Important Names & Addresses

In the United States

University of Minnesota Learning Abroad Center
230 Heller Hall
271 19th Ave. S.
Minneapolis, MN 55455-0430
Phone: 612.626.9000
Fax: 612.626.8009
Toll Free: 888.700.UOFM
Email: UMabroad@umn.edu
Website: UMAbroad.umn.edu

Contact Prior to Departure
Josie Kahlenbeck, Enrollment Specialist
Phone: 612.626.4523
Email: kahle048@umn.edu

Jen W. Johnson, Associate Program Director
Phone: 612.624.1537
Email: wahlq051@umn.edu

Holly Zimmerman-LeVoir, Program Director
Phone: 612.625.9888
Email: zimme001@umn.edu

Emergencies
In case of emergency, 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, you should contact your in-country program staff.

In Spain
Note: Please direct pre-departure questions to the Learning Abroad Center, not to the on-site staff.

Fundacion Ortega-Marañón Estudios Internacionales
Callejón de San Justo, s/n 45001 Toledo, Spain
Phone: 011.34.9.25.28.43.80

Rosa Almoguera, General Director
Yukiko Okazaki, Student Service Coordinator & Service Learning on Immigration Coordinator
Miguel Lopez, Student Service Coordinator & Internship Coordinator
Jose Luis Gabaldón, Student Service Coordinator
Mila Miguel, Housing Coordinator

Please make copies of this page to give to family and friends.

Telephone Codes

The country code for Spain is 34. To dial Spain from another country, dial “34” followed by the city code and phone number. From Spain, you can dial the US by first dialing “011” followed by the area code and phone number.

Time Differences

Spain is six or seven hours ahead of Minnesota (depending on daylight saving time in each country—visit http://timeanddate.com to check current time).

Program Health & Safety

Program health and safety information is available at http://global.umn.edu/gosafe/index.html.
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Introduction

Purpose of This Handbook

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 confirmation checklist), and the information outlined in this handbook. These materials will guide you on a safe and successful learning abroad experience.

Valuable resources for your friends and family members can be found at UMabroad.umn.edu/parents. It discusses topics such as health and safety, program prices, logistics, and travel.

Overview of the Program

Study & Intern in Toledo provides students with the opportunity to experience the culture of Spain firsthand. Courses will be primarily with other Americans, other international students, and a few Spanish-speaking students from Puerto Rico. The curriculum offers unique topics including Spanish language and linguistics, anthropology and archeology, art history, culture, economics, geography, history, interdisciplinary studies, literature, and political science. Your choice of living with a family or residing in the dormitory will enhance your experience while abroad. The cultural and social activities organized by the program help you to experience the city and surrounding areas as well as to socialize with Spanish students.

There are many similarities between Spain and the United States, but in many ways Spanish society and culture are not like our own. Although some differences may seem obvious, it is important to prepare yourself for your upcoming experience by reading the enclosed information carefully and anticipating unexpected differences in the new culture.

While the program can provide support for you on site, the ultimate success of your experience abroad depends on your ability and commitment to make the most of the encounter and to successfully adjust to the changes you will meet.

The following information is intended to help get you ready for your upcoming experience by acquainting you with certain customs and aspects of Spanish life that may not be familiar to you. It also addresses academic issues and considerations at your home institution. It is recommended that you take this handbook with you to Spain because it contains information that will be useful before, during, and after your stay in Toledo. Keep in mind that this handbook is not comprehensive. Read other sources of information available concerning Spain and Toledo.

To help you along the way, the University of Minnesota Learning Abroad Center (LAC) 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 adviser with any questions you may have.

¡Buena suerte!

Preparation & Planning

Documents

Passport

A passport is required to enter Italy. If you don’t have a passport, you should apply for one right away. Passports can take 4–6 weeks to process, so it’s important to begin this process early. More information is available at UMabroad.umn.edu/students/travel/passports.

Embassy Contact Information

Always keep your passport in a safe place. If your passport is lost or stolen, contact the local police, the American Consulate or Embassy, and the on-site staff. To identify the consulate or embassy nearest you, consult http://usembassy.gov.

Visa/Immigration Documents

The University of Minnesota Learning Abroad Center (LAC) can assist you with the visa process for your time in Italy. Please contact Jen W. Johnson (wahlq051@umn.edu) if you have questions.

A student visa is required for all participants staying for a semester or longer. Detailed information about applying for a student visa is available online at UMabroad.umn.edu/programs/europe/toledo/apply/visa.

Students participating in the May or summer program do not need a student visa and may enter Spain for up to 90 days as a tourist without a visa.

Non-US Passport Holders

Students who are not traveling under a US passport may have to follow different visa procedures in order to enter Italy. Please contact Jen W. Johnson (wahlq051@umn.edu) for assistance in determining the correct visa process.

Power of Attorney

We encourage you to consider designating 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, including banking and tax issues. For more information, review the information at UMabroad.umn.edu/students/policies/finances/powerofattorney.

**Safekeeping Important Documents**
Copy all of your important documents and store the copies separately from the originals. Leave an additional copy with someone in the US and keep an electronic copy in a secure location.

**Coordinated Group Flight**

**Purpose & Benefits of Village Travel**
The LAC arranges an optional coordinated flight in consultation with Village Travel, a local travel agency. This flight confirms the official arrival date and time. The program staff will meet this flight at the airport. Village Travel will contact you directly when this information is available. Information, booking, and payment are handled directly by Village Travel. Consult Village Travel's website for information on the coordinated flight: http://villageinc.com.

The coordinated flight cost is designed to be competitive, but priority is placed on services such as routing, ticketing flexibility, and the ability to make group reservations and reserve specific travel dates. Travel can be arranged from any location in the US or internationally and every attempt will be made to connect with the coordinated flight. While you are not required to choose this group flight, it is designed to offer travel in the comfort of other participants in the program.

If you make your own flight arrangements, select a round-trip flight that has a flexible return date, since most students change their return date. Flying standby is not allowed.

If you are not taking the coordinated flight, you are required to provide the LAC with a copy of your flight and train (if applicable) information by the date requested.

**Packing**

**Packing Principles**
Experienced travelers suggest that you bring half as much luggage as you think you will need. Airline baggage weight restrictions must also be considered. Contact your airline or travel agent for specific information. You will be responsible for managing your own luggage at all times, including excursions and transport between the airport and the program site. Buses are too large to enter the walled section of Toledo, so expect to carry your luggage several blocks from where a bus can drop you off to the Fundación when you arrive. Pack accordingly.

We recommend that you check one suitcase and bring a carry-on bag with essential and expensive items such as any medication, electronic items, an extra set of clothes in case your luggage is lost or delayed, and a copy of this program handbook with important phone numbers.

You will need to bring clothing for a range of temperatures. The weather in Toledo can get fairly cold at night, so bring clothing for cooler weather as well. See the Geography & Climate section of this handbook for weather details. A packing list is included in the appendix.

**Important Policies**

Policies of the University of Minnesota and the Learning Abroad Center exist primarily for the protection and safety of LAC study abroad participants. The LAC expects all participants to read, understand, and adhere to the University of Minnesota and LAC policies, guidelines, and contractual documents. These include academic policies, finance and cancellation policies, health and safety policies, and student rights and responsibilities: UMabroad.umn.edu/students/policies.

**FERPA**
Under Federal Family Education Rights and Privacy Act of 1974 (FERPA), Minnesota Government Data Practices Act, and University policy, college students are considered responsible adults and are allowed to determine who will receive information about them. As a result, the LAC does not share academic, personal, or financial information with a third party (including parents, spouse, guardians, etc.) without the student’s written permission. As part of their application, all students designate two emergency contacts who will receive information only in the case of an emergency.

**Official Communications**
Your UofM email address is the official means of communication. LAC messages will be sent to your UofM email address.

**Health & Safety**

**Health**

**Health Information Form**
The purpose of the form is to help the University of Minnesota Learning Abroad Center (LAC) to assist you in preparing for your time abroad. It is critical to disclose fully any health conditions or accommodation needs you may have on the LAC’s Health Information Form. If your condition
changes after completing this form or you realize you forgot to fully disclose anything, contact the LAC and provide the updated information as soon as possible.

Timely disclosure allows the LAC to support your overseas experience effectively. The information provided will remain confidential and will be shared with program staff, faculty, or appropriate professionals only as pertinent to your own well-being.

For more information, visit: UMabroad.umn.edu/students/healthsafety/healthinfo.

