Study & Internships in London
ON-SITE GUIDE 2014–15
LEARNING ABROAD CENTER
University of Minnesota
Important Names & Addresses

The Learning Abroad Center provides a full range of services from preliminary program advising to assistance with re-entry. Do not hesitate to contact the Learning Abroad Center with any questions.

In the United States

Learning Abroad Center

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In case of emergency, you or your friends and family members should contact the Learning Abroad Center at 612.626.9000 at any time. If it is after business hours, there will be a recording giving you a number to call. The Learning Abroad Center has someone on call to deal with emergencies and can contact the on-site administrators if needed. Once overseas, students should contact CAPA in case of an emergency.

In the United Kingdom

Centre for Academic Programmes Abroad (CAPA)**
146 Cromwell Road
London SW7 4EF
ENGLAND
tel: 011.44.207.370.7389

CAPA Staff

Kieran Kinahan, Manager of Student Affairs
Dr Oliver Brenninkmeijer, Chief Academic Officer
Terry Sheen, International Internship Coordinator

**Prior to the program, participants should contact the Learning Abroad Center for all questions. Friends and family members should not contact CAPA directly, but rather direct all program questions to the Learning Abroad Center, even once the participant is overseas.

Know Before You Go

Before you leave the country, make sure that you have read and understood the information in your Confirmation Checklist, the Health & Safety Online Orientation (available in your orientation checklist), and the Learning Abroad Center’s policies (www.UMabroad.umn.edu/students). These materials will guide you on a safe and successful learning abroad experience.

Friends and Family Resources

Valuable resources for your friends and family members can be found at www.UMabroad.umn.edu/parents. Topics such as health and safety, program prices, logistics, and travel are discussed.
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Introduction

The Study & Internships in London program provides you with the opportunity to experience the rich culture of London while studying a wide variety of subjects that cater to the specific needs of study abroad students. The multitude of internship options open doors to the British professional lifestyle and connects you with the British public, while enhancing your training in your chosen field.

Sharing living space and attending courses with fellow participants will give you ample opportunities to get to know one another and share many new and memorable experiences. The confidence gained through the security of a group experience will enable you to venture out on your own to help ensure that your time abroad is everything you always wanted it to be.

Living in London provides a unique and exciting cultural experience for students. You will learn new traditions and new vocabulary, taste different foods, and master London’s Tube. The following pages will give you an overview of life as a study abroad student in London to prepare for these inevitable changes in your lifestyle. The London program staff provides excellent on-site support for participants, yet the ultimate success of this unique opportunity depends on your ability and commitment to make the most of the experience and to adjust effectively to the changes you will encounter.

The following information is intended to help prepare you for your upcoming experience by acquainting you with certain customs and aspects of life in the United Kingdom and London, which may not be familiar to you. It also addresses academic issues including the academic program overseas and considerations at your home institution in the United States. Finally, it provides you with some important information about your housing. It is recommended that you take this with you to London. This book, however, offers only an overview of certain topics and is not comprehensive; you are encouraged to read other sources of information about the United Kingdom and London in preparation for your stay.

You will find a recommended reading list in the appendix of this handbook. You may want to check your local libraries for additional resources. Note that you will receive an extensive orientation and handbook in London at the onset of the program. The better prepared you are, the more quickly you will adjust to and function effectively in British society.

Study abroad requires independence and individual initiative. To encourage and guide you, the Learning Abroad Center provides a full range of services from preliminary program advising to assistance with re-entry.

As you read through this handbook, do not hesitate to contact the Learning Abroad Center or your local institutional study abroad advisor with any questions you may have.

Cheers!

Preparation & Planning

FERPA

It is important to be aware that the Learning Abroad Center and the Office of Student Finance, in compliance with the Federal Family Education Rights and Privacy Act of 1974 (FERPA) and Regents policy, cannot share financial information with a third party (including parents, spouse, guardians, etc.) without your written permission. You can download a Student Information Release Authorization at onestop.umn.edu. Complete the form and send it to OneStop Student Services, 200 Fraser Hall, 106 Pleasant St. SE, Minneapolis, MN 55455. The Learning Abroad Center must receive a copy of a notarized Power of Attorney form in order to share any program-specific information.

Documents

Passport

A passport is required to enter the United Kingdom. If you do not have one yet, apply as soon as possible. Review the Learning Abroad Center’s Travel Documents webpage for more information: www.UMabroad.umn.edu/students/travel/documents.php.

If your passport is lost or stolen, you should contact the local police and the American Consulate or Embassy. The address of the United States Embassy in London is:

24 Grosvenor Square
London W1A 1AE (Tube stop: Bond Street)
Phone: (44.0207) 499.9000.

Do not carry your passport on you unless necessary. Copy all of your important documents and store the copies separately from the originals. Leave a copy of all-important documents with someone in the US.

Visas

If you are staying longer than six months, or doing an internship, you are also required to apply for a visa. Detailed instructions from CAPA for obtaining a visa will be emailed to participants doing an internship at least 60 days prior to departure. For further information on visa requirements, contact the British Consulate in Chicago or in the nearest major city or the Consular Section of the Embassy of the United Kingdom and Northern Ireland at www.britainusa.com

Students receive a UK entry letter to take with them into the UK and present to the customs agent with orientation materials.
US Embassy Registration
The Learning Abroad Center strongly encourages you to register with the US Embassy in the United Kingdom.

US Consulate General
24 Grosvenor Square
London, W1A 2LQ
United Kingdom

Doing so makes your presence in the UK known and in the case of emergency, the embassy can be a source of assistance and information. For additional information and to register go to https://travelregistration.state.gov.

Customs
If for any reason you should have legal difficulties while in the United Kingdom, the American Embassy cannot intervene on your behalf. They will assist you in contacting a lawyer if necessary. Small gifts under $50 in value may be mailed home to friends duty-free, but only one package per address per day. All packages mailed to you are subject to duty, unless they are American goods being returned. Keep receipts available to show the customs officials if necessary.

