the Administrative Program Coordinator will provide the necessary information for you to apply for a visa and assist you in obtaining the visa.

**How long does it take to get a visa?**

Obtaining a visa can be a very long process. You need to plan ahead so that you have enough time to complete the process before your program begins.

**Do I need a passport to get a visa?**

Yes! If you need a visa, you should apply for or renew your passport immediately!

**Do you have any tips for applying for visas?**

If you need to apply for a visa, it is critical that you follow directions exactly. Embassies and consulates are not obligated to give you a visa. Sending incomplete materials and not following directions could reduce the likelihood that you will receive a visa.

You cannot apply for a visa before obtaining a passport. Your passport must be valid for **at least six (6) months beyond your expected return date**. If your passport does not meet this criterion, you should renew it immediately!

**What should I do after I receive my visa?**

If your visa is not correct, the airline may prevent you from boarding the plane and immigration officials may refuse to let you enter the host country. After you have received your visa, take the following steps: After you have received your visa, take the following steps:

1. Check the stamp or sticker to make sure that the information listed—such as names, dates, locations, and the type of visa—is correct.
2. Notify your Faculty Director, as well as your DPH Administrative Program Coordinator immediately if there are discrepancies. Consulates and embassies make final decisions about correcting visas, but our office may be able to help facilitate the process.

**What happens if I can’t get a visa for my Program?**

You will be held to the **Withdrawal Penalty Policy** if you:

- Do not obtain the proper visa
- Are denied a visa to the host country
• Cannot enter the host country
• Are prevented from boarding your flight

You are responsible for any expenses incurred as a result of visa and entry requirement issues. Expenses incurred as a result of visa and entry requirement issues are the responsibility of the student.

Non-U.S. Citizens or Travelers without a U.S.-American Passport

Students who are not U.S. citizens or will not be traveling with a U.S.-American passport need to use extra caution when planning for a GPH Global Learning Program. Before applying, we recommend that you consider that following:

1. Does your passport meet the established criteria for travel? If not, it is your responsibility to contact your home country embassy or consulate and renew your passport.
2. Do you need a visa to enter the host country? Your U.S. visa does not allow you to enter another country. It is your responsibility to determine if you need a visa to participate in your program. Learning Abroad does not get visas for students. To find out what the process is for getting a visa for your host country, contact the nearest embassy or consulate.
3. Will you have to demonstrate that you can re-enter the United States? Students are often required to prove that they can re-enter the United States after their program. If this is the case, you may need to renew your U.S. visa before you can apply for a visa to the host country. It is your responsibility to plan ahead and make the necessary arrangements to renew your U.S. visa before applying for a visa to your host country.
4. Will you be able to return to the U.S. after your program? In addition to obtaining a visa to visit the host country, you may need to meet certain requirements to re-enter the United States. For information on these requirements, contact the International Student and Scholar Services at 801-581-6388 or visit their offices in room 410 of the Union.
5. Will you be traveling before your program? You are required to temporarily surrender your passport in order to obtain a visa for your host country. If you have scheduled any international travel before your program, make sure that you apply for a visa early enough to receive your passport back from the consulate before traveling.
6. Do you need to acquire a different form of ID? If you are required to visit an embassy or consulate in the United States to obtain a visa for your program, be sure to take your driver’s license with you. You will be required to leave your passport at the consulate or embassy and you may need identification to fly home or drive back to Salt Lake City.

Changes to Program Activities, Course Offerings, and Itineraries

Your program itinerary is similar to a syllabus. Frequently, the exact details of a syllabus are changed throughout the semester due to unforeseen circumstances. Similarly, despite our best intentions, international travel is full of unexpected challenges. Good travelers are prepared to be flexible and adapt to changes in their environment.

The DPH Global Learning Program makes every attempt to implement programs as planned. However, there are occasionally unanticipated conditions that force us to change a Program’s itinerary or planned activities. Such circumstances include, but are not limited to:

• Budget constraints
• Program enrollments
• Weather
• Safety or health concerns
• Conditions within the host country
• Changes in host organizations

The DPH Global Learning Program will make every effort to avoid these situations. In the event that changes are unavoidable, we will transparently communicate them to students in a timely manner. If a change must be made to planned activities, course offerings, or itineraries, we will make every reasonable effort to provide an equal or comparable experience for students. If the DPH Global Learning Program determines that the goals of the program are sufficiently satisfied through the available alternatives, no requests for refunds will be considered.

Flights, Luggage, and Carry-on Baggage

You will submit your travel plans in the post-decision steps of your U of U Learning Abroad Application. Planning your flight and arrival in the host country will vary based on the type of program you choose. Since most students make their own flight arrangements, the DPH Global Learning Program will not reimburse you for costs associated with flight cancellations or Program withdrawals, you should purchase trip insurance. Before purchasing a flight, read the following information carefully.

DPH Global Learning Programs require a minimum number of participants to run. Decisions regarding whether or not a program will run are made after the commitment date of the program. For that reason, do not purchase a flight until your Faculty Director confirms that your program will run.

All students should submit their travel plans to the Administrative Program Coordinator. Past participants have used travel agencies that specialize in student travel such as STA Travel and Student Universe to make travel arrangements. Before purchasing a flight, be sure to verify the following information with your Faculty:

• Which airport should you arrive at?
• Where to meet your group (if applicable) or how to get to your program location
• When to arrive
• When to depart
• What to do in the event that your flight is delayed or canceled

We also recommend that you consider purchasing trip insurance or reserve a refundable ticket. If a flight is not included in your program cost, and you decide to withdraw from your program, the program is cancelled, or you are dismissed from the program, the DPH Global Learning Program will not reimburse you for the cost of your ticket.

Most airline carriers impose restrictions on luggage weight and size, and many have started charging extra fees for checked luggage. Although you are generally allowed two pieces of luggage and one small carry-on bag, try to limit yourself to one piece of luggage and one small carry-on. Be familiar with current carry-on regulations regarding contents and dimensions of luggage. For specific restrictions inquire with the airline directly. A suitcase on wheels or a backpack is highly recommended. Be sure to pack only as much as you can...
carry yourself. Distances between the airport and the bus/train station to your accommodation can be far and heavy luggage is a hassle. Excess baggage may also be subject to extra charges and run the risk of being refused by the airline. Simply said: pack light! Label all your baggage inside and out. Never leave bags unattended; they could be stolen and possibly seized by airport authorities. It’s also a good idea to pack one change of clothing in your carry-on luggage, in case your luggage is temporarily lost. Other suggestions for packing are found in the How to Pack section.

Note for students traveling in Europe: Flights within Europe have extra restrictions on luggage (i.e. less weight and size allowances). Double check with your airline about these restrictions before packing. You may be charged high fees for excess luggage!

When packing your carry-on luggage, be aware that there are restrictions. The Transportation Security Administration restricts the items that can be carried on an airplane. A list of these items can be found online. While the list of restricted items will vary from country to country, these regulations are fairly consistent across the board. Students should also have the following information in their carry-on luggage:

- Your passport
- Your housing address in the host country
- Your flight itinerary and airline phone number
- Your immunization records (depending on country)
- Arrival instructions for your Program
- One change of clothes
- Over-the-clothes and prescription medications
- Necessary toiletries
- Emergency contact information
- Snacks and a water bottle (empty until you clear security checks)
- Reading or viewing material

Preparing for Flight Delays
Flight delays are common when traveling internationally. You are strongly encouraged to check with your airline for regular updates. Many airlines or booking websites will allow you to enroll in travel updates by e-mail or text message. Prior to departure, you should enroll in these benefits to be notified of schedule changes. We also recommend that you carry the phone number for your airline in your carry-on luggage.

In addition to monitoring your flight status, it is important to have a communication plan in place and use it to report updates to Faculty Director, Administrative Program Coordinator, and family members. You should also consider carrying necessities in your carry-on luggage so that you have some supplies if you are delayed. Consider packing the following items in a carry-on bag:

- Over-the-counter and prescription medications
- Necessary toiletries (must meet the 3.4 ounce/100mL limit per liquid container)
- Emergency contact information
- A change of clothes
- A water bottle (empty until passed through security) & Snacks
- Reading or viewing material
- Carry necessities and important documents in your carry-on luggage
Please keep in mind that the DPH Global Learning Program has no control over flight delays or cancellations. If you find that your flight is delayed, be patient and follow the instructions provided by airline. **Costs and arrangements related to delays or flight cancellations are your responsibility including transportation, extra lodging, food, etc.** If you arrive late for your Program, you will not be reimbursed for any missed activities and the Faculty Director are not obligated to let you to make up missed work or assignments. The University insurance policy may provide some financial assistance for trip disruption. Contact CISI for more information.

**The costs related to airline delays or cancellations are the responsibility of the student.** Students who are considering or have already purchased trip cancellation insurance are advised to verify whether or not "acts of God" are covered.

Students who choose to use “buddy passes" or fly on “standby” need to be especially cognizant of the possibility of delays. If you choose to utilize a “buddy pass” or fly on “standby,” you are responsible for any arrangements (i.e. transportation, extra lodging, food costs, etc.) associated with delays. You also are responsible for arriving on time to your site. You will not be reimbursed for any missed activities and Faculty Director are not obligated to allow you to make up missed work or assignments.

**Airport Security, Immigration, & Customs**

Airport security is tight worldwide. It is not uncommon to see armed security guards, police, and police dogs wandering through the airport. You should budget extra time to go through security checks at all airports. A description of common airport security procedures can be found online.

Upon arrival in your host country, you will be required to go through Immigration Control. Have your passport accessible and follow the appropriate line for citizens of your country. You may also be asked for certain documents. A list of recommended documents to be packed in your carry-on luggage is found in packing section. After passing through immigration, you will arrive at Customs. You may be asked to open your luggage for inspection. Cooperate with authorities. Answer any questions that you are asked honestly.

Immigration and Customs Officers often ask questions. Answer questions confidently and honestly. Common questions include, but are not limited to.

<table>
<thead>
<tr>
<th>Officials</th>
<th>Common Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immigration Officers</td>
<td>• How long will you be in the country?</td>
</tr>
<tr>
<td></td>
<td>• What is your purpose for being here?</td>
</tr>
<tr>
<td></td>
<td>• Where will you be staying?</td>
</tr>
<tr>
<td></td>
<td>• Where have you recently traveled?</td>
</tr>
<tr>
<td>Customs Agents</td>
<td>• Are your bringing food into the country?</td>
</tr>
<tr>
<td></td>
<td>• Have you been in contact with animals?</td>
</tr>
<tr>
<td></td>
<td>• Do you have any plants in your luggage?</td>
</tr>
<tr>
<td></td>
<td>• Are you carrying commercial goods (items to sell)?</td>
</tr>
</tbody>
</table>

The process for going through immigration and customs will vary. In some cases, the process will be smooth and efficient. In other destinations it could take several hours. Be patient and courteous throughout the process.
**Program Housing & Host Families**

The DPH Global Learning Program includes housing into the program cost and you will be required to use the housing facilities designated for the program. The type of housing available to you will vary by program (i.e. dorms, hotels, apartments).

Since the housing is included in your program cost, you will have access to the facility during the official program dates. If you intend to arrive early or stay late, please work with the Administrative Program Coordinator for more information on housing arrangements and you will be required to pay for those accommodations independently.

Regardless of your housing, type, you should prepare for the following:

- Learning Abroad makes every effort to provide gender inclusive housing options. Students who need special accommodation due to gender identity/expression should contact the Faculty Director and Administrative Program Coordinator for assistance.
- All students should be prepared to share living space with other participants. In many cases, you will have a roommate for the duration of your program.
- Facilities vary greatly. Rooms are typically very modest and small. They may not provide towels, linens, and other common amenities.
- Housing facilities may not have cable or Wi-Fi. If internet is available, expect to have limited access to this service in your housing. You may need to find an internet café or computer lab to use programs such as Skype, Facetime, or social media.
- Expect to share living space, bathrooms, and cooking facilities with other participants. Most Programs require students to have roommates.
- Before making flight or arrival arrangements, find out what the timeframe is for checking in.
- The University does not make housing reservations for independent travel. If you arrive early or stay later than your housing facility allows, it is your responsibility to make extra reservations and pay for those accommodations.
- If you arrive before or stay after your Program housing reservation, it is your responsibility to make and pay for extra housing arrangements.
- You are subject to the rules and regulations of your housing facilities. Some facilities enforce curfews, gender restricted areas, and noise regulations.
- Any property damages or fines that you incur during your Program are your responsibility. Charges for damages or unpaid bills that are forwarded the University will be charged to your student account. Failure to pay these debts can result in a hold on your University account.

