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CULTURAL IMMERSION

The study abroad programs at Pitzer College, and most other programs we recommend, provide ample opportunities for cultural immersion. They require adaptation. Wherever you go, we hope you will engage the local lifestyle, language and culture as fully as possible, and begin to understand your hosts. Most programs provide experienced cross-cultural guidance as well as structured activities that facilitate interaction. Pitzer asks that you make the commitment to take those opportunities and follow that guidance when you participate in a study abroad program.

We expect you to move beyond passive observation to actual participation in the life of the host community. We ask you to meet the culture on its own terms and share the common experiences that make up the everyday lives of typical community members. You can accomplish this within any program structure, though it is easier and more productive in programs that contain intensive language study, family stays, and cross-cultural exercises that require interaction with members of the host culture. You should make every effort to document and express your achievements in writing exercises that require the integration of your personal experience in the culture with readings and lectures prepared by others, even if it is not a required component of your particular program.

We strongly encourage you to limit your daily living options to those available to typical members of the host community. This may mean living with little privacy and amenities, opting for crowded and sometimes unreliable local transportation, using local health facilities that require long waits, or going into town to make a call home rather than using the program office. This is hard work and requires a tremendous commitment on your part. While your program should provide the structure and encouragement for cultural immersion, you must choose between engaging the culture on its own terms and retreating to more convenient and familiar options.

On many programs, the staff is charged with facilitating this process. Students often mistake their efforts, especially early in the program, for a lack of support. You need to understand that when staff members force you to suffer the inevitable pains and inconveniences that are a necessary part of an immersion experience, they are helping you to develop essential problem-solving and coping skills. While you may not cultivate a close personal friendship with your director, or staff members, you should leave the program with a well-rounded appreciation of a new culture and a more mature understanding of your place in the human community.

STRATEGIES TO DEEPEN CULTURAL IMMERSION LEARNING:

Ways to participate fully in the life of my host family:	Ways to participate fully in the local community where I am living:
<ul style="list-style-type: none">• Help around the house• Run errands with your family• Play with the kids• Go out with host brothers or sisters, help with homework, read to them, go to school, share daily activities and ask about host family's life,• Shop for a meal, prepare and cook food, eat, and clean up together• Go to clinics or hospitals or local healers with host family <p>Other strategies:</p>	<ul style="list-style-type: none">• Volunteer in social work agencies• "Just get out"• Visit local markets• Check out community theater groups• Get involved in sports• Take local transportation• Eat in restaurants frequented by locals• Go to church/temple/mosque• Participate in community activities• Go to local hangouts (park, restaurants, cafes), frequent the same path so you can get to know locals <p>Other strategies:</p>

CULTURAL APPROPRIATENESS

To participate fully in a foreign lifestyle and culture you must learn to interact, communicate and behave in ways that respect the cultural values of your hosts. This may require you to dress differently, eat new foods, or new quantities of food. You may need to change certain concepts of time, personal space, and privacy. You will certainly need to develop a new set of non-verbal behaviors. Most importantly, you will need to develop toleration and respect for many other things that you may not understand or cannot accept.

Committing oneself to cultural appropriateness is hard work but the rewards are considerable and they last for a lifetime. The depth of your immersion experience and the character of the relationships you develop are dependent on your ability to make a serious attempt to understand and respect others. We believe that the quality of your learning experience is directly related to these efforts. We understand that some students have a greater natural capacity than others do. What matters is how well you can demonstrate your willingness to move further along a path towards cultivating culturally appropriate behavior.

These educational goals are reflected in the grading criteria of many programs. We believe that successful and appropriate participation in the local culture is just as much a demonstration of learning as a well-written paper or a top mark on an exam. If you want to do well you need to understand and accept the cross-cultural challenges and responsibilities of participation in a study abroad experience.

A HIGHER LEVEL OF CULTURAL SENSITIVITY

Sensitivity to another culture requires more than mastering rules of etiquette. These are important, but they cannot be learned in isolation from actual experience. The best way to prepare for upcoming cross-cultural encounters is to imagine the type of person you will attempt to be during the program. Pitzer expects a sustained commitment to developing and maintaining a higher level of cultural sensitivity. What does that mean? Consider the following three characterizations:

The tourist level – represented by the sentiment: “I am oblivious to the effects my actions have on locals, and never stop long enough to even question my behavior.”

The sojourner level – represented by the attitude: “How can I continue to live my life, interact and behave the way I always have without offending my hosts?”

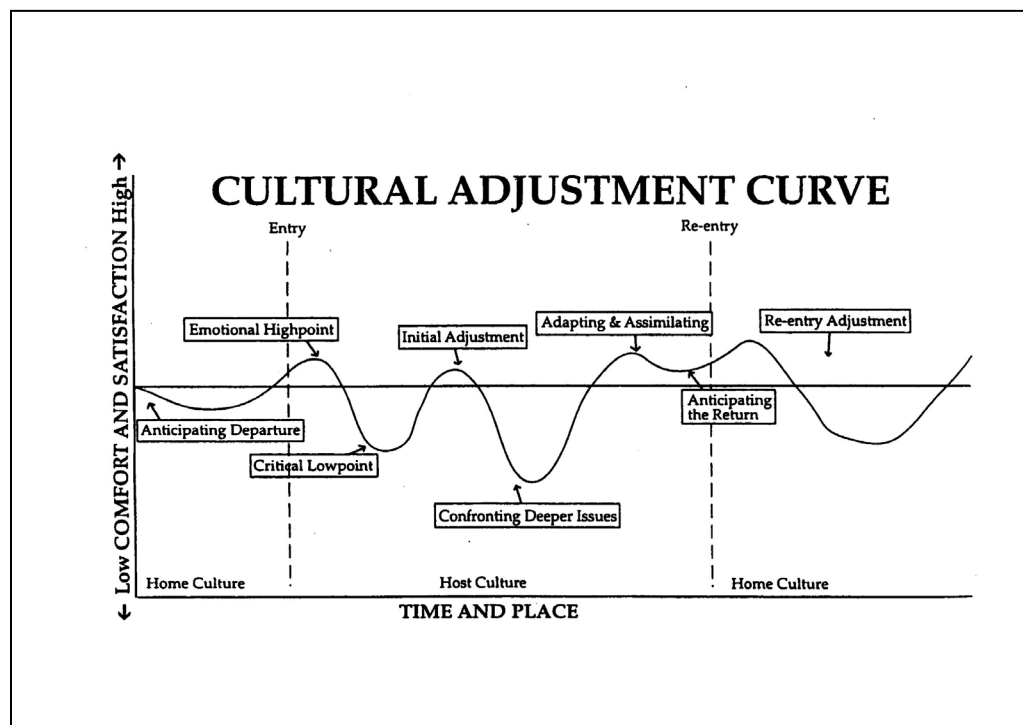
A higher level – represented by the question: “What must I change in order to show I respect the host culture’s values, facilitate meaningful relationships, and have a deeper more meaningful learning experience?”

When you are committed to being at the third level of awareness, it shows. If you do make an honest mistake, people will notice your respect for their culture and help you to learn from your cross-cultural blunders. Negotiating the always incomplete and ever-changing rules of etiquette becomes easier and more enjoyable when you bring to every encounter the recognition that there will be uncomfortable moments of miscommunication and misunderstanding. Humility and the willingness to change are the hallmarks of a higher level of cultural sensitivity.

Sustaining that sensitivity will result in a more mature awareness of your own values, and a stronger sense of self. Your willingness to change should lead you to sort through your own values. Respect for another culture will force you to struggle with your own. Persistent conscientious effort will enable you to eventually define a comfortable cultural boundary for yourself that neither compromises you nor hurts those with whom you live and learn. It is vitally important to realize that you do not need to discard your own core values to appreciate, and tolerate, the existence of opposing values in others. You will need to examine your values from a new perspective, and be open to modifying them if the cross-cultural experience raises questions and concerns you had not previously considered, but Pitzer does not believe you should ever abandon who you really are. Our programs are journeys of self-discovery as much if not more than they are journeys into the lives and experiences of others.

CULTURAL ADJUSTMENT

What we are trying to describe is often referred to as cultural adjustment, or acculturation. One recognized model of the process is the U-curve developed by Lysgaard in 1955.



The curve depicts your emotional state as you adjust to contact with another culture. You feel uneasy leaving friends and family, and a little anxious about stepping forward into the unknown. Once you arrive, and become familiar with your new surroundings, anxiety gives way to a euphoric feeling of excitement supported by a natural fascination with the exotic and different. This is an accomplishment within reach of any earnest tourist. You, however, are more than a tourist, and must go deeper into the culture. Here is where your difficulties really begin.

The very differences that excited and attracted you slowly begin to confuse and frustrate your attempts to function in the new culture. You begin to experience what is often referred to as “culture shock”: a characterization that became popular in the 1960’s and is still used today to refer to periods of emotional discomfort that are depicted as low points on Lysgaard’s U-graph. The use of the word “shock” is a bit misleading since it lends itself to the suggestion that these feelings are provoked by incidents that would not be so shocking with proper preparation. Consider the following hypothetical description taken from Craig Storti’s *The Art of Crossing Cultures* (While the stereotypes in the following passage are problematic, it does represent the kinds of frustrating incidents that many of our students, especially women, often experience in the host culture):

Let’s conjure up a typical morning in the life of an expatriate development worker in Tunisia, and, to load the equation, let’s make her a woman. She enjoys a quiet breakfast in the sanctity of her home and then begins the drive to work. The streets are thronged with pedestrians, choked with donkey carts, and full of aggressive Tunisian drivers who take regular and prolonged solace in their car horns. She is alternately immobilized by all the confusion and driven to fits of frightening recklessness. She stops briefly at the post office, long enough to be intimidated by the throng of men pressed around the stamp seller’s window, and leaves without mailing her letters. At ten o’clock she reports for an appointment at the Ministry of Health and sits down to wait for the man she has come to see, assured by his secretary that he is due any minute. After forty-five minutes and several more assurances from the secretary, she leaves (and learns later that the man was out of town for the day and, further, knew that he would be when she pressed for the appointment). On her way back to her office, she stops to buy the International Herald Tribune and have a cup of coffee. The paper isn’t available, though the vendor assured her the day before it would be (God’s will, he shrugs), and she is harassed by several male customers as she tries to relax with her coffee.

From the safe and comfortable confines of wherever you are reading this handbook, you are probably thinking that these kinds of incidents will not bother you. You are ready. However, imagine waking up to the expectation of similar incidents every day, you are abroad. Imagine facing these daily disappointments while suffering from the frequent intestinal and respiratory illnesses that often attend extended stays in foreign lands. Imagine not understanding most of the verbal and non-verbal communication attending these incidents, and the treatment of your illnesses. Imagine experiencing all these things alone, without the emotional support of family and friends. Are you ready? Can you be? Can anyone?

Culture shock is natural, it happens just as frequently to students in London and Sydney as it does for students in more exotic locales. It is a common experience for anyone making a serious attempt to adjust to another culture. Overt manifestations can range from mild irritability to deep psychological panic and crisis. It is often associated with feelings of resentment, estrangement, anger, hostility, indecision, frustration, sadness, loneliness, homesickness, and even physical illness. The person undergoing culture shock often vacillates between feeling angry with others for their lack of understanding and being filled with self-pity. It is much more than the simple shock of being confronted with unexpected behaviors.

Though it may seem like a liability, culture shock is beneficial. It presents an opportunity for one of the most meaningful types of learning. When you find yourself on the low point of the Lysgaard curve, your instinctive

fight-or-flight response will lead you to three well-documented coping strategies. You may withdraw from the host culture, seek out the company of other expatriates, or project your discomfort onto members of the host culture, and see them as the source of your pain and suffering. All these responses end in failure. The way to overcome culture shock is both simple and challenging. You need to continue to participate in the host culture. Without continued participation your learning experience stops at the low point, and you fall off the curve altogether. Simple persistence will get you through to the next peak where you will be able to see your experiences differently. Over time the curve should flatten out, the emotional roller coaster should subside, and at the end of the journey, you will find a remarkably more mature person.

You may be hoping to avoid culture shock but if you do, you may not learn anything at all. Most experts believe that culture shock is a prerequisite for true cross-cultural effectiveness. Gary Weaver believes individuals who claim to have never experienced any form of culture shock probably did not have a genuine cross-cultural encounter. ¹ Douglas Brown argues that failure here may affect language learning as well. His research suggests that adjustment through avoidance leads you through the low points with a psychology that weakens the drive for greater fluency. If you find a comfortable niche requiring minimal participation in the culture, the inevitable result is the acquisition of a stunted version of the language that meets minimal needs. Your speech remains grammatically fossilized and functionally inadequate. ²

The low points are the most critical moments of your experience abroad. You must choose to remain involved in the new culture, to retreat into the expatriate, tourist, or foreign student community lifestyle. Learning how to recognize and check this impulse to retreat is essential. Program staff should be able to help. It is their responsibility to keep you in the game. They should create opportunities for interaction and pick you up when you fall. At the same time, however, they should insist you continue to confront your difficulties head on, and not lead you around them. Remember that you cannot overcome culture shock by thinking about how the other culture is different or even by reading about the other culture. The only way to successfully acculturate is by trial and error. You must make mistakes, misunderstand, and suffer embarrassment. Only then can you gradually learn to read the underlying cultural conditioning in yourself, and in others, which is the real source of all your troubles. Eventually, with effort, you will be able to interact successfully and appropriately.