If you will be taking an expensive camera, ipod, etc., with you, register it with customs before departure. This is done to avoid paying duty on previously owned goods. You should also be aware that there are severe restrictions on foodstuffs that may be brought back to the States.

It is imperative that you make a copy of all of your important documents, and store the copies separate from the originals. We also recommend that you leave a copy of all documents with someone in the United States.

Power of Attorney
We strongly encourage you to designate someone as your Power of Attorney while you are abroad. Your Power of Attorney can act as your legal representative in a number of situations. Review the information on the website at: www.UMabroad.umn.edu/students/policies/finances/powerofattourney.php.

Your Address
In order to ensure that all official communication and billing information is sent to the correct address while you are abroad, check your official contact information prior to departure. Visit onestop.umn.edu to verify that the information is correct. If your contact information changes, you must notify the Learning Abroad Center.

Health & Safety
All participants were required to complete the health information sheet. This information is used to assist the on-site director and the Learning Abroad Center in making any necessary preparations on your behalf. If there is any further information we should know regarding your health, please contact the Learning Abroad Center.

Bring all necessary prescription medications and vitamins with you. If you are bringing a large quantity with you, you should also have a statement from your physician explaining the purpose of the medication.

Keep in mind that it is illegal to ship medication overseas, and any packages that are held at customs abroad will require payment of a high import tax before they are released. Bring all necessary medication (including such items as birth control) with you to your study abroad site.

Eat and drink lightly for several days after arrival until your system has had a chance to adjust to changes in climate and food. Adjusting to a new diet often causes mild intestinal upsets or diarrhea. If you are very ill, see a doctor.

In order to avoid medical and dental expense on-site, we strongly encourage you to see your doctor and dentist prior to your departure. Since many insurance plans require that you pay up front and be reimbursed later, we also advise you to budget some money or bring a credit card for medical situations on site.

Vaccinations
No special vaccinations are necessary to enter the United Kingdom or re-enter the United States after traveling in the United Kingdom. For more information on vaccinations visit the Center for Disease Control at www.cdc.gov.

Health Insurance
All students enrolled at the University of Minnesota are required to have US health insurance. This includes students registered for education abroad. For more details and specific process information for students with University of Minnesota Student Health Insurance through the Student Health Benefits Office, visit the Learning Abroad Center’s US Insurance webpage: www.UMabroad.umn.edu/students/healthsafety/intlhealthinsurance/ushealthinsurancerequirement.

In addition to your US health insurance, the University has contracted with Cultural Insurance Services International (CISI) to provide comprehensive international travel, health, and security insurance. This coverage is mandatory for all students and included in the program fee. You are covered by CISI only for the dates of the program. If you plan to travel before or after your program you should extend your CISI coverage or purchase your own insurance.

CISI does not include any preventative care, and individuals are advised to consult their medical providers for any check-ups or preventative care prior to departure.

Your CISI card and insurance policy will be emailed directly to you. Carry the card with you at all times. If you have
any questions or need additional information about CISI, visit the Learning Abroad Center’s insurance webpage: www.UMabroad.umn.edu/students/healthsafety/intlhealthinsurance.

Safety Precautions

It is important to consider safety issues while overseas. You should not travel alone at night and you should always keep your personal belongings hidden. London is a metropolitan city with people from many different economic levels and cultures, and you should not assume that you are safe to travel without concern. Particularly students from smaller towns or who have lived in relatively safe neighborhoods in the United States must adopt a much more cautious attitude. You should also consult the United States State Department Travel advisories at www.travel.state.gov for up-to-date information on travel precautions for the country where you will be studying or traveling.

Emergency Procedures

In case of political emergency, we will be in close contact with CAPA who will seek advice from the United States Embassy.

The United States State Department’s Bureau of Consular Affairs in Washington, D.C. aids Americans needing emergency assistance. They are in contact with their consulates and embassies overseas and can assist friends and family members with a number of different kinds of emergencies. During a crisis, the State Department will try to locate the whereabouts of an American overseas if needed. In case of injury overseas, the Bureau of Consular Affairs can assist in sending funds to the injured American and collects any necessary health information to forward to the in-country embassy or consulate.

In case of evacuation, the embassy or consulate overseas will try to establish special air flights and ground transportation to help Americans depart. In an emergency, Americans can turn to a United States consular officer abroad for help. The Citizen’s Emergency Center will help by contacting the destitute person’s family, friends, or business associates to raise private funds. It will also help transmit these funds to destitute Americans overseas. If necessary, it can provide small government loans to tide an American over until private funds arrive. In case of the death of a participant overseas, the Bureau of Consular Affairs provides guidance on how to make arrangements for local burial or return of the remains to the United States.

The United States State Department’s Crisis Emergency Center telephone number in Washington, D.C. is 202.647.5225. Updated recordings on State Department travel advisories are also available at this number.

Alcohol

The Learning Abroad Center expects moderation and good judgment in the use of alcohol. Keep in mind that the consumption of alcohol may be more socially prevalent in other cultures; however, excessive consumption is not appropriate. Drunkenness can seriously jeopardize student safety as well as damage relations with roommates or communities. Monitor carefully your approach to alcohol consumption; unfamiliar surroundings and the emotional strain of adjusting to another culture can sometimes cause alcohol to affect you differently. If excessive drinking becomes a problem in terms of a student’s safety, class attendance, academic performance, or relations with other students, it could be grounds for expulsion from the program.

Arrival Logistics

An optional group flight is organized by a Twin Cities travel agent, Village Travel, in consultation with the Learning Abroad Center. Travel can be arranged from any location in the United States, and every attempt will be made to connect with the group flight. While participants are not required to choose this group flight, it is designed to offer travel in the company of other participants in the program. Information, booking, and payment are handled directly by the travel agent. Information about the group flight is available at www.villageinc.com

Please contact the Learning Abroad Center to let us know your itinerary. If your flight is delayed, contact the Learning Abroad Center if you are in the United States, or CAPA if you are in the United Kingdom, so that we know your new arrival time and date. Directions to your housing will be sent out in the final email.
Upon arrival, students are responsible for making their way to housing accommodations. There is no pick-up from the airport. Directions to the housing will be emailed to you about two weeks prior to the start of the program.