Mandatory Health & Safety Online Orientation

The mandatory Learning Abroad Center Health & Safety Online Orientation contains important information on health precautions, taking prescriptions overseas, and the mandatory insurance policy in which you will be enrolled as a program participant. Refer to your online acceptance checklist for the link to this orientation information and contact the LAC with questions.

Health Insurance

US Health Insurance

All students enrolled at the University of Minnesota are required to have US health insurance. This includes students registered for education abroad.

The travel, health, and security insurance coverage through CISI is specifically exempt from the requirements of the Affordable Care Act (ACA) and was not intended to and does not satisfy a person’s obligation to secure minimum essential coverage beginning in 2014 under the ACA. The University encourages travelers to consult with their legal counsel or tax adviser for information on their obligations under the ACA.

For more details and specific process information for students with University of Minnesota Student Health Insurance through the Student Health Benefits Office, visit the LAC’s US insurance webpage: UMabroad.umn.edu/students/healthsafety/intlhealthinsurance/ushealthinsurancerequirement.

CISI Insurance

In addition to your US health insurance, the University of Minnesota 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 and a few days to allow for travel to and from the US. 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 preventive care, and individuals are advised to consult their medical providers for any checkups or preventive 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 LAC’s insurance webpage: UMabroad.umn.edu/students/healthsafety/intlthehealthinsurance.

Medication Overseas

Prescriptions

Bring all necessary medication (including such items as birth control), for the entire term of your program, with you to your study abroad site. It is often illegal to ship medication overseas, and even where shipping medication is allowed it is not reliable and could result in high import taxes.

Consult with your LAC program contact if you have not already discussed your medical needs, including prescription and non-prescription medications. Some medications, including those that are commonly available over the counter in the US, are controlled or banned substances abroad. The LAC, in consultation with CISI, will assist you in determining if you can travel with your medications or if alternative solutions must be explored.

Vaccinations, Immunizations, & Travel Medicine

The LAC recommends that all students visit a travel clinic before their program abroad. Make an appointment as soon as possible so that you can get a scheduled appointment in time to complete any required and recommended immunization series. Many travel clinics often book far in advance (especially around the holidays), and some immunizations need to be started months in advance of your departure. For more information, visit: UMabroad.umn.edu/students/healthsafety/prepplanning.

Review the Centers for Disease Control and Prevention (http://cdc.gov/travel) and US Department of State (http://travel.state.gov) websites for general vaccination, immunization, and other travel medical information for the countries you will visit. However, only a travel clinic will be able to make a recommendation tailored for your specific travel plans and health history.

Safety

Travel & Safety Considerations

State Department Travel website

Consult the United States State Department Country Information sheets, travel advisories and travel warnings at http://travel.state.gov for up-to-date information on travel precautions for the country where you will be studying or traveling.
CDC Information
Review the Centers for Disease Control and Prevention (http://cdc.gov/travel) and US Department of State (http://travel.state.gov) websites for travel and safety information.

Embassy STEP Registration
The LAC will register you with the Smart Traveler Enrollment Program (STEP), which makes your presence in Spain known to the US Department of State. Once you are enrolled in this program, you will receive the travel updates and information directly as they are issued. Please carefully review these messages and contact the LAC or on-site staff with questions. For more information, visit: https://step.state.gov/step.

In addition, the local embassy can be a source of assistance and information in the case of an emergency. Each of our programs has information about the local embassy, and you might even have an embassy visitor at your orientation. For more information, visit the Country Information sheet at http://travel.state.gov for the countries you will visit and study in.

In order to ensure that all official communication from the US Department of State is sent to the correct address while you are abroad, check your official contact information prior to departure. Visit http://onestop.umn.edu to verify that the information is correct. If your contact information changes, you must notify the LAC.

Sexual Harassment & Sexual Assault
The University of Minnesota and Learning Abroad Center take the risk of sexual harassment and assault very seriously. This topic will be covered in orientations in more depth, and LAC staff and our colleagues on site are trained and prepared to provide support to victim survivors.

Anyone who experiences sexual harassment or sexual assault while abroad must deal with the stress of this unwanted event in a place and culture that is unfamiliar. Being away from the support and comfort of home can exacerbate feelings of hurt, confusion, anger, and loss of control. This is normal.

Do not tolerate behavior that feels threatening or disrespectful by staff in country, faculty members, or homestay family members. When in any doubt, consult with someone with whom you feel comfortable.

Report any incidents of sexual harassment or sexual assault to in-country or LAC staff so that we can help you understand your options and supports available. The Aurora Center is a fully confidential resource for all students on LAC programs, even if you don't normally attend the University of Minnesota.

For more information on resources, including the Aurora Center, visit: http://global.umn.edu/travel/assault/index.html.

The University of Minnesota prohibits sexual harassment and retaliation. In compliance with Title IX, the LAC will work with the University’s Title IX coordinator on any related inquiries and complaints. For more information, please contact the LAC or visit https://diversity.umn.edu/eoaa/titleix.

Alcohol & Drug Use
The University of Minnesota Code of Conduct and Code of Conduct for Education Abroad allow for responsible drinking if you are legally allowed to drink in your host country. Illegal, irresponsible drinking and/or misbehaving while drinking are violations of the University’s policy.

The University of Minnesota has a no-tolerance approach to drug use while abroad. Students using drugs abroad may immediately be removed from the program at their own cost. You are subject to the laws of the host country while abroad, and penalties for foreigners using or possessing drugs abroad are often very strict.

For more information, visit: UMabroad.umn.edu/students/healthsafety/alcoholdrugs.

Personal Safety
When traveling overseas, there are a number of precautions you should follow in order to travel safely. Consult the US State Department’s resources and your orientation materials for up-to-date information on travel precautions for the country where you will be studying or traveling.

For more information on women travelers: http://travel.state.gov/content/passports/english/go/Women.html

For more information on students abroad: http://travel.state.gov/content/studentsabroad/en.html

As in most cities, safety should always be a concern for students. However, Toledo is safe as long as you know which
areas to avoid. During the on-site orientation, the staff at
the Fundación will give you an overview of the city and
advise you on where and where not to go.

Petty theft is very common in Spain. At least one student
each term has their wallet stolen, and many past participants
have had digital cameras stolen. If you go out at night,
leave valuable items at home. Use caution when walking
around with expensive items in hand. Whether you live with
a host family or in the Residencia, always lock your doors.

For more information on staying safe while abroad:
UMabroad.umn.edu/students/healthsafety/safetyabroad.

Emergency Procedures
All students are required to carry a cell phone for use in an
emergency. On-site staff will contact you on your cell phone,
and you will utilize your phone to contact on-site staff and/
or emergency services. In a life-threatening emergency,
please seek immediate emergency care; otherwise, please
contact on-site staff for assistance and recommendations.

The LAC will utilize on-site resources as well as insurance
and security resources, including CISI. See more details
above on insurance.

For more information, visit: UMabroad.umn.edu/students/
healthsafety/emergency.

Independent Travel

Independent Travel Notification
You are encouraged to travel during official program break
periods, over holidays, or after the program is completed.
During the program, travel on the weekends should be
limited to nearby locations to ensure that you are able to
maintain good rest, health, and timely completion of all
coursework. Students are not permitted to travel during
the program dates, including on weekends or vacations,
to countries currently under a US State Department Travel
Warning. See http://travel.state.gov for the most up-to-
date list.

Consult with the on-site staff, well in advance of your
planned travel, to understand if there are other locations,
beyond the Travel Warning locations, that you are not
permitted to visit within your host country or region. These
limitations are put in place for your safety and security and
apply within the program dates. If you choose to visit a
Travel Warning or other banned location before or after
your program, you do so at your own risk.

All LAC program participants must notify the on-site staff
of any independent travel that leaves the program location
overnight. The required independent travel form is provided
in the appendix of this handbook. Some sites will collect
this form and others will have a slightly different way of
collecting the same information, so refer to your on-site
orientation for more specifics.

Travel Restrictions
During the Program
Students are not allowed to visit any country currently
under a US Department of State Travel warning as a part
of personal travel. Please visit http://travel.state.gov/
content/passports/english/alertswarnings.html for up-to-
date information about travel warning countries. If you have
questions about travel restrictions, contact the LAC.

Driving & Renting Vehicles Abroad
It is against University and Learning Abroad Center policy
to drive or rent motor vehicles (including motor scooters or
motorcycles) while a participant on an LAC program. These
limitations extend from the start date to the end date of
your program and are put in place for your safety and
security. Traffic accidents are the leading cause of injury and
death of students abroad.

