

An aerial photograph of London, England, featuring the River Thames flowing through the city. The Tower Bridge is prominently visible in the foreground, spanning the river. The city skyline is visible in the background, with numerous buildings and the London skyline stretching into the distance. The sky is a clear, pale blue.

WFU/London: University Studies & Internships Student Handbook 2021-2022

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Introduction

Congratulations on your decision to study away! You are about to embark on a unique and academically enriching experience. This guide aims to help acquaint you with your host city and prepare you to live in a new environment with different cultural norms. Throughout this handbook there are a number of reminders and tips to prepare you for, and keep you safe during, your time away. Remember, the entire Center for Global Programs and Studies (GPS) team is here to help you before, during, and after your experience.

Pre-Departure

Once you have paid your program deposit and confirmed your spot on the program, you will need to begin submitting your post-decision materials. It is your responsibility to ensure you meet all deadlines and remain eligible for the program.

To find the materials you will need to login to your WakeAbroad account by visiting studyabroad.wfu.edu. The most important items to complete are:

- Health form
- Emergency contact and health insurance
- Passport copy submission
- Assumption of risk and release

Not completing all steps in WakeAbroad on time may result in your removal from the program, incorrect billing, and more.

If you have never had a passport or have a child's passport that you received before the age of 16, you will need to apply for an adult passport. This will require an in person meeting at a passport acceptance facility.

Your **passport** must be valid for at least six months after your planned return home. If your passport does not meet this requirement, **you must renew it immediately**. For information on renewing or applying for a passport, visit the U.S. Department of State's passport information page (<https://passports.state.gov>). Once you have confirmed that your passport is valid, you should make photocopies of your passport to have with you during your semester abroad.

Pro Tip: Sign your passport

Your passport will be considered invalid if it is not signed.

A **visa** is official permission in your passport to enter a country and stay for a determined amount of time. You must have a valid passport to apply for a visa. Each country establishes their own visa process and determines whether a visa is needed based on citizenship, program duration, and activities.

All students travelling on the London: University Studies & Internships program will be required to have a Tier 4 visa. It is **your responsibility** to apply for and receive a Tier 4 Visa prior to your departure for the United Kingdom.

Queen Mary has a helpful site (<https://www.welfare.qmul.ac.uk/international/>) with information regarding the visa process. In your WakeAbroad account you will also find the *Visa Starter Packet: WFU/London: University Studies & Internship*. As soon as you commit to the program, you should begin reviewing this process since it can be quite time consuming. If you have questions about the visa process, your first point of contact should be your Study Abroad Advisor in GPS.

If you plan to travel to other countries during your semester, you may need to obtain a visa. To learn about entry requirements for other countries, U.S. citizens should visit the U.S. State department website (<https://travel.state.gov/content/travel.html>). You should research visa requirements for countries you plan to visit before you depart for the semester.

Orientations

You are required to attend a pre-departure orientation for the London: University Studies & Internships. This orientation occurs in the semester prior to your departure and will cover important information related to academics, health and safety, travel and culture, and more.

In anticipation of your time abroad, we encourage you to begin reading online local newspapers, websites, blogs, etc. Previous students have found it helpful to read or watch the following:

- **BBC News** (<https://www.bbc.com/news>) The news branch of the British Broadcasting Corporation.
- **The Times** (<https://www.thetimes.co.uk/>) Britain's oldest national daily newspaper.
- **TimeOut London** (<http://www.timeout.com/london>) A useful guide to arts, culture and going out in London.
- **Visit London** (<http://www.visitlondon.com>) A comprehensive guide to visiting London, including information on attractions, hotels and transportation.

When packing for your time abroad you will need to bring nice outfits for your internship, U.S. to U.K. plug adapters and converters (when necessary), and clothes to account for multiple seasons based on your program calendar. Do not bring valuable jewelry, hair dryers/straightening or curling irons, or excessive electronic equipment. You should not bring items with a heating element (e.g. hair dryers/straightening or curling irons, etc.) because the outlets produce a higher voltage than outlets in the U.S. Using these items will cause a power outage and likely ruin the items. Plugging in excessive electronic equipment could also cause a power outage.

A great resource for you to use when thinking about packing are Global Ambassadors, former students who have studied abroad. Visit the Center for Global Programs and Studies for information about Global Ambassadors who have studied in the U.K.

Arrival in London

You will need to make your own travel arrangements to London. All students must arrive on the program start-date. Students arriving earlier will be responsible for finding their own housing until the start date of the program. There are no group flights arranged for this program.

London: University Studies & Internships is located at:
99 Great Russel Street
London WC1B 3 LA
England

Directions to Queen Mary University London

After landing in London and clearing Customs and Immigration, you will begin your journey to Queen Mary University London. The WFU/London: University Studies & Internships team will be at London Heathrow at the designated date and time to transport you to Queen Mary's Campus. Do keep in mind that your flight will need to arrive at Heathrow airport a full 90 minutes prior to the meeting point time, in order to ensure you have enough time to reach the meeting point.

If you are not traveling with the group, you should visit <https://tfl.gov.uk/plan-a-journey/> to plan your trip from the airport to Queen Mary University of London, Mile End Road.

Drivers in the UK drive on the LEFT side of the road so be aware of this as you are crossing streets.

What to do when you first arrive in London:

1. Overcome Jet Lag: upon arrival, it will take some time to adjust to the time change. If you arrive on a red eye flight, the best idea is to stay up until at least 9:00 pm on the day you arrive before going to sleep and get up by 10:00 am the next morning. You need to try to get on British (GMT) time as soon as possible.
2. Contact Home: everyone at home wants to know that you have arrived safe and sound so call or email home to let them know.

Transportation in London

In London, all forms of public transportation use the Oyster card. To help offset the cost of commuting to your internship, your program fee includes an Oyster card with unlimited rides within zones 1 and 2 of the London Tube system.

Underground (Tube)

The Tube is the most efficient mode of transportation in Central London. The Tube runs from roughly 5:30 am until midnight, but if you are on a tight schedule, be sure to check specific station open and closing times at <https://tfl.gov.uk/travel-information/stations-stops-and-piers/>.

Tube map: <https://tfl.gov.uk/maps>

Buses

London buses take your Oyster card for riding in the central area (zones 1 and 2). Simply swipe your card on the oyster symbol near the driver's window as you get on. Buses are an enjoyable and scenic way to travel, although not the quickest means of transportation.

Some stops are "Request Stops," meaning the driver will only stop if you press the red STOP button before arriving. When in doubt, just ring the bell to alert the driver that you want to get off.

A very useful site to plan your transportation is <https://citymapper.com/london>. It will give you options for various modes/mixtures of transportation and estimated travel times. You can also use the *Plan a journey* page on the Transport for London site <https://tfl.gov.uk/plan-a-journey/>.

Coaches (Buses for travel outside London)

Coaches are a slow but cheap way to travel—not recommended for faraway places over a weekend. Check the National Express website for times, routes, and prices. (<http://www.nationalexpress.com>)

Taxis

Taxis can be expensive, but sometimes they are well worth it. They serve as a good backup in case of emergency. To ensure that you call a licensed cab, try the Cabwise service, provided by Transport for London. Just text **HOME** to **60835** to get the numbers of one taxi and two licensed minicab firms in the area from which you are texting. Recommendation: Bee Gee Minicabs run 24 hours. Call 020 7485 6666 or 020 7267 3333.

Uber

Another option for you to consider is to use Uber. If you are going to take an Uber home, be sure that you confirm the license plate and driver's information match what is on your app and that they know who you are. You need to familiarize yourself with the app's safety features.

NEVER GET IN AN UNLICENSED/UNMARKED CAB OR UBER WHICH PULLS UP AND ASKS FOR YOUR BUSINESS!

