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Dear IBIM Participant,

Congratulations on your acceptance to the IBIM program! We hope that you find the international dual degree program academically, culturally and personally rewarding, and that your experiences help you professionally and personally after you graduate.

The IBIM program is culturally and academically ambitious, offering extraordinary opportunities and requiring exceptional commitment. A successful IBIM international experience requires maturity, willingness to immerse oneself in a different environment, and the ability to confront new challenges. Thus, as you prepare to immerse yourself in your new environments at Tilburg University in the Netherlands, Deusto University in Spain, and perhaps while traveling temporarily to other cities and countries, you should begin to think about the differences you will face, not only with the new culture and people, but also with your day-to-day routine and studies. This handbook contains important information to help you get started. We encourage you to read it and share it with your family, as they might have questions that are addressed in these materials. *Please note that some of the information in this handbook addresses Tilburg and Deusto specifically, while other information is more general and is designed to address issues you might encounter when you travel beyond your host cities.*

Keep in mind that although you may prepare extensively, no transition into a new environment will be seamless. Many students who study abroad experience some sort of culture shock. This is normal and to be expected. We encourage you to take advantage of the resources at Tilburg and Deusto to become comfortable with your new home. While the differences may seem daunting at first, you will soon see the benefits of living and learning in a new way. Your perspective and understanding of your host culture will broaden and your academic experience will be enriched.

While we encourage you to utilize on-site resources, we will continue to be available to you throughout your program. Please contact us when necessary.

Best wishes for a safe and rewarding IBIM experience abroad!

Nader Asgary, Management Professor, IBIM Program Director

Jane Ellis, Associate Dean, Academic Services

Judith Kamm, Associate Dean, Undergraduate Programs

Mary Ann Robbert, Associate Professor, IPM Department

Dan Sheehan, Registrar

Natalie Schlegel, Director, International Education

Trish Foster, Grant Administrator

EXPECTATIONS

Student Responsibility

As one of a select group of IBIM participants, you will assume a great deal of responsibility while studying and living in the Netherlands and Spain. Indeed, you will serve as a Bentley ambassador while you are abroad, and you'll be expected to strive to be independent, taking responsibility for your academic planning, preparing for challenges, and working to integrate into the culture of Tilburg, Deusto and your host countries. By working to fully understand the scope and depth of your personal responsibilities while you study abroad, you will benefit much more, and acquire personal and professional skills that you'll use throughout your life.

While at Tilburg and Deusto, IBIM students must act in a responsible manner and abide by the institutions' rules and regulations at all times. Please reread the ***Waiver of Liability and Release Agreement*** carefully before departure for further details.

You will be expected to abide at all times by the ***IBIM Student Letter of Agreement*** that you signed. While still a Bentley student subject to home campus rules and regulations, you also have the responsibility to abide by the rules and regulations set forth by your host institution abroad. After completion of pre-departure orientation sessions at Bentley, you and a parent/guardian are required to submit the signed ***Waiver of Liability and Release***. In this document you acknowledge awareness of inherent risks associated with international travel and attest that you are participating in the program voluntarily.

Netherlands and Spain Research

While Tilburg and Deusto Universities will certainly provide you with information during your orientation weeks, it is important that, prior to departure, you learn as much as you can about your host countries, since the more background knowledge you have, the easier your transition will be. As you conduct your research, it is worth keeping some of these thoughts and questions, in mind:

History

Give a broad outline of the country's history. Name the national heroes and heroines. What is the history of this country's relationship with the United States? What are the national holidays? Can you, as a foreigner, participate?

Politics

What is the current political structure of the country? Who are the major current leaders? What are the major political parties? Is military service compulsory? If so, for whom and for how long?

Religion

What is/are the dominant religion(s)? Is there an official state religion (which one)? What are the important religious ceremonies, observances, holidays? Are there religious conflicts in this country?

Social Values

What might be taboo in this country? What type of moral code is followed? How does this moral code influence attitudes toward drinking alcohol, drug taking, gambling, sexuality/GLBTQ and pre-marital or extra-marital sex?

Female/Male Relationships

Are there separate societal rules for men and women? What are the rules/norms for “romantic” relationships in this country? Do young people date? If so, are relationships formal or informal? Is public display of affection accepted? What are the social norms towards the expression of one’s GLBTQ sexuality?

Family

What is the common form of marriage ceremony or celebration? What are the attitudes toward divorce? Contraception? Abortion?

Social Etiquette

What are the special privileges of age or sex? When is one expected to present or accept gifts from people? What kind of gifts? How do people greet each other? Are there differences based on social status, age, sex?

Food

What foods are most popular? How are they prepared? How much and with what utensils, if any, do people eat? (Manners, customs, etc.) Are there taboo foods that are not considered edible or not permitted for traditional or religious reasons?

Leisure

What are the favorite leisure activities of adults? For young people? What are the favorite sports? Is there a national sport? How available are television and radio? What types of programming are available? When?

Health

Is the water potable? What kinds of health services are available? Where are they located? Are there common home remedies for minor ailments? What are the attitudes toward folk medicine? Which immunizations are required to enter the country? Which are advisable? Are there official rules regarding usage of health insurance? What is the emergency 911 number?

Education

Is education free? Compulsory to what age? Available to all? In schools, do age, sex, race, caste, and class segregate children? What kinds of schools are considered best—public, private, religious? Describe the university system. What style of teaching

prevails? What is the school year calendar? What is the grading system like?

Daily Life

Are prices for merchandise fixed or is one expected to bargain? How is bargaining conducted? Is it OK to touch merchandise for sale? Does touching indicate desire to buy? When does the normal workday begin and end? Is there a siesta (break) time? What is the customary time to visit friends? What is the legal age for voting, marriage, driving a car? Are there differences for men/women?

Attitudes toward foreigners

How will your financial position/social status compare with the majority of people living in this country? Do these people generally “like” U.S. Americans? Other foreigners? How many U.S. Americans live in this country? Are the major daily newspapers generally friendly to the U.S.? When you arrive must you register with city officials? The police? The U.S. Embassy? What regulations apply to you as a foreigner? Will you need visas to travel to neighboring countries? What should you do if you find yourself in legal trouble? Are there special laws governing the activities of foreigners that you should know about?

Finding the information:

Although most of the information needed to answer these questions will be best understood when experienced in your respective countries, it is important to have all of these thoughts in mind. You will find that there are a number of resources for research on the internet. Check out these web sites:

“What’s Up with Culture” Online Cultural Training Resource for Study Abroad:
www3.uop.edu/sis/culture

For links to the local newspapers in your host country:
www.onlinenewspapers.com

Spain: <http://www.elpais.com/global/>
<http://www.elmundo.es/>

Netherlands: www.volkskrant.nl
www.nrs.nl
www.nrc.nl/international/
www.telegraaf.nl
<http://www.dutchnews.nl/>

For links to country specific information:
www.lonelyplanet.com, www.letsgo.com

For general country specific information and travel advisories:
www.state.gov

For school-specific information :

www.tilburguniversity.nl

www.deusto.es

Educational Systems at Tilburg and Deusto

The *IBIM Addendum to the Bentley Student Handbook*, posted on the IBIM website, addresses some of the academic differences between Bentley and Tilburg/Deusto. You must be prepared to experience differences in class format, evaluation methods, and grading standards. Both Tilburg and Deusto award grades for performance and results and do not reward effort as heavily as Bentley. You should be prepared for larger, lecture classes where you must take detailed notes, and be prepared for one cumulative exam.