Arrival Logistics

Arriving at the Program Site

Coordinated Arrival
The University of Minnesota Learning Abroad Center
(LAC) arranges an optional group flight (originating out of
Minneapolis) with Village Travel (http://villageinc.com).
Travel can be arranged from any location in the US, and
every attempt will be made to connect with the group flight.
While participants are not required to choose this flight, it
is designed to offer participants travel in the company of
other participants in the program. Information, booking,
and payment are handled directly by Village Travel. If you
have not received information about this coordinated flight,
please contact the LAC immediately. Even if you choose to
make your own arrangements, you should at least obtain the
coordinated flight arrival information. If you arrive before
or at the same time as the group, you can ride the group bus
to Toledo.

Getting from Madrid to Toledo
There are several options for travel from the airport in
Madrid to the Fundación in Toledo.
Option 1: Program Bus

Those taking the coordinated flight will be met at the airport in Madrid by a bus traveling specifically from Madrid to Toledo for Fundación students. You will be met outside customs by someone holding a sign that reads, “Fundación Ortega-Marañón” to indicate the correct bus. If you arrive before the coordinated flight, meet the flight as the passengers clear customs and catch the program bus with the other participants. The bus will take you directly to the school in Toledo (you will have to walk a few blocks from the bus to the school with their luggage).

If you are already in Madrid on the day of the group arrival, you may meet the program bus in downtown Madrid at La Plaza de Colón at noon. The bus will meet you at the base of the statue of Cristóbal Colón. You should inform the on-site staff that you plan to meet the bus here.

Independent Arrival

If the program bus is not an option for you, you can make your way to Toledo via several means:

Option 2: Taxi to Toledo

The easiest but most expensive way is to take a taxi from the Madrid airport to the school in Toledo. A cab ride from the airport in Madrid to Toledo should cost about 120 euros. Whenever you take a taxi, ask the driver what the charge is before you get in, and ask for a receipt to avoid being overcharged.

Option 3: Bus to Toledo

A less expensive way to get to Toledo is to take the metro or a taxi from the airport in Madrid to Plaza Elíptica.

The price of a taxi will vary depending on traffic, but should be about 30 euros. Taking the metro is much cheaper.

To take the metro: Get on the metro at Madrid-Barajas Aeropuerto and take the light pink line 8 to Nuevos Ministerios. There, transfer to the gray line 6 and get off at Plaza Elíptica. This is the metro stop where you can then catch a bus down to Toledo.

The bus company is called ALSA: http://alsa.es/portal/site/Alsa. The bus comes every 30 minutes from 6 a.m. to midnight. A one-way ticket costs about 5 euros. The ride will take anywhere from 1 to 1.5 hours, depending on whether or not you are on a direct bus.

Upon Arrival in Toledo

When you arrive in Toledo, take a taxi to the Plaza de San Justo. When facing the church, there is a narrow street to the right; it's about 50 feet from the Plaza to the school. The Fundación is at the end of the Callejón de San Justo. The taxi ride will cost between 5 and 8 euros.

Initial Arrival Housing

Upon arrival, you will be brought to the program center and given a tour of the Fundación, time permitting. Here, you will have an orientation on host families, meet your host family, and transfer to your homestays. Students choosing to live in the residence will be brought to their rooms.

Program Information

Orientation in Country

Orientation will begin on the second day of the program unless it is Sunday.

In the morning, you will take Spanish placement tests and then have an individual interview to register for classes and receive your class schedule. Those who take the Internship course will have an interview with Prof. Miguel López after lunch to decide on their workplace.

In the afternoon, you will have an orientation meeting where you will meet program staff and learn more about studying at the Fundación. Additionally, members of the local police host a session on safety in Toledo and when traveling in Spain and Europe. After the orientation, you will enjoy the welcome ceremony.

Throughout the next few days, you will take a walking tour of Toledo and learn more about where to go and what to do in the town as well as where to find various resources. The on-site staff will help you acquire a cell phone with a Spanish phone number.
During the first week of the classes, you will also have the opportunity to learn more about the courses offered and finalize your course schedule.

**Program Excursions**

On the fall and spring semester programs, students take three one-day excursions to places such as Segovia, Madrid, and Cuenca. There is also an optional extended excursion for an additional fee. During summer session, students also take three one-day excursions. Specific dates and itineraries of all excursions will be communicated via the program calendar.

**In-Country Staff**

The program, offered in collaboration with the Fundación Ortega-Marañón, is based in the San Juan de la Penitencia Residence, a renovated 16th-century convent in Toledo. The residence includes dining, classroom, library, and recreational and housing facilities. To help orient you when you arrive and so you know to whom you can turn for specific concerns, listed below are the staff members you will meet in Toledo.

- **Rosa Almoquera**, General Director
- **Yukiko Okazaki**, Student Service Coordinator & Service Learning on Immigration Coordinator
- **Miguel Lopez**, Student Service Coordinator & Internship Coordinator
- **Jose Luis Gabaldón**, Student Service Coordinator
- **Mila Miguel**, Housing Coordinator

**Program Center**

This program is offered in collaboration with the prestigious José Ortega-Marañón Foundation and the University of Minnesota. Based at the San Juan de la Penitencia residence, a converted 16th-century convent, the program offers modern learning facilities surrounded by spectacular views of the city and easy access to the downtown area and public transit. If you choose to live in the residence, these rooms are on site at the Foundation.

**Housing Considerations**

**Housing Options**

You can choose to live either in the Fundación or with a host family. Both options include room and board. There is an additional fee for the homestay option. If you want to move out of your family stay because of reasonable concerns, a new family will be arranged for you. If you decide to live with a family once you are in Spain, you will have to pay the fee directly to the Fundación. If you choose to move into the Fundación, your homestay fee will not be refunded.

Students staying in Toledo for an academic or calendar year, or any combination of a semester, May, and summer program, will be responsible for their own housing during the break between terms. If you are an academic year student, you will be able to store your luggage at the Fundación over winter break.

**Notification of Placement**

Placing students in housing is based on many factors. You should expect to hear about your placement upon arrival.

**Housing Concerns**

If you have concerns about your housing, contact the housing coordinator. Some concerns can be worked out, and some may result in a change in housing. If you are unhappy in your homestay, you can request a change.

**Homestay Families**

**Homestay Conditions**

For many students, living with a family is one of the best parts of their experience while in Spain. You will have a firsthand look at Spanish culture and society and a better opportunity to be immersed in the Spanish language than in the residence. Your family can become a way for you to meet other Spaniards. Families in Spain can be as diverse as families in the US. Every family will be different. More than likely you will be living in an apartment, since single-family houses are not as common in Europe. You will have your own room and private space where you will be able to study. Living with a family is what you make of it. But sometimes, people are just not compatible. When frustrations or concerns arise, the homestay coordinator is there to help you, and can even arrange a new family if necessary. Many students make lifelong ties to their Spanish families. As with using the bus, subway, and many other facets of your new life in Spain, if you are flexible, it will soon feel like you have been doing it your whole life.

Three meals a day are included. Your class schedule might make it difficult to eat the midday meal at your house. If this is the case, you can sign up to eat lunch with the other participants at the Fundación Monday through Friday. Note that homestay students cannot sign up to eat dinner at the Fundación.

One of the best parts of living with a family is that you will eat authentic Spanish meals. Be honest about your likes and dislikes, but also be prepared to adjust to the diet of your family. Be adventuresome and try new dishes. You may be surprised at the new dishes for which you will acquire a taste.

Day-to-day living arrangements will differ with each family. For example, the host mother may do your laundry, or you will do it in the house, or you may go to a laundromat or wash your clothes at the Fundación. Bedding and towels will be provided, but you may want to bring one towel
for traveling. You will also be able to use household items such as the iron, stove, refrigerator, etc. Make sure that you ask before using anything, especially before you have established a comfortable pattern of everyday interaction. It is better to be more courteous than might seem necessary.

In most cases, those living with families will be housed outside of old Toledo in neighborhoods called Polígono or Buenavista. Polígono is the common name; on city maps, this suburb is called Santa María de Benquerencia. These are approximately seven kilometers (20–25 minutes by bus) from the program facilities. This is due to the structural limitations of buildings within old Toledo, and the fact that most of the only 10,000 residents of old Toledo are more than 60 years of age. Students who live with host families will receive a bus pass.

Tips for a Successful Homestay
Students who participate in a homestay often say it was the highlight of their time abroad. However, it can take some navigating. Keep your room tidy and treat your family with respect. If you’re not coming home for a meal, inform them in advance.