Train

For train travel in the UK: www.thetrainline.com or www.nationalrail.co.uk

For train travel to Europe: www.raileurope.com

****Make sure to get a student railcard if using trains more than once. It is a very significant discount and well worth the money.**

On-Site Orientation

Once you arrive In London, you will meet the local team: Ryan Lorenz, George Volis, and Emily Williams.

Ryan (lorenzr@wfu.edu) serves as the Resident Director for the WFU/London

Program. He works closely with the rest of the Wake Forest London team to ensure student needs are met. Ryan has overall responsibility for the success of the Program and its student participants.

George (george@academic-solutions.com) serves as the UK & Ireland Program Manager; he will be your first point of contact during your time in London, assisting with internship placements, excursion planning, and pastoral support. Having lived in London for over 7 years, George is a great resource on how to get the most out of what the city has to offer!

Emily (emily@academic-solutions.com) serves as UK & Ireland Program Assistant. Emily's responsibilities include pastoral care, assisting with excursions and orientations planning. Emily will offer you any advice needed for your life adventures in London.

The team will help students get settled into their flats and give a brief safety orientation and a questions/answers session on arrival day. They will also hand out your Transport for London oyster cards on arrival day and at the mandatory Wake London orientation. This orientation is mandatory and you must go in order to receive your oyster card worth about \$500 so don't miss out! During your first week in London, you will have social activities and informational sessions conducted by Queen Mary University and your Wake Forest London team. You will receive itineraries detailing your first week approximately three weeks before your arrival in London. **Do not book any travel during this week!**

Academics

Students will register for 12 credit hours (three classes and an internship for credit). All registration queries can be directed to Cody Ryberg (rybergcj@wfu.edu), Senior Study Abroad Advisor. **If you have to make any changes to your academic schedule, you must contact Cody Ryberg AND Jessica Francis (francija@wfu.edu) before the end of the add/drop period at Queen Mary University.**

Courses

Teaching Structure

While in the U.K. you will experience a new style of teaching that is different than what is taught at Wake Forest University. Universities in the U.K. typically focus on less classroom time and a structured reading list. Students are expected to do more independent studying outside of the classroom. It is also standard practice in the U.K. to have fewer pieces of assessment (exams, midterms, etc.) each worth more of your final course grade.

When you submit your course materials, Queen Mary University has strict submission deadlines that you need to make sure you write down and remember. Your professor will inform you of the submission deadline and submission method at the beginning of the semester. This information may also be in your course syllabus. If an assignment is submitted after the specified deadline then it will be recorded as late and a penalty will be applied. For every period of 24 hours, or part thereof, that an assignment is overdue there will be a deduction of 5% of the total score available. After seven calendar days (168 hours or more late) the score will be reduced to zero and recorded at QMUL as 0FL (zero, fail, late). During your on-site orientation

at QMUL, you will receive more information about teaching structure, submitting assignments, etc.

Approaching Faculty

Most British faculty tend not to have office hours like faculty in the US. If you need to speak with your professor, you should try to catch them before or after class. If that will not work, you can also email them and see if they could schedule some time to meet with you. If your professor does hold office hours, they will let you know during the first week of the program.

If you have a question about how to approach the local faculty or if you find yourself in a particularly confusing situation, reach out to George for advice. Additionally:

- Don't expect faculty to go out of their way to find out what you need or want.
- Let the professor know that you are truly interested in the material.
- Don't approach your professors with late work expecting that they will accept it without consequence.

It is recommended that you meet with your academic advisor before you depart for London to discuss your registration for the semester you return to campus. Check your email frequently during March (spring) or October (fall) for important registration information. The course schedule, dates for major/minor registration and elective registration times and dates are sent out during these months.

Prior to registration, log onto WIN and check your account for holds. (Go to "Virtual Campus", "Academics", "Check Registration Holds & Appointment Times"). If you have a hold on your account, you will not be able to register for either major, minor or elective classes. Only the office that places a hold on your account can remove the hold.

A copy of the upcoming term's course schedule will be emailed to your WFU account as a Word document attachment; you can also access the schedule through WIN. The most reliable source of registration information is on WIN since any changes to the course schedule are posted and class openings are listed there.

Email your major/minor departments' administrative assistant the major/minor courses you hope to take by their required deadline. You will also need to email your academic adviser to get your registration PIN. You will be notified of the dates and times of both major/minor registration and elective registration via email by the Registrar's Office.

Directions for registering on WIN

1. Log onto WIN, then go to Virtual Campus
2. Click on "Register for Classes using Class Search"
3. Select appropriate term and click submit
4. Choose the appropriate subject and course number and click submit at the bottom of the page
5. Choose the appropriate course and follow the prompts to register
6. You will be asked for your PIN which you should receive from your adviser

If you have any problems or questions concerning registration while abroad, you can contact Richard Titus at titusr@wfu.edu or call (336)-758-5208.

Class Attendance Policy

At Queen Mary University, having more than two unexcused absences from any classroom requirement (lectures, seminars, labs, etc.) may result in removal from that course. **If this occurs and you are no longer a full-time student (taking 12 credit hours), you will be in violation of your visa and will need to leave the UK.** This may impact your ability to enter the UK in the future.

Grading

Since QMUL does not offer courses to be taken as pass/fail, every class you take abroad will receive a letter grade and will be factored into your Wake Forest GPA. When you arrive in London, it is important that you talk with the on-site team, the QMUL Global Office, and your faculty if you are having trouble adapting to the British style of teaching and grading.

Below is the grade conversion chart that Wake Forest will use to translate your grades from Queen Mary University once your transcript is sent to the Center for Global Programs and Studies. For students on the fall program, transcripts typically arrive in February. For students on the spring program, transcripts typically arrive in July.

Queen Mary, University of London	Wake Forest University Grade	Wake Forest University Grade Point Average Scale
70.0-100.0	A	4.00 points
66.0-69.9	A-	3.67 points
60.0-65.9	B+	3.33 points
55.0-59.9	B	3.00 points
50.00-54.9	B-	2.67 points
46.0-49.9	C+	2.33 points
40.0-45.9	C	2.00 points
0-39.9	F	No points

Academic Support

If you have a diagnosed learning disability, you will need to provide GPS with documentation to ensure proper arrangements for your academic needs abroad. Make sure to meet with the Learning Assistance Center & Disability Services (LAC-DS) (<http://lac.wfu.edu/>) on the Wake Forest campus. They will provide you with documentation of the current services you receive on campus, and you will need to bring this documentation to your study abroad advisor **as soon as possible**.

You will need to work closely with the London: University Studies & Internships team and your advisor in GPS to confirm that your accommodations can be met. Please note that not all LAC-DS/WFU accommodations can be met while abroad. Speak early and often with your study abroad advisor about any LAC accommodations.

Wake Forest University and the London: University Studies & Internships staff work hard to allow study away students to observe religious holidays without penalty to their academics. If you wish to be excused from class to observe a Holy Day, you will need to contact your professors and inform them of this at the beginning of the semester. The disposition of missed assignments will be arranged between instructor and student. For the Holy Day Observance policy and a list of Holy Days visit the [Religious Life Calendar](#) on the Office of the Chaplain's website.

Honor Code

Remember that while you are away, you are still held to the standards of the Wake Forest University Honor Code and judicial system. Wake Forest University is firmly committed to principles of honor and ethical conduct. Membership in the student body signifies a student's commitment to the [Honor Code](#) and judicial system. It is the responsibility of every student to act honorably in all phases of student life, to understand student rights and responsibilities, and to preserve the integrity of the Honor Code.

The [Honor System](#) is an integral part of living and learning in our community with its values and ethos. Violations of the Honor Code are documented and become a part of your academic record, which is a reflection of your personal Wake Forest legacy. Students found in violation of the Wake Forest Honor Code or study away program rules (provided to students during onsite orientation) will be subject to the Wake Forest judicial system.