**Independent Travel**

Independent travel is defined as any personal travel or activity before and after the formal part of your Program. Be aware of the following expectations:

- Travel in groups of 2 or more for safety.
- Independent travel is at your own expense and cannot conflict with the program dates.
- The University of Utah and the DPH Global Learning Program is:
  - Not responsible for independent travel
  - Will not review or monitor your independent travel plans
Road Rules Abroad
The leading cause of injury to travelers abroad is traffic accidents. Driving practices and road signs abroad are very different abroad. Due to the high rate of traffic injuries abroad, renting any type of vehicle (car, motorcycle, etc) is prohibited. In addition, rental agencies require a minimum age of 25 and substantial insurance coverage from their customers. If you are interested in learning about traffic fatalities in your host country, visit the World Health Organization’s Road Safety Map to compare your destination with your home country.

Pedestrian etiquette is also different abroad. It is important to understand that pedestrians do not necessarily have the right-of-way in other countries. Use caution when crossing the street. Some transportation systems are set up so that cars drive on the left-hand side of the road. This means that the flow of traffic may not be coming from the direction you anticipate it to come from! Look in ALL directions before crossing the street and utilize crosswalks and pedestrian walkways. Additionally, hitchhiking can be highly dangerous abroad. The DPH Global Learning Program strongly discourages students from hitch hiking while traveling.

Public transit is generally affordable, reliable, and relatively easy to use while traveling abroad. Most students find public buses and trains to be the most convenient way to get around town. You may also be able to rent a bicycle for the duration of your program. Inquire at the local train station, tourist information office, or ask former program participants for advice on bike rental. Wear safety equipment like helmets and knee/elbow pads for protection.

When using taxis, be sure to use official vendors. Official vendors are typically regulated, receive training, and are insured. Unofficial taxi providers are usually less expensive, but they are unreliable, poorly trained, and usually not insured. A good travel guide will provide information about public transportation and official, reliable taxi services.

Communicating Home
There are several ways to stay in touch with friends and family during your Program. Using a U.S. cell phone abroad can be expensive. U.S. data charges for apps, text messages, and internet connections is extremely costly. Consider other options for keeping in touch:

- Take advantage of free Wi-Fi and use Skype or FaceTime to make calls.
- Buy a local cell phone or SIM card when you arrive. These are usually “pay-as-you-go” and are often less expensive. For landlines, purchase international calling cards through a phone company in your host country.
- Some platforms and apps are banned or blocked in other countries. Research which apps are commonly used in your host country.

Know where free Wi-Fi is available and how to access it.
- Internet access is typically available in computer labs or internet cafés.
- Don’t be afraid to disconnect. Being in constant contact may prevent you from making the most of the local culture.
• Friends and family members get worried if they don’t hear from you right away. Establish a communication plan in advance so that they know what to expect:
  o Teach them to use the application you plan to use before you leave.
  o Let them know that they won’t hear from you right away or every day. You may need a few days to get settled and buy a phone or SIM card.
  o Let them know that you’ll contact them once you’re settled. It may take a few days to find an internet connect and buy a phone or SIM card.

How to Pack
Some suggestions for packing are included with this handbook. Be sure you know about the weather conditions at your site. You should also familiarize yourself with the standards of dress in your host country and know what is acceptable. Remember that you will probably be coming home with more than you took, so it may be a good idea to pack an empty duffle bag for souvenirs in your luggage.

When packing, select clothing that won’t wrinkle. Take items you can layer for warmth on a cool night. Roll clothing rather than folding it to save space and avoid wrinkles. Stash small items in shoes to maximize space. Put liquids in plastic containers or Ziploc bags. Try to limit yourself to 2 pairs of shoes and be sure that both are comfortable and durable.

Pack your bag several days before departure. If you wait until the last minute, you will be anxious and will likely take too much. Pack and then re-pack, eliminating unnecessary items. Practice carrying your bag and be absolutely certain you can handle it by yourself. Remember to leave room for purchases made overseas.

The Faculty Director and Administrative Program Coordinator will provide packing suggestions and/or requirements at the pre-orientation. The Ultimate Packing List website and Clown Car Packing video can also help with your packing needs. Note that both are suggestions-you may not need every single item mentioned in the videos.

Electrical Appliances:
Electrical service varies throughout the world. Most outlets will not accept the two- or three-pronged plugs that are standard in the United States, nor have the same voltage we’re used to here. As a result, for items like your cell phone and other small electronic appliances you may bring, you’ll likely need a set of adapter plugs that will adapt U.S. plugs to the plug system of your host country. Additionally, you’ll likely also need a voltage converter to convert the U.S. voltage of your electronic device to the local voltage. These items can be purchased Best Buy, Walmart, Amazon, etc. Make sure to buy these ahead of time, as they may not be easily found once in-country. If you’re bringing more expensive electronic equipment such as a computer, it’s best to obtain all necessary conversion information and/or items from a professional/from the company who makes the equipment before departure.

Note that electric appliances such as curling irons and hairdryers do not normally work well on foreign voltages even with a converter. If you’re going to be abroad for a while, it’s often better to purchase these items abroad once you’ve arrived in your host country.
World Plug & Socket Map

Source: BritishBusinessEnergy.co.uk
Travel Health & Insurance

Personal Health Information & Disclosure
To participate in a GPH Global Learning Program, students must complete the Travel Health Questionnaire and the Office of Global Engagement Health Clearance Form. These are integrated into the Learning Abroad Application post-decision steps. To complete this requirement, take the following steps.

Step #1: Fill out the Learning Abroad: Travel Health Questionnaire in the post-decision steps of your U of U application.

Step #2: PRINT the completed Learning Abroad: Travel Health Questionnaire & the Office for Global Engagement Health Clearance Form.

Step #3: Make an appointment with your licensed, independent health care provider.

Step #4: Go to your appointment and ask the provider to follow the instructions on the forms.

These steps must be completed by April 15th.

Health information will NOT be considered as part of the admissions decision for your Program. If you commit to a DPH Global Learning Program, this information is made available in a confidential manner to the Faculty Director, DPH Administrative Program Coordinator, and other necessary entities facilitating the program. It is in your best interest to be honest and open in your health disclosures. In the event of an emergency, the information submitted is the main source of information with which the DPH Global Learning Program will help you.

If you need to request accommodations related to a disability, please see the information for students with disabilities in the Diversity section of the DPH Global Learning Program Student Handbook.

International Medical and Security Evacuation Insurance
ALL students participating in a DPH Global Learning Program are required to have the University’s international insurance. The University insurance policy is provided through Cultural Insurance Services International (CISI). Among other benefits, the policy includes coverage for medical evacuation, repatriation of remains, and evacuation support in the event of a natural disaster or political upheaval. Detailed information about the policy is available in CISI’s on-line portal or in the policy brochure. Please note the following:

- You will automatically be registered for this coverage before departure.
- An email with instructions and your insurance card will be sent to your Umail.
• The cost of this policy is included in the Billable cost of your Program. The cost will automatically be charged to your student account.
• The policy covers the official Program dates. You can extend the policy to cover independent travel outside of your Program dates. It is your responsibility to secure and pay for policy extensions.
• Coverage may be available for dependents. Contact the Office for Global Engagement for more information.
• For details on using insurance policy, see Using the CISI Policy.
• This policy will only cover the official dates of your program. It is your responsibility to secure proper coverage for any travel prior to or after the dates of the program.

For details on using the insurance policy, see using the CISI Policy.

Using the CISI Policy
Instructions for using the CISI policy and important contact information are found in this handout. CISI may be able to pay for medical expenses up front. If you pay for service out-of-pocket, you will need to submit a claim to CISI. CISI will review the claim and determine if it is reimbursable. Itemized receipts are required to obtain a reimbursement. CISI works with AXA Assistance to provide 24/7 referrals and support to travelers.

For Non-Emergency Treatment:
For non-emergency treatment, following the steps below:

1. Call AXA Assistance to open a case. Using the information on your insurance card, open a case with AXA Assistance using the 24/7 contact information below. They will need your policy number to open the case. A copy of the policy and your card can be found in the myCISI Participant Portal.

   AXA Assistance Phone:
   312-935-1703 (calling from outside the US, 24-7)
   855-327-1411 (calling toll-free from within the US, 24-7)

   Email: medassist-usa@axa-assistance.us

2. Follow the instructions and receive care. AXA Assistance will identify the best care facility and provide you with instruction.
3. Submit a claim for reimbursement (if applicable). Take your insurance information and ID card with you to the healthcare facility. If CISI does not have a direct-bill relationship with the facility, you may be required to provide payment for services. Be sure to keep receipts and submit a claim for reimbursement after your appointment.

During an Emergency:
For all emergency situations, use the steps below:

1. Seek help immediately. In an emergency, seek help before opening a case.
2. Call AXA Assistance to open a case as soon as possible. Using the information on your insurance card, open a case with AXA Assistance using the 24/7 contact information below. They will need your policy number to open the case. A copy of the policy and your card can be found in the myCISI Participant Portal. You can also contact the University to open the case on your behalf.
3. Follow the instructions provide by AXA Assistance. AXA Assistance will work with the treatment facility to manage your case.

4. Submit a claim for reimbursement (if applicable). Take your insurance information and ID card with you to the healthcare facility. If CISI does not have a direct-bill relationship with the facility, you may be required to provide payment for services. Be sure to keep receipts and submit a claim for reimbursement after your appointment.

   AXA Assistance Phone:
   312-935-1703 (calling from outside the US, 24-7)
   855-327-1411 (calling toll-free from within the US, 24-7)

   Email: medassist-usa@axa-assistance.us

**Trip Insurance vs. Medical Insurance**

Trip insurance is different than medical insurance. While international medical insurance covers medical emergencies abroad, trip insurance policies reimburse the traveler for other unforeseen changes in travel plans (i.e. flight delays, theft, trip cancellation, etc.). **The DPH Global Learning Program does NOT provide comprehensive trip insurance.** If you would like to have comprehensive trip insurance, you will need to purchase a policy on your own. Contact your insurance agent or a travel agent to inquire about trip insurance. Students who are considering trip insurance are advised to verify whether or not "acts of God" are covered. This may impact the benefits that you are eligible for if there are weather-related issues or if the program is canceled due to a natural disaster.

**Pre-departure Health & Immunizations**

Depending on what country you are visiting, you may need to update your immunizations. You may also be required to get additional immunizations depending on the destination. It is your responsibility to determine whether or not you need immunizations for your destination and to obtain travel immunizations before departure. Keep the following in mind:

- The [Center for Disease Control (CDC)](http://www.cdc.gov) provides detailed information on health issues and required immunizations for travelers worldwide. Visit the CDC website for information about your specific destination(s).
- Some immigration officers require proof that you received your travel immunizations. This is common with the yellow fever vaccination.
- Some immunizations require 3 - 6 months to complete. Contact your doctor immediately to begin the process.
- Immunizations are not available through your family physician. Options for obtaining travel immunizations are found below. Contact your doctor or a local travel health provider to begin this process immediately! A good local option is the University of Utah Travel Clinic, which has three locations: You will need an appointment in advance. When making the appointment, ask about any required paperwork that you will need.

Student Health Center
555 Foothill Driver, Level 1, SALT LAKE CITY, UT 84112
801-581-6431
Salt Lake Valley Health Department
International Travel Clinic
http://slco.org/health/travel-clinic/
2001 South State Street, Suite S2-400, Salt Lake City, Utah 84190.
Call (385) 468-4111 or email TravelClinic@slco.org for an appointment.

University of Utah International Travel Clinic
https://healthcare.utah.edu/travelclinic/
University Hospital: Clinic 1, 50 North Medical Drive, Salt Lake City, UT 84132
Call 801-581-2898 to schedule an appointment.
Send questions to travel.clinic@hsc.utah.edu.

NOTE ABOUT IMMIGRATION & TRAVEL IMMUNIZATIONS: Be aware that immigration officers in some countries require proof that you received your travel immunizations. Among others, this is common with the yellow fever vaccination. Regardless of your destination, we recommend that you take a copy of your vaccination records in your carry-on luggage so that you can provide this documentation to immigration officials upon request.