IMMERSION AND COMMUNITY INTEGRATION

Most students on exchange will live in dormitories. Living spaces like dormitories are a wonderful opportunity to see firsthand how students in the host culture live. Use your observational skills to see how they use personal space, eat their meals and approach their studies. As an intercultural learner, please remember that most learning will take place outside the classroom. Pay attention to those learning moments. Augment your observations by asking questions. It is smart to ask questions, it demonstrates your interest in culture and in your hosts. Read local news to hold your own conversations and agendas at the school. This will assist you in

¹ Weaver, Gary. R. 1993. "Understanding and Coping with Cross-Cultural Adjustment Stress." In R. Michael Page (ed.), *Education for the Intercultural Experience*. Yarmouth, ME: Intercultural Press.

² Brown, H. Douglas. 1991. *Principles of Language Learning and Teaching*. Englewood Cliffs, N.J.: Prentice-Hall.

immersing yourself in the culture. To be able to maximize this learning environment you must be willing to suspend some of your beliefs and practices as you try to engage the “other”. It is not always easy but without it, there is no gain.

Pitzer College encourages you to engage in a sports club and/or any extracurricular activities that will help you integrate into a local community. Volunteer in a local school, in a retirement home or with another organization that allows you to meet people in the culture from different age groups, not just other students. Attend the local temple, church, or mosque on a regular basis to connect with that aspect of your host culture. You are also encouraged to hang out more with locals and other international students rather than fellow Americans. This is because you desire to challenge your worldviews, think outside the box and truly approach the Pitzer educational objective of intercultural understanding.

PITZER’S EXPECTATIONS FOR STUDENTS LIVING WITH HOST FAMILIES OR ROOMMATES

- Do not treat the living space as just a place to eat and sleep. Do not invite others into the home unless you have received permission to do so.
- Make a real commitment to building a relationship with your family or roommate. Ask them questions about their culture and share your culture with them.
- Respect your host’s values, lifestyle, and customs such as mealtimes, quiet times, use of TV, use of phone, taste in music, appropriate dress, coming home at a reasonable time, smoking restrictions, appropriate language, conversational topics, etc.
- Occasionally, throughout the semester, accompany your roommates to social and community activities such as movies, theater, eating out, visits to relatives’ houses, or areas of cultural interest, etc.
- Scrupulously observe the laws of your host country and community and the values of your hosts. Do not do anything that would embarrass, endanger, or hurt your family or your roommates.
- Explore theories and issues raised in your course with your family or roommates and incorporate their perspectives into discussion sessions and writing assignments.
- Be patient. It takes time and energy to make this work but hundreds of Pitzer students have participated in communities throughout the world and almost always unanimously agree that the rewards of building a meaningful relationship with a roommate or host family are worth the effort. In addition, while we cannot promise that you will form a lifelong friendship, although many do, you will have learned much more about the culture and at a deeper level than you expected.

CULTURE LEARNING WORKSHOP



Log in to your study abroad portal to complete the on-line What's Up With Culture: On-line Culture Learning Workshop (time requirement - approximately 3-5 hours) prior to your departure for study abroad.

Instructions for the on-line version of the Culture Learning Workshop

You are expected to work through Module 1 – from Section 1.1 through Section 1.7 of the on-line workshop at <http://www2.pacific.edu/sis/culture/>. You will get the most out of this workshop if you complete each of the exercises and read the explanations for your answers. Reading the Cultural Encounter and Critical Incident sections that are sprinkled throughout will provide additional insights. While there may not be an example from the country where you will study, you should be able to extract the concepts needed to develop useful skills for understanding your host culture. Once you have completed the full Module, please respond thoughtfully to the four essay questions and submit them through your study abroad portal.

INTERSECTIONALITY

Intersectionality is a term introduced to the academy by Dr. Kimberlé Crenshaw (1989) to describe the confluence of an individual's multiple social identities in shaping who they are. These social identities include race, gender, class, sexual orientation, ethnicity, age, ability, religion, etc. This concept provides a working theoretical framework in intercultural understanding as it helps in understanding positionality, power, oppression and social justice. Dr. Crenshaw has several videos on YouTube where she expands this concept, and below are a couple of shorter synopses and an article of what the concept entails.

Intersectionality 101 by Teaching Tolerance

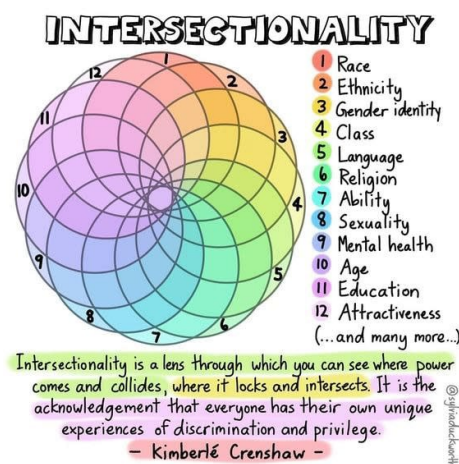
<https://www.youtube.com/watch?v=w6dnj2IyYjE>

Intro to Intersectionality by Taryn Crenshaw

<https://www.youtube.com/watch?v=OWeDatP0cv4>

Intersectionality 101 by Olena Hankivsky, PhD

<https://studylib.net/doc/10714281/intersectionality-101-olena-hankivsky--phd>



CRITICAL ENCOUNTERS: CROSS CULTURAL PERSPECTIVES IN HOST CULTURES

This two-part assignment is to be completed during the first week you are abroad and again at the end of your program so you can see your own growth and development over the course of your participation in off campus study. Email your essays to exchanges@pitzer.edu.

For both parts of this assignment write a descriptive account (5 to 6 pages) of a cross-cultural experience or encounter that has been especially important or challenging for you. You might write about your adjustments to life with your host family, roommates, confrontations with class, ethnic or gender differences, or a particularly interesting conversation.

Whatever your subject, please be sure to discuss and analyze the following:

1. **The Experience** – describe, in detail, both the experience and your reaction to the incident, conveying the intensity and complexity of the encounter from your own perspective. Be sure to provide specific narrative details and focused descriptions of the experience.
2. **Cultural Attitudes and Influences** – provide an account of the larger cultural assumptions and beliefs informing EACH side of the counter.
 - a. Explore the host culture perspectives of the incident, describing the individual and cultural influences, which may explain the thoughts, feelings, and actions of the people involved. Be sure to talk to at least four or five students or staff/faculty/friends/hosts about their impressions of the incident or issue you are dealing with; speaking with many different people of different backgrounds will help to clarify your understanding of different perspectives and attitudes.
 - b. Explore your own perspectives, considering both broader cultural and more personal factors, which informed your role and/or your reactions to the incident. Consider how much of your experience may be traced to broader cultural trends and perspectives, and how much of your experience is rooted in your particular personal and social background.
3. **Reflection** - As you step back and reflect on your experience, also step back and reflect on your attempt to reconcile differing cross-cultural perspectives of the encounter. What kinds of difficulties do you face in trying to write about this encounter from all points of view and in explaining the honestly and objectively?

ACADEMIC MATTERS

COURSE LOAD WHILE ABROAD

You must enroll in a full course load equivalent at your exchange institution to four courses at Pitzer. You must successfully complete the equivalent of a full semester leading to graduation in the host culture. It is crucial that you pay attention to the credit awarded for your coursework, not the number of classes. **You may be taking as few as two classes or as many as eight or more classes to get the equivalent of four course credits at Pitzer.**

LANGUAGE COURSE

Students studying in a country where the primary language is not English are required to take a language course unless they are enrolled in a class taught in the host country language. Students who have completed advanced level coursework in the host language are expected to take most of their courses in the host language.

CORE COURSE

All students are required to take at least one class that provides in-depth background, preferably interdisciplinary, on the host country.

INTERCULTURAL LEARNING: PORTFOLIO WRITING COURSE VIA SAKAI

Students on an exchange program or direct enroll program have the option to take the ***Intercultural Learning: Portfolio Writing (MLLC110)*** via Sakai for 0.5 credits on a pass/no credit basis. Whether this is needed depends upon your study abroad program. This course is designed to give students abroad an opportunity to use the unique qualities of composition to deepen and enrich their own understanding of their intercultural experience. Students on their second semester exchange or direct enroll program in a different location have the option of taking this course a second time. When you arrive at your program site, access Sakai at <http://sakai.claremont.edu>.



As soon as you register for courses, log in to your study abroad portal and complete the requirement **Course Information Abroad**. Include the credit you will receive for each course in the host country credit-units and the Pitzer equivalent. Label the language course(s) and the

core course.

It is your responsibility to verify the number of credits you will receive for your coursework abroad before the end of the registration or drop/add period abroad. Information regarding the full course load equivalent for your program, and whether or not the writing course is required, will be provided at your program specific orientation session at Pitzer.



EVALUATION OF YOUR ACADEMIC WORK AND RECEIVING CREDIT

- All grades from exchange and direct-run programs will appear on the Pitzer College transcript but are not calculated in the cumulative GPA. **Students must take all courses at their host institution for a letter grade, not pass/no credit.** If you believe a course is only offered pass/no credit, check with our office before enrolling.
- Students who wish to receive credit towards a major for a particular course should consult their academic adviser for guidelines. At Pitzer College, the field group decides which courses may count towards a major or minor. The Registrar in conjunction with various field groups decides which courses may count towards general graduation requirements. Some schools field groups or departments may require the syllabus, coursework, texts, or other program materials to decide. Remember the credit per class abroad varies and will affect the credit for any graduation requirement. Check before you go.
- You must arrange with your host institution for an official transcript to be sent to Pitzer College (your signature may be required to release a transcript to a third party). Make sure your student account is paid in full before you leave so the institution does not put a financial hold on your transcript. **Transcripts should be sent to the Office of Study Abroad and International Programs, Pitzer College, Box A-109, 1050 N. Mills, Claremont, CA 91711.** You may receive your own copy of your transcript; but we cannot accept a transcript directly from you as official if the seal on the envelope has been broken. We will accept a transcript sent to studyabroad@pitzer.edu directly from an official at the college or university via an official college or university email account.
- If you have a dispute over your grades, please contact the program for information on correcting or contesting your grade. Pitzer cannot change a grade on an official transcript.
- You **are required to complete Pitzer's exchange/direct-run program evaluation** before your study abroad grades will be forwarded to the Office of the Registrar for posting to your Pitzer College transcript.

HEALTH CONSIDERATIONS

The **Center for Disease Control and Prevention (CDC)** and the **World Health Organization (WHO)** provide up-to-date health information on their websites at <http://wwwnc.cdc.gov/travel/destinations/list.htm> and <http://www.who.int>

IMMUNIZATIONS

The immunizations required for entry into each country will vary (as well as other countries along your route) so you should consult with the Pitzer Associate Dean for International Programs, or the consulate for each country that you will visit for specific details. The more developed countries may not have many risk factors for various diseases and thus will have little or no requirements. Developing countries may require or highly recommend certain immunizations. **Contact your doctor or county health clinic for information on immunizations that are recommended, even though they may not be required for entry into the country, and to set up a schedule for your shots.** You should have all immunizations recorded in an official record of vaccinations from your doctor or health clinic. Some immunizations come in a series that may take weeks to complete so check the requirements early.

A note on COVID-19 Vaccinations: Consistent with Pitzer College policy for enrolled students, COVID vaccinations and boosters are required prior to study abroad participation. Students may also be subject to COVID-19 testing, according to their host country's entry requirements.

PRECAUTIONARY MEASURES FOR STAYING HEALTHY

The important thing is to be in control of your own health. Here are the key points to remember for staying healthy:

1. Have a complete physical examination before you go. Be aware of and prevent possible problems. **Let the Office of Study Abroad and International Programs and your program sponsor know if you are on any medications, have any allergies, or any other medical conditions that could possibly require accommodation while you are abroad.** Plan to take adequate supplies of medications and copies of medical prescriptions with you. See the section *Traveling with Medication*.
2. Make sure that your childhood immunizations are complete and up to date. Booster shots for tetanus are required every ten years; it may be time for another.
3. Visit your dentist and have a check-up to ensure that your teeth are in good shape before you leave.
4. Eat well over the break, exercise and get plenty of sleep so that you are rested and fit as you depart and your body can better fight off disease. Do not exhaust yourself with packing and preparations at the last minute. Plan so that you can make your departure as stress free as possible.

5. On the long flight, bring along a bottle of water and drink plenty of fluids as you travel. Avoid alcoholic beverages. They lead to dehydration. Do isometric exercises in your seat and get up to walk up and down the aisle periodically to stretch your muscles. Wear a mask on the plane.
6. Follow all guidelines provided by your program about food and drink and personal hygiene. They are making these recommendations for a good reason.
7. Remember that AIDS/HIV infection rates in other regions of the world can be significantly higher than in the US. Practice safe sex, or better yet, abstinence.
8. Beware that use of recreational drugs is illegal in most places and not permitted under Pitzer College policies. Additionally, the strength and content of drugs overseas are different from what you may find in the US and may be deadly.
9. Follow and adhere to all COVID-19 protocols set by your host institution and host country.