Internships in London

General Overview

After the on-site team receives your CV and application, they work hard to find you an appropriate internship placement in London. Once an employer is interested in your CV, the Academic Solutions team will get in touch with you and prompt you to arrange a Skype interview with your potential supervisor. After the interview, the employer will confirm with you if you have passed the interview. Please be sure to update George and GPS about the outcome of the interview.

After your internship placement and class-schedule are confirmed, contact your supervisor to organize your work schedule and start date. You will normally begin your internship the second week after arrival and end it a week or two before the programme ends. We recommend you meet with your supervisor for a quick introduction during your first week in London to become familiar with the location of your office and to meet your colleagues!

Please keep in mind the following throughout the placement process:

- Keep an open mind.
- Check your email often.
- Spend time on your CV.
- Research, research, research.
- Communicate with the on-site team.

Your Application

Personal Statement

Don't just think about what you want from the placement - what can you offer your work placement? Consider how your unique background can benefit a London workplace. How does your skill set match your interests? Your skill set is not built just from former employment – you can use knowledge, experience, and skills from relevant coursework, volunteer work and hobbies. Consider how these fit with the interests you list.

Internship fields

The internship field you request should be relevant to your background and interests. If you are pursuing a degree in Music, it is unlikely you will get a position in Politics. However, if you are studying History, and have taken several courses in politics, this is more connected. It is also important to list an alternative, in case a placement cannot be found in your first choice of field.

General / specific / very specific

You can name an all-encompassing field, such as Communications, but it is also best to include what within that field you are specifically interested in, such as PR – or even more specifically, fashion PR. Listing “non-profits” as a field is very broad, but expounding into “organisations

which help disadvantaged youth” is more specific. It is acceptable to name companies you are aware of in this field in London. It shows that you have taken the initiative to research this field in London. However, the internship coordinator will use examples as more of a guide as the type of placement you want, as an internship cannot be guaranteed in a specific company. For instance, if you say you would like to work for David Cameron, this will be taken as a guide that you are interested in working for a Conservative Member of Parliament. Rather than just saying “The BBC,” write that you want to work in post-production film.

Large corporation – or small business?

A large corporation with an instantly recognizable name is no doubt attractive to add to your CV. However, places such as multinational banks and large companies usually have a very streamlined process of hiring interns- positions are listed for an exact duration, and often receive hundreds of applications. These companies are unlikely to accept short-term “ad hoc” interns and interns in these placements often have less rewarding and less valuable experiences than their counterparts in smaller organisations. You are more likely to gain skills in a variety of areas, possibly working across a range of departments, and doing more hands-on work in a small organisation. People will be impressed that you worked in London, so don’t worry about having a multinational name next to it!

Managing Expectations

Expectations are a tricky measure in life and in internships. As an intern, you have most likely thought about how you want your internship to go. Perhaps you expect that one day you will be given your own office, a client account and full reign of the business portfolio. Though these expectations are obviously exciting, they are also very unrealistic.

The best way to go into any internship is to have no expectations about what type of jobs you will be asked to do. Even though you may be in a marketing internship, you could end up fetching or making coffee. You need to remember that you are at the bottom of the office totem pole. Growing into the work place is like growing into a friendship. You will not be privy to the deepest darkest secrets from day one. You will need to earn their trust. Once you have proven yourself through hard work and having a positive and willing attitude, the grunt work should decrease and you should be given more exacting tasks and greater responsibility. You should walk into your workplace on day one with a clean slate, ready to accomplish whatever is asked of you.

The first couple of weeks will be a balancing act between your expectations of the workplace and your supervisor’s expectations of you. They may give you tasks that are too difficult or complex. Or they may give you projects that are too simple and boring. It is your job to give your supervisor feedback and help shape the experience into what you want it to be. If you are particularly good at a certain task...let your supervisor know. If you enjoy a job or a specific area...let your supervisor know. As many interns in the past have said....

‘What you get out of an internship....is what you put into it.’ While you should have no expectations of your expected job you should have high expectations of yourself. You should motivate yourself to do whatever is asked of you to the best of your ability. Though the job may seem trivial, it could prove your worth in the work place and be a gateway to bigger and better

jobs in the future. Keep an open mind. Also, a positive attitude is always a plus. Supervisors and colleagues should not feel that they are laboring you with jobs. You should take on each task with exuberance and skill. If you are confused or need help, just ask! It's all a balancing act.

Making the Most of Your Experience

Your internship should be viewed as a way to submerge yourself in British culture and to gain a better understanding of the British workplace. Internships in the UK are approached quite differently from those in the US, and this cultural and social exposure should be at the forefront of your mind as you embark on this new experience.

An internship in London is much more than a résumé-builder. Swallowing your pride and winning the respect of your co-workers and your site supervisor is your greatest immediate challenge. Your internship is time-limited, so make the most of every minute!

You must demonstrate your ability use your initiative and show that you are a competent worker before you will be issued with real responsibilities. If you do not demonstrate that you are a capable worker right away, you may spend the internship being a “gofer” or doing “grunt work.”

Here are some suggestions and recommendations to help you make the most of your internship:

- Be patient and flexible.
- Confront and discard your expectations.
- Observation is key.
- Research your internship site in advance (and continue throughout your placement).
- Talk with your colleagues.
- Don't judge everything by your own standards.
- Be professional, dedicated and conscientious. Arrive on time and inform your site beforehand if you're going to be late.
- Be independent and responsible.
- Reflect thoughtfully on your experience.
- Communication is essential.
- Remember that you are a guest.
- Always follow up on a task.
- Be creatively assertive. If necessary, clarify your role with your supervisor.
- Try to look at the overall picture. The internship experience only lasts a certain number of weeks.

Preparing your CV

The important things to remember are:

- Keep your CV to one page.
- Keep the format consistent (font sizes, punctuation, present/past tense, etc).
- In each category (education, experience, etc), list items from most recent (including jobs you're currently in) to older.
- Contact details should be kept to an address (permanent, but use your school address if you feel like it's needed), email address and phone number.

- Make your CV reflect the skills that are most relevant to the internship you want!
- Where do you shine the most? Put your strongest foot forward. If you have a great educational record, but not too much work experience, put education first. If you've had really relevant internship experience before, put work experience first.
- Keep it recent!
- Don't forget the importance of volunteering and campus activities
- Use specific examples.
- Lose the "buzzwords" if you can't back them up with examples.
- Even a job like being a lifeguard or a barista (like our example) can show useful skills.
- Mentioning a few personal interests shows you're a well-rounded person - but don't just list "reading, movies, travelling, listening to music" – show how you've engaged with these.
- Check, double-check, re-check, and then ask your friends and a parent/guardian to read it over!

Your Cover Letter/Personal Statement

A Cover Letter or Personal Statement is an integral part of any job application and should be seen as an opportunity to make yourself stand out from other applicants. A strong Cover Letter or Personal Statement should give the potential employer insight into the type of person you are and your motivations and aspirations. It should also highlight why you want to work for a particular company and what you have to offer them.

Your statement or letter should address the following:

- Why have you chosen to participate in an internship experience in London?
- What can you offer a prospective placement?
- What are you hoping to achieve from this internship placement?

When writing your statement, consider who might be reading the document. Keep the information you relay relevant and refer to specific information contained within your CV. Your statement should be professional in tone, avoid flowery or emotive language. Overly personal or sentimental anecdotes or information are not appropriate. See below for an example Cover Letter.

Housing and Meals

All students will live in at the Mile End Campus, which consists of 18 halls of residence. All rooms are arranged in flats, maisonettes, and houses accommodating between 3-11 students, with each unit sharing kitchen/dining facilities. A personal refrigerator is provided in all of the ensuite bedrooms at Mile End.

Students are responsible for their own grocery shopping and meals; there is no meal plan on the WFU/London: University Studies & Internships program. To help with budgeting, it is recommended that you cook the majority of your meals in your residence.