Dormitory
The residence is a renovated 16th-century convent located in the heart of Toledo. This building contains the dining room, classrooms, library, recreational, and housing facilities. You will live in a single, double, or triple occupancy room with shared bathrooms. Residence occupants are almost entirely program participants. This is a very convenient living arrangement. You only need to walk downstairs to reach the dining room for your meals. There is maid service that comes in to clean your room and bathroom Monday through Friday. You will be provided with sheets and towels, which are changed weekly, and will have access to the laundry facilities located in the basement. Washing a load of laundry costs about 2 euros and drying a load costs about 1.5 euros.

It can also become too confining having everything under one roof. Luckily, you will be within walking distance from virtually everything that Toledo has to offer. This makes it easy to get out into the community and meet Toledanos. The Residence is open almost all day and night except a short period during the late night/early morning hours, which allows you to enjoy the ample nightlife in Toledo, if you choose. Under no circumstance will you be allowed to invite non-Fundación guests up to your room. Guests may come into the lounge downstairs or meet you in the cafeteria outside of meal hours.

It is likely that you will have roommates who are not native Spanish speakers. You will have to make a great effort to speak Spanish. Since almost all participants choose learning Spanish well as their main objective in studying abroad, and there are strict rules that only Spanish can be spoken in the Residence. This is to everyone’s benefit and taken very seriously by students and staff. Although you have all of your basics in the Residence, make sure that you use your time in Spain to get out, see the city and country, and speak Spanish with the natives.

Liability Insurance
Regardless of your housing arrangement, you should consider your insurance coverage and needs. Does your renter’s or homeowner’s insurance cover your items if they are lost or stolen abroad? You may also wish to buy additional insurance in case you accidentally damage your accommodations, since any damages will be yours to pay.

For more information, visit: http://global.umn.edu/travel/resources/insurance_other.html.

Visitors
Program Housing
Your personal guests (e.g. friends, family, etc.) are not allowed to stay overnight in program housing, including apartments, dorms, and homestays.

During Program Period
Friends or relatives may visit during official program breaks or before or after the program, but not while classes are in session. Visits during this time interfere with your ability to focus on the program and host culture. Visitors are not allowed to stay with you in your official program housing.

Academics
Students are responsible for understanding and adhering to the academic policies for study abroad as published on the University of Minnesota Learning Abroad Center (LAC)’s website: UMabroad.umn.edu/students/policies/academic-policies.

Courses
Overview of Program Courses
All academic program courses take place on site at the Fundación Ortega-Marañón and are taught in Spanish by Spanish faculty. Classes are held Monday through Thursday during the semester and summer programs. Classes are held Monday through Friday on the May session program.

During the semester, each class will meet twice a week for one hour, 15 minutes either on Tuesday and Thursday, or on Monday and Wednesday. You will have classes scheduled anywhere from 9 a.m.–2 p.m. and 4–9 p.m.
Global Identity

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 multicultural setting and succeed in different cultural contexts is vital to your future. This course will help you apply these skills to your post-graduation plans.

For more information, visit: UMabroad.umn.edu/students/academics/globalidentity.

Internships & Service-Learning

Internships

Internships (curso de prácticas) offer the unique opportunity to experience the Spanish work environment and further immerse yourself into life in Toledo.

An internship, including an academic seminar, is worth 3 credits for semester students and 3 or 6 credits for summer students. Semester students who have an internship should be prepared to work 7–8 hours per week at their site. For a manageable course load, semester students should plan on taking only three or four additional courses.

Summer students should expect to spend 15 hours per week at the internship site (for the 3-credit internship option) or 30 hours per week (for the 6-credit option).

The classroom component is intended to deepen your understanding of the Spanish work and social organizational structure and culture. An interdisciplinary approach will be used, emphasizing the historical, political, and economic perspectives of the labor market. Other topics exploring the work force are the role of Spanish women, the effects of immigration, environmental and developmental issues, and Spain from an international view. The course will also act as a debriefing tool for the internship. This time will allow you to discuss cross-cultural communication problems, coping strategies and solutions, study community characteristics, and compare work in Spain to work in your own country.

All internships are supervised by a professional in the chosen field. Internships are available in a wide variety of areas, including Toledo City Hall, the chamber of commerce, radio stations, museums, Parliament, hospitals, and the tourism bureau. You will be interviewed for placements by Toledo staff upon arrival and will find out where you are placed when you arrive in Spain. If you are participating in the internship course, consider bringing more formal clothes for the internship placement.

Service-Learning

Semester students may opt to enroll in TLDO 3975 Service-Learning & the Immigrant Experience in Spain for 3 credits. As part of this course, students will spend three hours each week working with organizations that serve immigrants in Toledo either directly or indirectly. In addition, students will meet once each week for an academic seminar that will further explore the issue of immigration in Spain.

Registration

Registration through the UofM

University of Minnesota–Twin Cities Students

Before registering, you should meet with your academic adviser(s) to discuss the courses you plan to take and complete the Academic Planning form. All University of Minnesota–Twin Cities students will be responsible for registering themselves using the University of Minnesota online registration system. Prior to departure, you will receive an email with all the necessary information for registration. Do not look for your class number to appear on the class schedule on the MyU website. The numbers required for registration can only be obtained from the LAC. If you register for a course that is listed online, you have registered for the wrong course and may be subject to tuition charges. Complete your registration by the stated deadline in the registration instruction email from the LAC. Check online for holds or required registration approvals that would prevent you from registering for classes and clear them before the registration deadline. The LAC cannot remove holds on student accounts. Failure to complete registration may result in late registration fees and may delay or prevent financial aid disbursement. If you do not register for study abroad, your grades cannot be processed.
Failure to register before departing for study abroad may result in no credit for your study abroad program.

**UMN System Students**
Students from the University of Minnesota—Morris, Crookston, Rochester, or Duluth will be set up as a multi-U student by their home campus. Please contact your study abroad office to verify that your multi-U status has been set up. You can then register as a UMTC student (see left).

**Non-University of Minnesota Students**
Students from other institutions will be registered by the Learning Abroad Center and do not need to register themselves through the MyU website.

**Maintaining Full-Time Status**
Students are required to maintain full-time registration status as defined by their individual program throughout the duration of their study abroad program. Dropping or withdrawing from a class will not be allowed if it will bring a student below the required full-time enrollment.

**Post-Program Registration**
While abroad, University of Minnesota students and most other students will need to register for classes for the following term on their home campus. You must make any necessary arrangements prior to departure so that you are able to register while overseas. In many cases, students are able to register online.

**Course Drop/Add/Withdrawal**

**Course Changes**
These must be made in consultation with the on-site staff and per the deadlines as outlined on the LAC’s Academic Policies website.

Semester students will have two weeks from the beginning of the program to drop/add classes. After the second week, you will receive a “W” on your transcript if you drop and you will need the approval of on-site staff as well as the LAC in order to add.

May session students do not have a drop/add option.

Summer session students will have four days from the beginning of the program to drop the course. After this period you will receive a “W” on your transcript.

**UMN 13-Credit Policy**
University of Minnesota students are required to maintain a minimum enrollment of 13 credits per semester or maintain the minimum credit enrollment determined by their study abroad program, whichever is greater. For certain semester programs, 12 credits is considered a full-time course load.

**Academic Culture**

**Academic Rigor**
The program is designed to be academically rigorous, and it is each student’s responsibility to maintain good study habits and complete assignments on time.

**Books & Materials**
You will purchase all required books and materials in Toledo. You do not need to purchase any course materials before you depart the US. Include books and printing costs into your overall budget planning. Books are fairly inexpensive in Toledo compared to buying books here in the US. The total cost of books will likely be several hundreds of dollars less than if you were on campus.

**Grades & Transcripts**
Grades will be posted to the University of Minnesota transcript 6–8 weeks after the LAC has received them from the program. Grades will be converted into US equivalents, if necessary, prior to being posted on the University of Minnesota transcript. The LAC will provide one free transcript to the home institution of all non-University of Minnesota students. Additional transcripts can be ordered separately on the One Stop Student Services website: http://onestop.umn.edu.

**Incompletes**
Students are generally expected to complete all course requirements by the end of the term. In very rare circumstances, students can arrange an “incomplete” in consultation with the instructor, the on-site staff, and the LAC, whereby the remaining work can be finished shortly after returning to the US.