You will have a comprehensive on-site orientation that will include cultural and internship information, as well as practical information on banking, transportation, safety concerns and procedures, housing guidelines, how to send and receive mail, and more.

The on-site orientation is usually conducted as follows: on the first day, students arrive, move into accommodations, settle in and have a tour of the area. On the second day, you will meet with Claire Kibblewhite, the resident director, and go through important program-related and internship information. You will also have an arrival party. Classes and internships will begin shortly thereafter.

Practical & Program Information

On-Site Staff

CAPA serves as the on-site program administration. They are responsible for housing, coordination of all excursions, and can assist you with individual travel suggestions and daily routine questions. Academic concerns should be brought to the attention of CAPA staff.

Because CAPA serves the needs of all students who reside at their housing, it is important for students to take the initiative to solve minor questions and problems on their own. Part of a successful study abroad experience is the ability to tackle issues and discover solutions independently.

Accommodations

Students will be housed in flats or homestays in central London with, generally, 3–6 students to a flat. All flats will have a bathroom, kitchen facilities, living area, and a sleeping area. Not all students will be housed in the same building. Students do not need to bring sheets, blankets, or kitchen utensils.

Since CAPA services the needs of several study abroad programs, you will be sharing facilities with students from other programs. Students should be careful about securing their valuables.

Students can also choose to live in a homestay. Locations will be in central London. Students in homestays have their own room and receive breakfast and dinner during the week.

Specific housing information will be sent out in your final mailing, about two weeks prior to departure.

Housing Deposits

Prior to your arrival, you will be asked to pay a $150 damage deposit to CAPA. The deposit will be used to cover damages, cleaning and/or outstanding bills. Any unused portion of the deposit will be returned to you after the program has ended.

Laundry

All flats are equipped with a washer/dryer unit to be shared among flat mates. Students should be aware that most dryers will not completely dry their clothing so small loads are recommended and most students will have to air dry their clothing after the cycle is complete.

Meals

In homes or in restaurants in the United Kingdom breakfast is usually served from 8:30–9:30 a.m., lunch from noon–2:00 pm, tea from 3:30–5 p.m., and dinner from 7–8:30 p.m. in the evening.

A “high tea” is similar to our lunch, including a variety of sandwiches and cakes. A cream tea refers to the serving of tea, scones, jam and “clotted cream.” Tea is always served strong and milky, unless you request otherwise in advance.

Cooking facilities are available in the student housing. Students will buy and prepare their own food from local supermarkets. Student are responsible for purchasing their own food. A budget estimate can be found in the “Budget Estimate” on the Fee page: www.UMabroad.umn.edu/programs/europe/london/fees.php. More information about meals will be discussed at the CAPA orientation.

If you get tired of your own cooking or just want to splurge, you can find almost any kind of cuisine in London, from British shepherd’s pie to Indian and Pakistani curries. You will also find a variety of types and costs of restaurants including pubs, cafes, sandwich shops, and fish-n-chips shops. Well worth the price is a Sunday afternoon “high tea” at one of the older traditional hotels or at Fortnum and Mason.

Eating inexpensively is possible, but it takes some time and effort to find restaurant bargains or your local market. You shouldn’t leave the United Kingdom, however, without trying fish and chips, and the traditional ploughman’s lunch at your local pub. Also be sure to sample some of the spicier offerings from London’s multi-ethnic population—an Indian meal should not be missed!

Tipping

When eating in a restaurant or using taxis or other services for which a tip is customary, the standard tip is 10 to 15% of the total amount, but tipping is not expected the same way it is in the United States. Some restaurants may automatically add this service charge so be sure to read the bill carefully or check for signs in the restaurant to avoid over tipping.
A Value Added Tax (VAT) of 17.5% is charged on most goods and services purchased at hotels and restaurants.

This tax should not be confused with the service charge, which is included on some hotel and restaurant bills. At some stores you can avoid paying the VAT by asking for a certificate of exportation. (You should be prepared to show your passport in order to receive the form from the salesclerk.) Not all businesses participate in this arrangement. CAPA Program Staff will explain more about VAT exemptions during the on-site orientations.

Money Matters

Currency
The pound (£) is divided into 100 pence (p) and is the monetary unit in Britain.

A pound is often referred to as a “quid.” Pence are often called “p.” Check the exchange rate before you travel since the value does fluctuate. To check the exchange rate, go to www.oanda.com/convert/classic.

Personal spending habits vary too greatly to state exactly how much it will cost to live in London. The amount you spend will be determined largely by your personal lifestyle and your budget.

Be careful with your money, especially in bus and train stations and riding on the bus and tube; also take care in the crowded markets. A money belt worn inside your clothing or a pouch worn around the neck, under your shirt is recommended for safekeeping. In public places purses should be tucked under your arm and wallets should be carried in your front pocket.

Cash and Traveler’s Checks

The Learning Abroad Center recommends that you enter a country with some of its currency in hand. You may be able to exchange money at major banks or airports. You can also withdraw dollars from an ATM upon your arrival in Australia.

With ATM access widespread and credit cards accepted in many places of business, traveler’s checks have become much less common. They are also increasingly difficult to cash. They can be a back-up source of money in case your wallet is lost or stolen and you need fast access to cash.

Debit Card

One of the easiest and least expensive means of obtaining money is at an ATM machine. If you use a debit card, money comes directly out of your bank account in pounds. This is very convenient because you don’t have to worry about bank hours, you won’t have to pay the commission for converting your money, and ATM machines are found throughout London and Europe. Make sure your debit card is on the Cirrus or Plus networks, and you will need a 4 digit personal identification number (PIN). Contact your bank for information on obtaining a card or to find out if your card can be used internationally. In most cases, students will be charged a fee by UK banks and their home bank whenever they withdraw money from an ATM. Students should enquire with their home banks before they leave with regards to how much these charges will be from their home banks.