Since the WFU/London: University Studies & Internships program is a Wake Forest program, you will still be held to the same housing and living expectations as if you were on Reynolda Campus. Be sure to visit the Office of Residence Life and Housing's [Policies and Procedures](#) page for information on housing policies.

If you have any questions, concerns, or issues with your housing before your program, you can reach out to your study abroad advisor. If you need to discuss your housing while in London, speak to George.

While you are away, you will need to register for your housing for the following semester. If you are abroad during fall semester, then Residence Life and Housing will be in touch with you in early December regarding your housing options for the next semester. If you are abroad during spring semester, then you will choose housing in the same manner and timeline that you would if you were still on campus.

Health and Insurance

Before you depart for your semester, you will be required to complete a health form. This must be printed, signed, and returned to GPS in Reynolda 116. This form can be accessed in your WakeAbroad account and is for you to disclose all health information. You do not need to visit your doctor to complete the form. The information you provide will remain confidential and will not affect your participation on the program.

Meet With Your Doctor

Before going abroad, it is strongly recommended that you meet with your primary physician, this meeting will give you an opportunity to talk to your doctor about any concerns you may have as well as discuss any medications you may need to take while abroad (see below). Before you go abroad, you should also consider meeting with your dentist.

Medications Abroad & Vaccinations

Some medications are considered “controlled substances” abroad, and you may not be able to take them into your country of study without proper documentation or an import license. Check the UK's government website for details regarding controlled substances. If you determine that your prescription is considered a controlled substance in the UK, you will need to follow their procedures to secure documentation and/or an import license.

Students often find that the drugs used to treat ADD and ADHD are classified as controlled substances abroad. Review the UK's regulations carefully and prepare accordingly to ensure that you will have the medications you need for the semester.

In most cases, immigration will permit you to take a 60-90 day supply of medication without needing any special paperwork; however, it is still recommended that you have a letter from your doctor. If you plan to take more than a 60-90 day supply, you will need to obtain a letter from your doctor to prove to customs officials that your medications are for personal use and not resale.

Your doctor should provide the following information on their **official letterhead**:

- Number of days that you will be in the UK
- Amount of the drug you take (dose/strength)
- Amount of pills with which you will travel
- Generic and brand name of drug

Please note that you should pack prescription medications in your carry-on luggage and carry them in their original containers with pharmacy labels. It's also a good idea to carry copies of each prescription with you.

The WFU Student Health Service International Travel Clinic is available for students traveling overseas. The Travel Clinic provides information and services specific to your travel locations, including personal immunization review and immunization recommendations. Most immunizations are available at Student Health, but in the case that they are not, they will refer you to a local provider. Email shstravel@wfu.edu to schedule an appointment. You can also always check the Center for Disease Control website at <http://cdc.gov/> to review the recommended vaccinations for the country you will be visiting. The CDC has a webpage for students studying abroad www.cdc.gov/travel/study_abroad.htm, and country specific vaccination recommendations and resources.

Counseling and Mental Health

If you are currently in counseling, discuss your plans to study away with your mental health provider. Your counselor is a great resource to help you plan and maintain a healthy experience abroad. Check with your counselor to see if it's possible for you to continue working together via periodic phone, Skype, or e-mail sessions while you are overseas. If you cannot continue your sessions abroad, set up an alternative plan with your counselor so that you will continue to receive the help you need while away. To get in touch with the WFU University Counseling Center, visit their website: <http://counselingcenter.wfu.edu/>

****For urgent mental health needs, the [Counseling Center's After-Hours Crisis Support Services](#) can be reached by calling 1-336-758-5237.**

GPS can provide you with guidance about counseling resources available to you in your host country.

Health Insurance Coverage

Participants will need to maintain their regular health insurance coverage while they are abroad. Since you are participating on a WFU semester abroad program, you will be automatically enrolled in a comprehensive international insurance plan through GeoBlue International Health Insurance, which will supplement your regular coverage. This plan is not intended to replace your domestic health insurance. GeoBlue is an international health insurance provider, which will allow you to have access to health care anywhere in the world, except for the United States or your home country of residence.

A month before departure, GPS will enroll you in GeoBlue's system. You will receive an email from GeoBlue with instructions on how to login to your account. You will also receive a digital handbook with more information about your international coverage as well as information on

how to access your digital insurance card. Please read through this book carefully and share it with your parents.

If you have a non-emergency medical issue, you should contact GeoBlue and they will help you locate a health care provider that works with their insurance. You can be seen by that provider and not be responsible for any out-of-pocket expenses. If you have an emergency medical issue and do not have time to call ahead, you should be treated and file a claim for reimbursement with GeoBlue.

More information about GeoBlue can be found on their website: www.geo-blue.com. On-site program staff are familiar with GeoBlue and are available to answer questions and provide guidance.

Insect-Borne Illness

Although your study away program may take place in an industrialized country, bug bites there can still spread diseases. Just as you would in the United States, try to avoid bug bites while spending time outside or in wooded areas.

You can reduce your risk by taking steps to prevent bug bites by following these personal protective measures (this is not an exhaustive list):

- Wear long-sleeved shirts and long pants
- Use mosquito netting over bedding when travelling in rural areas
- Use insect repellents on bedding and netting
- Use insect repellents on skin and clothing
- DEET-containing products (e.g. Off, Off Deep Woods, Jungle Juice, and Muskol) may be used on skin in concentrations up to 30-40% and on clothing in higher concentrations. Permethrin (Permanone) may also be used on clothing

Safety

Safety is our top priority for all WFU semester programs. Remember though that you are the one who will be responsible for your own health and safety. Most incidents can be prevented by being cautious, using common sense, and staying aware of your surroundings.

Most crime in the UK and Europe in general is opportunistic, which means tourists are often the victims of these crimes. There is no certain look of a pickpocket; some pickpockets can be young children, or they may even be an innocent looking elderly person. It is important that you are always aware of your surroundings. Know where your possessions are at all times. If you're in a crowded place, keep a hand on your bag or in your pocket; don't store valuables in back pockets where they are easily accessed. If you are wearing a backpack in a crowded area, move it in front of you, if you are wearing a purse, be sure you have it slung across your body. Also, be cautious with your cell phones in public. In London, thieves on motorcycles/scooters have been known to ride by and snatch phones from the hands of unsuspecting pedestrians.

Below are some tips for general travel safety:

- **Avoid excessive alcohol consumption.** Every year, study abroad students are hurt or killed because alcohol has impaired their judgement and/or made them a more vulnerable target.
- Do not import, purchase, use, or have drugs in your possession. **You will be removed from the program.**
- Keep your phone charged at all times.
- Tourists are common targets for pickpockets, especially on crowded transportation, so stay alert.
- Put your UK phone number in your purse or wallet, so that in case of loss or theft, someone has a chance to return your property. But remember, do **NOT** include your London address—that puts you at risk.
- Use the hotel safe.
- Keep a photocopy of your passport, credit cards and all important documents in your room.
- Always travel in a small group and be sure all of you are accounted for.
- Only carry what you need when you go out, only carry enough money for the day.
- Always let someone know where you are going and when you plan to return.
- At night, don't take shortcuts or walk down deserted streets. If the metro is closed, take a cab home.
- Even though the Tube has some 24 hour lines, it is highly recommended that you do not take the Tube between midnight and 7:00 am. If you will be out during these times, you should take a clearly marked taxi.
- Only take taxis clearly identified with official markings. Beware of unmarked cabs.
- Do not accept rides from anybody you do not know.
- Do not sleep on public transportation.
- Know and obey local laws.
- Be conscious of your noise level in public places to avoid attracting unwanted attention.
- Avoid participating in demonstrations and other political activities.
- Learn how to firmly and emphatically say 'NO' in each language. Follow your instincts. If a situation feels bad or unsafe, there is a good chance that it is.
- Practice ATM security
- Do not open your door for strangers
- Keep your doors locked.
- Make a note of the traffic direction in the UK and other countries you visit.
- Be aware of your surroundings

WorldAware

Wake Forest has partnered with WorldAware International, a leading risk management service, to provide travelers with additional safety, security, and support resources to include the following:

- **Worldcue Traveler** system enrollment: Receive automated email alerts for your country of travel. The alerts cover notable safety, security, and health issues.
- **Worldcue Mobile** App: App includes *Hotline Button* (to connect with WorldAware hotline number dedicated uniquely to WFU); *Check-in Button* (to confirm location and

safety during a security event); and *Crisis Button* (to request immediate emergency assistance). It is your responsibility to download this app to your phone once you arrive abroad and have obtained a local phone number.