Mental & Emotional Health
Maintaining good health includes paying attention to your mental and emotional well-being. If possible, try to relieve any stress you might be feeling prior to leaving the country. Otherwise, you may find that travel and the adjustment to a new environment may compound your anxiety.

• Culture shock can increase the symptoms of mental and emotional health conditions or initiate a relapse. You should expect to have some culture shock and homesickness during your Program.
• Struggling with culture shock is normal, but you do not have to face this alone. While this could be temporary, it may be necessary for the DPH Administrative Program Coordinator or Faculty Director to assist you in finding support on-site. The information on your Travel Health Questionnaire will be used to assist you in the event of an emergency.
• If you have a history of mental or emotional health conditions, it is important to disclose this information in the Travel Health Questionnaire. This information will help us support you onsite.
• If you feel overwhelmed, do not be afraid to discuss your feelings with the Faculty Director or your peers.
• The Peace Corps has fantastic resources to help you prepare for, understand, and manage culture shock.
• There are also on campus resources to assist you with mental and emotional health:
  o University Counseling Center
  o Center for Student Wellness
  o Mindfulness Clinic
  o Center for Disability and Access
  o Student Health Center

Over the Counter & Prescription Medications
The availability of over the counter and prescription medications varies by destination. It is your responsibility to ensure that you have access to medications and supplies abroad. The DPH Global Learning Abroad
recommends that students take a “homemade first aid kit.” The CDC has an excellent first aid packing list.

If you take a prescription medicine regularly, be sure to follow the guidelines below. It is your responsibility to ensure that you have access to required medications and supplies abroad.

- Pack enough medication to last the entire time you are abroad
- Keep the medication in the original, labeled containers marked clearly with your name, doctor’s name, and name of the medication.
- Inquire with your healthcare provider about refilling prescriptions if you should lose or run out of medication.
- Know the generic names of any prescription medications that you take with you to the host country. Most medications have a marketed name and a generic name. For instance, a common pain medication is marketed to the public as Tylenol, but it is also called acetaminophen. In some cases, physicians abroad may not be familiar with the marketed names of prescription drugs, but they may be familiar with generic names. In the event of an emergency, knowing the generic names of your prescriptions could assist you in communicating with doctors in the host country.
- **Pack all prescription medication in your CARRY-ON LUGGAGE.** If you pack your medication in your checked luggage, you may have difficulty replacing it if your luggage is lost in transit.
- If you take allergy shots, insulin, or any other type of injection, take an adequate supply of well-labeled syringes (Please note that you will need an official letter from your doctor to take needles or syringes on a plane. Contact your airline for details.).
- If you wear glasses or contact lenses, take an extra pair with you as well as a copy of your prescription. You should also take enough contact lens solution for the duration of your program. Contact solution it can be difficult to find and expensive to buy abroad.

**Taking Care of Yourself Onsite**

Travel, time changes, new climates, and new foods can weaken your immune system. Get plenty of rest and eat properly. Drink lots of water. It is not uncommon for students to become dehydrated while traveling. If you feel unwell onsite, contact your Faculty Director, Program Assistant, or CISI. They can help you assess your situation and obtain medical care abroad.

**Food & Water Quality**

Food and water quality can vary greatly. These variations can cause medical problems for you during your travels. Research the water quality of your destination before departure. Your Faculty Director, Program Assistant, the DPH Administrative Program Coordinator or the staff at one of the local travel clinics can provide advice if you are unsure. Many guidebooks also provide insights into water quality. If the water quality is questionable, drink bottled water and ask for drinks without ice cubes. You might consider using bottled water to brush your teeth as well.

Make sure that all food is well cooked. Fruits and vegetables should be thoroughly washed and peeled. Be especially careful when eating food prepared by street vendors or food carts. The general rule of thumb from travel experts is: *If you can’t cook it or you can’t peel it, don’t eat it!*

**Dating and Sexual Activity**

There are cultural differences associated with dating and sexual activity. Partners abroad may have different
expectations of you. Gestures, clothing, eye contact, and body language can be interpreted differently. Depending on the host culture, your behavior may be perceived as provocative or overly aggressive. Additionally, casual topics of conversation in one culture may be considered sexual encouragement in others. Be sure to socialize in groups and remove yourself from any situation that makes you uncomfortable.

The prevalence of AIDS, HIV, and other STIs may be higher abroad, and the understanding of how diseases are spread or prevented may be limited. Before engaging in sexual activity, consider potential health risks and use appropriate precautions. Forms of protection may be difficult to find in the host country. Be sure to take supplies with you. Contact your health care provider for specific recommendations.
Safety for Travelers

Division of Public Health Safety Information
There are inherent risks to traveling and studying in other countries. You will always be more at risk because you are unfamiliar with your surroundings and the customs of your host culture, but there are actions you can take to reduce your risk. The safety information and suggestions provided by the Division of Public Health will help you mitigate those risks. It is your responsibility to read these materials carefully and follow the instructions and policies herein.

The health and safety of students abroad is the top priority of the Division of Public Health. The Division diligently works to mitigate known risks and cancel programs where risks are unacceptable. We take many precautionary steps to increase safety during our programs, including:

1. Provide a 24-hour 7 days a week emergency phone line or onsite director
2. Provide comprehensive international medical and security evacuation insurance
3. Provide comprehensive pre-departure orientations for outgoing students
4. Make available a variety of safety and health related materials
5. Conduct safety, security, and health assessments of programs

However, students must recognize that many risks—such as natural disasters, political unrest, crime, transportation accidents, poor personal decision making, etc.—are not predictable in advance. The Division of Public Health urges students that, as always, deliberation and caution are the best policy when operating in foreign environments.

When considering the safety conditions in host countries, the Division of Public Health maintains vigilance with respect to State Department Travel alerts and warnings. While we do not make decisions regarding the safety of particular locations based solely on these advisories and warnings, we do consider them very carefully among a variety of other factors.

To ensure that all appropriate factors are considered with respect to State Department travel warnings and advisories, students traveling to locations with warnings or alerts in effect are subject to approval by the Division of Public Health and are expected to abide by instructions given by this office, the Faculty Director and the Administrative Program Coordinator with respect to these warnings. Details about travel warnings and alerts can be found in Country information, Travel Warnings, and Travel Alerts section of the Learning Abroad Office website.

General Travel Health Tips

- **Talk to your doctor before departure.** Preventative health care before you go can save you from discomfort while abroad. Ask your doctor to discuss any health practices that might be recommended for your host country. You might also inquire about a prescription for a general travel antibiotic.
- **Get your immunizations (if applicable).** You may need to update your immunizations or obtain special immunizations for travel. The Center for Disease Control (CDC) provides detailed information on health issues and required immunizations for travelers worldwide. Visit the CDC website for information about your specific destination(s). It is your responsibility to determine whether or not you need
immunizations for your destination and to obtain travel immunizations before departure. Obtaining
immunizations can be a lengthy process. Contact your doctor or a local travel health provider to begin
this process immediately!

- **Complete the Travel Health Questionnaire and the Office of Global Engagement Health Disclosure Form in the Post-acceptance Steps of the Application.** In the event of an emergency, the University will use this information to help you obtain medical care. Fill this information out complete and truthfully to protect yourself onsite.

- **Mental and Emotional Health.** Maintaining good health includes paying attention to your mental and emotional well-being. Experiencing another culture is exciting, but is also disorienting. This can cause symptoms from mental and emotional health conditions to worsen or initiate a relapse. If you have a history of mental health conditions, it is important to disclose this information in the Health Disclosure Form. The information on your Health Disclosure Form will be used to assist you in the event of an emergency.

- **Over the Counter and Prescription Medications.** The availability of over the counter and prescription medications varies by destination. The Learning Abroad Office recommends that students take a “homemade first aid kit” to use in the event of an emergency. If you take a prescription medicine regularly, be sure to follow the guidelines below:
  - Pack enough medication to last the entire time you are abroad
  - Keep the medication in the original, labeled containers marked clearly with your name, doctor’s name, and name of the medication.
  - Inquire with your healthcare provider about refilling prescriptions if you should lose or run out of medication.
  - Know the generic names of any prescription medications that you take with you
  - Pack all prescription medication in your CARRY-ON LUGGAGE.
  - If you need to take any type of injection, take an adequate supply of well-labeled syringes (Please note that you will need an official letter from your doctor to take needles or syringes on a plane. Contact your airline for details.).
  - If you wear glasses or contact lenses, take an extra pair with you as well as a copy of your prescription.

- **Take care of yourself onsite.** Travel, time changes, new climates, and new foods can weaken your immune system. Get plenty of rest and eat properly. Drink lots of water.

- **Water Quality Abroad.** Food and water quality outside of the United States can vary greatly. Research the water quality of your destination before departure. If the water quality is questionable, drink bottled water and ask for drinks without ice cubes. You might consider using bottled water to brush your teeth as well.

- **Food Preparation.** Make sure that all food is well cooked. Fruits and vegetables should be thoroughly washed and peeled. Be especially careful when eating food prepared by street vendors or food carts. The general rule of thumb from travel experts is: *If you can’t cook it or you can’t peel it, don’t eat it!*

**Country Information, Travel Warnings, & Travel Alerts**

Before you go abroad, read the [U.S. State Department’s Country Specific Information](https://travel.state.gov/content/travel/en/travel-information/country-information.html) for the country that you plan to visit. The State Department works hard to develop materials that are especially relevant to travelers. You can also consult the State Department’s [student travel website](https://travel.state.gov/content/travel/en/travelers/student-travel.html). This site is specifically designed for student travelers and provides a number of valuable checklists and resources to help you prepare for your program.

The U.S. Department of State is responsible for establishing travel alerts and warnings. Wherever you travel in
the world (including domestic travel), you should maintain a high level of vigilance and increase your security awareness. These practices are re-enforced through the U.S. Department of State Worldwide Caution.

All travelers should maintain a low profile. For example, you should leave the obviously U.S. American t-shirts and clothing at home. Meet the clothing standards of your host country, and respect sites of cultural, religious or national significance by dressing appropriately. Avoid large crowds, especially where demonstrations or political activities are involved. If you participate in a DPH Global Learning Program, you are expected and obliged to conform to the regulations of the host institution and the laws of the countries that you visit. Misconduct can jeopardize your welfare, the welfare of other students, and the program, and could result in your being sent home from the program.

We encourage all students to review any Travel Warnings or Travel Alerts for their destinations when selecting a program. The DPH Global Learning Program maintains vigilance with respect to State Department Travel alerts and warnings. Although we do not make decisions regarding the safety of particular locations based solely on these alerts and warnings, we do consider them very carefully among a variety of other factors. The establishment of a travel warning does not necessarily indicate that all travel to a particular destination is unsafe. For instance, some warnings may not clearly specify a recommendation that travelers should avoid unnecessary travel to a given country; others may be limited to specific locations within a particular country. In the latter case, students are expected to avoid areas specifically mentioned in such warnings and avoid unnecessary risk at all cost.

**Embassies & Consulates**

There are U.S. embassies in more than 160 capital cities throughout the world. Each embassy has a consular section which helps U.S. citizens abroad. Larger countries may also have U.S. consulates in other major cities. A complete list of U.S. embassies and consulates worldwide is available online. Students should know where the nearest embassy or consulate is located.

Embassies and consulates provide a number of services to American citizens abroad. For information about services specifically for students, visit the Students Abroad website hosted by the U.S. Department of State.

**Embassy Registration**

Effective September 15, 2015, all US Citizens participating in approved Learning Abroad Programs will automatically be enrolled in the Smart Traveler Enrollment Program (STEP). This program is sponsored by the U.S. Department of State. Once your registration is completed, you may begin receiving notifications from the local U.S. Embassy or Consulate in your Umail account. The benefits of enrolling in STEP include up-to-date advisories for your destination, help in the event of an emergency, and assistance replacing lost or stolen passports. Non-U.S. citizens should contact the embassy of their home country in the host country to inquire about embassy registration.

**Tips for Staying Safe**

- **Educate yourself.** Inform yourself about the places where you will be traveling. Inform yourself of cultural differences.
- **Read the OSAC report for your destination.** All students should read the OSAC report for the host country and adhere to all recommendations therein.
- **Register with the STEP Program.** Embassy registration is extremely helpful during an emergency.
or if you need to replace your passport.