TRAVELING WITH MEDICATION

If you have a health condition that requires medication, you will need to plan for traveling. Usually, it is necessary to take adequate supplies of medications and copies of prescriptions with you. Shipping may be unreliable, and some medications may not be available even with a local physician's prescription. **Although many over-the-counter medicines may be carried internationally, some cannot. Medications prescribed in the US may be unlicensed or controlled substances not only in your destination country but in countries along your route.** Some medications have restrictions on the amount that one can carry through customs. For details of US regulations, consult the following web site: <https://www.cbp.gov/travel/us-citizens/know-before-you-go/prohibited-and-restricted-items>. You should also check with the consulate of your host country about any restrictions or special procedures required for transporting prescriptions into the country. Be sure to find out before you go. The following websites provide information to assist you in your research.

US Department of State - Your Health Abroad

<https://travel.state.gov/content/travel/en/international-travel/before-you-go/your-health-abroad.html>

OSAC US Department of State Bureau of Diplomatic Security - Traveling with Medication

<https://www.osac.gov/Pages/ContentReportDetails.aspx?cid=17386>

US Centers for Disease Control and Prevention (CDC)

<http://wwwnc.cdc.gov/travel/yellowbook/2014/chapter-2-the-pre-travel-consultation/travel-health-kits>

Transportation Security Administration - TSA Cares Help Line

<http://www.tsa.gov/traveler-information/travelers-disabilities-and-medical-conditions>

INSURANCE

HEALTH INSURANCE

Each student is responsible for obtaining a policy that will provide comprehensive health coverage and emergency medical and accident coverage both in the US and abroad for the duration of their program.

Students may need to return to the US unexpectedly.

Regardless of what type of insurance you have, you will usually have to pay cash upfront at clinics and hospitals abroad. Collect the receipts for all expenses and submit them to your insurance company for reimbursement.

Whether the Student Health Insurance Program (SHIP) or another medical insurance policy covers you, you will want to make sure you have the answers to the following questions:

- Will the plan cover hospitalization for accidents and illnesses while I am abroad for a period of three to six months or more?
- Will the plan cover physician visits and medication prescribed abroad?
- Is there a deductible? If yes, how much?
- What is the dollar limit to the amount of coverage provided?
- Does the insurance company require prior approval for any care?
- What are the procedures for filing a claim for medical expenses abroad?

Make sure that you get full information from your policy about how to arrange for routine treatment, medical emergency procedures, and the documentation needed to file a claim. Most overseas health providers will not process US insurance claims and will expect payment at the time of treatment so students should have access to a minimum of \$400 (either by credit card or ATM card held in reserve for emergencies) if medical treatment is required abroad. Be sure to obtain receipts.

- What if I do not have enough money to pay cash up front?
- When does the plan begin and end?
- What do I use as proof of international medical coverage if I need to use the insurance or if the host government requires documentation?

Pitzer Students and Proof of Insurance

Pitzer College requires that proof of insurance be provided to the College each year that you are an enrolled student. Pitzer students must be enrolled in the Claremont Colleges' student insurance policy, (which provides

both domestic and international coverage) OR supply proof of another policy that provides comparable coverage. Proof of insurance through another policy must be submitted to the Student Affairs Office at Pitzer College prior to making your tuition and fee payment. If proof of insurance is not provided to Student Affairs, the student's account may be charged with the current annual Student Health Insurance Premium. Visit the Pitzer College website or contact the Pitzer College Office of Student Affairs for questions about the Pitzer College health insurance. [Student Health Insurance Program](#)

TRAVEL INSURANCE PROVIDED BY PITZER COLLEGE

Pitzer students participating in study abroad are covered by supplemental travel insurance available through a plan acquired by the Claremont Colleges. This coverage is automatic, so students do not need to enroll themselves. This travel insurance is for accident and emergency care overseas and should not be confused with SHIP (Student Health Insurance Program). While this insurance will cover a variety of medical emergencies abroad, it does not cover routine or ongoing medical care/treatment a student may need during their program. For this reason, we strongly advise students to maintain their comprehensive medical insurance in the event they would need to return to the US (or other home country) or need ongoing care/treatment while abroad.

A copy of the plan brochure, ID document and medical claim reimbursement form will be uploaded to your study abroad application portal. Please familiarize yourself with the benefits outlined in the brochure.

Please note: If you are participating in a program that provides its own insurance to students, you will work with your program's insurance first for seeking care and filing a claim. You will engage with the Claremont Colleges' travel insurance plan should there be an issue with your program's insurance plan/coverage. Please contact our office if you are unsure whether your program provides insurance to you. Please also reach out if you have any questions about the Claremont Colleges' travel insurance.

If your study program or host country requires a specific insurance policy for participation, Pitzer College may pay the fee on your behalf. Check before you pay.

SAFETY AND EMERGENCY PREPAREDNESS

As soon as you arrive, log in to your study abroad portal and complete your **Contact Information Abroad** item, including your mobile number so we can reach you in the event of an emergency.

WHAT YOU CAN DO TO KEEP SAFE - GENERAL GUIDELINES

While studying abroad, as in other settings, you can have a major impact on your own health and safety through the decisions you make before and during the program and by your day-to-day choices and behaviors. On any study abroad program, you will need to work together with program staff to ensure your safety. You should:

1. Become knowledgeable about your destination. Read and carefully consider all materials issued by your program sponsor/host university that relate to safety, health, legal, environmental, political, cultural and religious conditions in your host country. In addition, please review the US State Department's Consular Information Sheet for your particular destination and any other countries you plan to visit during your stay at <http://travel.state.gov/content/passports/english/country.html>.
2. Consider your health and other personal experiences when accepting a place in the program. If you are presently on a medication, this is not the time to make changes in your regimen. Consult your physician before making any such changes.
3. Make available to the Office of Study Abroad and International Programs accurate and complete physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
4. Assume responsibility for all the elements necessary for your personal preparation for the program and participate fully in all orientation sessions.
5. Obtain and maintain appropriate insurance coverage and abide by any conditions imposed by the carriers.
6. Inform parents/guardians, and any others who may need to know, about your participation in the program, providing them with emergency contact information, and keeping them informed on an ongoing basis.
7. Understand and comply with the Conditions of Participation, codes of conduct, and emergency procedures of the program, and obey host-country laws. Pitzer students are still subject to the Student Code of Conduct whether they be in Claremont or abroad.
8. Be aware of local conditions and customs that may present health or safety risks when making daily choices and decisions. We expect you to express promptly any health or safety concerns to the program staff or other appropriate individuals.
9. Behave in a manner that is respectful of the rights and well-being of others and encourage others to behave in a similar manner.

10. Accept responsibility for your own decisions and actions.
11. Become familiar with the procedures for obtaining emergency health and law enforcement services in the host country. Carry a card in your wallet with phone numbers of the local police, and other emergency services. Also, include the emergency contact information for the international office at the host institution.
12. Follow the program policies for keeping the university informed of your whereabouts and well-being.
13. Read the information in “US Students Abroad”, a US State Department publication, provided at <http://travel.state.gov/content/studentsabroad/en.html>
14. Register with the US Embassy in your particular country of study, and keep embassy’s number and contact details on your person at all times. Visit <https://travel.state.gov/content/travel/en/us-visas/visa-information-resources/list-of-posts.html> for a list of US embassies abroad.

You should always keep in mind that no matter how immersed you are in a local community, you are still a non-local and thus your chances of being a victim of criminal activity may be greater than for the average local person. Remember not to carry around lots of cash, your passport (unless it is necessary to carry the original, a photocopy is better), or anything else that you really cannot afford to lose. Be careful when using your smart phone in buses, trains, etc. As a general safety precaution, you should refrain from visiting establishments where Americans are widely known to hang out, abstain from participating in any protest groups or political demonstrations, and avoid drawing unnecessary attention to yourself by dressing outrageously or conspicuously.

LIMITATIONS

While your safety is of utmost importance to Pitzer College and the host university, you should realize that there are aspects of your experience abroad that are beyond their control. In particular:

1. Program sponsors cannot eliminate all risk from the study abroad environment. All foreign travel, including domestic travel within the US, entails some risk.
2. Program sponsors cannot monitor or control all your daily personal decisions, choices, and activities.
3. Program sponsors cannot prevent you from engaging in illegal, dangerous, or unwise activities.
4. Program sponsors cannot assure that US standards of due process apply in overseas legal proceedings or provide or pay for a legal representative.
5. Program sponsors cannot assume responsibility for the actions of persons not employed or otherwise engaged by the sponsor, for events that are not part of the program, or that are beyond their control, or for situations that may arise due to the failure of a participant to disclose pertinent information.
6. Program sponsors cannot assure that home-country cultural values and norms will apply in the host country.

Please listen carefully to the advice of locals. The advice they will give you is based on the knowledge of previous students' mishaps and a wealth of experience living successfully in that country. Many guidelines that may seem to be extreme or overly cautious to you may have significant and negative consequences if not followed.

SAFETY GUIDELINES

- Reduce risk of robbery or assault by integrating into the local culture as much as possible: spend significant time with your host family (if you have one); dress, behave and interact in ways that respect local cultural values and do not call attention to being American or a tourist.
- Do not carry valuables (passport, credit cards, laptops, large sums of money, etc.) with you when you walk around town. If you must carry valuables around with you for certain purposes, be discrete, travel with a group of friends, wear a money belt, take a taxi, etc.
- When you exchange at an ATM, use discretion. Do not, for instance, exchange money and walk away into a mall or street. That will make you a likely target. Try to go with friends and leave in a taxi (if applicable)
- Do not travel alone, especially after dark, in isolated areas, or when leaving clubs or bars.
- Do not hitch hike.
- If it is getting late at night, and the streets are empty, take a taxi home whenever possible, even if you are with friends.
- If you are involved in a robbery, do not risk injury by trying to resist or fight off the perpetrator.
- Always carry a list of emergency phone numbers with you so that you can contact program staff at the office or at home in case of an emergency.
- Avoid areas of the country or your host community not considered safe. Your program sponsor and your host family (If you have one) will provide valuable advice in this regard.
- Avoid large crowds, demonstrations, or political rallies. These gatherings can easily turn violent.
- If you do go to a club or bar, do so with a group of fellow students or friends from the host community. Keep an eye on each other. Never, ever accept a ride home with a stranger or someone you just met that evening, and never allow one of your friends to leave with a stranger.
- When ordering drinks, ask for the bottle to be brought to your table. Do not leave drinks unattended. These simple steps will minimize the chance that your drink can be tampered with date-rape drugs
- Refrain from impairing your judgment, and risking assault, robbery, or arrest, with the use of alcohol or illegal drugs.

- Stay in regular contact with program staff or your host family (if applicable) when you travel. Let your host families know of any plans for overnight travel and make a courtesy phone call to your host family once you safely arrive at your destination.
- If you go to the beach, be aware of dangerous currents and riptides. Follow water safety guidelines – refrain from going into heavy surf unless you are an extremely experienced ocean swimmer or surfer. Always enter the water with a friend if you can and only swim or surf on beaches that have a lifeguard on duty.

EXTREME SPORTS AND OTHER PROHIBITED ACTIVITIES

During the program (which includes all days between the program arrival date and the departure date, including weekends and breaks), students are NOT allowed to drive automobiles, ride motorcycles, fly aircraft or participate in extreme sports. Extreme sports include, but are not limited to, white water rafting, jet skiing, scuba diving, parachuting, hang gliding, parasailing, bungee jumping, rock climbing, and technical mountaineering. No hitch hiking or night buses.

Students who choose to participate in such activities during the program are subject to dismissal (see conditions of participation). Students who choose to participate in such activities before or after the program should be aware that most insurers do not cover injuries sustained in a number of the activities listed above.

MENTAL HEALTH

It is important for students who are managing mental health issues to recognize that studying abroad may generate new pressures, anxieties, and insecurities – all of which can be destabilizing. It is also essential that students complete the Request for Accommodation and Study Abroad Student Health Form and make aware any ongoing psychological and/or academic support they receive. Please refer to the **Wellness Needs & Studying Abroad Guide** provided by the Office of Student Affairs in the back of this handbook for essential guidance that all students should consider.

SEXUAL HARASSMENT, ASSAULT AND RAPE

You should be aware of your increased vulnerability as a foreigner in an unfamiliar location and culture. Gender relations and expectations will be covered in your on-site orientation. You may also want to discuss this with your roommate, host mom or siblings, language teacher, other students, your professors, etc. Some key questions you should answer within your first few days are:

- What are gender relations like? How are women and men expected to interact in the family? As friends? When they go out together at night (if culturally appropriate)? In a bar? On public transportation? In the classroom? In the workplace?
- What can students do to prevent the risk of sexual harassment or assault?
This would include knowing about dangerous locations, traveling in groups after dark if advisable, and culturally appropriate ways of dressing and behaving that may minimize risk.
- If I am feeling unsafe, what should I do? Who can I ask for help?
If a female student feels threatened and there are other, host culture women present, she should seek their assistance.