- **Hotline:** WFU's dedicated emergency number is [1-312-894-3199](tel:1-312-894-3199). *Save this number to your phone contacts!*

The month before your program, GPS will enroll you in WorldAware's Worldcue Traveler system. Once you have been enrolled you will receive a welcome email from WorldAware. Complete the registration steps as soon as you have received that email. The email will also include instructions for downloading the Worldcue mobile app. Three days before your program starts, you will begin to receive email alerts for your program's location (this includes all activities within the appropriate country, not just city). The alerts cover notable safety, security, weather and travel issues.

In case of an emergency, think about who will be able to meet your needs immediately. If you need immediate help, contact the on-site team or the UK emergency phone number. Your local on-site staff will provide you with a phone number to reach them in case of emergency. If you are somewhere unfamiliar or cannot reach local resources, contact WorldAware, or activate the emergency function of the WorldAware app. You can also call the WFU dedicated emergency number or campus police (336-758-5911).

If the situation is not urgent, you should start with the onsite team as they are best prepared to help you. You can always call GPS, please note that the GPS phone number is staffed during normal U.S. business hours and it may take some time before we get back to you.

Emergency Numbers

London: University Studies & Internships phone numbers:

Support Office (regular hours): 011-44-207-419-9849

Support Office (out of office hours): 011-44-075-171-8764

Ryan Lorenz's Cell Phone: 011-44-794-760-1871

George Volis's Cell Phone: 011-44-742-826-8827

Emily William's Cell Phone: 011-44-079-541-67258

*For all calls within the UK, omit the 011-44 and add a 0.

Important U.K. Contacts

Police/Emergency: 999

Police Non-Emergency: 101

Operator: 100

Directory Assistance: 188 500 (national) OR 188 505 (international)

Directory Assistance website: <http://www.thephonebook.bt.com>

U.S. Embassy London

33 Nine Elms Lane

London

SW11 7US

United Kingdom

Website: <https://uk.usembassy.gov/>

Phone: [44] (0)20 7499-9000

Independent Travel

If you will be traveling on your own and not staying in program provided housing, you will need to let your on-site team and GPS know. To make this process as simple as possible, you will have access to an independent travel form. This Google form will be sent to you in an email once you arrive and you should bookmark this page. Some of the information collected in this form includes where you are going, where you are staying, how you can be contacted, and with whom you are travelling. The information you provide in this form will help the on-site team and GPS contact you in the event of an emergency.

During your orientation the on-site team will provide you with information and resources about what to do in a crisis situation. At some point during your semester, you will have one or more emergency drills with the on-site team. It is important that everyone on your program is prepared for any possible crisis, however unlikely they may be. If there is a crisis while you are abroad you will receive an alert from the Worldcue app and you will be contacted by the on-site team. You may also be contacted by GPS.

In the event of a crisis situation you should:

- Confirm your safety in the Worldcue app.
- Contact the on-site team.
- Contact your family.
- If you are outside of London, contact the nearest US Embassy, Consulate, or your home country's consulate.
- Avoid places of unrest.
- Keep informed of the situation through your program, the US Embassy (or that of your home country) and local news media.

Smart Traveler Enrollment Program

If you are a US citizen or national, it is highly recommended that you enroll in the Smart Traveler Enrollment Program (STEP), a free service that allows you to enroll your trip with the nearest U.S. Embassy or Consulate. You can register online at <https://step.state.gov/step/>. By registering with STEP, the US will know where you are in case of a political, economic, or safety crisis. You will also receive occasional emails with global health and safety information.

The State Department also has a website specifically for students abroad and their parents or guardians. This website is a great resource for vaccination requirements, passport replacement, travel warnings, and cultural information by country. Explore the information by visiting <https://travel.state.gov/content/studentsabroad/en.html>.

We encourage you to register for *INS 150 Preparing for Cross-Cultural Engagement Abroad*. This half-semester, one credit course is taken before you study away. It introduces you to cultural basics and skills needed for understanding and interacting

with people in other cultures. For more information on INS 150 contact Kim Snipes (snipeskb@wfu.edu) or visit the Cross-Cultural Engagement website (<https://global.wfu.edu/global-abroad/cross-cultural-engagement/>).

Student Guide to Sexual Harassment Abroad

While you begin learning about the host culture and the features of your program, it is essential to prepare for a variety of safety threats that may be faced abroad, including sexual misconduct. The purpose of this information on sexual misconduct is to raise awareness of the issue, highlight some of the ways in which entering another culture may increase vulnerability, and advise students on available resources.

Wake Forest expects all members of its community to act in respectful and responsible ways toward each other—whether on campus, in our home communities, or abroad. Information on sexual assault, harassment, or misconduct and how you can keep yourself and other safe can be found at:

- <http://studyabroad.wfu.edu/planning-your-experience/before-you-go/#Safety%20Abroad>
- <https://studentconduct.wfu.edu/undergraduate-student-handbook/honor-code-and-conduct-system/#Sex&GenderDiscrimination&HarassmentPolicy>
- <https://prod.wp.cdn.aws.wfu.edu/sites/299/2020/08/WFU-Sexual-Harassment-and-Sexual-Misconduct-Policy-8.14.2020.docx.pdf>

What is Sexual Misconduct?

The [*WFU Student Sexual Misconduct Policy*](#) defines sexual misconduct as “any act of a sexual nature perpetrated against an individual without effective consent or when an individual is unable to freely give consent.” **In cases of sexual misconduct, the victim is never responsible for the attacker’s actions.** Sexual misconduct includes, but is not limited to:

- Attempted or completed intercourse or penetration
- Sexual touching
- Sexual exploitation
- Sexual harassment
- Sexual intimidation (stalking, cyber-stalking, indecent exposure, etc.)

What is Effective Consent?

Wake Forest defines effective consent as “informed, freely and actively given, mutually understandable words or actions, which indicate a willingness to participate in mutually agreed upon sexual activity.” Mutual effective consent is mandatory in every instance of sexual activity.

Adjusting to Cultural Norms

Each host culture varies tremendously in their attitudes toward men and women, response to crime, and resources available to victims of sexual misconduct. Prior to departing for your study abroad experience, it is important to familiarize yourself with the general attitudes of your host culture toward men and women, Americans, communication styles and cues, dress, and acceptable behaviors. Unknowingly, students studying abroad may communicate or dress in ways that may be misinterpreted by members of the host culture and increase their vulnerability.

Drink Responsibly

Although the victim is never responsible for an attacker's sexual misconduct, there are preventative measures one can take to reduce one's risk of being targeted. Students studying abroad will likely have increased access to alcohol because of lower legal age limits for purchasing alcoholic beverages. "Binge drinking" behavior common across U.S. college campuses is not as prevalent in cultures abroad. Students abroad may be unaware of higher alcohol content in drinks and therefore may become intoxicated more quickly. It is important that students are both careful of what they drink and are sure to not leave their beverage unattended to prevent the addition of any unknown substances. Knowing your limits and sticking to them is one of the most effective things you can do to decrease your risk of sexual misconduct.