- **Learn the emergency phone numbers for the host country.** 9-1-1 is not a universal emergency phone number!
- **Be street smart.** Make sure you are aware of your surroundings at all times. If you feel threatened, remove yourself from the situation. Choices in dress, living arrangements, entertainment, and companionship may impact on how you are viewed, and thus treated, by the locals.
- **Travel in small groups and never walk alone at night.** Be sure to use the buddy system in the host country.
- **Don’t travel at night.** Instances of crime, injury, and accidents to travelers increase after dark. *Serious incidents have occurred when students disregard this advisory.* Only travel during the day even if that means modifying your plans or spending more money to travel safely.
- **Divide and hide your valuables.** Keeping all of your valuables in one place makes you vulnerable to theft!
- **Know the rules of the road.** Do not hitchhike or drive. These can be VERY dangerous activities! Use caution when crossing the street. Use reliable transportation. Only travel in official, licensed vehicles.
- **Prepare for cultural differences.** Cultural differences can impact the way that you are perceived and treated while traveling. Harassment is common in some parts of the world. Do not travel alone, be aware of your surroundings, and dress conservatively during your travels. Be sure that your behavior is respectful within the context of your host country culture. Specific information for **women and diverse travelers** is available.
- **Travel in packs.** Go out in small groups and never walk alone at night.
- **Avoid public demonstrations.** Public protests and demonstrations are common abroad, but they can be VERY dangerous. Even a peaceful protest or demonstration can become violent without warning. Students should NEVER participate in a public demonstration or protest. If these events occur during your program, avoid the area.
- **Secure your passport.** Store your passport in a safe place. Make two copies. One copy should go with you to the host country and be kept in a separate place from your passport. The other copy should be left at home with a trusted friend or relative. Don’t carry your passport unless it is necessary.
- **Do not divulge personal information to strangers.** Do not divulge the name or address of your homestay, hotel or room number to strangers. This could result in harassment or theft.
- **Drink responsibly.** Alcohol is one of the leading causes of injury to travelers. If you choose to drink, do so responsibly.
- **Know your insurance information.** Carry your health insurance information and emergency numbers with you.
- **Leave a trail.** Always let someone know where you are.
- **Know what’s going on around you!** Be street smart. Make sure you are aware of your surroundings. Students should be vigilant as street crime (theft and pickpocketing) is common. To prevent these events, students should not wear or carry valuables.
- **Keep your emergency information handy.** In online orientation, students are provided with an emergency card that includes phone numbers and steps for responding to an emergency. Keep this with you at all times. The DPH Global Learning Program will provide a Welcome Packet for each Program that includes emergency contact information.

**Personal Document Safety**
While traveling you should be especially careful with personal documents. Do not bring any unnecessary credit
cards, IDs, keys and other items with you. Make two photocopies of important documents such as insurance cards, credit cards, ATM cards, birth certificates, visas, passports, prescriptions, and airline tickets. Leave one copy at home with a trusted family member or friend. Take the second copy with you. Store the copies in a safe place, but SEPARATELY from the original documents.

NEVER pack your passport or any other important documents in your checked-in luggage. Important items such as passports and credit cards should be carried in a pouch or money belt as close to your body as possible. Keeping these items in exterior pockets or loose in purses and bags makes them vulnerable to theft. If your passport is lost or stolen abroad, contact your Faculty Director or the nearest Embassy or Consulate for assistance. If you are not traveling with a U.S. passport, contact the nearest embassy of your home country.

Dialing 9-1-1
9-1-1 is not necessarily the emergency number in other countries. Upon arriving abroad, ask your faculty director what the emergency phone number is in your host country! You can also visit the State Department website for a list of emergency phone numbers abroad.

In Case of an Emergency
The Division of Public wants to help you stay healthy and safe while abroad, but we need your help to do so. It is important that you are familiar with the policies and procedures set by DPH Global Learning Program and the Faculty Director. You should carry emergency contact numbers for onsite personnel at all times.

In the event of an emergency, we suggest you follow some basic steps. The acronym below—DANGER—will help you remember these steps. Remember: Use your head! You will need to adjust these steps and your actions based on the situation you are in.

- Don’t panic
- Assess the situation
- Notify your Faculty Director(s) or DPH Administrative Program Coordinator
- Go to a safe place
- Educate yourself with news and updates
- Reach out to family and friends

24/7 Emergency Phone Number
A student’s first point of contact in the event of an emergency should be the Faculty Director, Program Assistant, and the DPH Administrative Program Coordinator. The Learning Abroad Office has established a 24/7 emergency hotline for students participating in our programs and they are available to help if these individuals are not accessible. The 24/7 emergency hotline for Learning Abroad is 801-585-2677. When you call this number, you will be connected with the University Police. University Police will connect you with the on-call staff member in Learning Abroad.
Financial Planning for DPH Global Learning Programs

Financing can be one of the most intimidating aspects of participating in a DPH Global Learning Program...but it doesn’t have to be! To help you organize your plans, the DPH will provide a trip cost in advance. Contact the Faculty Director or DPH Administrative Program Coordinator for the most recent trip costs. Carefully read the program costs to determine what costs you may incur. Don't forget to consider your spending habits, the cost of international airfare, passport and visa fees, and your additional travel and meal costs (if you plan to travel during your program). These factors may also impact the cost of your program.

The Financial Aid & Scholarships on the Learning Abroad Office website has lots of tips and tricks to help you plan. Contact the Learning Abroad Office with any questions or concerns that you might have. Topics include:

- U of U Scholarships
- National and International Scholarships
- Financial Aid
- Budget Worksheets
- Workshops
- FAQs

Tuition Discounts

For the DPH Global Learning Program the Faculty/Staff Tuition Discount and the Medical Student Tuition Waiver for main campus courses CANNOT be applied.

Program Costs

The DPH Global Learning Program costs vary based on location, duration, and Program type. Costs are divided into two categories: **Billable Costs** and **Non-Billable Costs**. An estimate of billable and non-billable costs is provided in the **Budget Sheet** found on the Learning Abroad Office Program webpage.

- **Billable Costs** are paid by the student directly to the University of Utah.
- **Non-billable** Costs are paid by the student to other entities.

Details about what is included in the **billable** and **non-billable** costs are found in the **Notes** section on the **Budget Sheet**. In your planning, be sure to account for your personal spending habits and calculate your expenses in both U.S. dollars and the host country currency. A reliable **currency converter** can be found online.

The **Budget Sheet** reflects the previous year’s program cost and is only an **ESTIMATE** until you receive a final bill from the University of Utah. Although not anticipated, Program costs may change due to fluctuation in currency exchange rates, tuition increases, contracted agencies, or number of participants. You will be notified by Umail if the University expects any price fluctuations greater than 10% for the **billable costs**. Please see the Learning Abroad Handbook, the Learning Abroad Office Coordinator or the DPH
Administrative Program Coordinator more information. It is your responsibility to confirm and monitor pricing fluctuations for **non-billable costs**.

### Billing Timelines & Due Dates

**Non-billable costs** are subject to the due date and payment processes of the entity to whom you make the payment. **Billable costs** are paid in two increments.

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Description and Instructions</th>
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</thead>
<tbody>
<tr>
<td>Faculty-led</td>
<td><strong>Initial Payment</strong> - Paid online through your U of U Application. Payments is $500 per application and is retained by Learning Abroad. See the materials in your U of U Application for payment instructions.</td>
</tr>
<tr>
<td><strong>Program Balance</strong></td>
<td>Paid through your U of U tuition account. Payment due dates depend on when your Program takes place. The billing and payment process are below:</td>
</tr>
<tr>
<td></td>
<td>1. A billing statement with payment instructions and due dates will be uploaded to the <strong>Attached Documents</strong> section of your Application during pre-departure orientation.</td>
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<td>2. The remaining balance will be charged to your student account a few weeks later.</td>
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<td></td>
<td>3. You will pay the required amount IN FULL by the deadline listed on your billing statement, even if a lesser amount is showing on your tuition account.</td>
</tr>
<tr>
<td></td>
<td>a. <strong>If the full balance is posted on your tuition account by the due date</strong>, you can make your payment on-line through <strong>CIS</strong>.</td>
</tr>
<tr>
<td></td>
<td>b. <strong>If the full balance is NOT posted on your tuition account by the due date</strong>, you must pay in person at the Cashier’s Window, 165 Student Services Building or by phone, (801) 581-7344. Checks can be made out to the University of Utah and should include your U of U ID#. Please let the cashier know that you are forcing the payment through; which will result in a credit balance on your tuition account.</td>
</tr>
</tbody>
</table>

**Scholarships are not reflected on your billing statement.** If you receive a scholarship, take the following steps BEFORE paying your bill:

1. Look at the balance due on your billing statement.
2. Subtract the amount of your scholarship from the balance due.
3. Pay the newly calculated amount.

For instance, if your balance due is $2500, and you received a $1000 scholarship award, you should pay $1500 by the due date posted on your billing statement.

### Making Purchases Abroad

A credit or debit card with ATM capabilities is necessary when traveling abroad. With most ATM cards, you can withdraw money in the local currency. Check with your bank for information about using an ATM card outside of your home country. We also suggest checking with your bank about charges for withdrawing cash and the
exchange rates in other countries. Your debit card should have a Visa or MasterCard symbol.

You will need to make arrangements to make purchases abroad. Below are some tips to get you started:

- **Don't assume that credit or debit cards will be accepted** - Most countries continue to use cash for smaller purchases. You should not expect to use a credit or debit card with all merchants.
- **Be smart about exchanging currency** - Most countries do not use U.S. dollars as their currency. You can exchange U.S. dollars for foreign currency at most airports and banks. You will probably get a better exchange rate at a bank than an airport. Expect to pay an administration fee for exchanging currency. If you prefer to have local currency before departure, contact your bank at least two weeks before departure. Some currencies are not readily available and need to be ordered in advance.
- **Contact your bank and credit cards in advance** - Inform them that you will be traveling. Your cards may be disabled if you do not inform the company.
- **Have a debit or credit card** - We recommend that you have a credit card to use in the event of an emergency. You must contact your Credit Card Company and bank before departure to inform them that you intend to use your card abroad. Your credit or debit card may be disabled if you do not inform the company. International travelers should have a credit or debit card with ATM capabilities. Visa and MasterCard are widely accepted; Discover and American Express are less commonly accepted. Many banks and credit cards charge fees for international transactions. All cards must be issued in your name. We recommend that you make a copy of the card, along with the appropriate telephone numbers, to reference in case it is lost or stolen. Most countries continue to use cash for smaller purchases and you should not expect to be able to use a credit or debit card with all merchants.
- **Don't get Travelers’ Checks** - We do NOT recommend using traveler’s checks. Traveler’s Checks can be VERY DIFFICULT to cash abroad.
- **Consider a Pre-paid debit card** - Travelex provides pre-paid debit cards for international travelers. Funds are available in foreign currency. Contact Travelex at 801-532-3374 for more information. Students may be eligible for discounts.

**Onsite Financial Obligations**

You are responsible for all expenses incurred at your host institution that are not covered in the billable costs of your program (i.e. before/after independent travel, room key deposits, charges for damages to housing facilities, medical treatment, etc.). Please settle your accounts before you return to the U.S. Any unpaid charges forwarded to the University of Utah will be directly applied to your student account. Unpaid bills may result in a hold on your academic records.

**U.S. Tax Credits**

If you will be abroad during the spring semester, make arrangements for tax preparation before departure. Information about paying taxes from abroad can be found on the IRS website. We recommend that students plan for the following:

- Most Program costs are not eligible for IRS education credits or deductions. The University of Utah will automatically include eligible expenses in your 1098-T.
- Tuition payments made to the University of Utah Asia Campus are not eligible for a 1098-T.
- Private contributions to a specific student may or may not be considered charitable donations. The University or the Division of Public Health cannot provide tax documentation for private contributions.
Students Seeking Resident Status
Students trying to obtain resident status can participate in approved DPH Global Learning Program without penalty. To prove that you are participating in an approved Program, you must request a letter from DPH Administrative Program Coordinator. Contact Pamela Lyon at pamela.lyon@utah.edu to request the letter.