If you find that you are having trouble keeping up in your classes, please speak with your professors/advisors immediately. They may be able to recommend extra practice or tutoring, or other resources. If you find that you are frustrated by the educational differences, remember, part of the education abroad experience is to adapt to the new culture. A large part of any culture is its educational system. Keep an open mind and work hard!

For additional details, please see the *IBIM Academic Handbook*.

Cultural Adjustment/Culture Shock

Everyone experiences some sort of culture shock, which is a normal and important part of any study abroad experience. Culture shock is a period of adjustment that occurs when someone is introduced into a new culture. It is not the same for everyone but symptoms can include:

- Homesickness
- Stress
- Loneliness
- Frustration
- Fatigue
- Depression

Although it may not be apparent at the time, symptoms like these indicate that you are trying to grapple with the cultural differences you are experiencing. There are a number of factors that can affect the degree and duration of culture shock. They range from your length of stay to who you are and your expectations of culture shock.

Try to keep an open mind about the new culture that you are encountering in the Netherlands and Spain. Expect differences and set realistic expectations. If you embrace culture shock by “plunging” into local life and seeking new friends, you will soon find that symptoms of culture shock will subside. Try to find a “cultural informant” – a local person with whom you can discuss your feelings. Many times students and travelers

keep a journal to record their thoughts and express some of the discomfort they may be feeling. Other international students who are experiencing similar feelings might provide comfort and support, but don't fall into the trap of retreating into an American clique to avoid the discomfort of culture shock. Direct contact with locals will reap far more benefits than observation at a safe distance.

To help you integrate as quickly as possible, Tilburg University has set up a ***buddy system***. You will be assigned a *buddy* during **Welcome Week** (**Welcome Week** is discussed later in this document) *Buddies* are seniors who have experienced the same adjustments you will once you are enrolled at Tilburg. Based on their experience, they can help you get a bicycle, buy your first groceries in a Dutch supermarket, take you for a tour of the city, etc.

Sometimes the most difficult part of being abroad is the frustration you may experience trying to communicate in another language. Being unable to communicate easily on an adult level and expending extra effort to express simple requests and ideas can be mentally and physically draining. Don't give up. This initial period of vexation will give way to feelings of pride and accomplishment as you begin to make progress in the language.

When you travel abroad keep in mind that you possess predetermined stereotypes, but others do too. The many stereotypes of Americans, such as being loud, ignorant, wealthy, always in a hurry, etc., can lead to feelings of anger or defensiveness. When you feel you are being judged inaccurately, just be yourself and hope that your behavior may change peoples' perception. Remember, you are an ambassador for the United States, Bentley and your hometown.

Career Networking

During the course of your study at Tilburg and Deusto, you might realize that you would like to work abroad after graduation from Bentley. Here are some things you can do *during* your time abroad to explore career options and enhance your future prospects:

- Identify local and multinational companies of interest and arrange informational interviews.
- Maintain a notebook of contacts. Include the name, address, phone number and email address of every interesting professional you meet.
- Contact alumni. Meet them at their place of business or socially. Express your interest in staying on after your program of study ends, or your interest in returning after graduation.

PRE-DEPARTURE INFORMATION

CHECKLIST

Immediately

- Apply for or renew passport
- Gather supporting documents for Residence Permit
- Make doctor's appointment (physical required w/in 1 year of program start)
- Share program details with family members
- Discuss any disabilities or special needs with Disability Services Coordinator

Two months prior to departure

- Meet with Office of Financial Assistance (if needed)
- Send bank information to Bentley's Office of Financial Services (for stipend deposit)
- Make travel arrangements
- Research Netherlands and Spain and establish a budget

45 days prior to departure

- Submit the following to the Grant Administrator:
 - Medical report
 - Arrival information/copy of travel itinerary
- Confirm emergency contact information
- Passport copy (if not yet submitted)

One week prior to departure

- Register with the Department of State online
- Double check all paperwork (passports, visas, Bentley forms, tickets, etc)
- Confirm flight reservations
- Start packing; determine if any last-minute items are needed

TRAVEL

Passports

Passports are issued by the U.S. Department of State or its equivalent for non-US students, and serve as the authorization and identification for a citizen to travel outside of the country. Passports are required for all students who are traveling abroad. Students who already have a passport should check the expiration date to make sure it is valid for at least six months after planned return to the U.S., or make arrangements to renew it.

Detailed instructions on how to apply for or renew a passport can be found at:
<http://www.studentsabroad.state.gov>

It is very important to make and keep passport copies. Students should leave one copy with their family, one with the Grant Administrator and a few separate from the original while traveling. One copy will need to be submitted upon arrival as part of the Residence Permit application process.

Entry Visas and Residence Permits

Because the majority of your time as a student in Europe will be at Tilburg University, you will need to follow the Netherlands' requirements for entry and residence set forth by the Dutch Immigration Service. All students will have to apply for a Residence Permit after arrival in the Netherlands. The Dutch Immigration Service charges a €433 fee for this permit.

Tilburg University has an agreement with the Dutch Immigration Service that allows the university to apply for the residence permit on their visiting students' behalf, making the process quicker and easier for you. You will receive an email from the Tilburg International Office regarding the immigration requirements. The International Office will guide you through the process, explaining what documentation you are required to provide and in what format, and informing you about the next steps. The documents that will take some advance planning to gather are:

Financial documents

- You will receive a letter from Bentley demonstrating that you are a recipient of a grant for financial support.
- You will need to provide a bank statement demonstrating the remainder of the required amount.

Original birth certificate

- Not older than 6 months, with appropriate legalization stamps

Please note that all documents must be scanned and emailed to Tilburg for approval before you travel to the Netherlands. If you arrive with documents which are not correct, you will then have to arrange for new documents, which will mean that Tilburg will not be able to submit your application by the deadline, thus affecting the outcome of your application.

You will be given more information about this process during Bentley's Pre-Departure Orientation and Tilburg's Welcome Week, and information is also available at www.tilburguniversity.nl/prospectivestudents/visa

Flights

You are required to make your own travel arrangements. There are several student-oriented travel agencies that offer competitive rates, but Bentley does not endorse any one travel agency. In the past, Bentley students have utilized:

www.statravel.com
www.travelcuts.com
www.studentuniverse.com

Students should check exact program arrival dates on the IBIM website before purchasing tickets. Once flights have been booked, students must provide the Cronin International Center (CIC) with a copy of the itinerary. *This must be received no later than 45 days prior to departure.*

Packing

Baggage

It is a good idea to use lightweight, sturdy luggage and to purchase a good-size backpack to use as a carry-on. A large backpack will be useful for excursions throughout the program, in particular when navigating stairs, cobblestone streets, and various modes of transportation. All bags should have luggage tags, including carry-on items. Students are encouraged to put their U.S. and international contact information inside each piece of luggage as well. Consult the Transportation Security Authority website (www.tsa.gov) for information on restricted items.