Credit Card

A credit card is a good resource for emergency situations. Without one, it can be very difficult and time consuming to have large amounts of money transferred to you from home. If you have a credit card on the Cirrus or Plus networks, you can use it in many locations in London.

For ease and convenience, the Learning Abroad Center recommends students bring the following:

- $100 in cash or £50 in cash
- A debit card
- A credit card for larger purchases or in case of an emergency

Communications

Mail

Airmail between the United States and the United Kingdom takes seven to ten days. Surface mail takes six to eight weeks. Students can receive mail at the CAPA office.

Your mailing address is:

Your Name
CAPA
146 Cromwell Road
London SW7 4EF
ENGLAND

Email & Computers

Students have free internet and computer access at the CAPA facilities, although it is limited and the computer lab is small. CAPA, most classrooms, and both housing facilities have wireless access throughout. If you choose to bring your laptop, you can connect wirelessly in many places through London, the UK, and Europe, however you may find that free wifi hotspots are less common in Europe than in the U.S. Most students who own laptops will bring them to London, however a laptop is not required. Internet cafes are available throughout London for sending and receiving email and web browsing.

It is worth noting that broadband internet in the UK is much more limited than it is in the U.S. The UK does not currently have the infrastructure to support high speed networks that students may be used to back home. Also, the internet both at CAPA and at housing is NOT to be used for downloading or streaming large files.
Social Media
Not all countries share the same laws about freedom of expression that we have in the US. Students should keep in mind that derogatory comments, especially on social media, can result in legal claims and have extended legal implications even after a student has returned to the United States.

Telephones
London is six hours ahead of the United States (Central Standard Time). International and local calls can be placed from public phones using a phone card, which can be purchased from a post office, newsagent, chemist, or grocery store. Phone cards are purchased in units with ten units equaling one pound. Students will have access to a telephone in their flats in London, one phone per flat. You may also use an AT&T or MCI calling card. Check with your phone company for dialing procedures. Calls made to the US from the UK or Europe, using a US calling card, tend to be the most expensive calling option.

The London program requires all students to purchase and carry cell phones while on the program. This is not only a good safety precaution, it also facilitates communication between students and program staff. London on-site program staff will assist students with selecting and obtaining cell phones and service contracts. The cost of the cell phones are included in the program's budget estimate. The service contract or minutes that are purchased by students are not included in the budget estimate.

Skype, an Internet calling company, is becoming an increasingly popular way to call internationally. Many Internet café’s and calling centers in London are Skype compatible. Visit www.skype.com for more information.

Communicating with Your Family
Before you leave, you and your family should read as much as possible about where you are going in order to gain some perspective about the experience. This might include reading guidebooks, international newspapers, magazines, novels, plays, poetry and political and economic analyses. You may also want to talk to international students and returned students who have been where you are going.

You may not be able to call home immediately upon arrival, as this may be too inconvenient, complex, or difficult. Please share this reality with your family before departure.

During certain phases of adjustment, your friends and family should be prepared to receive calls or correspondence in which you complain and talk about how frustrating everything is in the host country. While these feelings should be taken seriously, students abroad tend to call and write home when things are not going so well and do not call or write when things are going well; don't forget to share the many new and exciting experiences you are having—offer an honest, balanced report.

Electricity
The British system uses 240 volts while the American system uses 110 volts. Converters and adapters, which transform the plugs and current of American-made appliances to correspond to the British system, are available at the Learning Abroad Center, and most other travel or department stores.

If at all possible, you should avoid taking electric appliances such as hair dryers or shavers with you to Britain as these types of appliances have difficulty operating even with adapters.

Excursions
Cultural field trips in London, a theatre production and excursions to Bath, Stonehenge, Stratford-upon-Avon, and Kenilworth Castle will be included in the program fee.

Travel
Any time you travel for more than a day’s outing, you should notify your roommates of your destination and return date. If you are traveling for several days, it is essential that you inform CAPA of your destinations, planned return date, and address(es) where you can be reached as this is an academic program, and we discourage extensive travel except during the semester break or before or after the program.

The coach—the British term for a long-distance bus—is usually the cheapest form of transportation, but is not as fast as the train.

You can travel throughout Great Britain comfortably and efficiently by train. There are a number of optional bargain rates available, so some planning and decision-making is necessary before you go. Information on travel services is available at the Learning Abroad Center.

Accommodations can be a major expense when traveling abroad. Probably the least expensive lodging available to the traveler is the great British institution, the bed and breakfast or “B & B.” Look for the bed and breakfast signs in the gardens or windows of private homes and knock on the door. For a price less than any hotel, you a get a bedroom, use of a communal bathroom, and a full English breakfast cooked by your host or hostess.

Guesthouses are slightly more expensive than B & B’s, but with the same homely atmosphere. Some guesthouses are licensed and have a bar. Most have a lounge where guests can watch television.
Hostels are another good way to stay within budget while traveling. Accommodations in a hostel provide a bed usually in a room of 4–20 people. Generally they are same sex, although some hostels may be able to accommodate men and women who want to stay together. Generally, hostels have a lockout period—a time during the day in which the hostel is completely closed for maintenance and cleaning. More information on hostels is available at the Learning Abroad Center.

Academics

See the Learning Abroad Center’s website for academic policies: www.UMabroad.umn.edu/students/policies.php.

Courses

All academic program courses take place at CAPA’s main office building, or neighboring colleges, which are a short walking distance from the CAPA. In London, CAPA’s administrative staff has been involved in study abroad through academic development and support services for almost twenty years. This staff will work with the course instructors in coordinating and overseeing all the program’s administrative issues.

All semester students are subject to the 13-credit rule. If you take 12 credits on the program, you must submit a Request For Reduced Credit Load form, available at www.onestop.umn.edu/onestop/forms.html. Students must enroll in 13–15 credits per semester. Students who have applied for an internship will generally choose two or three classes. Students who have not applied for an internship will take all of the classes. Upon completion of the program, all courses will appear on a University of Minnesota transcript and grades will count toward your overall GPA.