- If I am sexually harassed, assaulted, or raped, what are my resources? What is the name and address of an OB-GYN? What are community organizations in this city that address issues of sexual violence? How can they help me?
- What are the laws surrounding these issues?
- How and to whom would I report such events?

We urge you to confide in the program director and avail yourself of the support and resources he or she can provide, including medical, legal, or counseling services you may need. If you are uncomfortable reporting such an event to the program director, you should be aware of other resources that you can turn to; such as, fellow students, local sexual assault hotlines, counseling centers, physicians, etc.

If a sexual assault occurs Pitzer would like to be able to support, you and may have important resources to offer. Please consider contacting us. See next section reporting options.

SEXUAL VIOLENCE ABROAD

The risk of sexual violence³ is present both on and off-campus, and anyone can be a victim/survivor of sexual violence regardless of gender identity. Students studying abroad should maintain vigilance in their awareness and safety, as well as be aware of their role as an active bystander and ability to help look out for one another.

The following guidelines have been adapted from the Claremont Colleges 7C Violence Prevention and Advocacy Sexual Misconduct Harm Reduction Strategies (<https://www.7csupportandprevention.com/harm-reduction-strategies>).

Please Note: These guidelines are provided with no intention to victim-blame. Only those who commit sexual violence are responsible for such conduct. It is never the fault of the victim/survivor.

1. While we emphasize cultural respect and sensitivity on all Pitzer study abroad programs, this should never require that you submit to behaviors that invade your personal boundaries and that make you feel unsafe or uncomfortable. Trust your instincts. If you feel uncomfortable or unsafe about a person or situation, remove yourself from the situation as soon as possible. Never let anyone try to make you feel guilty for leaving a situation you feel uncomfortable in.
2. Be aware of your alcohol intake and/or other drug use. Be aware that alcohol and/or drug use can make you vulnerable to someone who views a drunk or high person as a sexual opportunity or target.
3. Do not leave your drink unattended and do not accept drinks from someone you do not know or trust. If you have left your drink alone, just get a new one.

³ The Centers for Disease Control and Prevention defines **sexual violence** as a sexual act committed or attempted by another person without freely given consent of the victim or against someone who is unable to consent or refuse. Not all types of sexual violence include physical contact. Threats, sexual harassment, intimidation, and spying and peeping may be considered sexually violent.

4. If you do not want to engage in a particular activity, you can tell the other person “NO” clearly and firmly. You do not have to explain or justify your decision(s) about your personal boundaries.
5. Watch out for your friends and ask that they do so for you. A real friend will step in and challenge you if they see you are in a potentially dangerous situation. Respect them when they do. If a friend seems out of it, is too intoxicated, or is acting out of character, get your friend to a safe place immediately.
6. Do not go somewhere with someone you do not know well. If you do go to a club, bar or party, do so with a group of fellow students, your host brother or sister, or close friends from the host community. Keep an eye on each other. Never, ever accept a ride home with a stranger or someone you just met that evening, and never allow one of your friends to leave with a stranger.

In addition to the above, work with your study abroad program staff to develop country specific strategies to minimize the risk of sexual harassment or assault including learning about:

- host culture norms that may pose challenges when it comes to sexual harassment (e.g., machismo and piropos)
- gender dynamics in various settings
- the social norms and implicit meanings associated with personal space, touching, smiling, dress, etc.
- dangerous locations in your host community (e.g., certain bars, clubs, neighborhoods, parks, etc.)
- linguistic and culturally appropriate ways to say “no,” or extract yourself from a potentially dangerous or uncomfortable situation
- strategies (and language skills) for getting help when you feel threatened or unsafe

Reporting and Support Options

If you experience sexual violence while abroad, get yourself to a safe place and consider talking to someone you trust: a friend, host parent, on-site staff, or faculty. Please know that Pitzer respects when and if you wish to share what happened. It is your story and your timeline. However, we do encourage you to contact your in-country program director if you feel comfortable doing so. While they are mandated reporters (see below) they are the best first resource to give you support and advise you about next steps including seeking medical care, professional counseling, and legal recourse. There are also other options if you prefer to speak with someone else.

Private and Confidential Resources

If you want to talk to someone about what happened or seek help, there are two main types of resources: **Private** and **Confidential**. A private resource includes Pitzer study abroad program staff, and those listed below.

If you tell Pitzer program staff or faculty about an instance of sexual violence, they are required by law to tell Pitzer's Title IX⁴ Coordinator what you have disclosed. Pitzer's Title IX Coordinator would then reach out to you to ensure you have information about your rights and options, including counseling, academic support, and other measures for your safety and wellbeing. Please note that the highest possible level of privacy and sensitivity to your needs and preferences will be maintained, and whether to speak with the Title IX Coordinator is up to you. You are also free to contact Pitzer's Title IX Coordinator directly to make a report, or to find out more about your options and resources. Reporting to the Title IX Coordinator does not automatically trigger a formal complaint and investigation. The Title IX Coordinator can provide information and support, regardless of whether you wish to make a formal complaint.

PRIVATE Resources at Pitzer

Alyssa-Rae McGinn (she/her/hers)

Interim Title IX Coordinator, Pitzer College

Open Office Hours: Tuesdays 1-2 p.m.

alyssarae@danschorrlc.com

516.382.3043

Study Abroad staff at Pitzer can also help you navigate in-country reporting options and support resources if you do not want to contact your in-country program director. They will also consult with the Title IX Coordinator to ensure you have information about all of your options and resources. During the day, they may be reached at our **office number 909.621.8104**.

Kebokile Dengu-Zvobgo, Interim Vice President for International Programs, Kebokile_dengu-zvobgo@pitzer.edu, 909-621-8104 (office) and 909-451-1290 (cell)

Jamie Francis, Director of Study Abroad Services, jamie_francis@pitzer.edu, 909-607-3278 (office) and 909-694-7332 (cell)

24/7 CONFIDENTIAL/Anonymous Resources

You can access help 24 hours a day, 7 days a week without providing your name or any identifying information through these national organizations.

RAINN National Sexual Assault Crisis Hotline

Phone: 800.656.HOPE (800.656.4673)

Online resources and chat support: www.rainn.org

⁴ Title IX of the Education Amendments of 1972 (Title IX) prohibits sex (gender-based) discrimination and harassment in educational programs and activities at institutions that receive federal financial funding.

Love is Respect (Relationship Abuse)

Phone: 866.331.9474

Online resources and chat support: www.loveisrespect.org

7C CONFIDENTIAL RESOURCES

These resources, available to Pitzer College students or other students enrolled at The Claremont Colleges, will keep your information confidential and will not discuss what you tell them with anyone else.

The EmPOWER Center

The EmPOWER Center Director, Rima Shah, can provide helpful support and information by phone or email if you are outside the United States. If you disclose a sexual assault or certain other crimes that occurred on your study abroad program property or involved study abroad staff or faculty, Rima is required by federal law to provide crime data (without your name or identifying information) in order to comply with the Clery Act. You may choose to speak with her without disclosing any specific information if this is a concern, or you can ask her more about what information has to be disclosed and to whom.

Rima Shah

EmPOWER Center Director

Phone: 909.607.2689

Email: RShah@scrippscollege.edu

Monsour Counseling

Phone: 909.621.8202

TCCS Chaplains

Phone: 909.621.8685

See the Sexual Harassment and Prevention Appendix in the back of this handbook for more information.

IN CASE OF EMERGENCY

True emergencies are quite rare. While losing luggage, tickets or even a passport is inconvenient and upsetting, it is not an emergency. Emergencies are situations in which there is an immediate threat to a student's health or safety.

In all cases of emergency, your first course of action should **always be to contact the program staff or the local authorities first**. You should be given a complete list of emergency contact numbers during your orientation in the host country. If you do not receive this information, ask for it. While you are certainly free to contact your parents and families in any emergency, and indeed you should, please inform the program staff **first** since they can address your concerns immediately. Calling home only delays the process for intervention and often puts undue stress on families who feel as though they are helpless in helping their sons or daughters abroad.

Pitzer provides the travel insurance, which includes insurance to cover emergency evacuations. In the event of a political crisis or a natural disaster that would necessitate evacuation, the program staff will work closely with the US Embassy and other embassies (if you are not a US citizen) to facilitate your return home.

PROVIDE YOUR CONTACT INFORMATION ABROAD TO YOUR FAMILY AND FRIENDS. YOUR FAMILY SHOULD ALSO BE ADVISED TO CONTACT THE PITZER ASSOCIATE DEAN OF INTERNATIONAL PROGRAMS OR THE OTHER STAFF MEMBERS LISTED IN THE *CONTACT INFORMATION* SECTION OF THIS HANDBOOK.

IN CASE OF PROBLEMS IN YOUR HOST FAMILY

Although extremely rare, problems of sexual harassment or abuse, racist comments or behavior, homophobia, theft and related issues in the host family or home stay community are possible. Because of the nature of the host family experience, the close relationships students develop with family members, the special efforts students make to behave in culturally appropriate ways, and the potential for cross-cultural or language misunderstandings, this is a particularly delicate yet important area of concern. We have developed the following guidelines to help minimize the chances of this type of situation occurring and to help us best support you when concerns or questions regarding your host family arise.

1. Students should express any concerns or preferences they may have regarding host families to the study abroad office and program provider before departure for their program so that the in-country director or host family coordinator can select host families with individual student needs and concerns in mind. Examples of things you might want to share such as allergies, desire for a LGBTQ friendly family, health concerns with smoking or certain foods, desire for a family that values diversity and receiving students of color, etc.
2. Pitzer Study Abroad expects a strong commitment to cultural immersion and cultural appropriateness but this does not require you to endure behavior or comments that make you feel unsafe or that you believe puts your safety, health, or emotional wellbeing in jeopardy.
3. Romantic or sexual behavior between a student and a host family member is never appropriate; you have the right to politely ask a host family member to stop any physical contact or behavior that is questionable or makes you feel uncomfortable. Similarly, racist, or homophobic actions or comments that make you feel uncomfortable or unsafe are never appropriate. You have the right to inform family members that this type of behavior or language is painful or uncomfortable to you, and that you would like them to stop. In these types of situations, we strongly encourage you to immediately seek, support, clarification and guidance from your program director or host family coordinator. In some cases, there

may be a cultural or linguistic misunderstanding that can be easily worked out, or adjusted to, but in other cases, the behavior may in fact be clearly inappropriate and something your program director or host family coordinator needs to address immediately. Early on in your program, you will not necessarily know the difference, thus the importance of communicating immediately with your program director or host family coordinator when anything of this nature comes up, especially when you are confused or unsure about something.

4. Coming forward with questions or concerns about your host family behavior will never affect your grades.
5. While students tend to want to call parents in such situation, your program director or host family coordinator will be receptive to any concerns you have and is the best person to consult if you have any problems or concerns of this nature. Please know that you are welcome to call Pitzer staff in Claremont (mobile and work numbers are provided in the handbook) where you might feel uncomfortable contacting the program director or host family coordinator directly. I

We encourage students to approach issues and concerns of this type with an open mind. While we want you to come forward immediately if you have a concern or question regarding your host family, we also ask you to reserve judgment until you have a chance to carefully consider, with the help of your program director or host family coordinator, the many cross-cultural or language misunderstandings that might be at play. While a student's concern may be due to a cross-cultural or linguistic misunderstanding that can easily be explained and cleared up; it may just as easily represent a serious situation that requires immediate intervention.

Living with a host family requires perseverance and effort as in any relationship. It is not always easy. We do not want you to give up on your host family simply because adjusting to the new culture, language and living situation is challenging. On the other hand, we want you to feel safe, welcomed, and part of the family, so that warm relationships can develop, and language and culture learning can be maximized. Open communication with your program director or host family coordinator in which you share challenges and concerns early on, as well as triumphs and high points will assure that this happens for you.

IN CASE OF AN EMERGENCY IN THE US

Friends and family should Contact the Claremont office first. A list of emergency contact numbers has been provided in the section on *Communications* in this booklet. The Claremont office can usually contact students and staff quickly. In the case of a death in the family or of a close friend, we can often arrange for a private, supportive environment in which students can speak directly with loved ones. Program staff can offer considerable and sometimes vital support if they are involved early in the process of sharing difficult news.

US DEPARTMENT OF STATE TRAVEL SAFETY INFORMATION

<http://travel.state.gov/content/studentsabroad/en.html> contains information on travel documents, health, emergencies, embassies, voting, and security conditions all in one place. Students and parents may find this website very useful when preparing for a study abroad program.

SMART TRAVELER ENROLLMENT PROGRAM (STEP)

<https://step.state.gov/step/> STEP is a free service provided by the US Government to US citizens who are traveling to, or living in, a foreign country. STEP allows you to enter information about your upcoming trip abroad so that the Department of State can better assist you in an emergency. STEP also allows Americans residing abroad to get routine information from the nearest US embassy or consulate.

The physical address to use to register with STEP will be given to you at your program specific orientation.



Students who are US citizens are required to register with the US State Department before leaving the US. Students who are citizens of other countries should check with their consulates for recommendations.

PREPARE TO GO

Any outstanding study abroad, financial, and academic issues must be resolved before the due dates listed in the study abroad application portal for you to maintain your eligibility to study abroad.

