



STUDY ABROAD

PARENTS GUIDE

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ARCADIA
ABROAD

ArcadiaAbroad



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Torre del Oro - Seville, Spain

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WELCOME

Welcome to the Arcadia University family! Arcadia Abroad has been supporting students abroad for over 70 years. We are very happy to have the opportunity to help your student have a personally and academically fulfilling experience abroad.

We've prepared this guide for parents as a resource for important information about our processes and policies, and to share how we will be working with your son or daughter. In this booklet you will find practical information about our services, including contact information, health and safety, financial matters, money and banking, communication abroad, dates, flights, visas, housing, academics, and general policy and procedural details.

Please also browse our website (studyabroad.arcadia.edu) for more information and get to know us through our News blog, Center blogs and social media: We are known as Arcadia Abroad across all social media such as Facebook, Twitter and Instagram.

We welcome your questions, and are available to talk with you about our programs and services at any time.

CONTACT US:

Phone: 1-866-927-2234 | Email: educationabroad@arcadia.edu

S. Easton Rd, Glenside PA 19038-2234

PHILOSOPHY

As a parent of a study abroad student, you are vital to ensuring that this study abroad experience is the best that it can be. Study abroad can have a transformative effect on students' independence and self-sufficiency. Therefore, while we are always happy to speak to parents and to discuss any aspects of our programs or our services, most of our correspondence takes place directly with the students.

As a result, it's really important to make sure that you keep clear and open lines of communication with your son or daughter about their study abroad experience. This process can be very stressful for them too, and having a parent to listen and talk to about their experiences can make all the difference.



“ I think that study abroad is one of the absolute best experiences you can have. I would definitely recommend it to other students who want to spend time in a new and exciting place where they can change for the better and make unforgettable memories.”

- Sheila Bogan, St Michaels College student

GENERAL INFORMATION

WHO SHOULD I CONTACT IF I HAVE A QUESTION OR CONCERN?

IN CASE OF EMERGENCY, PLEASE CONSULT THIS PAGE

General questions can be directed to the following individuals:

- Program related questions: Contact the Program Manager responsible for the program your son or daughter will be attending. **Here is a guide** to figure out who your student's Program Manager is.
- *Health and Safety and Health Insurance:*
Hannah Leidich - leidichh@arcadia.edu or 215-572-2889
- *Finance, fees, financial aid, and billing:*
Susan Stump - stumps@arcadia.edu or 215-572-2948
- For all other inquiries, please contact our general number during business hours at 215-572-2901, or toll-free within the USA at 866-927-2234, and one of our staff members will be very glad to assist you.
- For questions about program travel during departure: Approximately two weeks prior to departure, we will email all students a Travel Guide with relevant contact information for arrival information, and what to do if they encounter flight delays. Please review that for program-specific arrival information.

WHAT IS FERPA AND WHY DO YOU NEED TO KNOW ABOUT IT?

The Family Educational Rights and Privacy Act, or FERPA, is a federal law which restricts what information we can give out about our students. We are generally able to share directory information as well as any non-personalized information about our programs. However, particularly if your son or daughter is over 18 years of age, there will be some things (including grades, transcript details, and other specific personal data) which we are unable to share with you without express written permission from your son or daughter.

For more information about FERPA, please visit the **Department of Education website**.
More details about Arcadia's interpretation of FERPA policy can be found in the **Student Handbook**.

GENERAL INFORMATION

ACADEMICS

Every participant on an Arcadia study abroad program can be assured that academics are at the core of our programming. As one of the constituent colleges of Arcadia University, all programs offered by The College of Global Studies are taught with the intention of bringing together the highest quality academics with unique global engagement experiences.

During the advising process before departure, it is critical that students work directly with their home university in order to make sure that the program is approved for academic credit, and that the courses will work towards their degree requirements. Arcadia staff members are happy to assist in this process, and we can advise as to suitable programs for academic goals, as well as answer questions regarding course choices.

During orientation, much attention is paid to helping the students to understand the differences in academic study between the US and the host country. In-country staff will be available to assist our students at all times if they are having academic difficulty.

For more information about our academic policies, please review [our academic philosophy](#) on our website.

