CIEE Study Center at Universidad de Chile, Pontificia Universidad Católica de Chile and Universidad Diego Portales

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Part I: The CIEE Program in Santiago

WELCOME TO YOUR ADVENTURE IN CHILE

Numerous CIEE alumni have confirmed that living and studying in Chile is a wonderful experience. Santiago, its capital, stands at an elevation of around 2,500 feet in a wide plain about 60 miles equidistant from the Andes Mountains and the Pacific Ocean. The snow-capped peaks of the Andean chain are sometimes visible from the city. The fifth largest city in South America (over six million inhabitants), Santiago was founded in 1541 by Pedro de Valdivia. The city combines a pleasant mixture of colonial and modern buildings and is laced with parks. The Mapocho River, running through a stone channel, divides the city. More than a third of the residents of Chile live in the capital, which dominates the political, economic, and cultural life of the country.

Participants say...

Give yourself time to get to know the many faces of Chile. I don't know how anyone could help but fall in love with the customs, the food, the culture, and most of all, the people of Chile!

The most desirable aspect of the program is the chance to visit a quickly changing part of the world. Chile is a beautiful country with a fascinating history.

The program offers all the essentials to establish yourself as a student and citizen in Santiago. What you do from there is up to you; you can do a million things to take advantage of your time here, and I’m sure the CIEE staff will help you in every way they can.

Your Hosts: Universidad de Chile, Universidad Católica de Chile, and Universidad Diego Portales

Both the Universidad de Chile and the Pontificia Universidad Católica de Chile host the CIEE Study Center in Santiago.

Founded in 1842, the Universidad de Chile, known as “la Chile,” is the country’s preeminent public university with 20,000 students and a faculty of 5,000. It offers courses in 13 facultades. La Chile has campuses throughout Santiago.

Founded in 1888, the Pontificia Universidad Católica de Chile (PUC), known as “la Católica,” is the country’s leading private university with 18,000 students and 1,800 faculty. Courses are offered at 17 schools spread among four campuses in and around Santiago.

Additionally, as of Fall 2010 CIEE students have the unique opportunity to take direct enrollment courses at the Social Sciences Department of the Universidad Diego Portales (UDP), which includes Political Science, History, and Sociology. The UDP was founded in 1982 and is one of the leading private universities in the nation.

Academic Program

Founded in 1992, the CIEE Study Center in Santiago, provides a supportive environment for students who have at least six semesters of college-level Spanish (or the equivalent) to directly enroll in two of Chile’s major universities. This program was the first in Chile to offer students the possibility of selecting courses at more than one Chilean institution of higher learning. Given the array of disciplines and courses available to participants, the program is suitable for both undergraduate and graduate students with strong Spanish language skills. All courses are taught in Spanish.

The atmosphere of the three host universities is quite distinct in terms of socio-demographic backgrounds of the student bodies, their political leanings, size of classes, and infrastructure. The opportunity to enroll in more than one Chilean university is quite unique and provides insight into the diversity of the Chilean educational system.

Academic Culture

Chilean universities convey knowledge through different strategies and methods; innovation, design, participation, memorization, and expositive lectures are part of in-class academic culture. In most classes, a great deal of emphasis is placed on lectures, memorization and note taking in most classes. It can take a while to learn how to study effectively in the Chilean system, especially in terms of acquiring reading material and knowing what professors expect. Chilean classmates are often an excellent source of help. Average class size is 20 to 30 students.

The first semester of the Chilean academic year begins in March and ends in mid-July, and the second semester begins in mid-July and ends in mid-December. A year-long program of study in Santiago can begin either during the North American fall (academic year program) or spring...
semester (calendar year program). Academic year students who begin their study during the North American fall semester have a two-month break between semesters and are encouraged to travel in Latin America. There is a break of about to weeks between the spring and fall semesters for calendar year students. Students may also choose to spend a second semester in the CIEE Study Center in Valparaiso, Chile.

Faculty
The CIEE courses are taught by local faculty. All other courses are taught by faculty from the Pontificia Universidad Católica de Chile, Universidad de Chile and Universidad Diego Portales.

Courses
All students take the required two-credit Contemporary Chile course before the start of university courses. Following this course, students enroll in 4-6 regular university courses for which they meet the prerequisites at the Pontificia Universidad Católica de Chile, Universidad de Chile, and/or Universidad Diego Portales (this also includes a maximum of 2 CIEE courses and the CIEE Spanish language course for foreigners). Depending on the level and interest of students, they may also continue their Spanish language study during the semester.

All courses are taught in Spanish.

Recommended credit for the semester is 17-20 semester hours/25.5-30 quarter hours and for the year is 34-40 semester/51-60 quarter hours.

As final course offerings won’t be available until you are onsite, you will register for courses after the onsite orientation in Santiago.