Airlines have different regulations regarding number of bags allowed as well as weight limits. If the luggage exceeds the weight limit, the airline might assess a fee. Students should contact their airline for more detailed information, keeping in mind that international and domestic flight legs might have different rules on the same airline.

Clothing and other items

General rule of thumb: pack lightly and leave valuables at home! The following is a guideline for what you might want to pack.

Essentials, to be carried on the airplane:

- Passport, CISI card, and emergency card
- IBIM handbooks
- All acceptance letters from Tilburg/Deusto and from Bentley
- ATM/credit cards, and local currency
- Address and phone number of destination on arrival
- Copies of passport, visa, credit cards (front and back) and other important documents (in separate place from the originals)
- Prescription medication in original containers (enough for entire trip if possible)
- Valuable items (camera, etc.)

- Local map
- Prescription glasses/sunglasses/contacts
- *Security Pouch*: It is wise to use a security pouch to carry important documents and money. Wear the pouch under your clothes. Keep a separate record of documents in another part of your belongings so that you have a record of them in case they are lost or stolen.

Other items you might wish to pack:

- Journal
- Battery operated alarm clock
- Good pair of walking shoes
- Small first aid kit (see Center for Disease Control's Travelers' Health Kit: www.cdc.gov/Features/TravelHealthKit)
- Adapters and/or converters (check with your local hardware/electronics or travel store about the best types for your electrical equipment, especially for your laptop)
- Umbrella
- Pieces of home (pictures, mementos)

Departure Day

Before heading to the airport, make a plan with your family for how to get in contact after you have arrived overseas. Make sure that they have a copy of your itinerary and keep in mind that you might not be able to contact them immediately due to time differences or initially limited phone/internet access. It is a good idea to bring a pre-paid phone card, which will allow you to make calls from pay phones.

Checking in

When checking in for an international flight it is imperative that you arrive at the departure gate about three hours before the flight leaves in order to get checked in, go through security, and make it to the gate before boarding begins. Ask whether your domestic carrier, if applicable, has an agreement with your international carrier. If so, the domestic carrier may be able to check your bags all the way through to your final destination. That way, you might be able to get your international boarding pass at the gate instead of having to leave the gate area to retrieve your luggage and check it in again at the international airline's desk at your connecting airport. Do not leave your bags or belongings unattended at any time. Security personnel at airports and train stations are instructed to remove and/or destroy any packages or suitcases unattended. **Do not agree to carry or look after packages or suitcases for anyone.**

Security Check

Security is tight. You will be required to remove your laptop and possibly turn it on, or undergo security procedures to which you are not accustomed. Do not carry any weapons or sharp objects such as Swiss army knives or lighters with you on the plane. Furthermore, do not make jokes about having weapons and/or explosives with you. Security officials can arrest you on the spot. Be patient and cooperative with the security

personnel. Wear shoes without laces that can be easily removed and that are comfortable for walking with luggage in airports.

In-flight Comfort

Wear loose-fitting clothes and comfortable shoes as your feet might swell during the flight. Wearing layers of clothes allows you the most flexibility if the cabin becomes too hot or too cold. Do not drink alcohol as it will dehydrate you. Drink a lot of water.

HEALTH AND SAFETY PREPARATIONS

Medical /Dental Preparation Check-ups

Remember that studying abroad will be stressful both physically and mentally. A healthy mind and body are essential for a successful experience. *All participants are required to submit an **IBIM Medical Report** at least 45 days in advance of departure.* Your physical examination must take place within 12 months of the start of your study in Europe. Honestly assess your health. For your safety and well-being, it is important that you fill out the form completely and accurately. CIC staff can assist you in identifying medical and mental health resources on campus and abroad. Have any necessary dental work done before your departure.

If you are experiencing emotional, eating, or substance abuse problems, it is imperative that you speak with your doctor or therapist immediately and devise an appropriate plan. This could include the possibility of withdrawing from the program. The sorts of pressures that lead to eating disorders, emotional and dependency problems are only intensified when you are coping with adjustments to a new culture, language, and way of life.

Students who have medical conditions that are not easily recognized (such as diabetes, allergic reactions to antibiotics or bee stings, heart conditions, or epilepsy) should consider obtaining a medical alert ID tag. These are internationally recognized; check with your doctor or local hospital for more information.

Insurance: Cultural Insurance Services International (CISI)

Like all Bentley students participating in Bentley-sponsored education abroad programs, IBIM students are automatically enrolled in an international health insurance plan through Cultural Insurance Services International (CISI) www.culturalinsurance.com. This plan will provide coverage during the time of your program dates only and includes basic and emergency medical care (excluding treatment for pre-existing conditions), benefits for accidental death and dismemberment, emergency medical reunion, emergency medical evacuation, and repatriation.

Your CISI insurance serves as your primary insurance policy while travelling anywhere

in the world. It can be used for doctor and hospital visits as well as 24 hour emergency assistance over the phone. To avoid paying out of pocket and filing a claim, always present your CISI card to a doctor or hospital to have payment arranged over the phone by CISI.

If you plan to travel before the program begins or after it concludes, you should be sure that your policy covers these periods or purchase additional short-term coverage so that you will be protected for your entire period away from home.

You will receive your CISI card and coverage brochure at a pre-departure orientation session.

Immunizations

While the Netherlands and Spain do not require special immunizations, please consider whether you are planning travel to countries which have such requirements during your time abroad. If you are unsure which countries you might visit, check with your doctor about receiving basic inoculations (i.e. tetanus, etc.). Check with your doctor, the Center for Disease Control (www.cdc.gov) and the Massachusetts Department of Public Health (www.state.ma.us/dph), for specific health requirements for entrance into a particular country and re-entry into the U.S.

Prescription medications, glasses/contacts

Students should be sure to bring copies of prescriptions for medication, including your eyeglass prescription, allergy medicine, birth control pills, asthma medicine or any other medications you may be taking. Since medications can be expensive abroad and it may be difficult or impossible to get the appropriate equivalent medication, we recommend that you bring an adequate supply of any prescription medications. Keep medications in their original containers and have the prescription with you in case a customs officer in your host country requests it. If possible, bring prescription copies with generic names, as all brand names might not be available overseas.

Some prescriptions, such as Adderall and Ritalin, are considered controlled substances in other countries and cannot be obtained abroad. Students taking such medications should speak to an IBIM representative and a medical professional prior to departing for their program.

If you wear glasses or contact lenses, take an extra pair of glasses, extra contact lens solution, and an extra contact lens holder in case of damage or loss. In many foreign countries these items are more expensive or more difficult to obtain than in the U.S.

Refer to the Center for Disease Control's Travelers' Health Kit for other important health preparations www.cdc.gov/Features/TravelHealthKit

Disability Services

Students with both apparent and non-apparent disabilities may require special consideration when planning an education abroad experience. Accommodations and facilities for people with disabilities may not be as prevalent abroad as they are in the United States, so it is important that you discuss any special needs with a Bentley IBIM representative and Bentley's Coordinator of Disability Services well before departure.