ARCADIA CENTERS AND STAFF ABROAD

The College of Global Studies is truly an international institute of higher education. We staff and maintain centers around the world. Each center is headed up by a Regional Director or Resident Director, who are seasoned academic and higher education administrators, and are very familiar with the needs of American study abroad students. Our centers are designed to provide high-quality academic content, co-curricular programming, student support, teaching and learning opportunities, and engagement with the local community.



Arcadia London Center

Our in-country staff support and care for our students throughout their program:

- They plan and deliver orientations and co-curricular events.
- They provide academic and practical support and advice for our students while they are overseas.
- Our staff are there to assist in cases of emergency.
- They are always there to assist our students and provide an extra layer of support.

Details about our centers are available [here](#).

PRACTICAL MATTERS

WORKING WITH HOME UNIVERSITIES

It's very important that your son or daughter has been in contact with the study abroad office at the university he or she normally attends. Many universities have specific processes that students who are planning to study abroad must complete before they are allowed to attend any program overseas.

These requirements vary widely by university, and can include personal advising sessions, group advising sessions, pre-departure orientations, paperwork and a myriad of other requirements.

This process is very important – if it is not completed as per the home university requirements, your son or daughter may face complications with credit transferring, financial aid, and re-enrollment. This is something that often needs to be done months prior to departure –so please be aware that these requirements exist, and encourage your son or daughter to ensure they are fully informed and on top of anything that needs to be done.

HEALTH AND ACCIDENT INSURANCE

Excellent health care is available in or near all of our program sites. Health insurance is not provided to students studying online or in the US. Students on domestic programs are required to carry their own insurance.

For students studying with us internationally, Arcadia automatically provides a health and accident insurance plan. Arcadia students also have the benefit of an International SOS membership. International SOS provides medical and security assistance services in conjunction with Arcadia's insurance program.

You can find more details about our health insurance on [on our website](#).

Insurance Highlights:

- International SOS provides medical and security assistance services to Arcadia students.
- Arcadia's health and accident insurance is offered through Cigna Global and administered by University Health Plans.
- Health insurance and travel assistance coverage are effective throughout the duration of the participant's program.
- There is no deductible per injury or illness, and the maximum medical expenses of the policy for accident or sickness is \$500,000.
- The plan also provides for political and natural disaster evacuation coverage through Lloyd's

Students attending programs in New Zealand have a different arrangement as mandated by New Zealand law, though they are offered the same high level of protection.

It is not possible to opt out of this coverage. Health coverage is bundled into the program. In order to ensure that our students are as safe as possible abroad, Arcadia needs to ensure that a certain level of coverage is applicable to all of our students. Students should retain their US-based health insurance even while they are on the program. In the event of an unforeseen early return or major medical expenses at the end of a program, students do not want to be left without coverage.

For more information about Arcadia's commitment to student health and safety, please visit the [Health and Safety section of our website](#).

PRACTICAL MATTERS

HEALTH PREPARATION AND SUPPORT

We are more than happy to assist your son or daughter to obtain any needed physical, emotional, or academic support abroad.

We ask all of our students to complete a Personal Health and Self-Care form as part of their application. Students who disclose medical conditions will receive an email follow-up from their program manager with information and questions tailored to their specific situation. We strongly encourage students to disclose as much as they are comfortable with regarding their personal health needs. The more information we have, the better we will be able to assist.

If your son or daughter is on prescription medication, **do not plan to ship the medication overseas** to them. This can be extremely problematic. Instead, students should either plan to bring all required medication with them that they will need, or if this is not possible, they should contact their program manager and International SOS to explore any options of obtaining a local prescription and the medication abroad.

Please be aware that certain medications (for example, painkillers such as hydrocodone or ADHD medications such as Adderall) may not be available or legal in your host country. If your son or daughter is on these or similar medications, it is very important that he or she gets in touch with Arcadia as soon as possible.

When carrying prescription medication overseas, students should make sure to follow these guidelines:

- Keep all medication in the original, labeled container.
- Bring a letter from their doctor that provides a description of the medical problem, dosage, and generic name(s).
- Pack all medication in carry-on bags, in case checked luggage is misdirected or lost.