Nature of Classes
CIEE courses are with CIEE students only. Participants also enroll directly in host university courses and take classes with Chilean students.

Economics and Business Courses
Economics and Business courses at La Chile and La Católica are equivalent to graduate level business school courses in the U.S. These two universities are ranked among the top five business schools in Latin America. Nearly half of the CIEE students enrolled in business and economics courses at these universities have dropped them mid-semester for fear of failure. The most difficult courses are the basic required courses: macro and microeconomics, trade, and finance. Chilean professors often use these courses to weed out students. Even those students who pass do so with a grade that would translate to a C or D (U.S. equivalent). There are a few courses at the Universidad Católica that are indicated for foreign students and tend to be of a high quality but less quantitative. These would be preferable for CIEE students.

The resident staff will be there to advise you while you’re selecting your courses.

Cultural Activities and Field Trips
The program includes visits to sites of historic and cultural importance in Santiago and its environs. These activities, which vary each semester to take advantage of seasonal and current attractions, usually include a tour of the city of Santiago walking and by bicycle, a visit to the memorial of the victims of the 1973 coup, classes of Chilean traditional dance in folkloric places, soccer games visits and traditional places like Pablo Neruda’s house museum.

In addition, there are two weekend trips each semester: a trip to Iquique Region in the far north with enormous historical, economic, anthropological and ecological region. The other trip is to Temuco area, in the south of the country, where the group has the opportunity to meet, talk and share the traditions of the Mapuche ethnic groups of La Araucanía.

A final schedule of activities and trips will be available during orientation.

Volunteer and Internship Opportunities
Non-credit volunteer and internship options are available, primarily in social service organizations and NGOs. CIEE students can volunteer with organizations involved in social policy, community service, and education. For advanced Spanish speakers, CIEE can arrange non-credit internships at both private and public institutions as well as nongovernmental organizations. Information and available positions will be provided onsite.

Second Semester Option in Valparaíso
Students enrolled in the academic year program in Chile may choose to spend the second semester at the Universidad Católica de Valparaíso. Valparaíso is a port city about two hours by car from Santiago. It is the second most important city in the nation and the seat of the Chilean congress. At the Universidad
Católica, students may enroll in any university course for which they have the prerequisites. Students may choose the Valparaiso option when they begin the academic year in either the North American fall or spring semesters. Students already in Chile may change from the Santiago to Valparaíso option by notifying the Administrative director no later than December 1 for the fall semester or May 15 for the spring semester.

**Student ID**

You will receive a student ID from the La Católica, La Chile and Diego Portales with your picture on it. Benefits of a student ID can range from access to the library to reductions in museum fees, cinema tickets, concerts, trains, etc. At La Católica, the ID provides an email account.

**Participants say...**

Don't freak out if you don't understand anything at first; Chilean Spanish is very difficult but you will learn the slang quickly.

Realize that language skills will come a little slower than you expect. Patience-above all-is the key!

The majority of the classes and the professors were quite good. One of the attractions of this program is that one can take all one's classes with Chileans.

In the Economics school of the Universidad de Chile the classes were extremely interesting yet difficult. They offer an incredibly thorough study of business disciplines from a different point of view than I have received. However learning and figuring out the system of the department (libraries, the professors, the tests, etc.) was very taxing at first.

**DEPARTURE AND ARRIVAL**

**How do I get there?**

The cost of transportation to and from the program is not included in the CIEE program fee. Students should make their flight reservation to arrive on the date and time indicated in the Program Dates, Details & Updates document of your My CIEE online checklist. Those students whose arrival coincides with the indicated times will be greeted by the CIEE Resident Staff.

Please be aware: tickets purchased on the Internet are usually very restrictive. It is better to use student travel agencies to get student travel discounts and more flexible tickets with smaller change date fees.

Flights from the U.S. to Chile are usually overnight flights. Please keep this in mind when reserving your ticket and make sure you arrive on the day the program starts.

**Discount on Airfare**

As a part of your program fees you will receive an iNext (www.iNext.com) insurance card/student ID that allows a $15.00 discount on flights costing $100.01 to $249.99 and a $25.00 discount on flights costing $250.00 or more when you purchase your airfare through Student Universe (www.studentuniverse.com). Simply type iNext in the Promo Code text box when you go to finalize your reservation. Student Universe is a travel agency that offers plane tickets at a reduced student rate. Aside from Student Universe’s already discounted student fares and the iNext discount, most Student Universe tickets allow changes to the ticket for as little as $50. If you have one of these tickets, you can make your plans to travel independently even after you have already arrived on-site. Your iNext card is valid for 365 days and the code can be applied towards any two airfares purchased while you are covered by iNext.

**What happens when I arrive?**

With your student visa, you will not be required to pay the reciprocity fee at the Santiago airport (approximately $131 USD) in cash.