If you plan to travel independently, you are allowed a 1-week grace period before the official Program start date and an additional 1-week grace period after the Program officially ends. Any additional travel abroad or outside of Utah may jeopardize your residency petition. For further information, contact Admissions at residency@sa.utah.edu.
Diversity & Identity Abroad Guide

First Generation College Student Abroad
First generation college students are very likely to be the first in their families to be presented with the opportunity to learn abroad. As a first generation college student, your focus may be to simply navigate what it means to be successful in higher education. There's a good chance that going abroad was never part of your vision for what this success looks like, and that's ok. There are so many benefits to learning abroad that will ultimately make you a stronger candidate for opportunities after you graduate. In preparing for learning abroad, here are a few tips to help you successfully navigate the process:

- Talk to Your Advisors: When preparing to learn abroad, make appointments to speak with your Academic Advisor(s), Learning Abroad Coordinator, DPH Administrative Program Coordinator, and Financial Aid Counselor. You should connect with your Academic Advisors to figure out which courses enable you to earn credits towards your major or minor. Speak with your Learning Abroad Coordinator and DPH Administrative Program Coordinator to fully understand what programs are available to you and the process to apply for a program. And of course, talk with the Financial Aid office about options available to fund a Learning Abroad Program.
- Talk to Returned Learning Abroad Students: Returned students can give you firsthand advice about the process of living and learning abroad, and will give you the most truthful answers you could want. If you don't know anyone who has studied abroad, ask your advisors to connect you with someone who has recently gone abroad on the same program or to the same region/city/country.
- Do Your Research: Do as much research as possible. Speaking with advisors and other Learning Abroad alumni is a great start, but take the time to look into your options to ensure you make the best decision.
- Find Support: Making the decision to go abroad, especially if no one you know before you have done it, can be daunting. Your family and friends may not understand your motivations, or may even think it's a "vacation"! It's important to find people in your life who support your decision to go abroad, whether that support comes from friends, family, mentors, or even other students in your Learning Abroad cohort. Having people in your life who understand and respect your decision to go abroad can help you feel more comfortable, and can help you ease into your Learning Abroad Program more smoothly.

Resources:
- **TRIO** – Outreach and student services programs designed to identify and provide academic success services to qualified individuals.
- **Imfirst.org Student Stories** - Posts from first-generation students who share their perspectives on learning abroad.
- **How to Figure out Study Abroad as a First-Gen College Student** – Article written for FirstGenerationStudent.com, now a part of imfirst.org.

Heritage Seekers Abroad
For many students, learning about their heritage is important. Going abroad presents these students with an opportunity to connect and learn about their ancestral history and culture firsthand. These students, called "heritage seekers", pursue learning abroad in the country where their families come from “not because it is
unfamiliar and new, but rather because it is somewhat familiar.”

For these students, choosing to study in their homeland can be an overwhelming and emotional experience. Some heritage seekers have returned from programs feeling more connected to their ancestral land and culture, while others return feeling more associated and appreciative of their American roots. In any case, many heritage students develop a deeper understanding of their identity.

If you are a Heritage Seeking student preparing to go abroad, you should be aware that many of the ideas and presumptions that you have about your host country will be challenged. One of the best things heritage learners can do is to enter the country with an open mind. You should be prepared for the possibility of being accepted by the local community in the home country because of shared ethnic ties, but also being viewed as an outsider because of cultural differences and national identity. In either scenario, heritage seekers will learn more about themselves and how they identify with others. In preparing for learning abroad, here are a few tips to help you successfully navigate the process:

- Remember although there is an ethnic affiliation between you and the people in your home country, there are many cultural differences and you might not be accepted as one of their own.
- Be aware that people may generalize or incorrectly identify your ethnicity. Additionally, you may be identified as American and an outsider rather than a part of the host country.
- Research the customs and culture of your home country. There might be great differences between what you think you know about the home country based on how you were raised and what it is actually like. To this end, have an open mind about your home country in an effort to avoid unrealistic expectations.
- Learn more about other heritage students’ experiences abroad. For example, you can talk to other heritage students who have studied abroad or find information online.

Resources:
- **Seeking Your Roots**: An article outlining a few students’ experiences as heritage seekers.
- **The New Norway**: A video made by a heritage seeker who studied abroad in Norway.
- **Reunion**: A video created by an American woman who traveled to Korea to meet her birth parents.
- **Go Overseas**: This website provides information about various learning abroad programs and student experiences.
- **“How Studying Abroad In Ghana Changed My Racial Consciousness”**: An African American student recounts his experience learning abroad in Ghana.

**High Financial Need Student Abroad**

Although being from an economically disadvantage background can seem like a major hindrance to you being able to learn abroad, it doesn’t have to be. There is a common misperception that students with high financial need simply can’t afford to learn abroad or that an educational experience abroad is out of reach. However, many students with high financial need DO learn abroad! There are many ways for you to make the experience affordable, including using financial aid, scholarships, grants, and loans. In general, financial aid is based on need, merit, or sometimes both. Other requirements may be things like citizenship and enrollment in a certain number of credits. Talk with your Financial Aid Advisor to discuss what kinds of aid are available to you. In preparing for learning abroad, here are few tips to help you successfully navigate the process:
• Look into scholarship opportunities - There are plenty of scholarships that are available to help alleviate the costs of going abroad. Learning Abroad has scholarships that amount to more than $200,000 annually to help make going abroad a reality for many. Keep in mind that scholarship applications often require lots of hard work and planning. For more tips on how to successfully write a strong scholarship application, watch the Diversity Abroad webinar on Scholarships and Tips for Writing an Award Winning Application.

• Consider fundraising - Another way to help finance your learning abroad experience is through personal fundraising. Not only is it a way for you to earn money, it also gets your friends and family involved in your learning abroad plans. There are many different activities that fall under the category of personal fundraising, such as:
  o Online crowd-sourced fundraising campaigns
  o Letter writing campaign to family and friends
  o Asking members of your church or other community members
  o Candy and bake sales
  o Auctions
  o Car washes
  o Asking people to sponsor you

• Find ways to stretch your finances - No matter when you go abroad and how you fund it, good money management will help you make the most of your financial resources. Before you go abroad, put together a budget. Make a list of expenses, which should include:
  o Living expenses: housing, meals
  o Academic expenses: tuition, books
  o Travel expenses: airfare, passport, visa, local transportation
  o Communication expenses: internet access, cell phone
  o Program expenses: application fee, group excursions
  o Health and safety expenses: insurance, immunizations
  o Personal expenses: toiletries, souvenirs, entertainment

International Students Abroad
International students (with F-1/J-1 visa status) studying in the U.S. can enhance their experience by taking advantage of the DPH Global Learning Program. This program provides opportunities for students to immerse themselves in a new culture, gain language skills, conduct research, grow their global network and much more!

While learning abroad, students will still be enrolled at the University of Utah as international students and must ensure they meet all requirements to keep their U.S. visa status as well as any host country visa/entry requirements. Students should be sure to meet with an Advisor in the International Student and Scholar Services office (ISSS) early in the planning process to ensure they have time to meet all requirements and obtain all necessary visas/documentation. In preparing for learning abroad, here are a few tips to help you successfully navigate the process:

• Participating in a Learning Abroad Program as an international student can greatly enrich your educational experience, but you must make sure you do your research, plan ahead and understand all requirements of the host country as well as your U.S. visa before going abroad.
• Consult with ISSS early in the planning process to ensure you are complying with immigration
Diplomatic relations between a student’s home country and their learning abroad host country may impede or improve a student’s ability to obtain a visa and study in that country.

Resources:
- **International Student and Scholar Services** – Staff members are experts in the immigration regulations pertaining to non-immigrant F and J visa holders.
- **US News & World Report** - Reasons international students should consider learning abroad
- **Homeland Security “Study in the States”** – Advice for F visa holders

### LGBTQIA Students Abroad

Throughout the world, due to social and cultural differences, people respond differently to questions of gender and sexuality. If you identify as LGBTQIA, being out while you are abroad can affect your experiences. Some countries, foreign laws, and cultures are open and accepting of LGBTQIA people. On the other hand, other countries and regions may exercise adverse views, treatment, and laws that impact the daily lives of people who identify as LGBTQIA. For this reason, we highly recommend learning more about the local laws, norms, and expectations associated with gender identity, expression, and/or sexuality as part of your program research and selection process.

When selecting a GPH Global Learning Program we encourage you to consider the culturally-based ideas and definitions of sexual identity and gender in the countries you plan to visit. These ideas and practices may have an impact on the way people interact with you, your level of culture shock, your safety, and your overall experience. Before you go abroad, find out what kinds of legal rights LGBTQIA persons have in your host country. For example, some countries prosecute LGBTQIA people and behavior. Additionally, it is important to remember that not all countries accept or lawfully allow citizens to change their gender identity.

No matter where you go, you will encounter different ideologies and will have to adapt to different customs while you are abroad. You’ll want to research what kinds of behavior are viewed as appropriate for friendship, public displays of affection, and dating. What does it mean if two people of the same gender kiss or hold hands in the country you plan to visit? Is it a sign of platonic friendship or a display of romantic affection? Would this put you in danger? The answers to these questions can vary greatly country to country. Research if it is taboo to discuss sexual and/or gender identity in the countries you plan to visit. Finally, if you will be staying with a host family, consider discussing with your study abroad advisor or program director whether or not you should come out to your host family. While some organizations, like DIS are very supportive and even offer placements with LGBTQIA host families, others may be limited in the support or options they can provide.

Be informed and be aware of the attitudes, customs, and laws of your host country. You can use resources like Diversity Abroad’s Destination Guides to help you prepare for your experience abroad. Confide in people who you can trust, and establish a healthy relationship with others who can support you, help you feel safe, and make sure you have a rewarding experience abroad.

- **Research your destination**: Research the terms and definitions used in your host country by LGBTQIA people, while acknowledging that LGBTQIA people are often not reflected in language, and you may not know until you get there what words you should use. Before you leave, familiarize yourself with the customs and laws of your host country. Research whether or not talking about sexuality and
gender identity is taboo. GPH Global Learning Program recommends keeping your personal safety in mind when researching host countries. The resources linked on this page can help you to identify countries that may be more accepting or open-minded to LGBTIA students. As you research, look for a support network abroad.

- Your travel documents: Airline reservations require your full name, date of birth, and gender to match the information on your passport. We understand there are challenges with this and encourage students to reach out to our office if they have questions or concerns.
- Traveling with medication: If you are traveling with needles or medication, you will need to carry them in their original packaging and bring proof of your prescription.
- Airport security: In airports throughout the United States, you have the right to waive the Advanced Imaging security screen, and can opt for a pat down by an officer. Some people prefer imaging security screens, while some prefer a pat down option. It is most helpful to have people with you who can witness what is happening, so having someone to go through TSA with can be beneficial. Screening can be conducted in a private screening area with a witness or companion of the traveler’s choosing. If you experience harassment or inappropriate behavior, you may file a complaint through the Office of Civil Liberties.
- Prosthetics: You are not required to remove articles of clothing, including prosthetics, in airport screenings in the United States. Keep in mind, however, that prosthetics or bounded chests could raise concern and lead to additional screenings.

Resources:
- University of Utah LGBT Resource Center: https://lgbt.utah.edu/
- University of Utah LGBT Resource Center Scholarships: https://lgbt.utah.edu/campus/scholarships.php
- Diversity Abroad Destination Guides – Specific climate information for LGBTQIA students abroad
- Colleges of the Fenway Resource Guide for Traveling LGBTQ Students
- Trans Respect vs. Transphobia
- Education Abroad’s LGBT Student Guide
- Outright Action International
- TSA Transgender Passenger Information (section source)

Non-Traditional Students Abroad
A non-traditional student is defined as someone who identifies with any of the following:

- Did not enter postsecondary education immediately after high school
- Has a GED instead of a high school diploma
- Works full-time while enrolled at the University of Utah
- Has dependents other than a spouse
- As a non-traditional student, you may have work, home, and family obligations that many “traditional” students don’t have to worry about. If these responsibilities are a concern for you, you may want to consider participating in a short-term learning abroad program.

You may worry that as a non-traditional student you won’t fit in because you are older than other college students. Sometimes, the age difference can cause feelings of isolation from others. Nevertheless, learning abroad is still a valuable experience, especially if you have never had the opportunity to live or go abroad.
before.

In fact, non-traditional students have certain advantages over traditional students when they learn abroad. As a non-traditional student, you have more life experience, and can gain deeper insight into the culture and politics of the host country. Plus, because you have had experience in the workforce, you will understand the value of developing skills such as cross-cultural communication.