Students who need special academic accommodations, such as approved extra exam time, need to be aware that such assistance in other countries often varies from what they may currently receive in the U.S. In order for students to be considered for any accommodations of this nature, they will need to provide both a letter from the home school's disability office documenting the accommodations which are currently provided, as well as a letter from the student's doctor regarding his or her condition.

Student health disclosures are treated confidentially and do not affect any application or admissions decisions.



PRACTICAL MATTERS

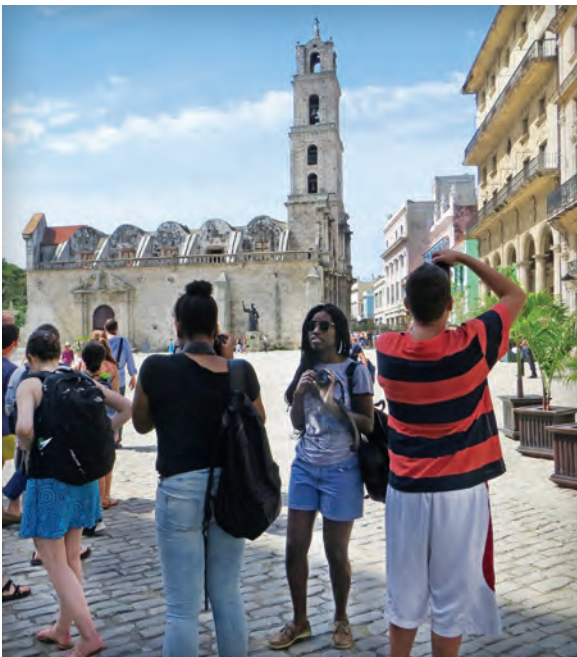
MONEY AND BANKING

One of the most important plans to make before departure is to ensure that students are able to reliably access their funds. In most cases, the easiest way to do this is by using an American ATM debit card linked to a bank account in the U.S. This enables the widest access to funds, the most advantageous exchange rates, and the most seamless account management.

Note that in some countries ATM availability is limited, so other arrangements may be advisable; make sure to check The College's **Before You Go web pages** for detailed advice on the country your son or daughter is traveling to.

Many students also opt to bring a credit card abroad. This is fine as well. Please note that the number of retail establishments that accept credit cards varies widely by country. Visa and Mastercard are generally accepted abroad. American Express is accepted in some places but is not quite as commonly accepted. Discover is generally not accepted abroad; nor are American store cards.

It is important to get in touch with your financial institutions and credit card issuers before the departure date in order to be aware of all international usage fees they may charge, in addition to learning about any international locations or links they may have in the destination country. It's important also for the account holder to inform the bank and/or credit card company that travel abroad is planned in order to ensure continuity of service.



“ If you’re like me, you never believe your advisors talking about personal growth during study abroad meetings. However, I have realized that even their ideas about change cannot compare to the exponential growth which someone experiences while abroad. In only four months in Italy, I learned more about myself than I had in 20 years of life, and I honestly believe it should be a requirement for all American students to go abroad.”

- Harold Rice, University of Michigan student

PRACTICAL MATTERS

COMMUNICATION ABROAD

Computers and Internet Access

Arcadia Centers abroad and host universities offer sufficient computer facilities for students. It is important to note that universities overseas differ widely in their provision of communication services. Internet speed, costs, and reliability may differ from what students are used to in the U.S. Additional restrictions on Internet, and or, printer usage may exist, and fees may be charged if students exceed these limits. Because many American students have become accustomed to unrestricted computer usage and Internet access, this may be a challenge.

If your son or daughter decides to bring a laptop or tablet overseas, he or she should be aware of several important issues. Firstly, it is recommended that students obtain a security cable and insurance for the laptop. Most electricity overseas operates at 240 volts, 50 hertz, and plugs are different between countries. To bring American electronics abroad, check for a dual voltage switch. If there isn't one, then check with the manufacturer. A plug adapter will almost certainly be required; however these tend to be quite inexpensive and readily available.

Phone Service

You will of course want to speak with your son or daughter during the semester abroad! Though his or her individual room or residence hall may have a phone for incoming and or outgoing phone calls, many students have found that purchasing a prepaid mobile phone abroad makes life easier. That being said, the cost of cell phones varies widely by country and in some countries, service may be spotty or unreliable. Arcadia staff in our centers can provide the most up-to-date information about where and how to access phone services.