It is your responsibility to contact the study abroad office, student affairs, financial aid, housing, registrar's office and other departments to complete any pre-departure tasks and to find out what preparations you will need to make for a smooth return to campus after your time away. It is also your responsibility to stay in contact with your home institution while you are away, so you receive important information and updates. Students are expected to check their email on a regular basis. Pitzer students will be contacted via their official Pitzer College email accounts.

The end of the semester is always a busy time with papers, exams and special events. You should plan ahead to get your passport, have a physical, have photos taken, get signatures and submit your documents now while you still have time to respond to any surprises that may arise.

PRE-DEPARTURE CHECKLIST

- ☐ Complete all required items listed on your study abroad application portal. Pitzer students must plan for **DUO log in authentication**.
- ☐ Email to yourself a scanned copy of your passport photo page.
- ☐ Arrange your **flight** through the Pitzer-designated travel agent.
- ☐ Apply for your **visa**, if required.
- ☐ Consult with your current **medical insurance** provider to ensure that your coverage is valid abroad and in the US for the duration of your program. If not, purchase additional coverage.
- ☐ Compile a list of names, phone numbers, and email addresses of



faculty and staff on campus who you may need to **contact** while abroad.

- ❑ Provide a **forwarding address** to the mailroom. Include start and stop dates. Understand you will have a new mailbox number upon your return to campus.
- ❑ Update and clean out your **email account**. Change your password, unsubscribe to student lists, and set up folders for non-urgent email that will clutter your inbox and obscure important messages.
- ❑ Meet with your **financial aid** officer, if applicable, to make sure you have signed loan forms and promissory notes, to discuss how your aid will transfer to your study abroad program, and to learn about procedures for renewing your aid for the semester you return to campus.
- ❑ Meet with your **academic adviser** if you have questions about your academic plan and study abroad.
- ❑ Learn how you will **register for classes from abroad** for the semester you will return to campus. (If you will be a junior while abroad, you must **declare your major** before you go or you will NOT be able to register for classes from abroad.)
- ❑ Submit **housing** forms and designate a proxy for room draw for the semester after study abroad, if applicable.
- ❑ Visit your doctor or public health clinic for your **physical** and **immunizations**. Visit your **dentist** before you study abroad.
- ❑ **Register** with the **US Department of State** Smart Traveler Enrollment Program (STEP) at <https://step.state.gov/step/> before you depart the US. Review **travel warnings**, if applicable.
- ❑ Complete your **pre-departure reading** and coursework, if applicable.
- ❑ Discuss **emergency contact procedures** with your family and friends.
- ❑ Authorize trustworthy individual(s) in the US to access and make changes to your **bank accounts and credit cards** in the event your cards are lost or stolen. Notify your bank and credit card companies of your travel plans. Depending upon your circumstances you may wish to set up a **power of attorney**.
- ❑ Shop and pack **lightly**. Leave room for items you will acquire when abroad.

PASSPORTS

Anyone traveling between countries needs a passport. Check the expiration date. If you do not have a passport valid for six months after your planned return from study abroad, expedite the application or renewal process. As of October 2021, expedited processing of a passport is taking roughly ten weeks.

HOW TO APPLY FOR A US PASSPORT

For information on how to apply for or renew a US passport go to the US Department of State's website at <https://travel.state.gov/content/travel/en/passports.html> or call 877.487.2778.

IF YOUR US PASSPORT IS LOST OR STOLEN

If your passport is lost or stolen while you are abroad, report the loss immediately to local police authorities and the nearest US embassy or consulate. In addition, you should report your passport lost or stolen by visiting the US Department of State's website for details: <https://travel.state.gov/content/travel/en/passports.html>. A copy will expedite the replacement process. It is wise to email a copy of your passport to yourself and keep a photocopy of your passport in your luggage or with your on-site program representatives.

VISAS

Your program sponsor will advise you on the visa process for your program. Most students will be required to obtain a special visa for their time abroad. For some countries, the visa process may require more than two months to complete, in other countries you may obtain the visa at the airport as you enter the country and pay the visa fee. Your program should provide information on whether or not a visa is required, and the specific type of visa required for your stay. Before you can obtain a visa, you will need to have a passport that is valid for the length of your stay and, in many cases, for a period of up to six months after the end of your program. For a Lebanon visa your passport must be valid for at least a year after you plan to leave the country. Check your passport expiration date carefully. Some destinations require that you have several blank pages remaining in your passport. If your passport does not have blank pages remaining, please arrange to get additional pages added to your current passport or renew for a new passport with plenty of blank pages

The process for obtaining a visa can be bureaucratic and, in some cases, frustrating. More and more consulates and embassies will want you to visit their websites for visa information, hours of operation, etc., rather than calling. In some cases, you can call, but there may be no way to leave a message. Be proactive, patient, persistent, and polite when contacting the consulate officials. Procrastination will jeopardize your participation in study abroad. Pitzer College has no influence over a foreign government's visa rules and cannot intervene on your behalf.



Ask about the amount of time that you should allow for processing and plan accordingly. In some cases, you may not be able to travel outside the US for an extended period of time since you need to relinquish your passport to the consulate or embassy processing your visa.

Some consulates require that you apply in person, for others you can accomplish the task by mail. If applying by mail, you should use an overnight courier service or other method that allows for tracking the package since it will include your passport. Make a photocopy of your passport and everything that you send. The following is a list of items that may be required to obtain a student visa **(please note that this list is only provided as a sample of documents that are commonly required. We have to repeat that every country is different, and each consulate may have varying requirements):**

- your passport

- passport-sized photos
- a letter from the university or program you will be attending on official stationery, stating that you have been accepted as a student for a specified period (the letter must list the beginning and ending dates)
- proof of sufficient funds to finance your stay abroad – this may be a copy of your financial aid award or a bank statement showing that you have adequate funds (or your parents do) for your support while in the country
- proof of insurance coverage (sometimes this will need to be translated into the host country language)
- proof of your health status (an increasing number of countries have established regulations requiring AIDS/HIV testing, some require a tuberculosis test or other screening tests before obtaining a visa)
- a police report or background check stating you have not been convicted of any felonies
- a copy of your airline ticket to provide proof of the date you intend to leave the host country
- an application fee ranging from US \$30 to US \$540 for Australia (the most expensive known at this time). If you have limited time for getting your visa, there may be agencies that can expedite the visa process (depending on the country) – for a fee, of course. If you would like more information on these services, check on-line by Googling “visa agencies”. Pitzer will reimburse students who submit a receipt for visa fees paid. Students are responsible for agency fees if they choose to use an agency.

The following website provides country specific information including foreign entry requirements for countries around the world: <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages.html>.

If your itinerary includes layovers or stops in other countries on the way, you may need a visa for those countries even if you do not need a visa for your destination country. Please check with your travel agent and the relevant embassies for information.

We suggest that students who are planning to travel to other countries after the end of the program strongly consider obtaining their visas before departing the US. Although it may be possible to get visas after your arrival in the host country, the process of obtaining a visa in the host country, if even possible, may involve visits to an embassy at inopportune times or relinquishing your passport, which is not advised.

IF YOU ARE NOT A US CITIZEN

If you have a passport from a country other than the US, you may have different requirements, so be sure to follow the procedures specific to your country or immigration status. If you are not a US citizen and you do not have a US passport, please notify the Office of Study Abroad and International Programs. If you do not have a passport from your home country, or if it is expired, please start the process of acquiring or renewing your

documents immediately. In some countries, this process can take months, so it is imperative that you start working on it as soon as possible.



Depending upon your immigration status there may be special signatures or other procedures required to ensure that re-entry to the US will be permitted after your study abroad program. Speak with your international student adviser. Check before you go!

STUDENTS AS RESOURCES

Students who have returned from your program are another excellent source of country-specific information, although do remember that four months in any location does not make someone an expert. If you can speak with a returnee (or you could consult the program sponsor), here are some topics that you may want to discuss:


- What problems are US students likely to encounter in the host country?
- Are gender roles different in the host country in comparison to roles in the United States?
- What is the usual manner of dress for women. Are styles more formal in classes? At social events, etc.?
- When do people start dating in the country? How is pre-marital sex viewed? What are acceptable means of greeting others and showing affection in public with members of the opposite sex? With members of the same sex? e.g., holding hands, shaking hands, kissing on the cheek, hugging?
- How are students in the host culture different from students coming from the US? How are classes different?
- What foods are the most popular? Is it difficult to follow a vegetarian diet in this country?
- Who are the minority groups in the culture? How are they treated? How are specific groups (that matter to you) treated (e.g., gays and lesbians, certain ethnic groups, religious minorities, political minorities, etc.)?
- How is alcohol viewed in the country? What about drugs?
- What is a good gift for my host family? On what occasions could one present or accept gifts from people?
- What is the best way to meet locals in the country? Other students?
- How expensive are everyday items? Are there things that are difficult to find or more expensive that I should bring from home?
- Any recommendations for “must see” sights, inexpensive but safe hotels or hostels, cheap travel tips, or bargain souvenirs?
- Tips for what to bring/ what not to bring.
- Places to practice your language skills in the host country.

WHEN YOU GO

HAVE ACCESS TO THIS HANDBOOK. A copy of this handbook will be available on your study abroad application portal. Please consult this handbook before sending an email to ask for information already covered here. Continue with your preparatory reading about your host country or read a novel written by a member of your host culture:

- Drink plenty of liquids on the plane, and avoid alcohol, it is dehydrating.
- Get up and walk in the aisle on long international flights or do stretching and isometric exercises in your seat to prevent swelling in your legs and feet.
- Especially in the winter flu and cold season, you might want to consider wearing a face mask or draping a scarf across your nose and mouth when sleeping on the plane. One of the most hazardous health risks you will face is the long flight enclosed with people coughing and sneezing around you.

WHILE ABROAD

- Remember that you are required to take the Intercultural Learning: Portfolio Writing course via Sakai for 0.5 course credits. Refer to the section in this handbook *Academic Matters* for more details.
 - Remember the objective of study abroad is **Intercultural Understanding** as defined by Pitzer's learning objectives; *"By learning about their own culture and placing it in comparative perspective, students appreciate their own and other cultures, and recognize how their own thoughts and actions are influenced by their culture and history."* Your role as a student on this program is not to judge the host culture, especially not to judge it based on your own values, but to understand it and respect your hosts in the way you participate in their culture. Again, you can do this without compromising your own core values. Cultural appropriateness is not a process of giving up or diminishing who we are, but of adding on.
- 

TRANSPORTATION

PROGRAM DATES

Participation in a study abroad program involves attending the orientation at Pitzer AND at the host institution. Students are required to stay from the first day (including orientations) through the last day of the semester. Late arrivals cause disruption and inconvenience to the program staff. Early departures may result in loss of credit or lowering of grades.

FLIGHT ARRANGEMENTS

Allow ample time to work with our travel agent to arrange your flight by the date in your acceptance letter. When you contact the travel agent, identify yourself as a Pitzer student.

Please note: Some programs have an examination period, which could run two to three weeks after your final class. The dates we provide to the travel agent will include the last possible day of the examination period. If your exams occur prior to the last day of the examination period and you wish to return early, you will be responsible for all costs associated with changing your flight.



To receive your ticket, you are required to submit the Pitzer acceptance paperwork and complete orientation requirements by the dates listed in your study abroad application portal.

Pitzer's Designated Travel Agent

KIM RUDD at Corniche Travel

Email: pitzer@corniche.com

Phone: 951.698.0089 6:00 a.m. to 4:30 p.m.

Additional agents are available from 6:00 a.m. to 6:00 p.m., (Pacific time zone)

Phone: 310.854.6000 Monday through Friday, closed major holidays

Office: 8721 Sunset Boulevard, Suite 200, West Hollywood, CA 90069

www.corniche.com

For emergency after hours service, please call 800.242.7274 within the US or call collect 203.787.6266 outside the US. Advise the agent of your executive code 6TA0 (six tango alpha zero).

Kim Rudd has been providing flight services to Pitzer College students for several years and is very knowledgeable about airline travel. She has many clients, so it may be necessary to leave a message with a call back number.

Airfare Policy



All program participants are REQUIRED to work directly with the travel agent designated by Pitzer College to finalize their tickets by the date indicated in their acceptance letters. Tickets purchased through other travel agencies will NOT be reimbursed or credited to your student account. Frequent flier miles may NOT be used to book flights.

The maximum airfare Pitzer College will pay is based upon the cost of a round trip ticket from the closest major international airport to the student's permanent address city in the US to the designated international airport near the program site for the exact dates of the program. For international students, the maximum airfare is based upon the cost of a round trip ticket from Los Angeles International Airport (LAX). The travel agent will bill Pitzer for the approved ticket. Students will pay the travel agent directly for the additional costs of an itinerary that is more expensive than the approved flight. No refund or credit is given if the ticket costs less than the maximum.

The following items may increase the cost of a ticket. Students will only be charged for actual overages.