Global Identity: Connecting Your International Experience to Your Future

This optional, one-credit course will provide opportunities for you to “make meaning” of your learning abroad experience and prepare you to communicate your intercultural competence to future employers, graduate schools, or law schools. As global connectivity becomes increasingly important, you are asked to think beyond the borders of your own perception and better understand the world based on the new ideas and experiences to which you are exposed. Your ability to work in a multi-cultural setting and to succeed in different cultural contexts is vital to your future. This course will help you apply these skills to your post-graduation plans.

Internship

There are a wide variety of internships available in many fields. Placements cannot be guaranteed at a specific site, but most students who ask for a certain field will receive an internship within that field. An internship site is secured through an interview process and matching of interests, talents, and background. Participants complete and hand in an internship application prior to their departure. Students cannot decide to sign up for an internship once you have arrived in London.

The internship coordinator will locate an internship in the student’s general area of interest and provide support services on a continual basis throughout the semester. Upon arrival in London, there will be a comprehensive orientation covering topics from the interview to dress and norms in the English work place. There will also be an academic component. Students attend class once a week as well as keep a journal and complete any additional course work.

Past internships include placements in small businesses, corporations, art facilities, government agencies, brokerage houses, publishing companies, museums, radio stations, and many others. As stated, specific placements depend on the background and training, interests, and ability of students as well as their success during the interview process held during the first few days in London. The kinds of activities assigned during the workday will vary, and students should not expect to be assigned to positions, which require significant training.

Registration

All participants are required to turn in a CAPA registration form, indicating the courses you would like to take, before leaving for London. Class times and offerings will be determined by the need of the participants. CAPA will try to accommodate all student class requests to avoid overlaps with classes and internship hours. Please contact the Learning Abroad Center with any additional questions.

University of Minnesota Twin Cities students will also be responsible for registering themselves for their London classes at the University of Minnesota using the on-line registration system. Instructions will be emailed to students and each student is guaranteed a spot in their study abroad program courses.

Students from the University of Minnesota Morris, Crookston, or Duluth will be registered on their home campus. Please contact your study abroad office to verify you are enrolled for study abroad. Non-University of Minnesota students will be registered by the Learning Abroad Center and may disregard these instructions.

At orientation or via email you will receive all of the necessary information for registration. Do not look for your class numbers to appear on the University of Minnesota on-line class list. The numbers you need for registration can only be obtained from the Learning Abroad Center. If you register for
a course that is listed on the University of Minnesota on-line course catalogue, you have registered for the wrong course and may be subject to tuition charges.

You will need to register while overseas for classes for the following term on their home campus. You must make these arrangements prior to departure.

Grades

Grades will be available six to eight weeks after the program ends. We provide one official transcript to all non-University of Minnesota students. Additional transcripts are ordered separately. University of Minnesota students can get an unofficial student transcript free of charge.

Your professors will give you grades according to the American system. Please note that all CAPA courses can only be taken on an A/F grading basis. No course will be offered pass/fail.

Drop/Add

Semester and Summer Session students drop/add their own courses on-line. This must be done in consultation with the on-site staff. Students have the first two weeks of class to drop and add. After two weeks students will receive a “W” for dropping a class and will have to contact the Learning Abroad Center to have their course dropped. Adding a class after the first two weeks must be done with instructor consent. Again, you will have to contact the Learning Abroad Center in order to get the class added after the first two weeks.

Teaching Style

The British teaching style is different from what United States students are accustomed to, yet most will find it a welcome change. You will also have guest speakers in many of your classes from time to time. British professors teach students but all the students in your classes will be other United States students participating in the program. There will mainly be students from State University of New York at Oswego, University of Massachusetts at Amherst, University of Pittsburgh, University of South Florida, and the University of Minnesota. Absences from class are not allowed except for valid reasons (illness or accident). Your grade will be affected if you have unexcused absences. You are there to experience another culture but keep in mind that your main goal is to take classes.

While on a study abroad experience, the professor-student relationship can be quite different from the kind of relationship you may be used to in the United States. You may find that your interpersonal relationships with your instructors vary depending on differences in cultural background and teaching style. If you have questions about a course, discuss your questions with the professor. If you need additional assistance, contact the CAPA staff.

Many students have expressed in their evaluations that they have had some of the very best teachers in their academic careers while studying abroad, citing the professor’s passion for the field and extensive knowledge of the subject matter under discussion. However, any course demands student participation in order to be stimulating, and it is important that participants are actively engaged in class discussions and complete homework assignments.

Academic Rigor

The program is designed to be academically rigorous, and it is up to each individual student to maintain good study habits and to complete assignments on time.

Incompletes are usually not an option, since faculty is hired only to teach for the duration of the semester. If you have a personal emergency that requires you to return from the program early, you must speak with the on-site staff in advance to discuss the possibility of any incompletes.

Books & Materials

Books for the courses may be purchased once you are onsite. The total cost for books and materials is estimated at $100. You will be provided with this information at the London orientation. Some books may be borrowed from the CAPA Library. If you are concerned about saving money on school supplies, bring them from home.

You will have access to library books at the local libraries. More information on use of the libraries will be provided once you are in London.

Student Grievances

Academic grievances are complaints brought by students regarding the provision of education and academic support services affecting their role as students. For grievances concerning University of Minnesota sponsored or affiliated learning abroad programs offered through the Learning Abroad Center, students should make inquiries and appeals to the appropriate University officials, in the following order: the program representative in the Learning Abroad Center, the Director of the Learning Abroad Center, the Student Dispute Resolution Center, and the Office of the General Counsel. For complaints concerning non-University of Minnesota programs, students should make appeals to the program sponsor.
Life in London & the United Kingdom

London is now the largest city in Europe, sprawling over more than 600 square miles. However, it began as a collection of small towns and villages that gradually merged into one huge metropolitan area. London is much less intimidating if you familiarize yourself with the city by neighborhoods.

The possibilities of what to do and see in London and elsewhere can be overwhelming. By planning ahead you can budget both your time and money to see and do the things that are the most important to you.