Bentley contact:

Stephanie Brodeur

Coordinator of Disability Services
Counseling and Student Development (LAC 166)
781.891.2274
sbrodeur@bentley.edu

Additional resources:

Mobility International USA (MIUSA)

www.miusa.org
541.343.1284

Registering With U.S. State Department

Travel registration is a free service provided by the U.S. government to U.S. citizens who are traveling or living abroad. Registration allows you to record information about your upcoming stay abroad that the Department of State can use to assist you in case of an emergency. U.S. citizens residing abroad can also get routine information from the nearest U.S. embassy or consulate.

Before your trip, we recommend that Bentley students who are U.S. citizens visit the U.S. Department of State website (<http://studentsabroad.state.gov>). After entering your emergency contact information, be sure to scroll further, to the Privacy Act Notice. Include Bentley University as an agreed party to release information to in case of an emergency. In the privacy act information box, check "I agree to allow the State Department to disclose my information to:" Next, check "Other" and type in Bentley University, Waltham, MA. In addition to registering your entire stay in the Netherlands and Spain, you can also register any subsequent trips that you might take to other countries.

FINANCES/LEGAL MATTERS

Bentley Tuition, Fees and Stipend

As a Bentley degree student, you will continue to pay regular Bentley tuition while studying at Tilburg and Deusto. The credits earned at Tilburg and Deusto are considered

Bentley credits applicable directly to your Bentley degree.

In addition to standard financial aid, as an IBIM degree student you are entitled to a mobility stipend from the US Department of Education. This stipend is intended to defray the additional costs beyond the typical cost of attendance at Bentley. You will receive a \$3,000 stipend for each of the four semesters that you will study at Tilburg and Deusto, to be used toward travel and living expenses.

Students must provide bank account numbers to the Student Financial Services office to process stipends, which will be issued once per semester spent abroad (\$3,000 in August 2009; \$3,000 in late January 2010; \$3,000 in August 2010; \$3,000 in August 2011). Bentley will deposit funds directly into students' checking accounts, which students can access via an ATM card. Bentley will not withhold taxes; however, students will receive a 1099 form each year since the stipend is considered to be taxable income.

Financial Aid for IBIM Students

Students in the IBIM program are eligible to utilize federal, state, and institutional funding.

Federal and State Funds

Federal funds are awarded as part of your need-based aid package and are available to assist with regular IBIM costs. Federal funds include Pell Grants, Federal Supplemental Educational Grants, Perkins Loans and Stafford Loans. State scholarships may also be used for terms of study abroad. Although Federal Work Study may be a part of your typical package, it is not awarded while you study abroad.

Bentley Grants and Scholarships

Bentley grant and scholarship funds are available for study abroad, with limitations. You may not receive a Bentley grant for a study abroad term in excess of what you would normally receive for study at Bentley.

All recipients of financial aid are encouraged to meet with a counselor in the Office of Financial Assistance to discuss how their personal aid package applies to the IBIM program. To schedule an appointment, call 781.891.3441.

Budgeting

Your study in Europe will involve changes in lifestyle and therefore require more financial planning. Even if you do not normally budget your money in the United States, you should begin doing so to prepare for your study at Tilburg and Deusto. Before departure, review the program costs detailed below. Keep in mind that the cost of living varies from country to country, with currency fluctuations, and according to your personal lifestyle, so it is important to plan a budget individually. Some major expenses which you will need to account for include meals, local transportation, mobile phone, books, personal items, and travel and entertainment. Guidebooks on the Netherlands and Spain and www.cashpassport.com/us/budgetcalculator.html are good places to look for

information on typical local costs. Here are some budget tips to get you started:

- Monitor the value of the Euro in relation to the U.S. dollar prior to departure and while abroad.
- Make weekly and daily budgets and stick to them. Adjust upwards or downwards in light of initial experience.
- Look for student discounts with your International Student Identity (ISIC) card.
- Take advantage of less expensive alternatives whenever possible. Cook meals (especially breakfasts) whenever possible, and use student cafeterias rather than restaurants, saving restaurants for special occasions.
- Plan entertainment and recreation around the availability of free, inexpensive and discounted events — on campus or in the surrounding community.
- Shop in street markets or major chain supermarkets, which are less expensive than convenience stores.
- When traveling, stay in hostels or in modest bed-and-breakfast accommodations as opposed to hotels that cater to tourists and business travelers.

Source: Study Abroad- A Parent's Guide, 1998, NAFSA, Hoffa, William, (pp73-74)

Approximate Living Expenses at Tilburg and Deusto

All costs are approximate and provided in local currency.

Tuition	\$17,180 per semester. Billed to Bentley student account
Technology Fee	\$600 per semester. Billed to Bentley student account
Health Insurance	CISI Int'l Travel Insurance included in Bentley tuition
Dutch Residence Permit	€433 to Dutch Immigration Service
Housing	€300 - €400 per month, plus water and electricity. Out of pocket, payable directly to housing provider. (Deposit of one month's rent payable upon arrival to be credited toward last month's rent)
Meals and Transportation	€300 per month. Out of pocket
Books and Supplies	€375 per term
Second hand bike and lock	€127 to purchase
Sports card*	€60 - €85 per year

Notebook Support Information for Study Abroad Students

Before leaving for abroad, please check the following items:

- MY.BENTLEY login is successful
- You are able to check your Bentley e-mail successfully

- Login to your notebook without having your Ethernet cable connected or without being connected to the Bentley wireless network

If you have issues with your computer notebook while abroad:

Realize that Bentley is available to assist you with your computer related issues, however, due to shipping costs for which you are responsible, turnaround time, and customs clearance, sending your computer to Bentley for repair is not advisable.

Since all notebooks provided by Bentley have international warranty coverage, the quickest and most cost efficient way to have your computer repaired is by visiting the following website:

<http://www-307.ibm.com/pc/support/site.wss/document.do?lnocid=LOOK-IWS#sw>

http://welcome.hp.com/country/us/en/wwcontact_us.html

Please contact the telephone number for Lenovo or HP in your country. If after contacting Lenovo or HP in your country, they are unable to resolve your issue, please email the Computing Services Help Desk at Bentley (helpdesk@bentley.edu).

For virus, software, and other assistance

If there appear to be viruses or malware on your notebook, these can usually be eradicated with Symantec Antivirus which is already installed on your notebook. Before running any anti-virus or anti-malware applications, we recommend that you update the definition files, so that you have the most up to date protection.

If you need assistance with virus scans, or any other software issues with your notebook while you are abroad, please know that the Computing Services Helpdesk at Bentley is here to assist you via phone (781-891-3122) or via email: helpdesk@bentley.edu .

For the Bentley Computing Services Help Desk hours of operation and other information, please visit this website: <http://www.bentley.edu/client-services/students/index.cfm>

ATM and Credit cards

Prior to departure, contact your bank to identify the international ATM networks that offer the lowest transaction fees for cash withdrawals abroad. Some large banks with international relationships offer no fees at certain ATMs. You should also inform your bank and any credit card companies of your upcoming travel plans. Notify the bank that you will be living in Tilburg and Bilbao, and if possible, share any other countries that you might visit, as well as the length of time you will be out of the country. This should prevent holds from being placed on your account due to suspected theft or fraud. It may also be helpful to find out the maximum amount you can withdraw on a single day before

you leave.