**Grade Appeals**
If you wish to question a grade issued for a particular course after the program is completed, you must provide evidence that the professor made an error in his/her grade calculation. The following are not reasonable grounds for grade appeal:

- Differences between US and host country educational systems
- Personal disappointment in the grade outcome
- Comparison with one’s own prior academic record/GPA
- Failure to complete one or more assignments
- Minimum grade requirement of college/department or home university
- Health concerns/missed classes

Consult with your program contact in the LAC if you believe an error has occurred and you wish to complete the Grade Petition Form.
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 Learning Abroad Center or affiliated programs offered through the LAC, students should make inquiries and appeals to the appropriate University officials, in the following order: the program representative in the LAC, the Assistant Dean for Learning Abroad, the Student Conflict 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.

Living in the Host Country

History Resources

Spain, which occupies the largest part of the Iberian Peninsula, is the third largest country (with the Balearic and Canary Islands) in Europe. Geographical situation and natural features make it unique and have had a marked effect on its history and civilization. Isolated behind the high mountain barrier of the Pyrenees, it is attached to Europe only by an isthmus a mere 300 miles wide. Spain extends south to within nine miles of Africa, and between are contrasts of relief and extremes of climate. Due to the vast number of mountain ranges in Spain (second only to Switzerland in Europe), the people and the cultures within Spain are varied.

Spain’s economy is currently undergoing a revolution, which is transforming the country. Once a extremely rich power which fell into decline, it has become a modern state with an important tourist industry and its own coal mining, iron, and steel industries. Development is not universal in Spain. There may be factories producing cars and tractors, but donkeys and mules are still seen carrying people and drawing carts in rural areas. Nevertheless, the transformation of the last 30 years is remarkable.

Spain’s population is currently estimated at 40 million, with nearly four million in Madrid alone. After being devastated by the Civil War from 1936 to 1939, it was difficult to rebuild all that had been destroyed, in part due to an international blockade that resulted in a lack of raw materials. After the war, Spain was under the control of Generalissimo Francisco Franco, who attempted to unite Spain under one language, Castilian. It was forbidden to teach any of the dialects or other languages of Spain in the schools, so many people were unable to learn to read and write in their native tongues. Since the death of Franco in 1975 and the crowning of the King, Don Juan Carlos, there has been a strong resurgence of the native dialects and languages in Spain. When going out in the streets of Barcelona, one is just as likely to hear Catalán as Spanish.

Geography & Climate

The climate in Spain varies greatly from north to south. The meseta, where both Madrid and Toledo are located, is more or less continental. The temperature variation is considerable with hot, dry summers and cold winters. In the winter months the temperature can dip down into the 30s and in the summer reach the high 90s and low 100s.

Refer to the charts below for information about weather conditions in Spain and pack accordingly.

### Madrid temperatures

<table>
<thead>
<tr>
<th>Month</th>
<th>Low</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>32</td>
<td>51</td>
</tr>
<tr>
<td>February</td>
<td>35</td>
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<td>November</td>
<td>39</td>
<td>58</td>
</tr>
<tr>
<td>December</td>
<td>35</td>
<td>52</td>
</tr>
</tbody>
</table>


### Madrid rainfall

<table>
<thead>
<tr>
<th>Month</th>
<th>Inches of rain</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>February</td>
<td>1.7</td>
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<tr>
<td>March</td>
<td>1.5</td>
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<tr>
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<td>1.0</td>
</tr>
<tr>
<td>July</td>
<td>0.4</td>
</tr>
<tr>
<td>August</td>
<td>0.4</td>
</tr>
<tr>
<td>September</td>
<td>1.2</td>
</tr>
<tr>
<td>October</td>
<td>1.8</td>
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<tr>
<td>November</td>
<td>2.5</td>
</tr>
<tr>
<td>December</td>
<td>1.9</td>
</tr>
</tbody>
</table>
Languages of the Country

Castilian Spanish is the national language, and virtually everyone in the country speaks it. There are also a number of other languages that are now being taught in the schools.

Catalán is probably the largest other language in Spain with speakers living mostly on the east coast from France, through Valencia and down to Alicante. The other two main languages are el gallego and el vascuence, both spoken in northern Spain to the west and to the east respectively.

Spaniards tend to use the more informal tu and vosotros forms more than Latin Americans. Students who have learned Spanish in Latin America or from Latin American instructors may find that the accent in Spain is quite different from what they are used to.

Spaniards are friendly and fairly easy to meet. If you want to become friends with the Spaniards, don’t be afraid to make the first move. You will be the one to benefit the most from the contact made because it will give you the chance to see what the people are really like and enable you to speak the language more fluently. Spaniards are very patient with foreigners who try to speak their language. They appreciate an attempt at the language and would never dream of correcting your pronunciation or grammar unless you specifically asked them to or if they cannot understand what you want to say.

You may want to bring an English-Spanish dictionary, phrase book, textbook from a previous course, or other resources to assist with language learning. Some students have found it helpful to keep a small notepad with them to jot down new words or phrases that they learn. There are also a number of smartphone apps, like SpanishDict!, that translate from English to Spanish (and vice versa).

Food Considerations

Some students say that getting used to Spanish eating hours is one of the most difficult adjustments that one must make when living in Spain. There are many places to buy snacks and fruit to tide you over. Lunch is the largest meal of the day. Vegetarian items will be available at all meals.

Breakfast, el desayuno, is continental style, consisting of a croissant or roll, cereal, coffee or chocolate. Breakfast is served from 8–10 a.m. The Spanish lunch, la comida, is the big meal of the day and is usually served between 2 and 3 p.m. During the hours of la comida most stores close so that people can go home to be with their families for the meal. Dinner, la cena, is served between 9 and 10 p.m. and is not quite as heavy as the comida, but is a bit heavier than lunch here in the States. Apart from the main meals, Spaniards typically eat a merienda or snack at about 11 a.m. and then again at about 5:30 p.m. When eating with your family, don’t hesitate to tell them you are full because many will continue filling up your plate until you say something.

Be an adventurous eater. Don’t be afraid to try new dishes. Spanish cuisine is similar to French cuisine and not at all like Mexican. If you order a tortilla in Spain, you will get an omelet and not the tortilla of Mexico. A tortilla francesa is just an egg omelet, and tortilla española is an omelet with potatoes and onions. Squid, calamares, is a common tapa (snack) in Spain and is much better than it sounds, so be sure to give it a try. Olive oil is used heavily in this part of Spain. It has quite a strong flavor but is very good once you get used to it. The Spanish are famous for a dish called paella, which is a combination of rice (made yellow by saffron), chicken, shellfish, pork, peas, and other vegetables. Paella is the normal Sunday meal in Spain, but many homes and restaurants also serve it as the first course of a meal.

Soft drinks are available in Spain but can be expensive in comparison to other drinks. Diet soda drinks are becoming popular but taste quite different from those we are accustomed to. Horchata is a popular regional soft drink that looks like watery milk and is very sweet.

In order to be served in a bar or restaurant, you must be proactive. It is assumed you’ll order when ready. The waiter will not bring your check until you ask for it. Spaniards consider it rude to rush customers by leaving the check before it is requested.

Managing Gluten Allergies in Spain

If you have an allergy to gluten, you will be able to manage it in Toledo. There are several stores—Eroski and Mercadona—that sell gluten-free food. Look for items that are marked “sin gluten.” Host families will be able to accommodate you and offer a variety of foods. If you choose to live at the Fundación, your options might be more limited. Going out to restaurants will be similar to the US. You will likely find servers to be quite knowledgeable, so just ask and they will help you. Lastly, the tortilla española is gluten free and is a good standby.

Safe Food & Water

Water is safe in Spain, but you should plan to drink tap water occasionally for the first few weeks. The water isn’t bad, but it is different from the water that you are used to. Eventually, you will be able to drink the water regularly.

Utility Usage

Electricity

Electrical current runs on a different system in Spain. Their system uses 220–250 volts, while the American system uses 110. Without the use of a converter, your appliance will...
burn out in a matter of seconds. Besides the converter, you will need an outlet plug adapter (which can be purchased in country inexpensively). The best solution is to bring necessities only, since most types of appliances can be purchased in Spain. Electricity is very expensive in Spain, so be considerate in usage.

**Water**

Like electricity, hot water is also very expensive, so be considerate. For example, consider shortening your showers to 5 minutes.