Bringing an American cell phone abroad may be problematic, and may result in large phone bills.

If your son or daughter plans to bring an existing phone abroad, it's crucial to check with the cell provider about extra fees which may apply. Students with smartphones have often found it to be useful to use their smartphones on wifi service only and use a local phone for calls and text messages; this tends to avoid massive charges.

Students also find that using services such as **Zoom** and **Facetime** can be an inexpensive and convenient way to keep in touch with friends and family at home. It's a good idea to set up accounts and account links for services like this prior to departure, in order to ensure that everything is in working order after the student arrives in country.



FINANCIAL MATTERS

WHAT DOES THE FEE INCLUDE?

Our program fee includes tuition, housing, academic advising, pre-departure services, host country orientation, host country support, health and accident insurance, and transcripts. Some programs include certain co-curricular events in the base program fee; other programs offer such events at a subsidized cost to our students.

Refer to individual program profiles for specific details. Personal property insurance and baggage insurance is not included. We strongly encourage you to obtain this coverage for the period of time you will be abroad.

FEES AND FINANCIAL AID

Fees can and will differ for individual students depending on their student aid arrangements and home school policies.

For detailed information including program costs, estimated budget information, billing policies, financial aid, and other matters relating to the financial aspects of our programs abroad, please see our [Fees web page](#).

All students are able to see their specific billing information via our CASHNet system by logging into their [Arcadia Portal](#) and clicking on the Fees tab. Students are able to grant parents or guardians access to this page as well – so if you would like to see the invoice, please ask your student to grant you access to the financial records on Passport.

PLEASE NOTE: Program fees are posted one academic year at a time; if you are inquiring about a future semester, the posted fees can be used for the purpose of comparison.



Perugia, Italy

FINANCIAL MATTERS

SUPPLEMENTAL FEES

Some universities or programs impose additional fees in various circumstances. Supplemental fees tend to be related to courses or to housing.

Special course fees typically are assessed for registration in certain departments or in certain courses. Courses which can often carry extra fees of this nature are offered within departments of science (pure and applied), engineering, math, psychology, music, fine and performing arts, communication and design. Each program profile highlights these additional charges, which vary widely depending on program and course of study. Recently, this charge has ranged from \$200 for a single course to \$6000 for a curriculum of full-year science courses.

Supplemental housing fees are assessed for premium housing features including optional meal plans, optional single rooms, en suite rooms, larger rooms, homestays, or other types of placements which carry extra fees. Housing fees can range from \$100 to over \$5000 for a full year in a premium placement.

Not all universities which offer courses or housing options that match the above descriptions carry extra fees, but some do and it is important to note any fees which may apply to your son or daughter's chosen program.

Students who are likely to be subject to these fees are notified when they are accepted to the program. Additionally, information about these fees is also listed on every student's Passport account, as well as the individual program websites for housing and course registration. These fees will normally not be billed until after arrival in the host country.



“ As cliché as it sounds, my time in London has truly been life-changing. I have found myself to be a more comfortable independent person. I have acquired different responsibilities that have allowed me to gain skills that will be useful in all my future endeavors.”

- Amber Gavin,
Lynchburg College student

FINANCIAL MATTERS

PAYMENT OPTIONS AND DUE DATES

Full payment details are [available on our website](#). Options include payment by check, bank transfer, or credit card. Payment plans are also available.

Payment Due Dates are as follows:

TERM OF STUDY	PAYMENT DUE DATE
Summer	1 May
Fall Southern Hemisphere	1 June
Fall Northern Hemisphere	1 July
Spring Semester	1 December

By the payment due date, all students who are responsible for paying Arcadia directly need to have completed one of the following:

- Submitted full program payment (Academic Year students only – submitted the first of two installments).
- Submitted a completed Financial Aid Arrangement Form detailing when aid is expected to arrive.
- Signed up for a payment plan and begun payments.

Students who are planning to apply financial aid to cover all or part of their Arcadia costs need to fill out the Financial Aid Arrangements form and submit it before the payment deadline.