Tilburg University

Tilburg University works in partnership with the Raboband (www.rabobank.nl click “English pages”) branch. (phone: +31 (0) 13 537 9911).

Power of Attorney

You may wish to designate a Power of Attorney to deal with legal and/or financial matters in your absence (i.e. bills, loan checks, etc.). Typically, this responsibility is signed over to a parent, another relative or legal guardian. Power of attorney forms are available in the Bentley Office of Student Financial Services for limited functions regarding your financial aid.

Absentee Voting

The Federal Voting Assistance Program (<http://www.fvap.gov>) provides an online version of the Federal Postcard Application for absentee ballots and information on the Federal Write-In Absentee Ballot. Students should check with their county registrar or secretary about requesting an absentee ballot before they leave. The U.S. citizen services officer at local embassies and consulates can provide information and write-in ballots. Other resources include:

Democrats Abroad (<http://www.democratsabroad.org>)

Republicans Abroad (<http://www.republicansabroad.org>)

ONCE ABROAD

ARRIVAL

Immigration

When you arrive in the Netherlands, you will have to go through some sort of immigration process. Visitors to the U.S. go through the same process. Declaration forms might be distributed during your flight. Complete them and have them ready to present to the border officials. Most countries have you pass through a gate, where you meet briefly with a police officer or immigration officer who checks your passport for entry into the country. Have your passport (and visa information if applicable) ready for the attendant. He/she may ask you a few questions about the length of your stay and the nature of your visit (education). Always respectfully comply with these attendants. They

have control over whether you enter the country at that point.

Customs

After you have collected your bags from the baggage claim, it is possible that customs officials might look through your bags, send them through scanners or ask you questions about items of value that you are carrying. Always be honest and cooperative.

Transportation to Check-in at Tilburg

When you arrive in Tilburg, students from Tilburg University will pick you up at the main exit for the Tilburg Central Railway Station and escort you to campus. Please check for updated information in the “Pack Your Bags” brochure that Tilburg University will send you.

When you arrive, you will receive an agenda for **Welcome Week** and a welcome package, which contains useful information about the university, Tilburg and the **Welcome Week** program.

Together with the housing company, you will review the necessary paperwork, including the *tenancy agreement*. You will need to pay a deposit equivalent to one month's rent. This deposit will count as payment for the last month's rent. You will then be escorted to your accommodation.

Carry contact information in your carry-on luggage in case your arrival plans change at the last minute or you need to notify people of delays. Have a backup plan and local currency for a taxi in case alternate transportation is necessary.

Contacting home

When possible after you have arrived, you should contact family/home to let loved ones know you are safe. However, make these people aware in advance that you might not be able to call or email right away, depending on how accessible public phones and computers are, or how long it takes to acquire a cell phone and get it up and running.

Welcome Week at Tilburg

During *Welcome Week*, you will receive official *proof of registration* at Tilburg University and a Tilburg University *e-mail account*, which will be accessible immediately. *Welcome Week* is designed to help international students quickly adapt to campus life, become familiarized with the city, and feel at home at Tilburg University. During this time, you will participate in numerous activities, such as:

- Rector's welcome
- Campus tour
- Information "market" about various organizations and services
- Workshops (Dutch for beginners, culture, documenting your international experience, soft drug policy in the Netherlands, culture shock, networking, intercultural communication, studying for success)
- Meet international coordinator
- Meet academic advisor
- Meet program director
- Meet faculty buddy
- Immigration information session
- Introduction to sports center
- Computer and library courses
- City tour
- Official welcome at city hall

ACCESSING MONEY ABROAD

We recommend that students carry spending money in a combination of cash, debit cards, credit cards and travelers' checks.

Exchange Rates

Fluctuation is the key word in currency exchange rates today, so rely on information that is current. *The New York Times*, *Wall Street Journal* and the *International Herald Tribune* all publish exchange rates. The Bentley Trading Room also has recent exchange rates which can be used for approximations in initial budget planning. Once abroad, shop around at local banks and exchange counters for the best rates. You might want to bring a small calculator or use your cell phone calculator to make converting easier. You can also use the following websites for exchange rate calculations:

www.oanda.com/converter/classic

www.xe.com

Exchanging Money

The key to successful money exchange is advance planning. Try to anticipate how much money you will need. It is costly to convert currency because each transaction carries a service charge. You can exchange money at exchange houses, banks, traveler's check companies, airports, railroad stations, large hotels, some tourist information centers and travel agencies. Banks usually offer the best rates, but take note of any minimum amount requirements when exchanging money at a bank. Avoid changing money at tourist shops or restaurants, because they usually offer the worst exchange rates.

Please note that your passport will likely be required as identification every time you exchange money. Using a credit card or an ATM provides for the best possible exchange rate, but beware of service charges and withdrawal fees.

Cash

We suggest you carry a small amount of foreign currency (equivalent to approximately \$200) to use for immediate necessities such as bus and/or taxi fare, phone calls, tips, etc., once you arrive in your host country. Many US banks sell major foreign currencies on the spot, while smaller banks sometimes require a few days to process the transaction. You can also convert money at the airport before departure or upon arrival abroad, but this can be costly.

ATMs

ATMs are widely accessible abroad. It is recommended that you use a numeric 4-digit Personal Identification Number (PIN). Students should check with their credit card company/bank for details on withdrawing cash from abroad before using their credit or debit card. There may be a charge of five dollars or more each time a credit or debit card is used abroad. Check with your bank to see if they have discounted fees for students or if they have partner banks abroad where ATM fees can be avoided.

Credit Cards

Most major U.S. credit cards can be used worldwide. Many permit you to obtain cash advances from ATMs abroad which can be useful in emergencies. Students should make sure that the credit card is in their name and that the necessary numeric PIN codes for cash advances have been activated. However, remember that cash advances can be expensive.

While most credit cards are accepted in the Netherlands and Spain, some businesses, especially in smaller cities, might be less likely to accept them.

Traveler's Checks

Traveler's checks are not as convenient as a debit or credit card, but they do offer a great amount of security. Students may want to carry some of their money in traveler's checks as a backup. If these are lost or stolen, they are easily replaced. Contact your bank, American Express, Thomas Cook etc., for information on purchasing traveler's checks. Please note that some banks will not cash traveler's checks unless you open an account. Travelers' checks should be purchased in the local currency to avoid conversion fees.

Joint Accounts

You may want to open a joint checking/savings account with a parent/guardian prior to going abroad. If the account has a debit card on a major network, you will be able to access the account abroad while your parent/guardian can access the account from home. Also, checks can be written in the U.S., which is helpful in keeping up with monthly bills while you are abroad. Joint accounts are an easy way to manage and access your money abroad while avoiding the need to bring one lump sum of money.

Local Bank Accounts

In some countries, students can open a bank account locally. However, please note that banks abroad are not on the same schedule as typical U.S. banks; they might close during the mid-day lunch hour, close for the day in the early afternoon and be closed on weekends. As in the U.S., you can conduct online banking day or night.

Personal Checks/Cashier's Checks/Money Orders

It is extremely difficult, if not impossible, to cash personal checks, cashier's checks, and money orders abroad. We do not recommend that students carry this form of money.