**Racial and Ethnic Minoritized Students**

Concepts of race and ethnicity are often culturally-based. When you visit a new country, you may be faced with new expectations, stereotypes, and norms related to your physical appearance. Some students may experience a sense of freedom from U.S. race and racism abroad. In the U.S. you might be classified by your race or ethnicity first, but abroad, you may be viewed first as an American. While you are abroad, you may be placed into the same category for the first time with white American students, which may be uncomfortable.

If you’re going to a country where your race or ethnicity is in the majority (for information about heritage seeking abroad, refer to our section on heritage seekers), you may expect to be greeted warmly or feel a sense of belonging/fitting in abroad. Please note, because American media is available all around the world, the perceptions people have of you may be informed by American ethnic/racial stereotypes. Additionally, because there is an overrepresentation of white people in American media, some people may be confused to learn that you are American.

Many people you encounter abroad will show a sincere interest in your culture and background. There may be people who stare at you or who are eager to touch your hair or your skin. Others may ask insensitive questions about your cultural heritage, physical features, or national origins. If you are abroad in an area where people have had little or no contact with people who look like you, they tend to be very curious, especially children.

If somebody says or does something that is offensive to you, try to distinguish between a person who is genuinely curious about you and your culture and someone who has bad intentions. You may find yourself in some uncomfortable situations, and always remember to put your safety first. While campus resources, such as CESA, are available to you while you’re abroad, they may be limited in their reach and influence, especially if you participate in an exchange or affiliate program.

As you prepare for your Program, we encourage you to research attitudes and customs related to race and ethnicity in the countries you plan to visit. You can also use resources like Diversity Abroad’s Destination Guides to help you prepare for your experience abroad. Investing time and energy into researching these elements of culture will leave you better equipped to handle the challenges you might face and ready to take advantage of the benefits your host culture may offer. Additionally, the DPH Administrative Program Coordinator may be able to help you identify people on campus (students, professors, and staff) from your racial or ethnic group who have studied, researched, or lived abroad.

- Remember that people abroad have different cultural norms. You may encounter cultures that are less “politically correct” compared to U.S. cultural customs.
- The more you integrate with the culture the less you'll stand out, but your skin, hair, or other features may still attract attention.
- Research what kinds of contact and relations your racial/ethnic group has had in your host country.
You may also want to research immigration in general.

- Be aware that people may generalize or incorrectly identify your ethnicity.
- Learn more about other U.S. racial/ethnic minority students’ experiences abroad.
- Build a support network among other learning abroad students so that if you do face racial or discriminatory incidents you'll have support to deal with it.
- Be prepared if an incident does arise, but don't go abroad expecting racism or discrimination.

**Resources:**
- [Office for Equity and Diversity](#)
- [Center for Ethnic Student Affairs (CESA)](#)
- [How to Engage in Challenging Conversations Abroad](#)
- [Navigating Identity in a Foreign Country](#)

**Religious and Faith-Based Students Abroad**

Religion plays a major role in many cultures around the world. Going abroad exposes you to different belief systems and religious traditions, which gives you an opportunity to learn more about your host country’s culture. Do your best to understand the majority religion being practiced in your host country, especially if it is one you are largely unfamiliar with.

It is a good idea to research religion in your host country before you go abroad. Maybe you’re used to being part of the religious majority at home, but will be part of the religious minority abroad. If you are planning to practice your religion abroad, ask locals or your program staff to see if there are any places where you can worship safely. Even if you don’t practice a religion yourself, many on your program may. It can be helpful to find ways to support your peers, and to understand how to be an ally for them while you’re abroad. You’ll also want to find out what degree of religious tolerance there is in your host country.

By going abroad, you’ll gain a new perspective on religions as they are practiced around the world. You’ll return home with an increased familiarity with other belief systems and a greater respect for them. In preparing for learning abroad, here are a few tips to help you successfully navigate the process:

- Stay open minded about religious practices, even if you receive criticism for your beliefs.
- If you are planning to practice your religion abroad, you may want to find out what places of worship there are.
- If you have religious dietary restrictions, be sure to let your Faculty Director or the DPH Administrative Program Coordinator know ahead of time.
- Depending on where you go, religion may have a larger or smaller role than it does in the U.S.
- Use your experience abroad to learn about world religions the role they play in diverse cultures.

**Resources:**
- Student Group: [https://www.facebook.com/interfaithattheuniversityofutah](https://www.facebook.com/interfaithattheuniversityofutah)
- [Connect With a Religious Community as an International Student – US News Article](#)
- [Religious Freedom Information](#) – Provided by the U.S. Department of State. It provides information about international religious freedom and includes individual country chapters on the status of religious freedom worldwide.
Student Athletes Abroad

Many student-athletes assume that learning abroad simply isn’t a possibility for them due to their busy training, practice and competition schedules. Thankfully, there are many opportunities for student-athletes to learn abroad while maintaining their athletic standing and career. As a student athlete, you will find that with a little extra planning, going abroad on an academic program is well within your reach. In preparing for learning abroad, here are a few tips to help you successfully navigate the process:

1. Careful timing of learning abroad is crucial for student athletes - There are many program lengths to choose from, ranging from a week to a full academic or calendar year. You will need to consider your training, practice and competition schedules when researching different programs.
2. Speak with your coach and Academic Advisor early on in your planning – Starting the conversation at least a year in advance is recommended.
3. Speak with other student-athletes who have learned abroad
4. Scholarships – Some athletic scholarships can be applied to Learning Abroad Programs. Check with the Scholarships and Financial Aid office for more information.

Resources:
- Why Student Athletes Should Study Abroad – GoAbroad.com article
- How to Study Abroad as a College Athlete – GoOverseas.com article
- Teammates at Home and Abroad - Purdue softball players spent summer studying in Germany – NCAA.org
- 60 on Study Abroad: Student Athletes – a 60-second YouTube video presenting advice for student-athletes considering learning abroad

Students with Disabilities

The DPH Global Learning Program is committed to helping as many students participate in our Programs as possible, and for students with disabilities, planning is the key to successful learning abroad experiences.

Be aware that traveling abroad is very different from traveling in the United States. The Americans with Disabilities Act (ADA) may not be applicable abroad. Buildings, classrooms, airports, transportation, or education facilities may not be accessible. Despite these challenges, the DPH Global Learning Program is committed to making these opportunities available to as many students as possible, and we will make every effort to make reasonable accommodations in the host country.

These are some steps to get started!

1. **Explore your options.** Consider the connections to your educational and personal goals as well as the requirements for participation. Start identifying potential programs well before you plan to go.
2. **Plan early.** If you haven’t already done so, register with the CDA. Communicate with the Faculty Director, the DPH Administrative Program Coordinator, your advisor in Disability Services, and your academic advisor about your interest in a DPH Global Learning Program. Ask about any factors that may influence your program selection, relative to both your academic requirements and potential accommodation needs (What is the environment like? Where will you travel? What are the housing arrangements? What types of medical care are available? What public transportation is available?). It may be helpful to talk to students with similar disabilities that have traveled abroad. If there are no previous Public Health participants with a disability similar to yours. The DPH Global Learning
Program may be able to connect you with other students who have traveled to the location of your choice.

3. **Select the program and apply.** After engaging with your faculty and DPH Administrative Program Coordinator and your Disability Advisor to discover which program is the best fit for you, apply for your program.

4. **Request accommodations for your program.** The DPH Global Learning Programs wants your experience abroad to be as enjoyable as possible. For that reason, we ask that students request accommodations at least 8 weeks before departure. If you prefer, you can request accommodations before beginning your program application as well. The steps below outline the basic process for requesting accommodations for DPH Global Learning Programs.
   - **Step 1:** Contact the Center for Disability and Access (CDA) to request accommodations.
   - **Step 2:** Talk with CDA to determine your needs and eligibility. CDA will work with the DPH & faculty to determine if we can meet your needs.
   - **Step 3:** Work with the DPH Academic Program Manager, CDA, and faculty to provide the accommodation onsite.
   - **Step 4:** Enjoy your program!

5. **Prepare and go!** Continue to work with your Disability Advisor and faculty to fully plan for your program. Explore the world and have a great experience!

Please note that the DPH Global Learning Program will do everything possible to meet your accommodation request, but we cannot guarantee that accommodations will be feasible or available for your selected program. Accommodation requests after you arrive in country may not be fulfilled.

If you would like to do research about international travel for students with disabilities, consider visiting the Mobility International website and the U.S. Department of Transportation Guide to the Rights of Disabled Air Travelers.

DPH Global Learning Program and the Center for Disability and Access (CDA) work together to help students with disabilities participate in successful Programs. Additionally, some affiliate partners, like CAPA, have special funding set aside specifically to help cover accommodations costs.

The DPH Global Learning program seeks to provide equal access to its programs, services, and activities for people with disabilities. Reasonable prior notice is needed to arrange accommodations. Evidence of practices not consistent with these policies should be reported to the University’s ADA/Section 504 Coordinator: Director, Office of Equal Opportunity and Affirmative Action, 201 S. Presidents Cr., Rm 135, Salt Lake City, UT. 84112. (801)581-8365 (V/TDD).

More questions? We’re here to help! Contact the DPH Administrative Coordinator (pamela.lyon@utah.edu), the Learning Abroad (801-581-5849 or learningabroad@utah.edu) and the Center for Disability and Access (801-581-5020 or info@disability.utah.edu) for more information!

Resources:
- Center for Disability and Access
- Scholarships: [http://disability.utah.edu/students/scholarships.php](http://disability.utah.edu/students/scholarships.php)
- Mobility International
- U.S. Department of Transportation Guide to the Rights of Disabled Air Travelers
Veterans, ROTC, and Military Personnel
The Division of Public Health has a long tradition of working with veterans, ROTC students, and other military personnel. An experience abroad can provide valuable professional insights as well as financial benefits to these individuals. Additionally, there are sources of funding earmarked specifically for these audiences that can assist with the expense of a DPH Global Learning Program.

If you are an ROTC student, active duty service member or reservist, we recommend that you begin the application process early. Active duty, reserve, and Guard members may need special permission from commanding officers or other government agencies to participate, particularly if you hold a clearance or have travel restrictions established by the military. Make sure you let your command know you are planning on traveling abroad. If you intend to use any type of government funding, there may be specific restrictions and a lengthy approval process for using government funds.

There are several resources for Veterans who wish to learn abroad. Students intending to use Voc Rehab or GI Bill funding should contact the University of Utah Veterans Support Center as soon as possible to begin the process of applying through VA.

- Start the process early: To ensure that you have sufficient time to receive approval, start early! We recommend that you apply and officially commit to your program at least 8 weeks before the application deadline for your program.
- Understand the process for getting approval: DPH Global Learning Program will require special approval from the VA. If you want to use GI Bill funding for one of our Programs, make sure you understand the approval process.
- Contact the DPH Global Learning Program before you petition for approval from the VA. We have the necessary documentation and program descriptions that will help you. VA staff members are not Learning Abroad experts, so it is up to you to provide the information that they need to accurately assess your request for funding!
- Contact the University of Utah Veterans Support Center on campus early in your planning process: They can assist you in filling out the required paperwork to receive funding through the GI Bill or Voc Rehab.
- Apply for funding before you are accepted to the program: Be aware that you can begin the approval process for funding before you receive an official acceptance from our office. We recommend that you consider this option to ensure that you have enough time to complete the process.
- Consider a program that grants U of U credit instead of transfer credit: We recommend that you select a program that offers U of U credit if you wish to use VA funding. While it is possible to get VA funding for programs abroad that offer transfer credit, students have had difficulties receiving approval for these programs.

Resources:
- University of Utah Veterans Support Center
- University of Utah Veterans Services
Women Travelers

Identifying as a woman abroad can be an eye-opening experience, because every culture has a different attitude towards women. Before and during your trip, find out about your host country’s cultural values and behaviors regarding women. Across many countries, traditional gender roles often inform how women are expected to act, dress, and even speak to others. What might be perceived as common behavior for women in the U.S. may be misinterpreted in other countries. For example, how does religion play a role in how women are expected to dress? Can smiling or making direct eye contact with strangers imply something more than just a friendly gesture? If men stare and catcall while you walk down the street, how do you react?