Government and History

Wales, Scotland, and Ireland were all originally independent kingdoms. English rule over Wales was established in 1282; the practice of naming the Crown Prince of England the Prince of Wales was instituted in 1301 in order to appease the Welsh. The union between the two nations was completed in 1536. England and Scotland were united under one crown in 1603 when James VI of Scotland became James I of England, succeeding his cousin, Elizabeth I. In 1707 England and Scotland took the common name of Great Britain, and the Union Jack became the national flag. Dissension between the English and Irish began in the twelfth century, but the legislative union between Great Britain and Ireland was finally completed in 1801 under the name of the United Kingdom. In 1921, the Anglo-Irish treaty established the Irish Free State, while the six northern and predominantly Protestant Irish counties remained a part of the United Kingdom. After years of colonialism and territory expansion, World War I drastically depleted British resources and undermined the United Kingdom’s ability to maintain its dominant role of the previous century. In 1926 the British commonwealth of Nations was founded when Australia, Canada, and New Zealand gained complete independence, and in 1947 the United Kingdom began a withdrawal from its former colonies.

As of 2010, David Cameron is the prime minister, or head of government of the United Kingdom. Queen Elizabeth II is the head of state. The United Kingdom is governed by a constitutional monarchy.

Geography

The United Kingdom of Great Britain, often referred to as the “UK,” includes England, Scotland, Wales, and Northern Ireland, and lies to the Northwest of the rest of Europe, often called “the continent.” The English Channel, the Straits of Dover, and the North Sea separate it from the continent on the south and east. At the Channel’s narrowest point, England and France are only twenty-two miles apart. No point in England is more than seventy-five miles from the ocean.

England occupies the southeastern three-fifths of the island of Great Britain. Scotland lies to the north of England, and Wales joins it on the west. Northern Ireland lies across the Irish Sea to the west, sharing the island of Ireland with the Republic of Ireland.

Great Britain covers about 94,200 square miles (slightly less than the state of Oregon), while England itself has a land area of 50,871 square miles.

The highlands of England are part of Europe’s oldest mountain chain (called the Caledonian system), extending from the Lake District across Ireland, northern Wales and Scotland, and into Scandinavia.

Lowlands, rolling and broken by hills and low cliffs, are predominant landscape features in England. The Lowlands contain both agricultural land and a densely populated industrial region. The most heavily industrial regions are the plains of central England called the Midlands, the coal-bearing areas of the North, and the London area.

Climate

The climate in the United Kingdom is generally wet yet mild due to the prevailing southwesterly winds. High degrees of humidity often make it feel cooler or warmer than the indicated temperature. The weather is subject to frequent changes. Temperatures range from 30°F during the winter months to 80°F in the summer. It very seldom gets below 25°F during winter or over 85°F in the summer.

Average afternoon high temperatures:

<table>
<thead>
<tr>
<th></th>
<th>Oct</th>
<th>Jan</th>
<th>Apr</th>
<th>July</th>
</tr>
</thead>
<tbody>
<tr>
<td>°F</td>
<td>59</td>
<td>42</td>
<td>57</td>
<td>72</td>
</tr>
<tr>
<td>°C</td>
<td>15</td>
<td>6</td>
<td>14</td>
<td>22</td>
</tr>
</tbody>
</table>
Entertainment

London’s theatres are among the world’s best. Seats are available at a wide variety of costs. Student standby tickets are the best deal. By showing up about an hour before show time, you can wait in the standby line. Just before curtain, they begin to sell the no-show and unsold seats (best seats first) at a greatly reduced price. The price will vary according to the type of seat you get, but it is safe to plan on getting at least a 50% reduction. There is a booth in Leicester Square that sells discounted tickets the day of a performance for the West End Theatre, the Barbican and the National Theatre. The London Theatre Guide, available in London, will be your best guide to the latest theatre shows and prices. To find out what is playing in the cinemas as well as the theatre, there are two weekly publications with comprehensive information: Time-Out and City Limits.

Musically, London accommodates all its listeners from its tastefully executed classical music to the “new” and upcoming sounds (the first punk record was recorded in London).

London has a wide variety of participatory sports. Swimming, riding, and snooker (similar to pool) are just a few of the more popular ones. Spectator sports include soccer, rugby, and cricket.

Local Transportation

Within London you can travel on the public systems of bus, train, or the underground. Students will be provided with a transportation pass, called the Oyster card, for their entire stay in London. The Oyster card will cover zones 1–3. It can be used on the buses, tubes, and over ground trains.

Your Oyster card is included in your program fee. These cards are expensive to replace and, if lost or stolen, you will be responsible for any fees associated with obtaining a new one.

Social & Cultural Adjustments

As a foreigner in the United Kingdom, you will need to take the initiative to meet people. Just as you have established a circle of friends in the United States, the British also have established friends and habits. Don’t be afraid to start a conversation and pursue contact in order to meet new people!

On-site staff will try to help ease the transition to life in the United Kingdom by planning social and educational events for all the residents to enjoy. Guest lectures and seminars, which embrace topics relevant to British life and culture, will take place in the residence.

The following are some generalizations about Americans and Europeans, which may help prepare you for some of the cultural differences you will encounter. Please keep in mind that individuals in each society may or may not fit the norms described below.

Several very good books can further prepare you for these cultural differences and are listed in the appendix.

The People

Oscar Wilde reportedly once said, “The English have really everything in common with Americans except, of course, language.” Don’t arrive in the United Kingdom expecting to hear the same language you hear at home with the addition of a British accent. Not only do you have to learn to pronounce Gloucester as “Gloster” and Leicester as “Lester,” but you’ll need to develop a whole new vocabulary as well. You “book a ticket,” buy “plasters” at a “chemist,” and put on a “jumper” when the weather gets cold. Once you have mastered the basics of British English, prepare for a different dialect in each region of the country you visit.

England, Scotland, Wales, and Northern Ireland not only have separate dialects, but distinct national identities, and are sensitive about being lumped together as English. Collectively, they may be referred to as British; separately they are English, Scots, Northern Irish, and Welsh.