Sending Money Abroad

It takes time and money to send cash abroad. U.S. banks will mail drafts in U.S. or foreign currency for you, cashable at specific banks at a specific location for a service charge of \$5 or more. Major travelers check companies will also transfer sums, but they take several days and have a minimum \$15 service charge. Having your money cabled through a service such as Western Union can be even more expensive.

In Case of a Financial Emergency

If you find yourself stranded abroad with no money at all, contact the U.S. embassy or consulate for suggestions, but not money. The embassy personnel are officially prohibited from furnishing cash or loaning money. However, they can suggest possible sources for financial assistance and they can cable or call someone back home to send money, deducting the cost of the cable or call when your cash arrives.

ACCOMMODATIONS

Tilburg

In cooperation with housing companies, Tilburg University guarantees accommodation in Tilburg to all international students who request housing before the deadline.

Details include:

- Size of rooms varies between 8 square meters and 20 square meters
- Rooms are part of a unit where the kitchen, showers, and toilets are shared with flat mates, but students have a private bedroom
- Rooms are equipped with bed, desk, chair, wardrobe, bookshelves, carpets, curtains and bedding
- All student residences have laundry facilities
- All student residences have a caretaker
- Most student residences are conveniently situated near the university or the city center
- Monthly rent is between €250 and €425

Upon arrival you will be expected to pay your first month of rent, plus a deposit of one month's rent and administration costs. The deposit will be reimbursed when you leave, provided there is no damage to the room. More details about accommodation in Tilburg can be found on the following websites:

WonenBreda: <http://english.kamerpunt.nl/>

Kamerbemiddeling Tilburg: www.kamerbemiddelingtilburg.nl

More details about arranging accommodation through Tilburg University will be provided by Tilburg prior to departure.

Deusto

Deusto University's housing service has a list of available apartments and apartments where there are rooms to let, linking apartment owners and students. However, they serve only as information providers; they do not rent the flats or guarantee the quality of the flats. Many apartments are only a minute walk from the campus. Renting an apartment provides you with full use of the apartment throughout the rental period, so that you don't have to leave during Easter break if you choose not to. Most apartments hold three to five students, and they are less expensive than residence halls. If you live in an apartment, you must shop for and cook food and share housework.

General Information

Regardless of your host institution's housing style, the following guidelines will help you adapt to your new home:

- Remember that European residences are generally much smaller than American residences.

- Upon your arrival introduce yourself to the landlord/superintendent or residence director/warden.
- Take a walk through the residence with the landlord/superintendent and take an inventory of what the apartment has and what is damaged or is in need of repair.
- Review all of the rules and regulations of the apartment complex. Remember that in some cases you may have to set up certain utilities.
- Treat your new home with care and respect. Students living in apartments need to be aware of their neighbors. Loud noise and late-night gatherings may bother families, working people and other students.

COMMUNICATION

Cell Phones

It is a good idea to buy a cellular phone when in your host country. Most countries provide short term plans that are flexible and affordable. Having a cell phone is not only convenient but can also be an asset in case of an emergency. Once you have obtained a cell phone, you must contact designated Bentley staff with your cell phone number. It is very important that our staff be able to contact you in the event of an emergency at home or abroad. Enter all emergency contacts into your cell phone, such as Bentley, Campus Police, on-site emergency phone numbers, etc.

Computers

Tilburg and Deusto will have computer facilities that are accessible to IBIM participants. You will learn more about computers and internet service during your orientation sessions, but be prepared for cultural differences regarding the readiness of computers and internet connectivity, and be aware of these general issues when studying abroad:

- Students often must pay for paper when using academic computer labs or photocopying machines abroad.
- Students should take their laptop with them, but they must have an *adapter* for the power system. Adapters and converters should be purchased before departure.
- Students should check with Client Services as to what power requirements are needed for their equipment.
- Do not expect to have internet hookups readily available while abroad.
- When connecting to the internet while abroad or when transferring files via CDs, etc., be vigilant regarding viruses. Update your virus software and run virus scans frequently.
- Keep your laptop in a safe place at all times.

Email

Tilburg and Deusto will provide you with email accounts upon arrival. Because e-mail is

the official means of communication at Bentley, it is essential that you continue to check your Bentley account regularly. We strongly recommend that you set your Tilburg and Deusto accounts to be forwarded to your Bentley account so that you do not miss any important announcements from any of the institutions.

Travel Away from Tilburg or Deusto

If you plan to travel while abroad, inform your family back home and your on-site coordinator. Leave them a copy of your itinerary or, at the very least, tell them when you are leaving, where you are staying and when you plan on returning. Make sure that your family, on-site coordinator, and friends have your cell phone number and/or the phone numbers of places you will be staying. This information is vital in reaching you in case of an emergency. Update your profile on the U.S. Department of State website (<http://studentsabroad.state.gov/>) if you will be traveling outside your host country.

HEALTH ABROAD

Medical Treatment/Emergency Medical Needs

In the event of a medical emergency, students should locate the nearest hospital immediately by calling the CISI 24 hour assistance line or the local emergency number. Take time immediately upon arrival to identify English speaking physicians and hospitals. American Consulates, many large travel agencies (e.g. Thomas Cook), and a number of larger hotels abroad will have lists of English-speaking physicians. Your CISI assistance line can also help you identify English-speaking physicians and nearby hospitals in an emergency situation.

Alcohol and drugs

While abroad, you are not only subject to the standards and policies of Bentley, but also to the local laws of the country in which you are staying. In many countries, the punishment for possession and/or distribution of controlled substances and for driving under the influence of alcohol is much more severe than in the United States. Even in locations where substance abuse is tolerated by local citizens, education abroad students who are apprehended are dealt with in a much more severe manner. Once you leave the U.S. you are not covered or protected by U.S. constitutional rights. *Be aware that if you are arrested for a crime abroad, there is little that Bentley or the local U.S. consular authorities can do to intercede on your behalf.* Violations will also result in a judicial review at Bentley upon your return. During your orientations at Tilburg and Deusto, you will receive some country-specific information in this regard.

AIDS and STDs

If you choose to be sexually active abroad, please be careful. Although most countries sell condoms, they may not be manufactured and/or stored properly so as to provide maximum protection against STDs. Always use a latex condom with a water-based lubricant. Women as well as men should bring their own supply of condoms and store them in a dry place away from heat. Educate yourself on the customs, beliefs and laws of your host country regarding sexual behavior. HIV continues to be a risk worldwide. Men and women, regardless of sexual orientation, need to be well informed.

Some countries might require an HIV test before allowing you to enter. Confirm this with the embassy or consulate of your host country before studying abroad. Paper documentation may need to be presented at the airport. If you require surgery abroad and need a blood transfusion, remember that not all countries require the same standards for screening HIV-antibodies in donated blood. Red Cross offices abroad and U.S. embassies and consulates have information on safe sources of blood.

Emotional and Mental Health

Emotionally and mentally, international living can be stressful. As noted in an earlier section of this document, most students will experience a degree of culture shock during the normal adjustment period. Culture shock causes feelings of disorientation and unease which can be intensified for students dealing with ongoing unresolved emotional or medical issues. If you have concerns that you are not moving beyond the initial adjustment phase or are struggling with some other sort of mental health issue, talk to the on-site coordinator who can provide you with resources both on and off-campus.