- Finalizing travel arrangements late
- Travel dates that vary from the dates of the program, including going early or staying after the program ends
- Special requests for routing or stopovers through specific cities or countries
- Open return tickets - these are discouraged and may not be possible due to visa requirements.
- Extra luggage charges - airlines may change luggage restrictions without notice.
- Changing the ticket after it is issued. These costs include change fees and any increase in airfare.
- Replacing lost tickets

Visa Considerations

Visa and immigration requirements often oblige you to have a round trip ticket for entrance into the country. You cannot buy a one-way ticket and plan to purchase the return portion later. Some destinations require that you have several blank pages remaining in your passport. If your passport does not have blank pages remaining, please arrange to get additional pages added to your current passport or renew for a new passport with plenty of blank pages.



If your itinerary includes layovers or stops in other countries en route you may need a visa for those countries. Please check with your travel agent and the relevant embassy for information.

Travel Delays

Unforeseen circumstances (weather, missed flights, equipment problems, etc.) may result in unforeseen expenses due to the delay. Students should travel with emergency funds in the event of unavoidable delays in transit. Pitzer College is not responsible for these expenses. Your Travel Insurance Plan provided by the Claremont Colleges (refer to the insurance section of this handbook) may include basic coverage for costs incurred due to travel delays. Should you have expenses related to such delays, be sure to keep your receipts in order to make a claim.

ARRIVING EARLY OR STAYING PAST THE END OF THE PROGRAM

Students who choose to arrive in-country before the beginning date of the program must contact the program staff well in advance of the beginning of the program to arrange a time and place to meet on the arrival date. Pitzer can take no responsibility for early arrivals. Students must make their own arrangements for ground transportation, room, and board.

If you think you may want to stay on past the end of the program, please advise Pitzer's travel agent before you make the final confirmation of your ticket. Otherwise, you will be booked for departure from the program site on the program departure date, and any additional costs due to changes made after your ticket is issued will be your responsibility. Please know that Pitzer can assume no responsibility for students who stay past the departure date.

FLIGHT CHANGES

If you choose to change the date of your return once you are in the host country, you need to check with the airline and the travel agent of the regulations, required tickets, and fees associated with changing your flight. Pitzer and the travel agent will not be responsible for expenses incurred for changing your return dates and/or itinerary after you make your initial confirmation with the travel agent, especially once you are in the host country.


If for any reason, you are not able to use an airline ticket, the airline must be notified *prior to the departure of the flight* that you will be changing the ticket. Unused tickets including E-tickets become worthless once the plane departs. You are responsible for the replacement cost of an unused ticket.

Baggage Claim/Lost Luggage

In the unlikely event that your baggage is lost on the way to your destination, you will most likely first realize this in your host country. File a claim with the airline before you depart the airport. Keep your baggage tags. Usually lost baggage is recovered in two to three days.

INDEPENDENT TRAVEL

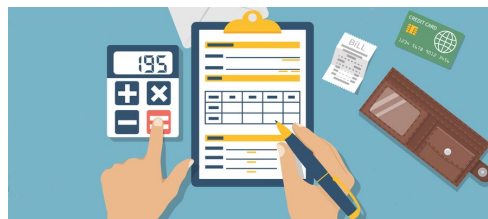
Independent travel outside the exchange country is discouraged and should be done only after the end of the semester.



MONEY MATTERS

HOW MUCH TO BRING AND HOW TO BRING IT

Personal spending is an individual matter and can vary widely between students based on their spending habits and financial resources. Most students do not have to spend a great deal of money on their program. You should plan to have access to \$800-\$1000, though this amount may be higher depending on your location. If your location is in a cold region, be sure to budget for a winter coat and other necessary clothing. Do not carry large amounts of cash while traveling. It is recommended that students have about USD \$50-\$100 in cash for expenses during the travel.



Other expenses that you should plan for include:

- The cost of any immunizations recommended by your program or required for entry
- Entry visas if applicable (often must be in US dollars) and exit fees
- Money for books, school supplies, toiletries
- Emergency medical reserve plus personal medicines.
- Personal spending money for entertainment, souvenirs, independent travel
- Phone calls
- Departure tax at airport
- Deposits if required.

Talk to a student who has recently returned from your program for suggested amounts. The exchange rate of the US dollar against most foreign currencies varies so be sure to consider this in your planning.

You may want to bring more money depending on whether you bring everything from home or plan to buy clothing and other supplies in the host country, your independent travel plans, and any gifts or souvenirs you may plan on purchasing. Ask student alums about the costs of certain items below to serve as a rough guide in planning how much money to bring:

- A good meal in a nice restaurant
- Movies
- Bicycle (renting or buying)
- Taxis
- Train and airfares to tourist areas

- Clothes: If you come from a temperate climate like Southern California, you may not own a coat and other items that will be necessary. Check with the program sponsor to see if these items may be relatively cheap or prohibitively expensive abroad. You may want to check out thrift stores before you leave for an inexpensive jacket or coat or other items that you do not already own.
- The cost of a phone call to the US: This is an area that can use up your funds faster than you would expect. Limit your calls by considering them an expensive treat and do treat yourself when a familiar voice from home is what you need. All other times, write a letter, email or Skype.
- Deposits

ATMS

Never carry large amounts of cash while traveling. The program sponsor can provide recommendations on the best manner for dealing with money.

ATM/debit cards are accepted almost everywhere. Please be aware of any fees your bank may charge for withdrawing cash.



CREDIT CARDS

Credit cards are also widely accepted abroad and can be very handy in case of emergency. MasterCard and Visa are best. In Europe and other parts of the world, credit cards are usually chip and pin, which is different from the chip and signature cards in the US. There are locations and businesses that may only accept chip and pin cards. If you bring a credit card, be sure to leave your card number and the 'Lost or Stolen' phone number at home. In the unlikely event that your credit card is lost or stolen while abroad, this information will help your parents or friends cancel your card quickly. Please note: only a person previously authorized to make changes on your account will be able to cancel a lost or stolen card. You should also notify your credit card company that you will be traveling and using your card outside the US. Otherwise, when the first few foreign charges show up, your credit card company may put a freeze on your card.

HOW TO RECEIVE FUNDS FROM HOME

The best way to transfer additional funds from home to you is to use an ATM card or draw a cash advance on your credit card. Western Union and American Express also provide wire transfer services, but these tend to be more expensive than standard ATM and cash advance fees. If you do not have an ATM card or credit card, and you need to have money wired to you, you will need to obtain the latest details from the banks in your host location and forward that information to your parents (or another benefactor).

WHAT YOUR PAYMENT FOR STUDY ABROAD WILL COVER

Payment of the comprehensive semester program fee to Pitzer College plus the \$600 travel will cover your program tuition, housing, meals, visas, travel insurance and airfare for the length of the international program as well as the overall cost of providing and supporting study abroad at Pitzer College.

What happens to the comprehensive fee I pay for the Pitzer study abroad program?

Students are charged the full Pitzer College comprehensive fee for participation in any of Pitzer's study abroad programs. This does not mean that the full comprehensive fee is sent to the host country for the use of the Pitzer study abroad program or that students receive the equivalent meal plan amount for their meals abroad. As with all college programs and departments, each year the Treasurer's Office at Pitzer develops a budget for Study Abroad as a whole and for the individual programs abroad. The portion of the comprehensive fee that does not go to the host country or student directly is used to support the cost of promoting and administering the study abroad programs. It is also used to support the overall infrastructure of the college (from information technology, public relations, financial services, and insurance, to on-line library resources, etc.) that is available for study abroad students before, during, and after their time abroad.

HOUSING

Housing covered by Pitzer College means accommodation that is typical for that particular program or country during the period that school or the program is in session. Most programs provide housing as part of the program fees. Please note that housing expenses during breaks (including periods between terms or semesters, for example Easter break or winter break in the UK), and housing expenses before or after the program are the responsibility of the student and are not covered in the fees paid to Pitzer. **Students are also responsible for paying any additional charges if requesting single accommodation.** If the program does not provide housing, Pitzer will provide a check for housing based on an amount recommended by the program.

MEALS

Meals covered by the comprehensive program fee paid to Pitzer College include whatever is typical in the host culture but usually means breakfast, lunch and dinner Monday through Friday and brunch and dinner on weekends while the program is in session. Many programs cover expenses for meals as part of the program fee. However, there are programs that do not include meals, or include limited meals as part of the fees paid for the program. For these programs, Pitzer will provide a meal allowance, based on an amount recommended by the exchange/program partner. Students will not be reimbursed for missed meals that are provided by the program. Meals during any break periods between semesters/terms (including the extended Easter break typical in the UK and other countries) or before or after the program are the responsibility of the student and are not covered by the comprehensive fees paid to Pitzer.

Having a full semester's worth of housing and/or meal funds available at the beginning of the program requires some careful planning. Figure out the number of weeks in the country and determine a figure that can be safely spent each week and still have the money last until the program ends. Normal fluctuations in the exchange rate

are considered when determining your meal allowance amount. A meal allowance is meant to cover expenses for food you purchase at a grocery store and prepare yourself or for purchase in a student cafeteria. It will not cover eating daily in a restaurant. Just as the board fees paid to Pitzer do not cover late night pizza expenses or your favorite snacks, the same applies abroad. If the meal allowance seems inadequate to cover your food expenses, consult the program sponsor to learn how these amounts are determined and how often they are updated. Pitzer cannot provide additional meal allowance funds unless the program sponsor/exchange partner recommends in writing that Pitzer make these adjustments. Keep copies of your receipts for a week to check that you are staying within your budget. You can use these receipts to demonstrate that additional funds are needed, if appropriate.

TRAVEL CONTRIBUTION

All Pitzer students pay the same \$600 travel contribution for airfare and travel insurance for an international semester study abroad program. This charge will be placed on your student account for the semester you are abroad. For Pitzer students, Pitzer designates a travel agent for the student to book a round-trip airline ticket. (Refer to the *Transportation* section of this handbook for information on flight Arrangements and the airfare policy. See also the section on *Insurance*.)

ADDITIONAL EXPENSES

The items below are **NOT COVERED** in the semester comprehensive fees plus travel contribution or the summer study abroad fee and should be considered in your budget planning.

- Passport
- Photos required for applications and visas.
- Cost of required immunizations
- Cost of the medical exam required prior to participation.
- Comprehensive medical insurance coverage is required. (Fees for additional insurance, if required by the program or the host country, may be covered by Pitzer College. Ask the Office of Study Abroad and International Programs.)
- Additional costs incurred for airfare that costs more than the standard round-trip ticket (see Airfare Policy) or if arriving before or extending after the program dates, changing a ticket, or if participating on a domestic program
- Cost of housing and meals before or after the program or during school breaks (e.g. breaks between terms or semesters, spring break)
- Refundable deposits

- Expenses for items or services that are not typically provided on the program but to which students may be accustomed (e.g., email or internet access, access to computer labs, athletic facilities, etc.)
- Expenses for items or services that are not provided for in fees paid to Pitzer (e.g., personal entertainment, toiletries, independent travel during school breaks, field trips that are not a required part of a course, mobile phone charges, laundry charges, etc.)
- Clothing (e.g., winter jackets, boots, rain gear, formal attire, etc.) needed for climate conditions, cultural reasons, or activities at the program site
- Course fees, lab fees and supplies
- Textbooks
- Expenses resulting from a difference in the cost of living. Expenses in your study abroad location may be the same, higher, or lower than in Claremont.

EXCHANGE RATES

Exchange rates can change daily, and it is important to note that changes may not be in your favor. Keep the exchange rate in mind when budgeting. The exchange rates can vary between now and your program departure. A handy website for tracking these rates is <https://www1.oanda.com/currency/converter/>.

BILLING

Pitzer College students are billed Pitzer College tuition, a study abroad program fee and a \$600 travel contribution. The semester study abroad program fee is equivalent to the cost of a double room, a 16-meal board plan and the activity fee.

Student Accounts

Charges for your semester abroad will be available via CASHNet. **Students who will be abroad are strongly encouraged to provide authorization to parents or other parties to view and/or make payments on their account.** For further assistance or to report problems with the CASHNet site, please contact the Office of Student Accounts at 909.621.8191.

Financial Aid

Pitzer financial aid can be applied toward the fees of any approved program. Please consult the financial aid office for specific details on how your financial aid, including the travel contribution and work-study funds are handled.

Withdrawal Fee

In the event of a withdrawal, deferral or change to another program any time after May 15 for fall programs and October 15 for spring programs, a \$350 administrative fee will be charged to the student's account.

Transcripts for all students will be withheld until Pitzer College is paid in full. This includes the comprehensive program fee and any outstanding balances due to charges incurred on behalf of the program such as: library fines, charges for damages to homestay or school property, non-reimbursed medical expenses, etc.

WHAT TO BRING

ESSENTIAL DOCUMENTS AND ITEMS

- ☐ Your **passport** valid for **at least six months past the end of the program** and two photocopies carried separately from your passport in other suitcases or wallets. Also be sure to carry your visa documents. Visas vary by country but may be either a stamp in your passport or notarized documents. Be sure you ask the consulate about any documents you are required to present upon entry. Leave an additional copy at home with your parent or guardian.
- ☐ Your **visa documents**, if applicable
- ☐ A copy of your airline **e-ticket**
- ☐ **Credit and ATM cards**
- ☐ **Proof of COVID-19 vaccination status**, and negative COVID-19 test results should your host country require proof. Check with your program sponsor/host university for current policies.
- ☐ Your **medical insurance information**.
- ☐ Important **contact information** for Pitzer College.