The following are some generalizations about Americans and Europeans, which may help prepare you for some of the cultural differences you will encounter. Please keep in mind that individuals in each society may or may not fit the norms described below.
<table>
<thead>
<tr>
<th>Americans may tend to</th>
<th>Europeans may tend to</th>
</tr>
</thead>
<tbody>
<tr>
<td>delight in being occupied</td>
<td>prefer contemplation</td>
</tr>
<tr>
<td>believe in making a living and business before pleasure</td>
<td>believe in living life fully and will close the store to go on vacation</td>
</tr>
<tr>
<td>are accustomed to constant change, new programs, new schedules</td>
<td>desire stability, frequent change may be upsetting</td>
</tr>
<tr>
<td>place importance on being popular, admire movie stars and athletes</td>
<td>value being respected, admire professors and soccer players</td>
</tr>
<tr>
<td>value youth and a youthful appearance</td>
<td>wear gray hair easily</td>
</tr>
<tr>
<td>believe in sharing thoughts and feelings soon after acquaintance, have a ready smile and handshake</td>
<td>be more careful and deliberate in their choices about with whom they trust, love and share; privacy is highly valued</td>
</tr>
<tr>
<td>are more casual in dress and lean away from protocol</td>
<td>dress more formally in most situations, even on informal occasions</td>
</tr>
<tr>
<td>readily accept a trial and error approach to ideas</td>
<td>want to investigate a new idea new before changing from a previous method</td>
</tr>
</tbody>
</table>

Gay, Lesbian & Bisexual Issues

Attitudes toward sexuality vary greatly from country to country. Some cultures are open about homosexuality, and strong gay communities exist in many cities. However, some cultures and peoples are intolerant of different sexual preferences, and strict taboos or laws against such relationships may exist. We encourage you to find out how different sexual preferences are viewed overseas and where your support may exist, so that your time overseas can be as enriching as possible. Consult your program guide or program sponsor for more information on gay, lesbian, bisexual and transgender issues in your country of choice.

The vast city of London has a flourishing gay community in which to integrate and enjoy. The gay community does, however, somewhat decrease outside the cosmopolitan city and into the outlying countryside and villages. In addition, as recent as 1988, a new law was passed that “prohibits local Governments from ‘promoting’ homosexuality,” serving as a reminder that even in London there are issues to consider. For specific information regarding gay, lesbian, and bisexual issues, contact Learning Abroad Center.

For additional resources, you can contact the Office for Equity and Diversity at www.academic.umn.edu/equity.

Students of Color

You may wish to consult the resources available at the Learning Abroad Center on issues related to students of color and learning abroad. Also, program-specific material may include information more specific to the host culture. If you have questions about the country in which you will be studying, do not hesitate to contact a Learning Abroad Center staff member. For additional resources, you can contact the Office for Equity and Diversity at www.academic.umn.edu/equity.

People of color are generally well received in the United Kingdom. The United Kingdom is a multicultural society, and the African and southern Asian influence in particular is evident due to the continuing relationship the United Kingdom has with its numerous former colonies.

Students with Disabilities

Many of the disability accommodations or services that are provided at US universities may be different or unavailable overseas. Being in a new environment can also be stressful, and accommodations that you may not have needed at home may become necessary in an unfamiliar setting. Participants with any kind of disability, whether hidden or visible, should contact the Learning Abroad Center in advance to discuss their particular needs.

Participants with disabilities are reminded to plan ahead. Access for people with physical disabilities is limited in the United Kingdom and in Europe in general. Few institutions provide disability related accommodation. Most buses and buildings, for example, are not wheelchair accessible.
Coming Home

By the time you return home from London, you will have grown and changed significantly. You will probably find yourself experiencing reverse culture shock. Many students find that returning home is harder than leaving was. It is very normal to experience these feelings and you aren’t alone. You are encouraged to tap into the resources available in order to make the transition home easier.

To stay connected to your study abroad experience, you may want to:

• Become a Global Ambassador Intern:  
  [www.UMabroad.umn.edu/students/returnedStudents/globalAmbassadors.html](http://www.UMabroad.umn.edu/students/returnedStudents/globalAmbassadors.html)
• Become a classroom visit intern
• Serve as a past participant at pre-departure orientations
• Stay in contact with friends from your program

These are just a few ways to stay connected. More information can be found at: [www.UMabroad.umn.edu/students/process/reentry.php](http://www.UMabroad.umn.edu/students/process/reentry.php).

Stop by the Learning Abroad Center office any time. Staff enjoy talking to students who have returned from study abroad, and would love to see your pictures and hear your stories.
Cultural Adjustment

The On-Site Experience

What happens when you suddenly lose clues and symbols that orient you to situations in everyday life? What happens when facial expressions, gestures, and words are unfamiliar? The psychological discomfort and adjustment period in a foreign country is commonly known as culture shock or cultural adjustment.

You will almost certainly experience some form of culture shock. It might hit you after two days, two weeks or two months—timing varies widely for different people. Six common phases of cultural adjustment are listed below. These may be out of order for you, one phase may last longer than another or you may skip a step entirely.

**Initial Fascination:** On arrival your surroundings seem glamorous and exotic, you feel like the focus of attention and activity.

**Initial Culture Shock:** The initial fascination and euphoria fade as you settle in and you enter an emotional decline.

**Surface Adjustment:** After the initial “down” (a few days to a few weeks for most), you begin to truly adjust and settle into your surroundings. Language skills begin to improve, and you’ll feel less fatigued. Often you’ll be forming a small group of friends at this stage as well.

**Feelings of Isolation:** Difficulties in your new culture seem to stubbornly remain and you grow frustrated with the process. A sense of isolation sets in. Boredom and a lack of motivation often follow. Unresolved personal issues often surface during this stage.

**Integration/Acceptance:** After continued effort you find yourself more at ease with language, friends, professional, and academic interests. The culture you are living in is more easily examined. Differences between yourself and the society you live in become understandable and you come to accept both the situation and yourself in it, allowing you to relax and feel at home.