Resources

Students should refer to the Tilburg and Deusto websites and on-site orientation at the host institution for information regarding a variety of on-campus and local resources (health centers, hospitals, etc.). Contact details for overseas U.S. embassies and consulates can be found on at the end of this handbook. Specific questions regarding resources can also be directed to Bentley staff. Other resources at Bentley include Student Health Services, Counseling and Student Development, and Campus Police (24 hour access). Such contact information is available at the end of this handbook.

SAFETY ABROAD

Personal Surroundings

You should familiarize yourself with your new surroundings as soon as possible upon arrival, preferably during daytime hours, both in your “home city,” and when you travel to other cities or countries. Students should also be aware that some countries require students to register with the local police station. Among other things, students should locate: fire alarms, security call boxes, local police/fire stations, hospitals, U.S.

embassy/consulate, etc. To avoid appearing like an easy target, stay alert and carry yourself with confidence, even when faced with uncomfortable surroundings. *You should have your emergency cards with you at all times.*

Dress and Demeanor

In addition to maintaining awareness of your surroundings and carrying yourself confidently, try to be inconspicuous in both dress and actions. Some recommendations include:

- Downplay those elements of appearance and manner that broadcast that you are American. Baseball caps, sports jerseys, and athletic sneakers are examples of clothes that represent American dress and are not worn as frequently in other countries.
- Observe and mimic the behavior and dress of the locals.
- Try speaking the native language in public, even with Americans. Even with a heavy accent, you will not attract as much attention. Take a cue from the locals and speak at their volume level.

Buddy System

Using the buddy system or traveling in small groups is recommended, especially during the first few weeks abroad. Walking with someone else deflects potential threats. Keeping groups small (2-4 people) makes it easier to keep track of everyone and draws less attention than larger groups. Avoid walking alone at night.

Transportation/Pedestrian Safety

Familiarize yourself with public transportation options and schedules before going out at night to avoid becoming stranded. Learn how to identify legitimate taxi cabs for times when other public services are not available. *Students should not hitchhike!* Traffic laws and driving habits vary from country to country. *We strongly discourage students from driving while abroad.* Students should pay close attention to local laws and remain in pedestrian zones whenever possible. Jay-walking is not only dangerous, but may be illegal or taboo depending on the country. Go to: www.asirt.org for road safety precautions in different countries.

Political Conflict/Natural Disasters

In case of a political emergency or natural disaster, Bentley has developed a plan in conjunction with our partner institutions abroad to look after the safety of students participating on Bentley programs. Should an emergency of this nature occur, a member of the on-site staff or Bentley would notify students of specific actions to take. If students are traveling or are unreachable for any reason, they should get in touch with on-site staff or contact Bentley immediately. A general rule of thumb is to keep abreast whenever

possible of current events, both political and natural, in order to be best prepared if a crisis occurs. Students should avoid places that are known for anti-American sentiment. Please see p. 34 for emergency contacts.

Relationships

Entering into a personal relationship abroad should be approached with the same precautions as at home. It can be very tempting to be charmed by the idea of a once-in-a-lifetime foreign romance, but students should consider a relationship carefully and proceed cautiously while abroad. Bear in mind that there are different cultural values and rules regarding dating and relationships.

Sexual Harassment and Assault

Both men and women can experience assault or sexual harassment while in another country. American mannerisms, when it comes to complimenting a person or any sort of contact with them, can be very different in other cultures. It is important that men understand and be sensitive to the problems women in their group may face, and vice versa. It is best to ignore comments from harassers rather than trying to respond. Get to a safe public place as quickly as possible.

In the event of sexual assault, your host institution on-site contact should be notified immediately. The on-site contact, Bentley staff, and the U.S. Embassy/Consulate can assist with obtaining legal and medical advice.

Money and Valuables

It is very important to keep cash and valuables in a secure place. Using a security pouch or money belt is an effective way to secure belongings. The following is a list of tips to decrease chances of becoming a victim:

- Leave valuables at home. Do not take expensive and/or flashy jewelry. Students have lost watches, jewelry, wallets, etc., while staying in hostels and dorms— many times while they were sound asleep.
- Do not put things in back pockets. This is an easy target for a pickpocket. In crowded places, it is advisable to wear backpacks in front. Consider purchasing a money belt or neck wallet.
- Do not flash money around. Take only as much money as needed for an excursion. Go to ATMs during the day (if going at night is a must, make sure it is a well lit and “busy” ATM).
- Dormitories and hostels may have an office safe available for use. Consider using these for valuables.

Lost passport and stolen items

In case of loss or theft, contact the U.S. embassy or consulate in your host country immediately to report the lost or stolen passport and request a new one. A photocopy of the original passport will make the replacement process easier. Embassies and consulates

are listed in travel guides, on the emergency wallet card provided by Bentley, and on p. 34 of this handbook. In the event of stolen property, a police report should be filed within 24-48 hours. Travelers' checks can be replaced if the serial numbers are available (keep a copy separate from the checks themselves).

Resources

Please refer to the Tilburg and Deusto websites and on-site orientation at each institution for information regarding on-campus and local resources (health centers, hospitals, etc.) that can be utilized while abroad. Contact details for overseas U.S. embassies and consulates can be found at the end of this handbook. Other resources at Bentley include Student Health Services, Counseling and Student Development, and Campus Police (24 hour access). Please see the end of this handbook for contact information.

SPECIAL INTEREST

Women Travelers

While it is widely recognized in our own society that women are equal, capable, and independent, and that it is their right to do anything and go anywhere, this American attitude is not necessarily found or accepted in other countries. Attitudes toward women vary tremendously, and awareness of this is an important aspect in preparation for the traveling you might undertake while abroad.

We encourage students to be prepared for the cultural differences you might encounter as you travel. Women and men who travel alone gain different perspectives than they might if traveling in a group; more can perhaps be learned, seen, experienced, and gained by traveling alone. Nevertheless, women should be aware of the way they might be viewed when traveling alone or with other women. A good suggestion is to speak with women who have experienced traveling and living abroad, or to read about the position of women in different countries.

You are welcome to visit Bentley's Cronin Center for International Education, which contains books that provide advice geared toward women travelers. Many of the Center's peer advisors are women who have just returned from traveling abroad and can offer advice and insight from their own experiences.

Lesbian, Gay, Bisexual, Transgender and Questioning Travelers

Customs, attitudes, laws, and social practices relating to lesbian, gay, bisexual, transgender, and questioning people vary throughout the world. Some countries are more progressive than the United States in their perspectives on the LGBTQ community, while others are far more conservative and restrictive in this regard. LGBTQ students need to

inform themselves about relevant issues in their host countries and all their travel destinations.

Social Concerns:

Find out how LGBTQ people are perceived in the host country:

How do LGBTQ people interact with each other?

Are there cafes, bars, or clubs where they gather? Social groups?

Is there a LGBTQ presence / student organization at the host university?

Safety Concerns:

Violence against LGBTQ people is a global concern:

Is there overt hostility toward LGBTQ people in the host country?