You will also want to find out what the local attitudes are towards American women. There is a preconception abroad that American women are “easy” or “loose.” Sometimes, what is considered “acceptable behavior” for women in the U.S. has sexual connotations in other cultures, so it’s important to talk with other women who have been to your host country to know what type of behavior is most culturally appropriate. If you are thinking about being sexually active abroad, inform yourself about STD prevention, birth control, and safe sex practices in that country. In addition, how is sex outside of marriage perceived? Do the locals shun women who have sex outside of marriage?

Women also face unique health challenges abroad. Birth control can be heavily regulated and hard to obtain in foreign countries. If you use contraceptives, you should be sure to take a sufficient supply to last your entire program. We also recommend that you research whether or not you need to take enough feminine hygiene supplies to last the duration of your program. The availability of these items varies greatly depending on the host country and destination. In many countries, these items are not available on the shelf in a drug store. In some cases, you may have to specifically ask a clerk or pharmacist for the supplies you need to buy. Women studying outside of Western Europe need to be aware that tampons may not be available at all in your host country. If you intend to use tampons, we encourage you to take them with you.

You may become frustrated with local behaviors and attitudes towards women, especially if you feel it prevents you from being yourself. This is understandable when experiencing another culture. To avoid unwanted attention, dress and act like the local women. This can be a great opportunity to befriend local women to learn directly from them about ways to dress or act as they do.

Throughout your trip, remember to put your safety first and always be aware of your surroundings. By observing the locals, you’ll learn about gender roles in another culture. You can also use resources like Diversity Abroad’s Destination Guides to help you prepare for your experience abroad.

If you would like additional information about women travelers, we encourage you to stop by the Learning Abroad (Union 159). We are happy to discuss your concerns and provide insights from our own experience.

For more information about gender identity abroad, consider visiting our LGBTQIA section.

Women face special risks while traveling abroad. Other cultures often have stereotypes about women. Based on their impressions from TV and movies, people abroad often believe that women are looking for sexual
adventure. These stereotypes can create unwanted attention and harassment. Many cultures also traditionally treat women differently. Gender equity is not universal. It may be common for men to make noises, gawk, or make sexually suggestive comments to women. Women do not need to accept the unwanted attention and stereotypes, but need to learn how to cope in uncomfortable situations and even prevent them from happening. The following are tips for staying safe and dealing with unwanted attention:

- Observe the local women. They can provide insights for dealing with uncomfortable situations.
  - How do they dress?
  - How do they act around men?
  - How do they react to unwanted attention?
  - How do they act in social situations?
  - What are their rules about having both romantic and friendly relationships with men?
- Don’t walk alone at night. Travel in small groups, not alone!
- Leave a trail...let someone know where you’re going and when you’ll be back.
- Follow your instincts! If you are uncomfortable, remove yourself from the situation.
- Dress modestly.
- Drink responsibly!

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You can review the information safety information on Peace Corps website for additional ideas and suggestions.

Resources:
- University of Utah Women’s Center: http://womenscenter.utah.edu/
- University of Utah Women’s Center Scholarships: http://womenscenter.utah.edu/scholarships/eligibility.php
- Women Travelers
- Diversity Abroad (section source)
Coming Home

Preparing to Return
Coming home can be stressful. Before your Program ends, think about the following details.

Financial Concerns
Your billable program cost may or may not include the cost of transportation back to the airport in the host country. Contact your Faculty Director and the DPH Administrative Program Coordinator to find out if you will need to pay for this expense out of pocket. If so, you will need to make sure that you save enough money throughout your program to pay for this expense!

Some countries also require that you pay an exit tax. Many airlines include this in the cost of your ticket. Contact your airline to find out if exit taxes were included in the price of your ticket.

Students should settle any outstanding accounts before departing the host country. In the event that an account is not settled and the bill is forwarded to the DPH Administrative Program Coordinator, these charges will be applied to your student tuition account.

Travel
Airport security is tight worldwide. Lines at airports can be extremely long. For this reason, you should arrive at the airport at least three (3) hours before an international flight departs. Make sure that you are not taking prohibited items on the plane. A list of restricted items can be found on the U.S. Customs and Border Protection website.

Be sure to budget enough time to get to the airport. Traffic in big cities can be congested. If you are in a rural area, you will need to commute to the airport. Check bus and train schedules in advance to make sure that transportation will be available when you need to depart. This is especially important if you have an early morning or late-night flight.

Duty Free Shops
Most international airports offer Duty Free Stores (vendors that sell products without charging import or local taxes). While these stores have good deals on a variety of items, students should be cautious when making purchases. Before making a purchase, be sure to check with your airline to make sure that you will be able to bring your items on the plane.

Academic
Turn in any remaining assignments.

Personal
Get contact information for friends or professional contacts. Budget time to say good-bye or visit favorite places one last time.
Re-Entering the United States

The process for entering the U.S. will vary. In general, you should expect the following:

**Declaration Forms**
- You may be asked to complete Declaration Forms for U.S. Customs & Border Patrol. Complete the forms before exiting the plane.

**Immigration**
- After deplaning, follow the signs to Immigration and Customs. Lines can be VERY long. The Immigration Officer will ask for your passport and may have questions. Answer the questions honestly.

**Customs**
- Collect your luggage and go to Customs. The Customs Agent will ask for your Declaration Forms. They may ask questions about what you are bringing home.

**Connecting Flight (if applicable)**
- DO NOT LEAVE THE SECURE AREA. Follow the signs CAREFULLY to recheck your luggage. You may need to go through security again to board your connecting flight.

### Wellness After Your Program

The DPH Global Learning Programs are an intense experience, and that can manifest itself in physical and emotional symptoms after your program. Many travelers feel exhausted after returning home. Some travelers become dehydrated due to long hours in transit. It is also common for students to experience a period of adjustment to food at home. When you arrived in the host country, you may have had trouble adjusting to the local cuisine. The same phenomenon can occur as your system "re-adjusts" to food in your home country. Stick to bland foods and drink lots of water to help combat these symptoms. Make sure that you get plenty of rest! For details on common warning signs for post-travel illness, review the information on the CDC's website. Common symptoms include:

- Exhaustion, fatigue, or sleeplessness
- Dehydration
- Discomfort with food or a change in appetite
- Environmental adjustments (air quality, humidity, etc.)
- Reverse Culture Shock
- Feeling isolated or disconnected from the new friends that you made
- Having trouble sharing your experience with others
While all of these symptoms are common, be sure to seek help if they persist. Some students also experience emotional challenges upon returning from a DPH Global Learning Program. You may have difficulty explaining your experience to family and friends or feel isolated at times. You may think that your friends are uninterested in your stories, pictures, and videos. Additionally, you will make new friends during your program and you may find yourself missing your new acquaintances and even your host country. The following tips can help you process your experience and deal with these emotions:

<table>
<thead>
<tr>
<th>Type of Symptom</th>
<th>Tips</th>
</tr>
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<tbody>
<tr>
<td><strong>Physical</strong></td>
<td>• <strong>Be observant.</strong> These symptoms may be part of a post-travel illness. A list of common post-travel illnesses is found on the <a href="https://www.cdc.gov">CDC’s website</a>.&lt;br&gt;• <strong>Take care of yourself.</strong> Stay healthy by eating nutritious foods, exercising regularly, and getting plenty of sleep.&lt;br&gt;• <strong>Consider a post-program checkup.</strong> Visit your health care provider for a checkup, especially if you had health issues abroad.</td>
</tr>
<tr>
<td><strong>Emotional</strong></td>
<td>• <strong>Be as open and flexible as you were when you arrived in the host country.</strong> Think about the coping strategies you used to manage culture shock when you went abroad. These tactics will work with reverse culture shock as well.&lt;br&gt;• <strong>Focus on the positive.</strong> Enjoy what you missed about your home.&lt;br&gt;• <strong>Consider the value of incremental change.</strong> It’s tempting to think that others aren’t open to your new ideas. Cultural and community change takes time. You may be impacting your community in an incremental way that will produce long term change.&lt;br&gt;• <strong>Be patient and tactful when talking about your experiences.</strong> Be sensitive to those around you. Accept that they may not relate to your experiences abroad right away.&lt;br&gt;• Visit a counselor. Staff members at the University of Utah.</td>
</tr>
<tr>
<td><strong>Social</strong></td>
<td>• <strong>Get together with other DPH Global Learning Program students.</strong> Take the time to meet up with other members of your group when you get back to campus. This will allow you to share pictures, stories, and reminisce about your experience.&lt;br&gt;• <strong>Keep busy.</strong> Immerse yourself immediately. Get back into your classes. Get a job. Make plans with friends. Find ways to keep yourself occupied.&lt;br&gt;• <strong>Connect with the friends you made abroad.</strong> Write emails, send letters, and connect on social media.&lt;br&gt;• Make a scrapbook, keep a journal, or write a blog. Creating a photo album, webpage, or scrapbook can help you organize your thoughts and work through your emotions. Writing is also an excellent way to help you articulate your experience.</td>
</tr>
</tbody>
</table>
• **Seek out other students who went abroad.** Spend time with others who went abroad. They are probably struggling with the same challenges that you are!
• **Listen to those who stayed at home.** Your friends and family had experiences while you were gone. They need to feel like you are interested in their experiences, too.
• **Get involved in the community.** Salt Lake City is a diverse community. Take advantage of local events and festivals that highlight world cultures. Contact the Bennion Center for more information.

<table>
<thead>
<tr>
<th>Professional &amp; Academic</th>
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<tr>
<td>• <strong>Put your new knowledge and skills to use.</strong> Share your experiences with local school groups. Volunteer in your community. Find a job that helps you continue to learn.</td>
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<tr>
<td>• <strong>Take internationally-oriented courses.</strong> Review your class schedule. The U offers many internally-themed courses. Learning about international issues through an academic lens will give you a good framework for articulating your experience.</td>
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<tr>
<td>• <strong>Find an international research project.</strong> Research opportunities are available in a variety of fields. Contact the Office of Undergraduate Research for more information.</td>
</tr>
<tr>
<td>• <strong>Get an internship.</strong> Salt Lake is home to a number of international companies and agencies. Talk with a Career Coach about your options.</td>
</tr>
<tr>
<td>• <strong>Apply for a Fulbright.</strong> Fulbright offer students a variety of research and teaching opportunities for students.</td>
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While all of these physical and emotional symptoms are common, be sure to seek help if they persist. After returning from your program, we recommend that you visit the doctor for a checkup. This is especially important if you are feeling under the weather or experienced health problems abroad.

**Reverse Cultural Shock and Cultural Adjustment**

Similar to the cultural adjustment pattern when arriving in a foreign country, you may experience stages of cultural adjustment when returning home.

• **Euphoria (Honeymoon Phase)**
  The first few hours, days, or weeks abroad are often characterized by the excitement of sensory overload. Both adrenaline and expectations are running high, and everything seems new and intriguing.

• **Irritability and Hostility**
  Once the initial "honeymoon" phase subsides, dissonances between home and host cultures begin to seem more pronounced, and a sense of alienation can set in. Curiosity and enthusiasm about-face, transforming into frustration, insecurity, negativity toward local culture, glorification of home culture, exaggerated responses to minor problems, withdrawal and/or depression.

• **Gradual Adjustment**
  With time, you'll begin to orient yourself to a different set of cultural practices and feel increasingly comfortable and confident in your new surroundings. Your sense of humor, which may have been lying dormant for a while, will reemerge.
- **Reentry or Reverse Culture Shock**

  Upon returning home, you will be faced with integrating your abroad experience with life in the United States. You might feel disoriented, out of place, or changed by your experience in a way that makes relating to family and friends difficult.

Like the "honeymoon" phase, where excitement upon seeing friends and family, familiar food and favorite hangouts is the overriding emotion, this period can be followed by frustration, disorientation and depression, known as “reverse culture shock.” This can take on many forms and differs in length and intensity among individuals. There aren’t universal symptoms that everyone shares, yet some common ones include: a sense of no longer belonging to your home culture, frustration of adjusting to a different pace of life in America, a sense that friends, family, or colleagues are not interested in discussing your experience, friends made abroad are missed as well as the culture and way of life in the host country.

There are ways to prepare for re-entry before returning home. While away, keep up on what’s going on with friends and family and try to keep track of local and national news so you do not feel totally lost when you get back home. Recognize that you will develop at a personal level. People at home are growing and changing, too. Think about what you want to do when you get back and try to have a plan for your return. Resist the tendency to think that your friends and family have not done anything while you were away. Plan your finances for your return. How will you pay for school, rent, gas, and food? Do you need to apply for student loans or other financial support?