Maintain Open Communication

Sexual partners have the right and responsibility to know and vocalize their sexual limits. It is important that each partner communicates clearly and clarifies their partner's wishes if confusion or ambiguity arise at any time. Speak up about what you want and don't want, and encourage your partner to do the same. Although this can be difficult, NOT talking can contribute to confusion and misinterpretation of cultural norms and nonverbal behaviors (flirting, touching, kissing, etc.).

Trust Your Instincts

Across all host countries, students often experience an illusion of safety while abroad. A general sense of adventure or a desire to fit into a new culture may cause students to relax their personal boundaries. If you find yourself in a situation in which you don't feel comfortable, you have the right to say (or shout), "Stop – I don't want this!" or to leave the situation and get help. Many victims of sexual misconduct later express having felt uncomfortable or afraid before the incident(s) happened, but they dismissed these feelings because it would have been embarrassing or difficult to act on them. Always trust your instincts.

Preventative Safety Measures

Measures to prevent vulnerability to sexual misconduct include but are not limited to:

- Paying attention to your surroundings at all times
- Making sure that someone always knows where you are
- Keeping your room, windows, and doors locked at all times
- Walking in well-lit areas and in groups at night
- Studying in populated areas, particularly on weekends and holidays
- Saying no to rides from strangers
- Staying in populated areas if you think you're being followed

Resources for Help

In the event that you or a friend is a victim of sexual misconduct, your host country may have the best resources available for crisis response and immediate support. Always get to a safe place and seek immediate medical assistance first. Then, seek out resources for emotional support as well as information on safety and reporting options. If you have it, save any evidence like notes, voice messages, emails, and gifts.

If your friend is a victim of sexual misconduct, it can be difficult to know what emotional help they need. Some strategies for supporting a friend are:

- Affirming that it is not their fault

- Understanding each person responds differently to sexual misconduct
- Being a good listener
- Encouraging your friend to report the misconduct to the Title IX Coordinator and/or law enforcement
- Urging medical attention, and in stalking situations, law enforcement assistance as well
- Continuing your support during the recovery process

Options for Reporting

Victims are strongly encouraged to first contact local law enforcement in their host country to both report the crime and to receive medical attention. Whether on campus, in our home communities, or abroad, Wake Forest community members are also encouraged to report incidents of sexual misconduct to the University. Should you contact another faculty or staff resource on campus, please note that they are required to report any knowledge of alleged sexual misconduct to the University as mandated by Title IX. Further resources for both safety concerns and reporting sexual misconduct abroad are:

WFU Safe Office (Rape Crisis Center)	Provides confidential support and consultation for students	24/7 line: (336) 758.5285
WFU Title IX Coordinator	Private reporting options for students to report sexual misconduct to WFU	8:30am-5:00pm EST: (336) 758.7258 titleixcoordinator@wfu.edu
WFU Center for Global Programs & Studies , David Taylor Jessica Francis	First point of contact for students abroad on a WFU program to coordinate health & safety response	8:30am-5:00pm EST: (336) 758-5938 taylordf@wfu.edu francija@wfu.edu
WFU University Police	Available 24/7 to help students abroad contact campus resources in emergency situations	24/7 line: (336) 758.5911 dispatch@wfu.edu
WFU Office of the Dean of Students , Adam Goldstein	Reporting option for students interested in pursuing a judicial hearing	8:30am-5:00pm: (336) 758.5226 deanstud@wfu.edu

References

Lost in Translation: Helping Study Abroad Students Understand Sexual Violence. New Jersey: Rutgers Study Abroad, 2008. Print.
Sexual Misconduct: Keys to Prevention and Resources for Help. North Carolina: Wake Forest University, 2011. Print.

Money

You'll find that abroad, people pay with cash much more often than with a credit card, and many vendors will only accept cash. You will need a debit card for cash withdrawals and a credit card for larger purchases (i.e. plane or train tickets, some meals, souvenirs, etc.). Before you leave, contact your bank and your credit card company to let them know what countries you'll be visiting and the dates you'll be in each. If you don't, most banks and credit card companies will

put a fraud alert on your account the first time you use your card abroad, and you will not be able to use it again until it clears, leaving you without access to funds.

Credit Cards

We recommend that you bring at least one credit card with you for the semester. Visa and MasterCard are the most widely recognized cards internationally. American Express is not as widely accepted. You can use your credit card to withdraw cash if it has a PIN code. However, such cash advances charge high transaction fees and interest rates, contact your credit card company to learn about their fees.

Pro Tip: Checking your Balance

Check your account balance on a secure, private internet connection at least once a week.

Chip Readers and PINs

Many restaurants and shops will use the chip and PIN system. When you pay your check/bill, you may be given a portable card reader and will have to enter your PIN. It is uncommon for your credit or debit card to leave your sight when you pay outside of the U.S.

Pro Tip: Beware of 800 Numbers

800 numbers cannot be accessed from overseas. Be sure to find non-800 number contact information for all of your financial institutions, including your bank and credit card company. All credit cards have a non-800 number listed on the back.

Getting Local Currency

Before you depart for your semester abroad, it is recommended that you obtain British pounds (£). It is smart to have the equivalent of \$200 US dollars in small bills when you first arrive in the UK. This will give you enough money to pay for transportation (if needed) as well as to get snack or a small meal once you get to your housing.

There are three basic options for exchanging currency.

1. Buy British pounds from your bank. This option may take up to 3 weeks if they do not have much foreign currency on hand.
2. Exchange your money at the airport before departure, or when you land in-country. While this is a convenient option, it is not always economically sound. The currency kiosks may say they have no fees, but often have an unfavorable exchange rate.
3. Find an ATM at the airport. If you opt for this method, be sure you have notified your bank in advance so you don't run the risk of your card being taken by the ATM.

Pro Tip: Be safe when exchanging your money

Never exchange currency with someone you meet on the street, only exchange it with locally recognized and approved currency exchanges.

ATMs

The simplest way to get money in most locations will be through ATMs. Before you leave, confirm that your bank allows foreign cash withdrawals and ask about fees. Be sure to ask your bank if they have any agreements with international banks as such agreements may save you on

fees. ATMs will be widely available in most locations, but in developing countries you may only find them in the larger cities, so plan accordingly.

Every time you withdraw money, your home bank will charge you a fee. To cut down on these fees, we recommend that when you withdraw from an ATM, take out larger amounts and stash what you don't need somewhere safe in your room at London: University Studies & Internships. Remember, when possible, only carry on you what you need.

Always use ATMs that are located in a bank. This will reduce your chances of using an ATM that has a skimmer device used to steal your information. Be sure to check every ATM you use for skimming devices before inserting your card. It's also a good idea to go to the ATMs with someone you trust from your program; this will reduce your risk of being a target for pickpockets.

Budgeting Tips

The cost of living varies widely around the world. With intentional preparation, you can develop a budget to help you manage your money abroad. These ideas can get you started:

- Build your bankcards' foreign transaction fees into your budget. Some credit cards do not charge a foreign transaction fee, so we suggest exploring your options.
- Buy food from your local grocery store and cook for yourself when you can.
- If you eat out, opt for a deli or carry-out rather than full service restaurants.
- During the day, avoid taxis when you can; walk or use public transportation instead.
- When you are shopping, factor in the currency conversion from the local currency to U.S. Dollars.
- Use a currency converter app or website when needed. A popular site is XE (<http://www.xe.com/>) along with their app XE Currency.
- When you develop your budget, make a second version that is converted to your host country's currency.

Pro Tip: Attend a budgeting workshop hosted by the Center for Global Programs & Studies
Each semester, GPS hosts budgeting workshops that offer a hands-on, practical guide to budgeting for your abroad program. See when our next workshop will be held by going to "Announcements & Events" at <http://studyabroad.wfu.edu/events/>.