Do LGBTQ people face harassment from police or other people?

Are there instances of physical violence against LGBTQ people?

Are some areas safe and other areas more dangerous?

Health Concerns:

HIV/AIDS, hepatitis, and other STDs are serious issues for all travelers:

Please refer to the section in this handbook on HIV/AIDS.

Legal Concerns:

Laws concerning sexual orientation, gender identity/expression and sexual expression vary worldwide:

Are there laws in the host country against homosexuality?

Is sexual contact between members of the same sex illegal?

Are LGBTQ establishments legal or are they underground?

How are LGBTQ people treated by the police? The courts?

NOTE: You are subject to the laws of your host country even if they are discriminatory.

LGBTQ Services:

Most travel guides (especially those geared toward students) will have a section on LGBTQ issues. There are also a variety of guide books specifically for LGBTQ travelers. The following are some good sites with which to start:

<http://www.indiana.edu/~overseas/lesbigay/>

The Rainbow Special Interest Group is comprised of diverse members of NAFSA (the professional organization for education abroad personnel). One of its goals is to counsel education abroad students who are gay, lesbian, bisexual, and transgendered.

<http://www.ilga.org>

ILGA: The International Lesbian and Gay Association offers very comprehensive, worldwide, LGBTQ resources. Consult their World Legal Survey for legal, health and safety information.

RETURNING HOME

Travel

Returning to the United States may be surprisingly as difficult, if not more so, than it was going abroad. Listed below are some guidelines and tips to follow as the return date nears.

- Start packing early. Discard things that will no longer be of use (this will save much needed space in suitcases).
- Check airline website for baggage regulations.
- Confirm airline reservations. Make sure all travel documents are in order (passport, airline tickets, etc.)
- Call home to arrange pick up at the airport.
- Do not bring any forbidden items back into the United States. The U.S. Customs Service is very strict. Consult their website for answers to any questions. (www.customs.gov)
- Arrive early at the airport on arrival day.

Program Evaluation

You will be required to complete periodic program evaluations and language assessments based on your academic and cultural experiences studying at Tilburg and Deusto. These evaluations will be extremely important in providing instrumental feedback to other students, to Bentley, and to the IBIM government funding agency: the Department of Education's Fund for the Improvement of Postsecondary Education (FIPSE).

Re-entry Adjustments

If you are reading this before you go abroad or during your first few weeks in your host country, the thought of returning back to the U.S. may be the furthest thing from your mind. And the idea that you may have difficulty re-adjusting to life in America after a semester abroad may seem laughable.

Your view now

The truth is that your IBIM study abroad experience can change you in ways that are only recognizable when you return home. While abroad, you will learn to live and succeed in a different culture – speak another language, study in a different academic system, shop, eat, travel and negotiate red tape in a new way. When you return to the U.S., you may need to re-learn how things are done here. And, as is frequently the case, you may need to deal with frustration when you discover that maybe – just maybe – you discover that you prefer the way things are done abroad.

Personal growth

Your international study and travel experiences can help you become more mature, independent and worldly than your peers who remained at home. You may be more

interested in international events, travel, speaking languages and meeting new people. You may even be more focused on your studies, in hopes of getting a job that will allow you to return abroad.

You may be disappointed when friends and family do not share your interests, or when you find your lifestyle at home to be quieter, with less travel and adventure than when you were abroad. In addition, you may have grown close with the other program participants, on-site advisers and your new friends. You will have shared with them the joys and struggles of your time abroad – and returning home means saying goodbye to them.

Re-entry

This process of re-adjustment to home after a time abroad is called “re-entry” or sometimes “reverse culture shock.” The symptoms are similar to those that you may have encountered when you first went abroad and experienced culture shock: frustration, anger, disappointment, resentment, loneliness, “homesickness” (for your host country). You may find that people are not as interested in hearing your travel stories as you had hoped and would much rather talk about their own affairs. This may prompt feelings of irritation with others and impatience with your own inability to do things.

Re-Adjusting

Just as you overcame culture shock and learned to adjust to life abroad, you will also need to give yourself time to re-adjust to life at home. You will need to seek out others who share your new world outlook or have been through similar experiences. You will need to find ways to utilize your new maturity, independence, language and cross-cultural skills. You will also need to be patient – with yourself, your friends and your family – as you all adjust to your return. The IBIM faculty and staff are available to discuss these issues. The following section also highlights some suggestions.

Building on Your Experience Abroad

The following programs might be of interest to you upon your return:

International Buddy Network

The international buddy network is a student organization dedicated to accelerating diversity, intercultural understanding and global learning at Bentley. Through a combination of cultural events and activities, the Buddy Network works to help visiting exchange students integrate and get involved at Bentley, as well as familiarize themselves with the Boston area.

Other student organizations

There are other organizations on campus which may be of interest to you. For more information, contact Student Life at (781) 891-2360 or visit their website (www.bentley.edu/extranet/stulife).

International careers

Upon completion of a study abroad program, many students speak of their desire to return to their host country to work, volunteer or travel after graduation.

The Office of Career Services has additional resources on how to begin an international job search, including suggested organizations/companies, CV writing and interviewing skills.

Bentley University Contacts

Nader Asgary	Management Professor and Program Director	nasgary@bentley.edu
Trish Foster	Grant Administrator	pfoster@bentley.edu
Natalie Schlegel	Director International Education	nschlegel@bentley.edu
Jane Ellis	Associate Dean of Academic Services	jellis@bentley.edu
Judith Kamm	Associate Dean of Business	jkamm@bentley.edu
Mary Ann Robbert	Associate Professor of IPM	mrobbert@bentley.edu
Dan Sheehan	Registrar	dsheehan@bentley.edu
Gerri Taylor	Health and Wellness	gtaylor@bentley.edu

Bentley University Emergency Contact

[+1] 781.891.3131

To contact Bentley staff after hours for emergency assistance in a very serious situation: call the Bentley Campus Police emergency line; identify yourself and the IBIM program; describe the emergency briefly; and give a number for call back, including country and city dialing codes. The dispatcher will locate a staff member who will return the call quickly.

Tilburg University Emergency Contact

On campus emergency: **2525**. More information is available on the Tilburg website through the following link: <http://www.tilburguniversity.nl/services/dfb/security/>

Off campus (or on campus) local emergency number in Europe: **112**

US Embassy

Lange Voorhout 102

2514 EJ The Hague

[+31] 70.310.2209

<http://thehague.usembassy.gov/>

US Consulate General

Museumplein 19

1071 DJ Amsterdam

[+31] 20.575.5309

<http://amsterdam.usconsulate.gov/>

Deusto University Emergency Contact

Off campus or on campus local emergency number in Europe: **112**

US Embassy

Calle Serrano 75

28006 Madrid

[+34] 91.587.2200

<http://madrid.usembassy.gov/>

US Consulate General

Paseo Reina Elisenda de Montcada 23

08034 Barcelona

[+34] 93.280.2227

<http://barcelona.usconsulate.gov/>

General Emergency Information

CISI Insurance Emergency Contact

[+1] 713.267.2525

When calling from outside the US, call collect for charges to be billed to CISI.

Local Emergency Number in Europe: Dial 112