**Relationships**

For many of you, your stay in Spain will be your first time out of the US. Some of you may have the opportunity to make some very good Spanish friends. These types of strong friendships are encouraged and can lead to eventual future exchanges between you and your newfound friends. Nevertheless, please keep a few words of caution in mind:

Be careful of people wanting to make your acquaintance very quickly, since they may have an ulterior motive. Meet people in public places during the day, preferably with a friend or two. Do not give out your host family’s phone number or address freely because this can lead to problems for you and your host family. Agree to meet people at a specific time and place.

Americans are easy to identify in Spain. We look and dress differently from Spaniards, speak loudly in groups, carry backpacks, wear tennis shoes, and speak with an unmistakable American accent. Since some people you run into might see all Americans as being as rich like those on TV, an occasion might arise where someone may want to become friends with you in order to obtain, in one form or another, your money or your passport. Use common sense and be cautious.

Entering into a relationship overseas should be approached with the same precautions as at home. It can be very tempting to be charmed by the idea of a once-in-a-lifetime European romance, but you should consider any relationship carefully, particularly when you are overseas. There are different cultural values and rules regarding dating and relationships. Proceed cautiously, realizing that you are only in the country for a short period.

Many female participants are flattered by the masculine attention that they receive in Spain. However, any individual should proceed with caution with any relationship and only enter into a close relationship after knowing the partner for a sustained period. American women are often placed in the stereotype of being an easy sexual partner, and women can find themselves in difficult situations because they were not cautious. It is best to just ignore their actions.

Do NOT go home with someone you do not know well, especially if you have been drinking. The concept of “date rape” is almost unheard of in Spain and the general feeling is that if a female goes home with a man, then she is willing to sleep with him, regardless of whether or not she says “no.”

Please be aware that in any type of relationship, whether heterosexual, bisexual, or homosexual, you could end up with a sexually transmitted disease, AIDS, and/or pregnancy. This is not meant as a scare tactic but rather as a way for you to realize that it can and has happened. Be sure that you know the person very well before developing a more intimate relationship and always ensure that you both take necessary precautions.

**Living in Toledo**

Narrow streets take you almost everywhere you need to go inside Spain’s famous walled city. Toledo is enriched with history. It was home to the Romans as the political and religious capital for the Visigothic kings. During the Muslim rule two beautiful mosques, three of the gateways into the city, and numerous other buildings were constructed. In 1085, King Alphonse reconquered Toledo and made it the capital of his realm. As early as the 13th century, the School of Translators in Toledo had introduced classical and oriental cultures to the Western world. Out of that came a center of Arab, Jewish, and Christian co-existence. Mosques, synagogues, and cathedrals are a part of Toledo’s history and remain important landmarks to the Spanish city. Part of your orientation includes a tour of the city where you can see these differences for yourself.

Around 1577, one of the world’s most famous painters came to Toledo. On his visit, Domenikos Theotokopoulos, El Greco, fell in love with the city and chose to make it his home. Some of his finest works are still found on the walls in the Toledo museum dedicated to his talent. Near the spot where El Greco lived stands the El Greco House and Museum.

Toledo is not unlike many European cities. While maintaining the old traditions and celebrating its extensive history, Toledo moves into the 21st century. Located in the heart of the city is Plaza de Zocodover. It is here in the evenings that people meet and converse as the day winds down. Young and old alike mill around the Plaza sharing their stories. For the young people of Toledo, discotecas have sprung up so they can enjoy the nightlife of Toledo. Movie theaters and swimming pools have been built to offer additional recreational activities.

Toledo draws many tourists because of the wonderful monuments in and surrounding the city, and it is not unusual to see tour buses loaded with foreigners stopping in the Plaza de Zocodover. Spain itself is a country that widely varies from coast to coast. Toledo, much like the country, varies from street to street and monument to monument. Visit some of these important buildings—they will help give you a better understanding of the culture and history of Spain.
Tipping
When you dine in a restaurant or use services where a tip is customary, the standard tip is 10 percent.

Store Hours
In Spain, stores are usually open Monday through Thursday from 9:30 or 10 a.m. until 2 p.m. They close for siesta and re-open from 5 to 8 p.m. Many stores do not re-open after the siesta during the summer. This is true of all stores except big department stores like El Corte Inglés in Madrid or stores that sell mainly tourist items.

Extracurricular & Volunteer Activities
You will have opportunities to discover more about Spanish culture through extracurricular activities. Some examples of what may be offered at the Fundación are international meals, cooking classes, dances and dancing classes, fiesta flamenca, fiesta de Carnaval, photography contests, sports activities, and conversation intercambios with local students.

Volunteer Opportunities
Volunteering is an excellent way to interact with Spaniards, speak Spanish, and learn more about the culture. If you would like to volunteer, you will have various options, and when you complete your semester’s work, you will receive a certificate stating your name and the institution in which you completed that work. Inquire about specific volunteer opportunities when you arrive in Toledo. Below is a list of sites where students have volunteered and a list of the work they completed.

Cruz Roja: play with the older children, help out in the nursery, or visit with the older people
Hospital de Rey: visit elderly citizens
La Escuela Idiomas: under a teacher’s direction, help with pronunciation, hold small tutoring groups, and correct written work

Sports
The city of Toledo itself, with its hilly, cobblestone streets, is not conducive to jogging or biking. However, the Residence in Toledo has its own gymnasium where students can get together for games of soccer, basketball, and volleyball. There are also a couple of swimming pools within walking distance of the Residence. While bicycling is a bit difficult, walking is a good exercise. In addition, past participants have brought radios and arranged impromptu aerobics classes in the gymnasium.

Festivals
There are many festivals in Spain, especially in the spring and summer. These events usually include markets, carnivals, parades, and folk dancing. Some of the more famous festivals in Spain are the Feria in Seville, the Fallas in Valencia (held in the spring), the Corpus Christi in Toledo, and the San Fermines in Pamplona (held in the summer).

As with every city in Spain, Toledo holds its own festivals and traditions. In June is the festival of Corpus Christi. Great tapestries line the streets representing the different areas of Spain. The festival includes a grand procession in which the 400-pound, 16th-century gold monstrance is born. The August Fair is an event dedicated to honoring La Virgen del Sagrario. On May 1, the pilgrimage to the shrine of La Virgen del Valle takes place. These festivals are events you should attend if at all possible. They are a wonderful example of Spanish culture and are highlights treasured by Toledanos.

Nightlife
Nightlife in Spain runs into the early hours of the morning. It is not uncommon to see a family with small children out on the streets at midnight. Movies, discos, and bars are big gathering places for Spaniards after dark. Toledo has a number of discos, bars, and movie houses, but the proximity of Madrid opens up a whole new world of entertainment.

It is also common, especially in the warmer months, to see large groups of people meeting in restaurants, at sidewalk cafes, or at the Zocodover. Conversation is a very active art in Spain, and people will get together for hours to discuss local and world events. Many times these discussions get quite heated, but that is all part of the culture and there are no hard feelings afterward.

Transportation within Toledo
Buses and taxis are the most commonly used forms of transport in Toledo. Buses connect the historic district of Toledo to the other residential areas where many of the host families live. The last bus to Polígono and Buenavista is around 10:30 p.m. during the week and 4 a.m. on the weekend. Some neighborhoods also have night buses (Buho) that run from 10:30 p.m. until dawn. Note that festivos (Spanish celebrations) will affect the bus schedules.

City bus passes are available in the lobby of the Fundación or at the bus station “Zoco Central. All students living with a host family will receive a bus pass.

Taxis are readily available and are the best option for returning home at night if the buses have stopped running. Although they are more expensive than the bus, there will be other homestay students living close to you with whom you can share the cost.

Keep in mind that it is possible to get almost anywhere in Toledo on foot.

Travel
Classes meet Monday through Thursday for the semester and summer programs, leaving a number of three-day weekends that many students like to use for their own travel.
Opportunities for travel within Spain and throughout Europe are possible while studying in Toledo. We encourage you to find a balance between studying, exploring Toledo, spending time with your host family and/or local friends, and traveling on weekends. Students who travel every weekend often do not perform as well in their classes and spend significantly more money than students who travel less frequently. The on-site staff at the Fundación can offer advice and resources for students planning independent travel.

**Discounted Travel**

If you are planning on traveling extensively in Spain or elsewhere, investigate the availability of student discounts before purchasing tickets. There are a number of train passes that can be purchased in the US. Eurail has one month and two month passes as well as “Flexi-passes.” You cannot buy these passes in Spain. For more information, visit http://raileurope.com. There are also many student travel options once you arrive in Spain, and local travel agencies there can assist you in everything from bus to train to air travel.