Communication

Cell Phone Policy

All students who participate on a WFU program will be required to have a cell phone with them for the duration of the program. This phone does not have to be a smartphone. However, it **MUST** be able to receive SMS (text) messages and make/receive phone calls in case of emergencies. It is important that students have their phone charged and turned on at all times.

Determine if your current phone is internationally capable. Your provider might already offer an international plan. While this is convenient, it may not be the most affordable. Once students

have a phone with an international phone number, they must provide that number to their Resident Professor or the local WFU staff. This must be done within **48 hours** of arriving in the host country.

There are two main options you should consider as you choose an option for a phone while abroad.

1. “Unlock” your phone (or a spare phone) before departing. This step will allow you to purchase a SIM card with a phone number specific to your host country.
2. Buy a phone overseas with a “pay as you go” plan.

Unlocking Phones:

Unlocking your phone allows you to use any cell phone carrier’s SIM card. This is not an illegal act, nor will it damage your phone in any way. You will need to contact your cell phone provider to discuss how to unlock your phone if it is not already unlocked. Do not wait until the last minute to do as it may take some time for this to happen.

SIM Card and Mobile Phone Options Abroad:

Some of the top phone providers in the UK are: EE (ee.co.uk/), O2 (www.o2.co.uk), Vodafone (www.vodafone.co.uk), 3 (www.three.com) (please note we are not endorsing any particular company/brand). Be sure to look at the providers to see which one offers you the best option for your time abroad and your phone/data needs. Phones and SIM cards purchased in one country may not work in another country, check with your cell provider before travel.

If you do not have a phone that you will be able to take abroad or do not have funds to purchase one in country, please speak to your abroad advisor.

If you purchase a phone with a “pay as you go” plan you can still stay in contact with your friends and family by putting your phone in airplane mode for the semester and using Wi-Fi to communicate. There are multiple options for using a phone abroad to stay in contact with friends and family. The most popular options for students have been:

- Skype: Allows free video chat with other Skype users and has very cheap rates on calls to international phones.
- WhatsApp: Mobile app that operates on Wi-Fi to make voice calls, one to one video calls and to send text messages.
- Viber: Another mobile app that operates on Wi-Fi to send instant messages, exchange images, and video and audio messages.

Internet

Queen Mary University does have wireless internet for you to use. Please note that internet connections abroad may be slower than what you are used to on campus.

Tech Support

[Wake Forest University Information Systems](#) (IS) will do their best to support you while you are away. You can find a list of technology resources specific to students abroad on their website.

International electrical outlets have a different current than outlets in the United States. Your computer's power adapter should be manufactured to handle these different currents. However, you will be responsible for the purchase of a "plug adapter" which attaches to the end of your computer's power adapter. You can find an adapter in electronics or luggage stores.

Run a virus scan with the Symantec virus protection software that is installed on your computer before you leave. You may also run scans with Malwarebytes or Spybot to identify and remove any types of malware or spyware that may be installed on the computer. Contact the Wake Forest Service Desk (is.wfu.edu/help) if any of these scans find viruses or malware that cannot be deleted.

Your data is the most important part of your computer; be proactive and backup your data before you leave to ensure that it is not lost while you're abroad. Your password expires every 6 months. To circumvent needing to change it abroad, change it before you leave campus. This approach will give you the maximum amount of time before it expires.

Before you depart, it's necessary to prepare your WFU Google account (with 2-Step Verification enabled) for use in a different country. **You will need to have additional steps set up prior to leaving the US.** WFU Information Systems has created a helpful page to assist you in preparing your WFU Google account for use while abroad. <https://is.wfu.edu/help-articles/preparing-google-account-abroad/>

Contact the Service Desk at The Bridge as your first point of support. The Service Desk can help with re-imaging, hardware repair, and troubleshooting problems while you're abroad. The service desk can be reached:

- By phone: 1.336.758.4357
- By Skype: E-mail the Service Desk to set up a time for a Skype appointment
- By AskDeac: Submit an online request via this website: [help/wfu.edu](https://help.wfu.edu)

You should make sure you use your VPN to do things like change your password and access campus resources such as the ZSR Library databases in order to remain safe if you are connected to an unknown or insecure WiFi network.

Mail

Receiving mail and packages while abroad can be difficult. Depending on what is being sent, and how, it could take two weeks or longer to arrive. Quite often, packages are held up in customs and they may be subject to excessive charges, which may be more than the value of the package contents; this is typically true for electronics. There have been instances reported of items going missing while in Customs or packages arriving after the semester has ended.

Wake Forest is not responsible for paying any receiving fees on packages; this is your responsibility if you choose to have a package sent to you. Wake Forest cannot send any mail or packages to you if they arrive after the semester is over.

Co and Extracurricular Activities

While you are on your program, we encourage you to register for INS 151 Cross-Cultural Engagement Abroad. This half-semester, one credit course helps you maximize your immersion and exposure to different aspects British culture. For more information on INS 151 contact Kim Snipes (snipeskb@wfu.edu) or visit the Cross-Cultural Engagement website (<https://global.wfu.edu/global-abroad/cross-cultural-engagement/>).

If you are interested in joining local clubs or finding religious services while away, contact the on-site team. They can provide you with information and connections in these areas.

Diversity Abroad

Diverse students come from all backgrounds. Diversity includes, but is not limited to people in varied socio-economic status, sexual orientation, race, religion, nationality, ethnic identity, and gender. Diverse people may demonstrate a history of overcoming adversity such as a physical, mental, and/or learning disability.

While studying and traveling abroad, you will encounter countries and cultures that may have different attitudes than the U.S. or your home country. Studying abroad may be the first time you experience situations and spaces where you may be in the minority. You may be judged on your ethnic identity, gender, sexual orientation, disability, race, and religion. Whatever happens, don't let the possibility of discrimination discourage you from experiencing the world and enjoying your time away.

Studying abroad can be a transformative experience that allows you to grow personally and interculturally. To get the most out of your time away, it is encouraged that you identify resources to assist in your transition. Being secure in your full identities, and learning self-care, will help prepare you for your time abroad. Use the following resources as a starting point for your own research as you prepare for your semester away.

Asian American Experiences & Support

- https://cdn.ymaws.com/www.diversitynetwork.org/resource/resmgr/asianamerican_global.ledu.pdf
- <https://cetacademicprograms.com/study-abroad-asia-heritage-learner/>
- <https://frontiersjournal.org/wp-content/uploads/2015/09/VANDERMEID-FrontiersIX-AsianAmericans.pdf>
- <https://www.diversitynetwork.org/news/459631/Asian-American-Students-in-Study-Abroad-Resources-Representation-and-Awareness-.htm>

Black/African American Experiences & Support

- <http://www.travelnoire.com/>
- https://digitalcommons.uri.edu/cgi/viewcontent.cgi?article=1099&context=oa_diss
- <https://www.nytimes.com/2018/10/23/travel/racism-travel-italy-study-abroad.html>

Latino/ Latinx Experiences & Support

- <https://www.naspa.org/constituent-groups/posts/a-latinas-study-abroad-journey>
- <https://www.goabroad.com/articles/free-ebook-meaningful-travel-tips-tales-latino-travel>

LGBTQ+ Experiences & Support

- <https://www.npr.org/sections/ed/2018/08/22/606018920/know-an-lgbtq-student-itching-to-study-abroad-here-are-some-things-to-think-abou>
- <https://studyabroad.unc.edu/files/2018/05/LGBTQ-Study-Aboard-Resources.pdf>
- <https://www.nafsa.org/professional-resources/browse-by-interest/lgbtq-student-advising-guide-education-abroad-professionals>