DIRECT BILLING

It is also important to note that some home universities have direct billing arrangements with Arcadia University. In such cases, billing arrangements will depend on home university policies. Please see the Application Portal Fees tab for details.

FINANCIAL MATTERS

WITHDRAWALS AND REFUNDS

Please see our [**Refund and Withdrawal Policies**](#) page on our website.

Students who withdraw after confirming their Enrollment Agreement, but prior to the payment due date, will be charged \$500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

Students who withdraw after the payment due date, but prior to the scheduled overseas arrival date for their program, will be charged \$1,500 plus any non-refundable deposits or fees paid on their behalf by Arcadia University. Students who withdraw on or after the scheduled overseas arrival date for their program will be charged \$2,000 plus any non-refundable deposits or fees paid on their behalf by Arcadia University.

SCHOLARSHIPS

Arcadia University offers many need-based scholarships annually. Eligibility for Arcadia scholarships is based entirely on financial need and all students are invited to apply. Over 70% of students who apply for scholarships are successful. Arcadia scholarship awards are made on a rolling basis.

Arcadia also maintains a comprehensive list of scholarships offered by our partner universities overseas and other reputable organizations.

For more details about scholarships, please see our [**Scholarships & Financial Aid web page**](#).

“ The Arcadia staff were the biggest asset during my stay. They extended generosity and support through the entire process, working tirelessly to ensure that all students extract maximum benefits from the program.” - Olga Rizhevsky, Stonehill College student



PRIOR TO DEPARTURE

PROGRAM DATES

Programs dates are normally posted several months in advance. Dates for previous and current study terms are available on the calendar page and can generally be used as a point of comparison for anticipating future program dates.

As soon as they are available, program dates for the current academic year are posted on the individual program page on our [website](#).

Please note that all students are required to be in attendance for the full duration of their academic program, including the mandatory orientation.



FLIGHT ARRANGEMENTS

Travel instructions and flight arrangements differ widely by program and destination country. It is critical that you and your student review the travel considerations on our website before booking flights.

For individual program travel instructions, please see our [Student Travel web pages](#). Instructions are broken down by country. Click on the destination country's individual travel page on the menu to the right for detailed instructions.

PRIOR TO DEPARTURE

VISAS

Most nations require some kind of visa and/or immigration process that students must go through in order to legally study in that country. It's extremely important that all visa regulations are followed exactly as mandated by the issuing authority. Otherwise, your son or daughter may face expensive hassles upon entry to their destination country!

Arcadia University provides all students that require visas, regardless of country, with documentation necessary to certify their acceptance as a student and proof of status and support for their term abroad. Students receive these documents only after being officially accepted to a program of study and are expected to use them in order to secure their study visa.

If you'd like an overview of the visa process for a particular destination country, please see the main [visa page](#) and follow the links on the right side of the page:

It is each student's individual responsibility to research the visa process if applicable for their country of study and to carry out all steps necessary in securing the proper entry clearance. Host country laws do not allow parents to apply for visas on behalf of an adult student, so please do not attempt to apply for a visa on your son or daughter's behalf.



Granada, Spain

PRIOR TO DEPARTURE

HOUSING

Housing is guaranteed for all students participating on programs through Arcadia Abroad.

It's important to approach the whole issue of housing while abroad with an open mind. Housing across all of the program sites is highly variable by nature. Though it is difficult to generalize across all Arcadia programs, room arrangements may differ markedly from the accommodation students may be used to at their home universities. Rooms are often smaller (space is at a premium, particularly in European cities), and room arrangements may also differ.

Since housing is so variable across countries and by individual programs, it is very important for students to read their individual program's housing information page in order to know what to expect.

While Arcadia takes all students' preferences into account, due to availability, we cannot guarantee that any student will be placed in his or her first choice of accommodation location or style. Furthermore, for direct-enroll partnership programs, it's important to note that the host university's accommodation office often is solely responsible for housing placements.

While some housing is in close proximity to classroom buildings, some students (especially those who will be living in large cities) should expect commutes of up to 45 minutes or an hour to their classes, either on foot or via public transportation such as subway and bus lines. This is absolutely normal for both study-abroad students and full-degree students in these environments and is in no way unusual.