**Return Anxiety:** Just when you feel at home in the new country it’s time to go. Thoughts of leaving new friends raise anxiety similar to those felt before departure. You sense that you’ve changed as a person and apprehension grows when you think about people at home that may not understand your new feelings and insights, yet you may feel guilty for wanting to stay.

When in any of the above phases you may experience: changes in sleeping habits, feelings of helplessness or hopelessness, loneliness, depression, unexplainable crying, placing blame for difficulties on the program or host culture, homesickness, getting angry easily, increase in physical ailments or pain, compulsive eating or lack of appetite.

Other symptoms may manifest themselves as well. It is important to understand these are part of a normal process of adjustment, however, if uncomfortable feelings persist for extended periods or seem unbearable, seek assistance from your programs onsite support staff.

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**Cultural Adjustment Curve**

Adjusted from Oberg (1960) and Gallahorn (1963)
Appendix

Packing

It is extremely important that you pack light, because you will be carrying your luggage yourself during the trip, often for long stretches in airports, bus, and train stations. Take only as much as you can carry easily by yourself. One way to measure what is “easily carried” is to pack everything you would like to take, pick it all up, and walk around the block. If you are not comfortable doing so, you may want to re-evaluate what you’ve packed.

Take clothing that needs a minimal amount of care (this is especially important if you plan to do any independent traveling). You may have to go a couple of weeks without doing any laundry, especially at the beginning of the program. Dryers are very rare in the United Kingdom, even in private homes.

Many travelers to Europe find that the most practical solution is to wash all underwear by hand (take along some detergent in a plastic container) and to take only outer clothing that doesn’t get dirty easily.

Students dress casually in the United Kingdom. Jeans, good walking shoes, dark colors, and sweaters are all very popular items.

Suggested Minimal Clothing to Pack:
Please adjust accordingly to your own personal tastes and style!

- 7 or more pair of underwear
- 1 pair of dress shoes
- 7 or more pair of socks
- 1 jacket for cool weather
- 3 pair of jeans or khakis
- 1 raincoat
- 1 skirt/blazer
- 1 scarf and hat
- 5 nice shirts
- 2 sweaters
- 1 pair pajamas
- 1 nice outfit (for evening wear)
- 1 pair slippers
- 1 pair comfortable walking shoes

Other necessary items may include: toothpaste, toothbrush, shaving kit, deodorant, comb, washcloth and towel, a temporary supply of soap, shampoo (in unbreakable container), laundry detergent, aspirin, supply of necessary prescription medicine, extra pair of eyeglasses or contact lenses, sewing kit, safety pins, and an umbrella.

Most of the above personal items can be found in the United Kingdom; however you may want to bring enough of your favorite brands to last the length of your stay.

If you are planning to travel in the United Kingdom or Europe before the program begins, most major airports and train stations have lockers where you can leave your luggage for short periods of time and check-in service for longer storage.

Laundry

All flats are equipped with a washer/dryer unit to be shared among flat mates. Students should be aware that most dryers will not completely dry their clothing so small loads are recommended and most students will have to air dry their clothing after the cycle is complete.
Reading List

Guidebooks

*Lonely Planet Great Britain*, Lonely Planet Publications
*Survival Kit for Overseas Living*, L. Rober Kohl *Let's Go Britain & Ireland, Let's Go London*, Havard Student Agencies
*The Berkeley Guides to Great Britain & Ireland*, Fodor's Travel Publication
*Fodor's Affordable Great Britain*, Fodor's London
*Fodor's Short Escapes in Britain*, Fodor's London
*Guide to Ethnic London*, Ian McAuley
*Walk London*, Andrew Davies & Fran Hazelton
*Walks in Oscar Wilde's London*, Choral Pepper
*London from A-Z Travel Guide*, Robert S. Kane

Literary Guides / Literature

*Literary London*, Andrew Davies
*A Literary Tour Guide to England and Scotland*, Emilie Harting
*The Oxford Literary Guide to The British Isles*, Dorothy Engle and Hilary Carnell
*A Writer's Britain: Landscapes in Literature*, Margaret Drabble
*Britain Through American Eyes*, Henry Steele Commager

Theatre

*Shakespeare's Theatre*, Peter Thomson
*A Year in the Life of the Royal Court Theatre*, Christine Eccles
*London Theatre Scene*, edited by Susan Elms, Eileen Wilsher and Frank Cook

Architecture

*A Guide to the Architecture of London*, Edward Jones and Christopher Woodward
*London Parks and Gardens*, Marianne Brace

Movies

Sliding Doors, Love Actually, Match Point, and Brassed Off.
## Sample Price Chart

<table>
<thead>
<tr>
<th>Item</th>
<th>British Pound Sterling Cost</th>
<th>US Dollar Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can of Coke</td>
<td>1</td>
<td>1.50</td>
</tr>
<tr>
<td>Lunch</td>
<td>3–10</td>
<td>5–15</td>
</tr>
<tr>
<td>Pint of beer</td>
<td>3–6</td>
<td>5–9</td>
</tr>
<tr>
<td>Mixed drinks</td>
<td>5–10</td>
<td>7–15</td>
</tr>
<tr>
<td>1 hour at an internet café</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>In–country cheap flights</td>
<td>50–130</td>
<td>75–200</td>
</tr>
<tr>
<td>Dinner out (no alcohol included)</td>
<td>8–17</td>
<td>12–25</td>
</tr>
<tr>
<td>Magazine</td>
<td>5–7</td>
<td>7–10</td>
</tr>
<tr>
<td>Opera tickets</td>
<td>15–140</td>
<td>25–200</td>
</tr>
<tr>
<td>Movie tickets</td>
<td>6–15</td>
<td>10–20</td>
</tr>
<tr>
<td>Latte/Cappuccino</td>
<td>2–3</td>
<td>4–5</td>
</tr>
<tr>
<td>1 kilo of fruit from the grocers</td>
<td>2–5</td>
<td>4–7</td>
</tr>
<tr>
<td>Bus, tram, rail, or tube travel (one way)</td>
<td>2–5</td>
<td>3–8</td>
</tr>
</tbody>
</table>