WFU Campus Partners		
Women's Center Porter B. Byrum Welcome Center	Women's Center Porter B. Byrum Welcome Center	Women's Center Porter B. Byrum Welcome Center
LGBTQ Center Benson 311	LGBTQ Center Benson 311	LGBTQ Center Benson 311
Intercultural Center Benson 346	Intercultural Center Benson 346	Intercultural Center Benson 346
Safe Office Ground floor of Reynold Gym	Safe Office Ground floor of Reynold Gym	Safe Office Ground floor of Reynold Gym
Counseling Center Reynolda 117	Counseling Center Reynolda 117	Counseling Center Reynolda 117
Student Health Service Wellbeing Center, Ground Floor	Student Health Service Wellbeing Center, Ground Floor	Student Health Service Wellbeing Center, Ground Floor
Office of Diversity and Inclusion Reynolda 302	Office of Diversity and Inclusion Reynolda 302	Office of Diversity and Inclusion Reynolda 302
Office of the Chaplain Reynolda 22A	Office of the Chaplain Reynolda 22A	Office of the Chaplain Reynolda 22A
Office of Wellbeing Reynolds Gym, Room 321	Office of Wellbeing Reynolds Gym, Room 321	Office of Wellbeing Reynolds Gym, Room 321

WFU Code of Conduct

Even though you will be away from campus for the semester, you will still be responsible for adhering to the [WFU Student Code of Conduct](#).

Disciplinary Policy for Wake Forest Study Away Programs

Wake Forest University is firmly committed to principles of honor and ethical conduct. Membership in the student body signifies a student's commitment to the [Honor Code](#) and judicial system. It is the responsibility of every student to act honorably in all phases of student life, to understand student rights and responsibilities, and to preserve the integrity of the Honor Code.

The [Honor System](#) is an integral part of living and learning in our community with its values and ethos. Violations of the Honor Code are documented and become a part of a student's academic record, which is a reflection of each student's personal Wake Forest legacy.

The Honor Code and judicial system are still applicable to students studying away from the Reynolda Campus. Students found in violation of the Wake Forest Honor Code or study away program rules (provided to students during on-site orientation) will be subject to the Wake Forest judicial system.

For every violation, an incident report will be submitted to the Center for Global Programs & Studies and the Office of the Dean of Students. Students will then be contacted regarding any sanctions or hearings related to their charge. Students wishing to contest a violation may submit a letter to their resident professor, the WFU Center for Global Programs & Studies, and the Associate Dean of Students for Student Conduct.

Students endangering their own life, the lives of others, or found to be breaking local laws may be dismissed from the program. Students terminated from a program are not eligible for a refund and typically receive grades of "F" for all coursework.

While abroad, students are bound by the laws of the host country. If a student is found breaking a law, there is often little that Wake Forest University or the United States can do on the student's behalf. The United States government/Embassy can only seek to ensure that its citizens are not discriminated against; that is that they receive the same treatment, as do citizens of the country in which they are arrested who are charged with the same offense. Penalties for drug violations in other countries are often more harsh than those of the U.S. Students should use good judgment and be informed of the laws of the country they are visiting.

Causes for Dismissal from the Program (Not an Exhaustive List)

- No overnight guests are allowed. Students found breaking this rule will be immediately dismissed from their program
- Use or possession of illegal drugs
- Alcohol abuse
- Endangering the life of oneself or that of other program participants
- Violation of local laws
- Behavior or conduct that brings disrepute to Wake Forest
- Multiple unexcused absences as agreed upon with the Resident Professor or on-site director during on-site orientation
- Not maintaining at least C average (2.00 GPS)
- Taking fewer than 12 credits

ON-SITE RULES

- All students will receive program-specific rules during their onsite orientation
- Students are encouraged to speak to the onsite team regarding any questions or confusion about the program rules

Academic Administrative Review

Honor System

Wake Forest University upholds the ideals of honor and integrity. The [Honor System](#) is central to University life; its essence is a commitment by each person to do what is right and abide by community standards. Each student is pledged to be trustworthy in all matters, and a violation of that trust is an offense against the community as a whole. In the specific terms of the Honor Code, a student pledges in all phases of life not to cheat, plagiarize, engage in other forms of academic or social misconduct, deceive, or steal. The strength of the Honor System derives from the commitment of each and every student to uphold its ideals.

The undergraduate student conduct system is jointly administered by the Office of the Dean of the College, the Office of the Dean of Student Services, and the Judicial Council. Complete details are available at the Offices of the Dean of the College and the Dean of Students.

Student Complaints

Situations may arise in which a student believes that he or she has not received fair treatment by a representative of the University or has a complaint about the performance, actions, or inaction of the staff or faculty affecting a student. There are mechanisms in place for the reporting and resolution of complaints regarding specific types of concern (student conduct, honor system, bias, grade dispute, harassment and discrimination, for instance), and these should be fully used where appropriate. Students are encouraged to seek assistance from faculty advisers, deans' offices in the College or Business School, or the Office of the Dean of Students when evaluating the nature of their complaints and deciding on an appropriate course of action.

The complaint process outlined below is meant to answer and resolve issues arising between individual students, the University, and its various offices when a mechanism for reporting and resolution of the specific type of concern is not already in place. A complaint cannot be filed on behalf of another person. A complaint should first be directed as soon as possible to the person or persons whose actions or inactions have given rise to the problem—not later than three months after the event.

For complaints in the academic (i.e., classroom) setting, the student should talk personally with or send a written complaint explaining the concern directly to the instructor. Should the student and instructor be unable to resolve the conflict, the student may then turn to the chair of the involved department (in the Wake Forest School of Business, this would be the dean) for assistance. The chair (or dean) will communicate with both parties, seek to understand their individual perspectives, and within a reasonable time, reach a conclusion and share it with both parties. If the student's complaint is not resolved by these procedures, he/ she should consult with the Office of Academic Advising for assistance. Finally, a student may appeal to the Committee on Academic Affairs, which will study the matter, taking input from all parties, and reach a final decision concerning resolution.

For complaints outside the academic setting, the student should talk personally with or send a written complaint explaining the concern directly to the individual involved. Should the student and individual be unable to resolve the concern, the student may then turn to the appropriate

administrative channel for assistance, which may be an immediate supervisor, department head, or Dean. The immediate supervisor, department head, or dean will meet or communicate with both parties, seek to understand their individual perspectives, and within a reasonable time, reach a conclusion and share it with both parties.

Finally, a student may appeal to the vice president with administrative responsibility for the issue that is the subject of the concern. The vice president will study the matter, work with the parties, and reach a final resolution. Students uncertain about the proper channels are encouraged to seek advice from faculty advisers, deans' offices, or the Office of the Dean of Students.

Probation/Suspension

Any student who is placed on probation because of honor code or conduct code violations may be placed on such special academic probation as determined by the Committee on Academic Affairs. The Committee on Academic Affairs may at any time suspend or place on probation any student who has given evidence of academic irresponsibility, such as failing to attend class regularly, failing to complete papers, examinations, or other work on time, failure to earn more than six grade points in any semester, or failing to maintain a minimum GPA (see Requirements for Continuation in the Wake Forest Bulletin).

If poor academic performance is attributable to circumstances over which the student clearly had no control (e.g., serious injury or illness), the student may, after consultation with an academic counselor or dean in the Office of Academic Advising, petition the Committee on Academic Affairs for further consideration of his or her status. In deciding whether to permit exceptions to the foregoing eligibility requirements, the Committee on Academic Affairs will take into account such factors as convictions for violations of the College honor code or social conduct code, violations of the law, and any other behavior demonstrating disrespect for the rights of others.

Any student convicted of violating the honor code and, as a result, suspended from the University or assigned the penalty of "activities suspension" is ineligible to represent the University in any way until the period of suspension is completed and the student is returned to good standing. Such students also may not be initiated into any fraternity or sorority during the time of the sanction.

No student suspended from Wake Forest may take coursework at another institution and have that work transferred to Wake Forest for credit.