The European Youth Card (Carnet Joven) is free and gets you discounts on bus travel between Toledo and Madrid, as well as discounted travel on the AVE (fast train). You can obtain this card at the CCM (Caja Castilla La Mancha) bank in Zocodover. Ask about discounts frequently as you are traveling. Students under the age of 26 are eligible for many discounts at various attractions throughout Europe.

**Trains**

Trains can be a cheap way of traveling, and they can take you just about anywhere in the country. There are two bullet trains, called the AVE. One runs from Madrid to Seville and one runs from Madrid to Toledo. The AVE to Toledo takes about 30 minutes and costs about 11 euros. Reservations are recommended. Buses are also popular modes of transportation throughout Spain and are usually faster and cheaper than trains. Luxury buses are also available and can make a trip very pleasant with big seats, stereo music, and movies.

Toledo is very close to Madrid—only 42 miles away—and there are good connections between the two. Both buses and trains leave almost every hour. The trip usually takes a little over an hour due to the roads and the number of stops that are made. Madrid has a very inexpensive “Metro” that can take you from one end of Madrid to the other in very little time. A 10-euro trip metro ticket is a better deal than individual tickets if you plan to take several metros while in the capital. Taxis are also relatively inexpensive in Spain.

**Accommodations during Your Travels**

Hotels, hostels, and pensiones are controlled by the government and are all rated on a star system, with a five-star hotel being the highest class. There is a difference between a three-star hostel and a three-star hotel—hotels are usually more expensive than hostels. Bring a copy of your passport any time you check into a hotel or hostel.

There are approximately 90 youth hostels in Spain. Many are only open from mid-July to mid-September. Places with “hostal” written above the door are not the same as the youth hostel.

Except in popular resort areas, hotels are much cheaper in Spain than in the rest of Europe. Prices are displayed in each room. It is advisable to ask to see a room before you decide to rent it, since they vary greatly in quality. To save money, you can ask for a room without a bath since most hotels and hostales have the option of sharing a bath.

You may want to consider purchasing an International Student Identity Card (ISIC) for use in Spain. With your ISIC card you can gain discounted entry into places such as museums and theaters. You can also use this card to prove your student status. In some locations, your home university ID card may not be accepted. An ISIC can be purchased in Spain, often for less than the cost of a card in the US.

**Travel after the Program Ends**

You may travel after the program ends within the limits of your visa. Do not plan to leave extra luggage at the Fundación or with your host family while you are traveling unless special arrangements have been made on site.

**Communication**

**Email & Internet**

Shortly after arrival at the Fundación, there will likely be some down time for you to use the Fund’s Wi-Fi or computers. This would be a good opportunity to send your family and loved ones a quick message letting them know you arrived safely.

There are a number of free smartphone apps that allow you to text for free. Vibe and WhatsApp are two popular apps that past participants have used and recommend.

One of the easiest ways to stay in touch with your family and friends is through Skype or Google Chat. Have your family and friends set up accounts prior to your departure so that you are easily able to contact each other shortly after your arrival and throughout your time on the program.

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 are normal and should be taken seriously, students abroad tend to call and email when things are not going so well and do not call or email when things are going well. Share the many new and exciting experiences you are having as well—offer an honest, balanced report.
You will encounter differences in technology between Spain and the US. It is less common for families to have Wi-Fi in their homes. More and more host families have been providing students with wireless Internet access. However, that said, be prepared that you may or may not be able to access the Internet from your family’s house.

The Fundación has wireless Internet access throughout the building. Students wishing to bring laptops may do so, but it is also very easy to function without a laptop. You may use the wireless Internet regardless of where you live. If you choose to bring a laptop, you will be responsible for it the entire time you are abroad.

There are three labs at the Fundación. One lab holds 15 computers, another has seven, and the other has three. All labs are open during the day until 10 p.m. After 10 p.m., only the lab with three computers will be available; it is open 24 hours daily. There will not be as much of a need to use computers in Toledo because not all of your work is expected to be typed. You can print at the Fundación for about 0.05 euro per page.

Social Media
Not all countries share the same laws about freedom of expression that we have in the US. Keep in mind that derogatory comments, especially on social media, can result in legal claims and have extended legal implications even after you have returned to the US.

Phones
All program participants are required to purchase a cell phone to ensure that they can be reached in case of emergency. The on-site staff can provide information about purchasing a cell phone in Toledo. They often invite a trusted cell phone provider to come to the Fundación during orientation to provide information to students. You may rent or purchase cell phones in Spain for approximately $100 US. To place calls you will additionally have to purchase minutes for your phone. In Spain, you only pay for the phone calls you make and text messages you send—not for the ones that you receive.

If friends or family call you from the US, you do not need to have minutes on your phone in order to receive the call, and you will not be billed for the call. If you wish to bring your own cell phone from the US, contact your cell phone company to check on fees and to verify that your phone will function in Spain. It can be very expensive to use your US cell phone in Spain.

Telephone
Within the Fundación, do not plan to call home immediately upon arrival in Toledo or set this expectation with family and friends. You will be able to email home during the first day or two of the program.

It is possible to call home from the phones that are in the Fundación, but you will be required to either call collect or use an international calling card. It is a good idea for you to arrange a time to have people call you. Prepaid phone cards are available throughout Spain. A phone card for 300 minutes to the US costs about 12 euros.

The phone number of the Fundación is: (country code) 34 (city code) 925 (number) 284.380. It can be directly dialed from most US phones by starting with 011, which is the international access code. Instructions for international calling are in all phone books.

The phone at the Fundación is answered until 3 a.m. Spain is six or seven hours ahead of Minnesota (depending on daylight saving time in each country—visit http://timeanddate.com to check current time) and the best time for someone to call would be during the lunch or supper hours in Spain (2–3 p.m. or 9–10 p.m.) when most students are there and not in class.

In the same way that a dormitory attendant in the US is unlikely to be bilingual, the people who answer the phone in the Fundación do not speak English. When someone from home calls you, the caller should be prepared to repeat your name slowly a number of times. There is a paging system at the Fundación, but if you are expecting a call, tell the receptionist so that they can find you when it comes.

At Your Homestay
In most homes, you may not have access to their phone to make outgoing international calls. There are two main reasons for this: First, phone calls are very expensive in Spain, and second, there have been cases of families being charged for long-distance phone calls even when a calling card was used.

Landline-to-landline phone calls are free.

Public Payphones
Telefónicas are places where your calls are placed for you, allowing you to pay with cash, calling cards, or a credit card. This also lets you place calls without worrying about exact change. When using pay phones, be sure to have enough coins on hand. The coins are lined up on the phone and are automatically dropped as needed. If you do not have enough coins for the call, you will be cut off in the middle of your conversation.

Mail
Do not have mail sent directly to your host family. Mail can be sent to you at the following address:

Your Name
Estudios Internacionales Fundación Ortega-Marañón
Callejón de San Justo, s/n 45001 Toledo, SPAIN

Mail that arrives after the end of the program will be returned to the sender, since the post office does not
forward international mail. Mail from Spain to the US usually takes a week to 10 days. Mail to Spain may take from one to three weeks for delivery. Packages mailed to the US by surface mail will take six to eight weeks.

**Money Matters**

The official currency in Spain is the euro (EUR or €). Euro bills are available in 5, 10, 20, 50, 100, 200, and 500 euro denominations. Coins are available in 1, 2, 5, 10, 20, and 50 euro cents, and 1 and 2 euro denominations.

Check out http://oanda.com/convert/classic for the latest information on exchange rates.

Personal spending habits vary too greatly to state exactly how much it will cost to live in Spain. The amount of money that is generally spent during one semester including some travel varies anywhere from $1,000 to $3,000. This amount depends on three main factors: your personal spending habits, the amount of traveling you plan to do, and the value of the dollar. Also keep in mind the amount of money you plan to spend on gifts for yourself, family, and friends.

Many former students state that their one regret was not taking enough money with them to take advantage of the opportunities that came up. Most students should figure that they will be spending more than they would if they stayed on their home campuses.

Remember, your meals and room are covered in Toledo for the duration of the program, but if you stay for an academic year or combine multiple terms (spring and May, or May and summer), then meals and room are not covered during the break between terms.

Be careful with your money, especially when traveling and in larger cities like Madrid, Seville, and Barcelona. Pickpockets do exist in Spain and generally hit when you are in a crowd. Another common place to lose money to thieves is on trains when traveling at night. Be careful to sleep with valuables close at hand. A money belt is a good idea when traveling. You should not carry your passport with you unless you are going to be staying overnight in a hotel.