It may take some time to feel at home again. Use patience to ease the transition.

- Keep your cultural sensitivity. Observe American culture the same way you observed the foreign culture. Consider what you like about America and what you want to keep from the culture you experienced abroad.
- Stay positive and active. There will be frustrations and disappointments but work through it with the same enthusiasm that you brought to your overseas experience.
- Friends and family may have a difficult time understanding your readjustment difficulties. Try to explain that it is a normal phase in any traveler’s journey.
- If you find re-entry particularly traumatic, seek support from University of Utah’s Counseling Center.

**Re-Entry Program**

Upon return, from your learning abroad program, DPH Global Learning Program will host a re-entry program for all returning students. This program will provide an opportunity to debrief on your experience as well as share stories and photos with other returning students.

**Sharing your Experience and Get Involved**

You are now in a unique position to further enrich your own life as well as the lives of others by sharing experiences and how they have affected your understanding of yourself, your country and the rest of the world. You are now a part of the distinctive number of students who have studied abroad.

When you return, make the most of what you learned from your travels. Take time to reflect, and then turn your reflections into action:
• Write an Alumni Profile and send it to Pam Lyon, pamela.lyon@utah.edu
  o Profile Information: Your name, a picture, class year, learning abroad program, UofU major/degree, current position and How has your learning abroad been beneficial for your career?
• Submit photos to the GPH Global Learning photo contest.
• Help the DPH Global Learning Program with marketing and recruiting. Assist in promoting our learning abroad programs and share your personal experiences.

Now that you’re back, continue being involved on campus by attending upcoming events! These are great opportunities for you to share your experience with interested students, focus on career development, continue doing research, and interact with the international community, amongst other things.

• The Learning Abroad Office:
  https://learningabroad.utah.edu/student/returned-students/getinvolved.php
  o Attend the Fall or Spring Returned Student Social
  o Volunteer at the Fall or Spring Learning Abroad Fair
  o Work for our office!
  o Become a contact
  o Create a digital story
  o Participate in International Education Week
  o Share your experience at a Learning Abroad Panel
    ▪ University of Utah faculty members and departments can request for learning abroad experience panels to visit their classrooms. These panels consist of question and answer sessions where returned students speak about their learning abroad experiences and offer advice to future participants. If you would like to volunteer as a student panelist, please email learningabroad@utah.edu.
  o Present your research at the Fall Fair Poster Session
    ▪ The Learning Abroad Office hosts a research poster session at the annual Fall Learning Abroad Fair. The research poster session gives you the opportunity to share the scholarly work you created during your Learning Abroad Program(s) with the University community. The poster session is open to all undergraduate and graduate students who participated in an approved Learning Abroad Program.
    ▪ Learning Abroad welcomes proposals for any type of research and creative works. The definition of research varies by field of study, and should not always be considered scientific (if you wrote a paper, you most likely did research). A faculty member can help determine which elements of a Learning Abroad program would be considered research.
    ▪ Please refer to the Learning Abroad Research Poster Session Guidelines for more information on eligibility, deadlines, and the submission form. Please contact Learning Abroad at learningabroad.utah.edu with any questions.
Withdrawal & Dismissal Penalty Procedures

Withdrawal and Dismissal Penalty Policy

Financial penalties for withdrawing or being dismissed from a DPH Global Learning Programs are different from on-campus activities or courses.

- You may be responsible for up to 100% of the billable program cost as soon as you commit to your Program.
- You will accrue financial penalties until you complete the Student Withdrawal Steps provided on our website.
- You forfeit any Office for Global Engagement Scholarships that you receive at the time of withdrawal or dismissal.
- All late fees are non-refundable and are not put towards the billable program cost.

Some financial penalties are paid to the University of Utah and others are paid directly to third parties. **Billable costs** are charged directly to your U of U student tuition account. **Non-billable costs** are paid by the student directly to third parties. You are responsible for any non-billable expenses that you incur and should negotiate refunds for non-billable program costs directly with vendors. To avoid non-billable penalties, consider purchasing **trip insurance**.

To calculate the total withdrawal and dismissal penalties, see the links below and the Budget Sheet on your Program webpage. If you withdraw or are dismissed BEFORE you commit to the Program, your initial payment will be refunded. If you are dismissed from your program AFTER the program start date, you are also responsible for any costs associated with your dismissal including, but not limited to, return flights, ground transportation, accommodations, and phone charges.

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<tr>
<th>Term of Program</th>
<th>Billable Program Costs</th>
<th>Non-Billable Program Costs</th>
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<tbody>
<tr>
<td>Summer</td>
<td>Beginning when you commit to the program in the online Learning Abroad Application.</td>
<td></td>
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<table>
<thead>
<tr>
<th></th>
<th>Billable Program Costs</th>
<th>Non-Billable Program Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Term of Program</td>
<td>$500 is non-refundable</td>
<td>Non-billable costs are subject to the refund policies and timelines of the parties to which you make the payment.</td>
</tr>
<tr>
<td>Term of Program</td>
<td>50% of the billable program cost is non-refundable starting on</td>
<td></td>
</tr>
<tr>
<td>Term of Program</td>
<td>75% of the billable program cost is non-refundable starting on</td>
<td></td>
</tr>
<tr>
<td>Term of Program</td>
<td>100% of the billable program cost is non-refundable starting on</td>
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</table>
Note: Many cultures and organizations do not issue refunds for any reason. The DPH Global Learning Program begins making advanced, non-refundable reservations and incurring expenses as soon as you commit to your program in the online Learning Abroad Application, which is before billable costs appear on your student tuition account. Note: Many cultures and organizations do not issue refunds for any reason.

You are not exempt from financial penalties for failing to read information or follow instructions, incorrectly withdrawing from a program, poor academic or financial planning, visa or passport issues, student conduct issues, and/or not meeting the eligibility requirements for your program.

Student Withdrawal Steps
Before withdrawing from your program, review the Withdrawal Penalty Policy. The process for withdrawing from a program depends on the status of your application. It is your responsibility to withdraw from any classes in which you have enrolled. Failure to withdraw from classes could result in a failing grade or permanent mark on your transcript.

The date of your withdrawal is determined by the date and time on which you complete the process:

Pre-Decision Applicants: Log into your Learning Abroad Application and click the Withdraw button next to your program title.
Post-Decision Applicants: Click here to submit your WITHDRAWAL FORM online.

You will continue to accrue withdrawal penalties until you follow the Student Withdrawal Steps. Notifying your Faculty Director, the DPH Administrative Program Coordinator or another University of Utah office will not withdraw you from the program. Within 10 business days of receiving your withdrawal, the Learning Abroad Office will email you an official calculation of withdrawal penalties sent to your Umail account. It is your responsibility to withdraw from any courses in which you are enrolled.

Student Withdrawal Steps
To submit a financial appeal, follow the instructions below:

- Review the Withdrawal & Dismissal Penalties and Procedures. This policy was presented to you during the application process and you agreed to it in your Program Application.
- (OPTIONAL) Meet with the Director for Learning Abroad. If desired, you can meet with the Director for Learning Abroad before a decision is made about your appeal. Appeal meetings are 30-minutes long and held only with the student present. Guests or other parties will be asked to wait in the lobby during the meeting. To schedule an appointment, select yes in the online questionnaire in the appeal form. You must meet with the Director BEFORE a decision is made.
- Submit your online appeal BEFORE the deadline. A link to this form was provided to you in the Notification of Withdrawal/Dismissal Penalties email sent to your Umail account when you withdrew from your Program.
- All appeals require an explanation or justification. This is submitted in the online form. You should write a letter of explanation/justification for why your circumstances merit an exception to University policy. This will help the University make a decision on your case.
- All appeals must include supporting documentation. Any claim that is made in your letter of justification should have some documented proof. Tips for providing documentation are found below.
• **Appeal outcomes will be emailed to your U Mail account.** Decisions are final.

All appeals are subject to the following terms:

• You can only appeal the charges once. All decisions are final. Submitting an appeal does not guarantee a refund or a waiver of future charges.

• Your appeal must be completed by deadlines listed below. Appeals completed after these deadlines will **NOT** be considered.

<table>
<thead>
<tr>
<th>Term of Program</th>
<th>Appeal Deadline</th>
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<tbody>
<tr>
<td>Summer</td>
<td>September 1</td>
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</table>

• A completed appeal has a status of Committed in the online application portal AND includes documentation to support your appeal.

• **The appeal process can be lengthy.** Depending on your circumstances and the timing of your appeal, the process can take several months to complete.

• **Keep your student tuition account current while waiting for the outcome of your appeal.** Any student failing to comply will be subject to full enforcement of the terms, including involuntarily dropping classes, inability to register for classes, referral to a collection agency, or legal action as required.

**Tips for completing your appeal:**

• **Take the process seriously.** You can only appeal financial penalties once. Decisions will **NOT** be reversed based on information provided after the online form is submitted.

• **Consider the basis of your appeal.** You must appeal based on circumstances beyond your control. Examples include:
  - Death in the immediate family
  - Life-threatening situations
  - Sudden, unforeseen medical conditions
  - Military orders

• **Appeals will be denied if they are based on the following:**
  - Falling out of eligibility for the program after you Commit to the Program
  - Poor academic or financial planning
  - Choosing to participate in a different activity or take a new job opportunity
  - Voluntarily leaving your employment
  - Failure to receive a scholarship

• **Be consistent.** The University and DPH Global Learning Program will compare the information submitted in the appeal form with many sources of information including but not limited to: verbal discussions, email correspondence, forms that were submitted, application materials, and the information provided in your withdrawal form. Discrepancies may undermine your appeal.

• **Align your supporting documentation with your justification/explanation.** For example:
  - If you claim that you have a disability or an unforeseen medical condition, your health care provider should submit a letter of support explaining why you are medically unable to participate in the Program to the Center for Disability and Access. Learning Abroad Office and DPH Global Learning Program will not accept medical documentation. Documentation must be submitted through the **Center for Disability and Access.** Based on your circumstances, CDA will submit documentation to Learning Abroad on your behalf. Be sure to contact CDA well before
the Appeal deadline to allow sufficient time for processing.

- If you claim that you **lost your job**, you must provide a letter from your employer documenting your involuntary termination and verifying the date on which you were notified of your termination.

- If you claim **financial hardship**, detail how your personal finances significantly changed **AFTER** you committed to the program. Additionally, demonstrate the means you took to rectify the situation through seeking employment, financial aid, loans, or other avenues. While your financial support system’s (parents, guardian, trust, etc.) contributions can reflect one avenue of income, there are several other ways that you can learn abroad and fulfill your financial commitments. Scholarships are not guaranteed. Appeals on the basis of not receiving scholarships will be denied.

- If you claim **military service**, you should provide a copy of your orders listing dates of deployment or training that conflict with the dates of your Program. In the absence of official orders, a letter from your commanding officer that provides this information may suffice.

- If you claim other circumstances, it is up to you to provide adequate documentation. Type and content of documentation will vary based on your circumstances.

- Learning Abroad Office and DPH Global Learning Program does not provide additional consultation on documentation requirements

If a student withdraws from the DPH Global Learning Program after paying the required $500 deposit, the deposit will not be refunded. Additionally, any other purchases made by the student related to the trip (such as airfare) will not be reimbursed by the DPH Global Learning Program. This policy also applies to **program dismissal**.

**Program Cancellation Policy**

If your program is cancelled by the University of Utah and DPH Global Learning Program, you are eligible for a full refund of the billable program costs. Students are responsible for negotiating refunds for any non-billable services or items. To avoid non-billable penalties, consider purchasing **trip insurance**. You can also reserve a refundable airline ticket to avoid charges.

**Dismissal From A Program**

You can be dismissed from your Program at three stages: Pre-decision, Post-decision, or While Abroad. If you are dismissed from your Program for any reason, you will be subject to the **Withdrawal and Dismissal Policy** outlined above. Details on the dismissal process are found in the **Student Conduct** section.
More questions? We’re here to help! Contact the Administrative Program Coordinator Monday through Friday from 8 am – 5 pm Mountain Time (except U.S. holidays).

375 Chipeta Way, Suite A, Salt Lake City, UT 84108
Pamela Lyon
Administrative Program Coordinator
Pamela.lyon@utah.edu
Phone: 801-585-5303