Across many programs, it's commonplace for students to receive housing placements very shortly before their departure, as many overseas housing placement processes differ from those in the U.S. Nevertheless, for many programs it is standard practice to have the students receive final housing assignments at orientation. In order to verify the way that your son or daughter will receive housing their assignment, it is important for him or her to confirm this with the program manager.

In some cases, students may choose to opt out of Arcadia-arranged housing during their program abroad. These requests are handled on a case-by-case basis, so it is important that any student who wishes to live independently of Arcadia-arranged accommodation contacts their program manager as soon as possible to discuss the request.



PRIOR TO DEPARTURE

ROOM TYPES AND STYLES

Some students will live in single rooms; others will live in double or triple rooms. Rooms may be en suite or (more often) will have shared bathrooms. Bed linens may or may not be included.

Housing may include meal plans, or more commonly, students may be placed in self-catered housing where they will be able to cook their own meals.

Most program housing for our students is self-catered, meaning that students will be expected to prepare their own meals and will be given access to kitchen facilities in order to do so. American students who are used to meal plans, and may not have cooking experience, may find this to be a challenge. This is an area where parents can be especially helpful – sharing a family recipe or two can be invaluable, especially when a student will be spending the semester abroad.



“ As cliché as it sounds, my time in London has truly been life-changing. I have found myself to be a more comfortable independent person. I have acquired different responsibilities that have allowed me to gain skills that will be useful in all my future endeavors.”

– Amber Gavin,
Lynchburg College student

Also, students may find some of the following websites useful when learning to cook and plan meals for themselves:

- [Food.com](https://www.food.com)
- [Allrecipes.com](https://www.allrecipes.com)
- [Studentrecipes.com](https://www.studentrecipes.com)
- [Cooking-in-college.com](https://www.cooking-in-college.com)
- [Studential.com/university/student-cooking](https://www.studential.com/university/student-cooking)
- [Studentcook.co.uk](https://www.studentcook.co.uk)
- [Theguardian.com/lifeandstyle/series/student-cookbook](https://www.theguardian.com/lifeandstyle/series/student-cookbook)
- [Studentcooking.tv](https://www.studentcooking.tv)

PRIOR TO DEPARTURE

COURSES AND ACADEMICS OVERSEAS

As a general rule, academic life is quite different outside of the USA. Students will be expected to take charge of their own education. Learning is typically quite a bit more self-directed overseas, and students will need to be organized and intentional in their approach to their studies abroad. It is important to expect a lot less structure, and a lot less 'hand-holding', even as early as class registration.

Class registration can vary widely depending on program location. In some programs, students will enroll in their courses prior to departure; however in many cases, students will not be able to register for courses until they arrive on-campus. We understand that this can be nerve-wracking for students, who are used to enrolling in courses months before the semester begins. However this is quite normal in many cases, and our staff can certainly assist students for whom this can be a concern.

Arcadia Abroad is here to help and support our students throughout the academic process. At the beginning of your son or daughter's overseas experience our staff will help to orient and advise them. During orientation, our center staff places a strong emphasis on learning about the educational system in the country and will provide students with useful information on how to succeed in their new environment. We are able to place students in touch with individuals on the host campus who can assist in course selection and registration. We can also provide guidance concerning the academic calendar and credits. During a student's time abroad, members of our staff will visit campus from time to time to check in with them. If there are difficulties, we urge our students to reach out to us, bring any problems to our attention and let us help resolve them.



Mitchelstown Caves - Cork, Ireland

PRIOR TO DEPARTURE

PACKING

It can be very overwhelming to plan to pack a semester's or year's worth of belongings into a single suitcase. As a result, students are encouraged to pack lightly. You may be surprised to know that most returning study-abroad students end up reporting that they feel as though they over-packed for their experience abroad.

Most students will accumulate many items while overseas making it even more challenging to pack for the return flight home. Airline baggage allowances are strict; therefore students are strongly encouraged to review the guidelines of all airlines on which they will be flying.

The best advice you can give your son or daughter is to approach packing in a very thoughtful manner. Follow the zen adage: Less is often more!