CLOTHING, MEDICINE AND MISCELLANEOUS

What you bring is an individual matter. It depends upon what you may want to buy in the host country, how much you want to carry (the lighter the better), and what you plan to do during your semester. Everything you might need is probably available in your host country, but you may not have access to your favorite brands. We suggest you come **as light as possible** and buy anything else you need in country. Traveling becomes much more enjoyable as the weight of your bags decrease. Whether you bring it with you or buy it, the following items are suggested:

Check the Transportation Security Administration (TSA) website for current regulations about prohibited and permitted items for carry-on luggage and checked baggage.

<http://www.tsa.gov/traveler-information/prohibited-items>

Remember that your luggage may be searched at the airport and a well-organized packing job is advised.

CLOTHING

The important thing is that you dress in a way that is neat, clean, and acceptable to your hosts. Note that this list is provided as a general guideline only; you are not required to pack everything on this list.

- ☐ 1 pair of comfortable walking shoes
- ☐ 1 pair of flip flops or shower shoes
- ☐ 3-5 pairs of socks
- ☐ 5-7 pairs of underwear
- ☐ 1-2 pairs of shorts (if acceptable in the host culture, in many places, shorts are only appropriate at the beach or when participating in sports)
- ☐ 3-4 skirts or slacks
- ☐ 3 shirts
- ☐ 1 sweater or sweatshirt
- ☐ 1 poncho or rain jacket
- ☐ 1 light jacket
- ☐ 1 bathing suit (ask about acceptable styles, bikinis may not be appropriate)
- ☐ 1 hat or sun visor
- ☐ 1 semi-nice outfit with appropriate shoes
- ☐ 1 pair of pajamas



MEDICINE

- ☐ Aspirin or other pain-reliever (two-week supply unless you have allergies and wish to bring enough for the semester)
- ☐ Bring Prescription medicines in their original containers and copies of your prescriptions. We recommend bringing enough for the entire semester. Shipping may be unreliable. Some medications may not be available even with a local physician's prescription. Be aware that some medicines are controlled substances and may be illegal in some countries. Refer to the section on Traveling with Medication.

TOILETRIES (A TWO-WEEK SUPPLY)

- ☐ Prescription medicines (in their original container) and copies of your prescription
- ☐ Toothbrush (with cover) and toothpaste
- ☐ Soap and shampoo
- ☐ Brush and comb
- ☐ Sunscreens, moisturizers, cosmetics
- ☐ Deodorant
- ☐ Tissues
- ☐ Tampons/Sanitary Napkins
- ☐ Razor blades
- ☐ Eyeglasses, sunglasses, contact lenses and cleaning solution

MISCELLANEOUS

- ☐ Camera
- ☐ Swiss army-style knife (do not include in your carry-on luggage on the plane!)
- ☐ Small flashlight
- ☐ Addresses
- ☐ Travel journal
- ☐ Pocket calculator
- ☐ Books, guides, and maps (make copies of only the essential pages to lighten your load)
- ☐ Day pack
- ☐ Laundry soap and line
- ☐ Sewing kit
- ☐ Several sizes of sealable plastic bags for storage (We recommend storing anything that can spill or leak inside a plastic bag to prevent damage to other articles in your luggage. Bring extras; they come in handy in more ways than you can imagine.)
- ☐ Hostel sleep sack

- ☐ Change purse
- ☐ Small collapsible umbrella
- ☐ Luggage locks and tags
- ☐ Battery operated alarm clock
- ☐ Moist towelettes
- ☐ Batteries
- ☐ Adapter and voltage converter
- ☐ A half roll of toilet paper (you may be glad to have it)

VPN (VIRTUAL PRIVATE NETWORK)

Most online resources (e.g.: Sakai, Workday/Kronos, etc.) can be accessed from any location. Some online resources (e.g.: Shared Drive, Remote Desktop, Onbase, Cognos) are restricted to the campus network. By using Cisco AnyConnect (VPN) software, you create a secure, encrypted tunnel between your computer and the VPN remote server. This will make it appear as if you were on the campus network, to access these resources.

How to access the service: Please contact the Pitzer [Help Desk](#) to request the Cisco AnyConnect VPN software (if not already installed).

GIFTS

For students living with host families: It is always nice to bring several modest gifts from home for your hosts. Pictures of yourself, your own family and your home are very much appreciated. Calendars with pictures of your state or country would also be a good idea. Children enjoy receiving small trinkets, or crayons and coloring books. T-shirts, kitchen towels, hats or pins with sports team logos, popular culture icons, American tourist attractions, and other American memorabilia are popular. Another effective strategy is to simply wait until you are settled in with your hosts and then purchase inexpensive gifts, according to their interests and needs. Students in the past, especially those studying in developing countries, have commented that small items purchased in the local culture that your hosts would not buy themselves will often be more appreciated than a souvenir from the US.

COMMUNICATIONS

PHONE, EMAIL AND MAIL

CONTACT INFORMATION FOR THE OFFICE OF STUDY ABROAD AND INTERNATIONAL PROGRAMS IN CLAREMONT

Pitzer College

Phone 909.621.8104

Office of Study Abroad and International Programs

Email studyabroad@pitzer.edu

Mailing address

Office hours

West Hall, Suite Q100

Monday through Friday

1050 North Mills Avenue

8 a.m. to noon and 1 p.m. to 5 p.m.

Claremont, CA 91711

except holidays

Ways to Make Contact While Abroad

Email, mail, Skype, Facetime, Whatsapp, text, and mobile phone calls are all options for contacting the US from abroad or for family and friends to reach you. Internet access may vary depending upon your locations.

EMERGENCY PHONE NUMBERS FOR STUDENTS WHILE ABROAD - SEE LAST PAGE OF THIS HANDBOOK

In an emergency, students who are abroad should call the emergency numbers listed on the last page of the student version of this handbook. Students are advised to contact their program coordinator or other designated person as soon as possible. He or she is best able to render prompt assistance and advice in the event of an emergency. Calling home to speak with a family member first, though it may be instinctive or comforting, is not going to get you the immediate local help you need. For privacy reasons emergency numbers will only appear in the student version of this Handbook.

IN CASE OF AN EMERGENCY AT HOME - FAMILY AND FRIENDS

In case of emergency, parents or friends should contact the Associate Dean of International Programs, **Kebokile Dengu-Zvobgo** or a member of the Office of Study Abroad and International Programs at the numbers listed above. The Study Abroad staff in Claremont can usually contact students and program staff quickly. If they call the office number and we are closed, they will be directed to Campus Safety at 909.621.8170. Campus Safety has additional contact information on file. Please have them continue down the list until they can speak directly with a member of our staff.

MOBILE PHONES

Pitzer **requires** that you have a mobile phone while abroad. You will be responsible for maintaining a working mobile phone (charged, paid up and ready to use in an emergency) on your person throughout the program. You must provide the study broad office at Pitzer with your mobile phone number. If you bring your own phone make sure you unlock your phone before you depart the US or your home country.

Whether you bring your own mobile phone from home or get one from the program, Pitzer expects all students to use mobile phones in ways that are appropriate and responsible. In particular, mobile phones should be turned off (including texting) during classes, program discussion sessions and study trips when interacting with program staff, faculty or guest speakers. In addition, students need to learn and practice appropriate mobile phone use in their homestays. For some families it may be considered rude, for instance, to make or receive calls or text messages during a family meal or while engaged in conversation after dinner.

MAILING AND SHIPPING TO STUDENTS ABROAD

Regular mail is quite reliable in some countries but may not be in others. International mail can take anywhere from 5 days to 3 weeks to arrive in various countries. Occasionally, mail can be misplaced or lost by the postal service abroad, just as it can be lost by the postal service in the US. Postcards are at a different rate and may take even longer. You will be provided with your address on site, if not before you leave. Please be sure to provide the Office of Study Abroad and International Programs at Pitzer with your mailing address and phone number.

Although you can ship almost anything abroad, please keep in mind that certain items may require a special tax or exorbitant fees to clear customs. Think twice before shipping expensive items, such as computers or books.

In lieu of sending a package (e.g., care package, birthday gift), we recommend families and loved ones simply deposit something extra in your ATM account and send you a note with best wishes to enjoy a nice dinner out on the town with your friends or host family.

STUDENT COMMUNICATION RESPONSIBILITIES

Before, during, and after your study abroad experience someone from the Office of Study Abroad and International Programs or another Pitzer College office may contact you with information about orientation, health, safety, academic, finances, or other matters. Faculty may need to contact you about academic issues, invitations to do a senior thesis, etc. **For Pitzer students, the official means of contacting you will be your Pitzer College email account.** For non-Pitzer students we will use the email you provided in your application in your study abroad portal.

Due to the large number of messages on student-talk, Pitzer-talk, and other email lists, we advise students going abroad to unsubscribe to email lists while off campus. If you have a limited amount of time to check email or are paying for connection time at an internet café while abroad, you do not want to miss important College information buried in your inbox. Investigate methods for labeling and filtering your messages before you go.

Students are responsible for managing their email accounts and reading their official school email on a regular basis before, during, and after studying abroad.

For Pitzer Students: The Pitzer password automatically expires every six months - 180 days from when you last reset your current password. Change your password before you leave to assure continuous access. If your password does expire, log on to www.pitzer.edu/pitpass or contact the Pitzer Helpdesk at help@pitzer.edu.

STUDY ABROAD PORTAL

To access information on your study abroad portal, log in at <https://pitzer-sa.terradotta.com>.

For Pitzer College students, access to the study abroad portal is authenticated by Duo. If you do not have cell service, you can use the passcode feature inside the Duo mobile app to continue to gain access to your Pitzer resources. Passcodes regenerate after use and work without cell or Wi-Fi signals.



You may download the Duo Mobile app the App Store or Google Play. Then, from a computer, log into Sakai or MyCampus2 to get the Duo prompt. Choose My Settings and Devices on the left of the screen. Add or reactivate your device there.

If you get an alternate phone or sim abroad, download the Duo mobile app and add a new device from the Duo interface. If you do not have access to your old phone or app for authentication, email the help desk at help@pitzer.edu for assistance in setting you up.

A screenshot of the Duo authentication interface for Pitzer College. The interface shows a "Device:" dropdown menu with "Cell (XXX-XXX-3441)" selected. Below this is a "Choose an authentication method" section with three options: "Duo Push recommended" (with a "Send Me a Push" button), "Call Me" (with a "Call Me" button), and "Passcode" (with an "Enter a Passcode" button). There is also a "Remember me for 1 day" checkbox. On the left side of the interface, there are links for "What is this?", "Add a new device", "My Settings & Devices", and "Need help?". The interface is powered by Duo Security. Four orange callout boxes provide additional information: 1. "Change your settings or add new devices." points to the left-hand links. 2. "Check this box to remember your browser for 24hrs" points to the "Remember me for 1 day" checkbox. 3. "Choose your device" points to the "Device:" dropdown menu. 4. A large box explains the authentication methods: "Choose your authentication method", "Send me a Push: Uses the Duo app to approve.", "Call Me: Calls the Device selected.", and "Enter a Passcode: Uses the Duo app's auto-generated code."



Alternatively, **before you leave Claremont**, you can request to be assigned a hardware token. This device is about the size of a small USB stick and can be attached to your keychain. It stores encrypted passcodes and works anywhere without wifi or cell signals. Stop by Pitzer I.T. in Scott Hall B11 to request one.

KEEP YOUR STUDENT CONTACT AND EMERGENCY INFORMATION CURRENT

We may also try to reach you via your mobile phone, home phone, personal email, or other means. In the event of an emergency, we may need to contact you or your parents or guardians via the information in the Pitzer College database or in your Study Abroad portal. It is important that you notify the Office of Study Abroad and International Programs by updating your student portal AND the Office of the Registrar at registrar@pitzer.edu (to update the College database) of any changes to your personal information.

When you leave campus for a semester your Pitzer College student mailbox is assigned to another student. You will have a different box number upon your return to Claremont. Before you leave campus provide forwarding information to the Pitzer College Mail Center. A forwarding address in the US is strongly recommended. Contact Kathleen Kile, Mail Center Supervisor, at Kathleen_kile@pitzer.edu for more information.



As soon as you have your in-country address, mobile number etc. log in to your study abroad portal and complete your **Contact Information Abroad**. Update it as necessary.

PREPARE TO RETURN HOME

Saying Goodbye

The bonds you form with people you meet when abroad go both ways. In most cases it would be impolite to just disappear. Customs vary from culture to culture, and how you say goodbye can be just as important as the proper greeting when you first met.

- Plan if you have exams to take or papers and projects due at the end of the program. Give yourself a couple days to say goodbye, pack and visit your favorite places one last time.
- Find out what is expected of you before your last week in the host country. If you are expected to give parting gifts you may wish to purchase them during the semester as you explore and have more time to choose.
- Do not make promises lightly. If you invite someone to visit you at home, be prepared to be a gracious host. Be aware that customs restrictions, fees or shipping costs may make sending certain items from home impractical. If you promise to mail an item once you return, make every effort to do so. Keep in touch; send a note.