**What to Bring**

We recommend you bring the following with you to Spain:

- **Cash**
- A debit/ATM card with a chip for regular use
- A credit card for larger purchases and in case of emergency

**Cash**

In Minnesota, you can exchange money at major banks, at the Twin Cities airport, or any major airport in the US. You can also withdraw euros directly from an ATM upon arrival at the Madrid airport or once you arrive in Toledo. The Fundacion has an agreement with BBVA bank that allows you to exchange currency without incurring charges.

Each time you withdraw cash, you incur ATM fees. To avoid being charged multiple fees, we recommend withdrawing larger amounts of cash at once. Keep most of your cash hidden in a safe place in your housing and only carry small amounts with you at any given time.

Expect to pay cash in bars and gift shops. Many small stores do not accept credit cards.

**Debit Card**

One of the easiest and least expensive means of obtaining money is at an ATM machine. If you have a debit card, this money can come directly out of your bank account and you won’t have to pay interest as you will with a credit card. 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 everywhere in Spain. The drawback is that if you have a problem with your debit card’s magnetic strip, as frequently happens, or your card is lost, you will have to wait for another card to be sent to you. The problem can be avoided by having a backup method. If you choose to get a debit card it should be on the Cirrus or Plus networks and you will need a personal identification number (PIN). Make sure that your PIN is a numerical code with only four digits. ATMs in Spain do not have letters or have them in a different order than ATMs in the US and won’t accept more than four digits. Contact your bank for information on obtaining a card or to find out if your card can be used internationally (University of Minnesota TCF ID cards will work to withdraw money as long as you have a four-digit code).

Notify your bank that you will be using your card abroad to avoid having your account frozen. You will also want to check with your bank about ATM fees.

**Credit Cards**

A credit card is a good resource for emergency situations and for obtaining cash advances, including cash for emergency situations, as long as you have a personal PIN. It is important to know your PIN in both letters and numbers. Please note that some ATMs require that the card have a metal “chip” visible on the front for added security. Many US credit cards now have this chip, but it is wise to ask your credit card company whether they can issue you a “chip credit card” if you do not yet have one.

Keep in mind that you may incur fees for using your credit card abroad. Be sure to notify your bank and credit card company that you will be traveling abroad for the semester/summer. If you do not, they may assume your foreign transactions are fraudulent and may deny further transactions.
**Wiring Money**

Wiring money is slow and costly. If you must have the money wired to you, the easiest and fastest way is to go through an American Express or Western Union office. The cost is approximately $15 per $500. There is not an American Express office in Toledo, so you must go to Madrid to pick up the money.

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**Social & Cultural Adjustments**

**Student Identity**

As a foreigner in Spain, you will need to take the initiative to meet people. Don’t be afraid to start a conversation with others. You can minimize the stress involved with traveling abroad and a new lifestyle by preparing adequately. To gain insight, read as much as possible about where you are going. Talk to international students and veteran travelers who have been where you want to go. The University of Minnesota Learning Abroad Center (LAC) has travel tips from return travelers, many of whom are willing to be contacted and give advice in person.

Spaniards meet and greet each other and part with a slight embrace and a kiss on each cheek. The usual greeting exchanged between Spanish males is a handshake. Good friends will often add a pat on the back and, if they have not seen each other for some time, will give an abrazo (embrace). Family names and titles, such as señor (Mr.), señora (Mrs.), and señorita (Miss) may be used to address older people or professionals. The titles don and doña are used with first names to show respect to someone of importance. First names may be used among close friends and young people.

The Spanish are very concerned about dress. Style and quality of clothing are important indicators of a person’s status and respectability. Men usually dress conservatively, not with flashy or bright colors. Women try to be stylish; children are dressed as nicely as possible. Visitors should avoid wearing shorts in formal places.

If you are living with a host family, we recommend bringing a pair of slippers with you. It is not customary to be barefoot at home.

Learn to slow down. Things move at a slower pace in Spain. Use your free time to socialize with the people around you. Listen to what they have to say and try not to be judgmental. Find the positives in any situation and take advantage of them.

It is important that you adjust to the Spaniards rather than expecting them to adjust to you. Try to learn as much about the culture as possible so that you can discuss things intelligently with them. Students from Latin America and Asia, especially from Puerto Rico and Japan, participate in the program as well, so it is a good idea to read up on the relationship between the US and these areas. Most Americans are poorly informed about relationships between other countries as well as the countries themselves. Learn to look for the things in common between Americans and Spaniards. Learning to appreciate the common elements and differences will help you succeed in adapting to life in Spain.

**Race & Ethnicity**

You may wish to consult the resources available at the University of Minnesota Learning Abroad Center (LAC) related to students of color and learning abroad. For more information, visit: [UMabroad.umn.edu/students/identity](http://UMabroad.umn.edu/students/identity).

**Sexual Orientation**

Gay marriage has been legal in Spain since 2005. Keep in mind that 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. For more information, visit: [UMabroad.umn.edu/students/identity](http://UMabroad.umn.edu/students/identity).

**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 LAC in advance to discuss their particular needs. For more information, visit: [UMabroad.umn.edu/students/identity](http://UMabroad.umn.edu/students/identity).
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, and 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 who 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 program’s on-site support staff.

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(Adapted from Oberg (1950) and Gallahorn (1962))

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Cultural Adjustment Curve
Looking Ahead

Career Information

Linking Undergraduate International Experience to Your Future Career

Learning abroad can help you develop and enhance intercultural competencies that are appealing to potential employers and graduate schools. Think about your academic and career goals before, during, and after your experience abroad. For more information, visit: UMabroad.umn.edu/students/career-info.

Re-Entry

Students often find that it is just as difficult, if not more difficult, to readjust to life in the US after studying abroad. You may find that your perspectives have changed significantly and that you may not connect with friends and family in the same way you did before going abroad. The LAC offers a variety of resources and opportunities to help you readjust to life in the US. For more information, visit: UMabroad.umn.edu/students/process/reentry.

Appendix

Suggested Packing List

Bring half as much luggage as you think you will need. If you cannot comfortably carry your luggage four blocks, you may find that you have packed too much. Airline restrictions for luggage on overseas flights must also be considered. (Contact your airline or travel agent for specific information.) You will be responsible for physically managing your own luggage at all times, including excursions and transport between the airport and the program site. Buses are too large to enter the walled section of Toledo, so expect to carry your luggage several blocks from where a bus can drop you off to the Fundación when you arrive. Pack accordingly.

The weather in Toledo can get fairly cold at night, so be sure to bring clothing for cooler weather as well.

Necessary Items

- Comfortable, seasonal clothing to wash and wear, plus one or two formal outfits (in general, Spaniards dress more formally than most Americans, though casual clothes may not be out of place among Spanish students)
- Comfortable walking shoes
- Supply of any prescription medication you require (bring enough for your full stay)

- Voltage converter and outlet adapter if you bring any electrical appliances (electricity in individual rooms may not accommodate more than 1,000 watts)
- Earplugs to eliminate background noise for study/sleep

Recommended Items (also available in Spain)

- Small stapler, pencil sharpener, paper clips, and other items useful while studying
- Camera and batteries
- Set of travel-size toiletries for independent excursions
- Hangers (some may be provided by host family or Fundación, but you can also purchase them in Toledo)
- Small backpack for day trips and independent overnight excursions (also useful in packing for return to the US)
- Small, portable radio/tape recorder to record classes, radio programs, and local music
- Sun protection for summer
- Alarm clock with radio to listen to local stations
- Slippers (for students living in a homestay)
- Umbrella

First aid kit to include:

- Band-Aids
- Cold/cough remedies
- Aspirin or the equivalent
- Insect repellent
- Pepto-Bismol
- Antacid
- Mild laxative
- Sunscreen or sun block
- Waterless antibacterial hand sanitizer
- Contraceptives (condoms)

Gift Ideas

For those students who choose to live with a family, we strongly suggest you bring a gift for your family. Some ideas include:

- US or local candies; a box of American chocolates
- Fancy lotions
- Clothing, baseball caps, and items with University logos
- Maple syrup, wild rice, honey, Wisconsin cheese, or jam made from Minnesota berries
- Regional food to make a special dinner
- Local-interest wall calendars
• US paraphernalia (e.g., items from Disney World, Warner Bros., World Cup, NBA, NFL, etc.)
• A world atlas
• Handmade crafts or jewelry
• Placemats or a tablecloth
• Anything that represents you (a hand-knitted blanket, etc.)
• Picture frames or a scrapbook