Packing lists will of course differ widely between programs – a summer program in Greece will of course call for different clothing and items than spending the fall semester in rainy Scotland. However, a useful rule of thumb that our returning students have suggested is to pack – and then take half out. It's usually a good idea to plan to dress in layers abroad – it's helpful especially in areas with more changeable weather to have a number of options. Students should also plan to wear comfortable shoes, since in most cases, they will be doing a lot more walking than they might be accustomed to at home.

It is not advisable to ship items overseas. Customs declarations must be made on all packages sent overseas and import taxes—even on used items—can equal or exceed the original purchase price of some items. Customs delays can also be problematic.

More specific information for your student's destination country will be in the Student Guide.



“ I think that study abroad is one of the absolute best experiences you can have. I would definitely recommend it to other students who want to spend time in a new and exciting place where they can change for the better and make unforgettable memories.”

– Sheila Bogan, St Michaels College student

IN-COUNTRY

ORIENTATION

All students on Arcadia programs begin their experience abroad by getting to know the staff, fellow students and taking part in a comprehensive orientation program. The Arcadia staff is a dedicated and extraordinarily well-informed team of individuals who take real pride and delight in sharing their knowledge with your student on topics spanning academics to safety and everything in between.

Your son or daughter's first days with the staff will help prepare them for living and studying in their destination country. They will meet other students and have a chance to explore their host city and learn about basic cultural and academic differences.

All of the activities during orientation are especially designed to help your son or daughter adjust skillfully to their new home and to help them become an informed participant in the host culture. Orientation is one of the most important tools Arcadia employs in giving them the skills and knowledge to expand their own cultural learning while studying abroad.

Orientation is a mandatory part of the program so it is not possible to opt out.

ISSUES

While we do our best to ensure optimal experiences for all of our students, sometimes unforeseen issues inevitably arise. In order to minimize the chances of problems arising, it's important to think in advance about topics such as these.

CULTURAL ADJUSTMENT

Don't be too concerned if your son or daughter has some ups and downs while they adjust to life in their new country. Cultural adjustment, sometimes referred to as culture shock, is very normal and all students experience it to some degree. Arcadia staff members are very experienced in helping students to cope with the challenges of living in an unfamiliar place and adopting healthy mechanisms to take advantage of the profound personal and intellectual growth opportunities presented by international study. For more details, please see our **[Cultural Adjustment section on the web.](#)**



Tower of London - London, England

IN-COUNTRY

STUDENT HANDBOOK

All students must sign that they have read, and agree to be bound by, the terms of our **Student Handbook**, which includes information about academic responsibility, codes of conduct, and health and safety.

In situations where our policies on academic responsibility, personal conduct, or drugs or alcohol are violated, disciplinary sanctions may result. Policies are outlined in the handbook linked above. In extreme cases where a student is suspended or expelled from the program for any reason, no refunds will be issued.

TRANSCRIPTS AND TRANSFER CREDIT

Part of the service Arcadia provides to our students includes grade translation, transcription, and the issuing of an Arcadia University transcript recording the grades earned while studying abroad. As a fully accredited university, **credit transfer** is normally a fairly straightforward process.

Overseas universities often take longer to issue transcripts than U.S. universities do. While this can vary widely by program, you should expect the following timelines:

TERM OF STUDY	TRANSCRIPT ISSUING TIME
Summer	Late September
Fall and Academic Year – Southern Hemisphere	March or April
Spring and Academic Year – Northern Hemisphere	Late September

If you have a specific question as to how your son or daughter's grades will be transferred into their undergraduate degree program, it's important to contact their home university directly, as each university has a different policy for transferring credit.

IN CLOSING...

We are delighted that your son or daughter has decided to study abroad through Arcadia University. We know that this is an important decision for them and quite likely for you as well. Supporting their desire to study overseas and watching while they embark on this new adventure is exciting but can also be daunting at times. It takes courage, commitment, flexibility and humor on the part of the entire family.

Thank you for supporting them as they prepare to go abroad!



“ I knew that living abroad would probably change me and my perspectives. But I couldn’t begin to imagine, in that daunting moment, that it would actually change my future and my interests, as well as teach me more than any number of years at a U.S. university could begin to.” – Jessica Pastore, Arcadia University student