What to Bring Home

- Souvenir is the French word for memory. If you want to bring home small items for yourself or your family and friends, you may want to purchase them during the program rather than in a rush at the end of the program. Check customs restrictions and duties before you buy: <https://www.cbp.gov/travel/international-visitors/kbyg/gifts>.
- If you cannot take something with you, take a photo. Include photos of your homestay or dorm room, your classrooms, local shops, people you meet (with their permission), local plants, animals, cultural items, monuments, foods, study trips, etc. Do you have a photograph for the cover of the next Orientation Handbook or the study abroad website?
- Collect names, addresses, email, phone numbers, host family information, etc. so that you can keep in touch with people you met while abroad. In addition, study abroad students undergoing background checks and security clearances years later have been asked to provide their home stay addresses. The Office of Study Abroad and International Programs does not have this information for prior years.
- Make notes on any research you may wish to continue or use for your thesis or a grant or fellowship application such as the Fulbright. Collect source data and the contact information for people and organizations.
- To get credit towards your major or another graduation requirement for work done abroad, be sure to bring home any syllabi, assignments, course catalogs or other information for faculty or the registrar to decide.
- Request a transcript be sent to the Office of Study Abroad and International Programs. Also, find out how to request a transcript be sent to a third party. Even though your grades and courses will be listed on your Pitzer transcript, graduate schools often request an official transcript from the original credit granting institution.

Culture Learning Workshop - Preparing to Return Home and After you are Home

Your experiences abroad are now part of you, and it is not unusual to experience reverse culture shock after your return home. Working through Module 2 - Welcome Back! Now What? of the on-line culture learning workshop a few weeks before the end of your program will help you prepare to say goodbye and better understand reverse culture shock. Modules include 2.1 - Preparing to Come Home; 2.2 - If you are Preparing to Return Home Soon; 2.3 - Back Home: Neither Here nor There; 2.4 - What Did You Learn Abroad? and 2.5 - Say No to Shoeboxing The on-line culture learning workshop may be found at <http://www2.pacific.edu/sis/culture/>. No written responses are required.

APPENDIX A: REGISTRATION FOR NEXT SEMESTER'S COURSES

Pre-registration at Pitzer College will occur on campus in late April for fall, and in late November for spring. Planning will do much to alleviate the anxiety you often experience about pre-registration. Before you leave campus, it is advisable to:

- Declare your major with the proper forms in the Registrar's office. If you are a Pitzer student who will be a junior while you are abroad, you must submit your major declaration form to the Registrar's Office before you leave. If you do not, you will not be able to register for the next semester.
- Talk to your adviser to have a clear idea of the type of courses that you will need to take upon your return.
- Take contact information for anyone you may need to consult with regarding courses and general requirements.
- Ask a friend who is staying on campus to collect the necessary forms and signatures on your behalf for any courses that require special permission. Provide a signed document stating that your friend is acting as your proxy (most professors probably would not require something this formal, but it could not hurt).

For instructions and course schedules visit the Registration Information and Resources website page at <https://www.pitzer.edu/registrar/registration-information-resources/> **You can either registrar through your campus portal on the registration day or email your registration to regabroad@pitzer.edu PRIOR to your assigned registration day and time. Remember to account for different time zones.**

In your email, please include the following:

Subject line - please put your name. Example: "Your Name - Fall 2022 Registration"

Name

Student ID Number

Adviser

Major

Course ID Number

Section Number


Course Title

Instructor

Day and Time

Please be assured that you will be registered with your class if we receive your registration request prior to your registration time. Your registration will appear on your student portal the day after your registration date. Due to the high level of student registrations from abroad, please allow 3 to 5 business days after your class registration date to receive an email confirmation of classes. If a class you have requested is full or has been cancelled, you will be notified. Email permission from an instructor to register in a full course will be accepted only from the instructor's Claremont Colleges email account.

Information for fall courses should be available around mid-April and around mid-November for spring courses, about two weeks before pre-registration. If you have junior class standing and have not yet declared a major, or if you owe money to the College, you will not be allowed to register for courses until you have taken care of these matters.



APPENDIX B: WELLNESS NEEDS & STUDYING ABROAD GUIDE

The following information is provided by the Office of Student Affairs and can be accessed at [Academic and Mental Health and Wellness Support Services](#)

Things to consider before your trip:

- Schedule an appointment with your primary physician or Student Health Services for a physical screening. Ask about any health recommendations while traveling such as immunizations, disease outbreaks and travel notices.
- For mental health screenings contact Monsour Counseling or visit their website for a free screening: <https://screening.mentalhealthscreening.org/claremont>
- Identify individuals in your home and host countries/cities who can provide support and/or resources; such as family, friends, host family, study abroad, student affairs, mental health providers, translators/guides, US Embassy, local hospital/urgent care.
- Develop realistic and consistent self-care routine and stress management skills with your provider or Pitzer's case manager before you leave.
- Reach out to students or faculty who have traveled to your destination for travel tips, advice on culture and traditions, and support.
- Research your host country for things to see, eat and transportation.
- Develop an emergency or contingency plan with your family and/or provider in case you need extra support while travelling abroad or on domestic exchange. Investigate mental health services in your destination country or city and consider purchasing insurance that will cover these costs. You can try and pre-identify a therapist that speaks your language through <https://www.goodtherapy.org/therapists/countries>
- Identify a "travel buddy" traveling with you who can be a support person while traveling abroad and remind you of your self-care plan.

Academic Support:

- Discuss with Academic Support Services any academic accommodations, support or resources you may need. Different countries, schools and programs have different academic rigor and standards.
- Meet with Pitzer Academic coach to discuss strategies for academia abroad. Perhaps putting together email check-ins for support
- Research host country's ability to meet your academic accommodations and how that will affect your academic journey.
 - Classroom setting and physical environment (noise level, crowded rooms) compared to Pitzer.
 - Cultural differences and attitudes that may impact your learning differences

Medications:

- Storage: Take medications with you in your carry-on luggage, not in checked luggage. That way, if your luggage is lost or your plane is delayed, you will still have access to your medications. Try to keep your medications in a cool, dry place that is safe from others. Also, keep a note in a separate place from your medications, listing the name, dose, and other instructions related to your medications, along with your own physician's and pharmacist's phone numbers.
- Identification: Bring a copy of the prescription or some other documentation identifying the medications as legitimately yours. If possible, keep your medication in its original bottle, which has the correct label and instructions.
- Access: Bring enough medications to last the trip or make arrangements in advance for how you will refill the prescription while you are abroad. For example, you may need to find out:
 - Are there pharmacy services where you will be?
 - Is your medication available there?
 - Will you be able to use your US insurance? Your US prescription?
 - Is it legal to have medications mailed to you there?
 - How reliable is the governmental mail service and are other carriers available (e.g., FedEx)?
- Effectiveness: Remember the effect and effectiveness of your medications can change with changes in stress, diet, and climate. Even if you have been stable and doing well on your medications, plan in advance what you will do if your medications become problematic and you need psychiatric services while you are abroad.
- Schedule – even if it is inconvenient while you are on the road. Remember the schedule of medication may also change as time zones change – ask your treatment provider to advise you on how to adjust your medication schedule to a new time zone.
- Check whether the local tap water is safe before using it to take medications. If the local water is not safe to drink, use bottled water or bottled soda (unless otherwise indicated by your prescription).
- Medication Restrictions: Check to confirm your prescription medication is allowed in the country to which you are traveling. It is critical for this to be confirmed before you leave so you can work with your treatment provider on how to handle this if your prescriptions are not allowed or illegal. The CDC has good links and information: <https://wwwnc.cdc.gov/travel/yellowbook/2016/advising-travelers-with-specific-needs/study-abroad-other-international-student-travel>. Or <https://www.embassy.org/embassies/>

Travel Anxiety and Stress Reduction

- Regardless of how you are traveling, leave early enough so you do not feel rushed and can deal with delays such as traffic or long lines. Coordinate airport transportation early in advance.
- Practice the 5, 4, 3, 2, 1 grounding method: Start with three slow and quiet deep breaths. Then list 5 things you see, 4 things you feel, 3 things you hear, 2 things you smell and 1 thing you taste (or list 1 thing positive about yourself!). Followed by three slow and quiet deep breaths. Repeat as necessary.

- Meditation, yoga, coloring in adult coloring books or mandalas are ways in which some students are able to reduce their stress load. Think about packing coloring books, mandalas, markers, or colored pencils in your carry on. There are free mindfulness apps that you can download before you leave at <http://www.freemindfulness.org/download>
- Try to maintain a reasonable schedule and diet. Changes in sleep and diet can have a significant effect on your emotional well-being and traveling to a different culture often entails such changes.
- Make sure to bring a list of emergency contacts with you. This list could have contact information for all of your support resources (family members, friends, pharmacy, all treatment providers, etc.)

Cultural Adjustment

- Be aware of the attitudes towards varying health and wellness issues in the culture you are visiting. Whether you decide to be very private or very open about your own health and wellness issues, you can use this opportunity to learn about how different cultures think about mental well-being and overall wellness.
- Don't be surprised if you experience strong emotional reactions to being in a very new and different place. It can feel very strange to be far from everyone you know and everything you are used to. You may feel anxious, or homesick, or frustrated, or fearful, or sad or self-conscious, in ways that are quite unlike your usual self. Such "culture shock" is often a normal and temporary reaction to new surroundings.
- If you feel you need some emotional support as you get adjusted, or you feel your emotional reactions are more severe than a normal adjustment phase, seek out the help of a someone who you know you can trust; a host parent, a teacher, professor, your program administrator or your therapist. Follow any wellness, self-care and/or emergency plans already in place.
- For comfort, bring a photo of a loved one with you, or a favorite object to remind you of home. Don't bring anything that you couldn't stand being lost or stolen. Consider keeping a journal.

Therapy

- If you are in therapy and plan to spend enough time in one location abroad that you want to continue your therapy there, work in advance to locate a provider.
- A US-trained provider is preferable, for the continuity of your care and to minimize language problems. Your insurance company, your program abroad, the US embassy in that location, or your current therapist are good resources to ask for the names and contact information of local providers. You can also look into travel insurance to cover these services or emergency services. <https://www.goodtherapy.org/therapists/countries>
- It may be helpful for your current therapist to be in touch with your therapist abroad, ask your current therapist if you need to sign a release before you go. You may be able to sign such a release even if you don't yet know the name of your new therapist abroad.
- Carry with you the number of the local US embassy, your program director, a family member, and your current therapist, in case you need to reach someone in an emergency.
- If you are going to be abroad a significant amount of time and are not able to speak with your treatment provider over the phone, skype, FaceTime, etc. try to locate a provider abroad – a US-trained provider is

preferable, for the continuity of your care and to minimize language problems. Your treatment provider, insurance company, program abroad, or the US embassy in that location, are good places to ask for the names and contact information of local providers.

Adjusting back to home campus

- Be kind to yourself as you are adjusting back to being in the US. (Time differences, cultural adjustment, life on Pitzer's campus, seeing family and friends after an extended absence, etc).
- Follow up with your care team for continued support
- Set up appointments with academic support team (writing center, academic coach, accommodations)
- Follow self-care and wellness plan for stress management and support.

Pitzer College Resources and Support

- Office of Student Affairs/Pitzer Academic Support Services, Scott Hall, 1050 N. Mills Avenue, 909.607.2821
- Study Abroad, West Hall, Suite Q100, 1050 N. Mills Avenue, Claremont, CA, 909.621.8104
- Campus safety, 150 E. 8th Street, Claremont, CA, 909.607.2000
- Monsour (After Hours-Protocols), Tranquada Student Services Center-1st Floor, 757 College Way, Claremont, CA, 909.621.8202
- Title IX, Broad Center, 1050 N. Mills Avenue, Claremont, CA, 909.607.2958

*Guide influenced by Xavier University and USF

EMERGENCY CONTACT INFORMATION FOR STUDENTS ABROAD

These numbers are emergency contact numbers for students abroad. **These numbers are NOT for use by family and friends.** In case of emergency, parents and friends should contact the Office of Study Abroad and International Programs Staff in Claremont at 909.621.8104. After hours they will be directed to Campus Safety at 909.621.8170.

OFFICE OF STUDY ABROAD AND INTERNATIONAL PROGRAMS IN CLAREMONT, CALIFORNIA

Pitzer College	Phone 909.621.8104
Office of Study Abroad and International Programs	Email studyabroad@pitzer.edu
Mailing address	Office hours
West Hall, Suite Q100	Monday through Friday
1050 North Mills Avenue	8 a.m. to noon and 1 p.m. to 5 p.m.
Claremont, CA 91711	except holidays

STUDENT EMERGENCY CONTACT INFORMATION IN CLAREMONT

Kebokile Dengu-Zvobgo	After 5 p.m. Pacific Time emergencies only
Interim Assistant Vice President for International Programs	909.607.3609 (office)
kebokile_dengu-zvobgo@pitzer.edu	909.451.1290 (mobile)
Jamie Francis	
Director of Study Abroad & International Programs Services	
	909.607.3278 (office)
jamie_francis@pitzer.edu	909.694.7332 (mobile)

CONTACT INFORMATION FOR ADDITIONAL PITZER CAMPUS OFFICES

Students should refer to the Pitzer directory for current contact information:
<https://www.pitzer.edu/about/administration/office-directory/>