CIEE organizes a group pick-up time at the airport where you will be met at the Santiago airport and travel together by bus to the orientation hotel if you arrive during the designated pick up time on the day of arrival.

If you travel independently, you will be responsible for meeting the rest of the group at the orientation site. Information about the location will be in the Final Details email, sent one month prior to the program start date.

**Taxi:** The cost of a taxi from the airport to the hotel is approximately US $25 (CLP 15.000).

**Transfer Bus:** There is a reasonably priced shuttle van from the airport (for up to 8 people) that will drop you at your hotel. Upon exiting customs, ask anyone for a "transfer," and they will direct you to a transfer bus booth where you purchase a ticket. Give them the name and address of the hotel. Please tip the driver US $1 per suitcase once you reach your destination.

**Bus:** There is a regular shuttle from the airport to the center of the city of Santiago. From the center you can take a taxi to the hotel.
**Tip!**
Upon your arrival at the hotel, it is a good idea to call your parents. A brief phone call telling them that you have arrived and are fine will relieve them of any worries. At this time you can also pass along exact information on how they may reach you.

**ONLINE PRE-DEPARTURE AND ON-SITE ORIENATIONS**

Students begin their study abroad experience in Santiago before even leaving home – by participating in a CIEE Online Pre-Departure Orientation. Meeting with students online, the Resident Director shares information about the program and site, highlighting issues that alumni have said are important, and giving students time to ask any questions before leaving home. The online orientation allows students to connect with others in the group, reflect on what they want to get out of the program, and learn what others in the group would like to accomplish. The CIEE goal for the pre-departure orientation is simple: to help students understand about the program and site, as well as their goals for the program so that they arrive to the program well-informed and return home having made significant progress toward their goals.

All students must attend the three-day orientation (except for academic year students in their second semester) in Santiago. If you are delayed en route to the orientation site, you must leave a message with the Latin America Program Staff in the CIEE Portland Maine office by calling 1-800-40-STUDY as soon as you realize you will be late. The first few days you will be housed in a hotel before you move to your housing with Chilean hosts.

Orientation consists of two parts. First, you will receive a structured introduction to the country, the culture, and the academic program. Secondly, you will receive practical information about living in Chile and discuss the following topics:

- A review of emergency procedures
- Detailed information on health, personal wellbeing, and safety issues.
- Academic information relating to the program and the universities.
- Discussion of cross-cultural issues.

Following orientation, students enroll in a 10-day interdisciplinary course introducing them to contemporary Chilean issues.

In addition, a mid-semester monitoring workshop for homestay and academic experiences, and the re-entry workshop held at the end of the semester are designed to assist students with cross-cultural adjustment and adaptation. Ongoing support is provided on an individual and group basis throughout the program.

**CIEE OFFICE**

CIEE maintains an office at the Universidad de Chile. You may use this address for your mail:

Your name  
c/o CIEE  
Avenida Portugal N°24  
Santiago, Chile  
Telephone +56-2-9782293 _ 9782173

**CIEE PROGRAM STAFF**

The resident staff is available to advise and help students with academic, administrative, and personal matters during regular office hours and in cases of emergency. We encourage you to respect the many demands on their time. Bring problems to their attention as soon as they arise and, whenever possible, during the hours they have set aside for this purpose.

**Dr. Patricio Varas Guerrero**, Resident Director, has a Ph.D. in Linguistics at the Pontificia Universidad Católica de Valparaíso, Chile. His Ph.D. focuses on models of discourse processing, based on corpus linguistics, to explain how different groups use language to reach their functional goals. He lived for 10 years in Bogotá, Colombia, where he earned his M.Sc. in Development Planning and Administration, from Universidad Los Andes. His practical experience has been in the fields of international development projects and public policy at governmental organizations in Chile and Colombia, as well as teaching courses in public policy analysis at Universidad de Los Andes.

**Elsa Maxwell**, Assistant Resident Director, is in charge of managing academic processes and cultural programs at the CIEE Study Center. Elsa has a B.A. in International Relations and Spanish from Augsburg College, and a M.A. in Latin American Studies with an emphasis in Comparative Literature at the Universidad de
Chile in Santiago. Elsa has been with CIEE for five years.

Participants Say...

I think the best part of the program is that it doesn’t overdo things. It is there when you need it, but you can also forget about it and really immerse yourself into the culture.

The most desirable aspects of the program were the university life-in that you actually take classes with Chilean students-and the experience of living with a family, which was pretty well coordinated.

The amount of freedom a student has, coupled with the positive aspects of living with a host family, are excellent aspects of the program.

Talk to the coordinator about your interests and find out about things that you could get involved in early in the semester when projects are beginning to get developed.

Registration

You will register for your courses during the third week of your stay in Chile. Please remember that due to the large number of course offerings, there will probably be a difference with your planned schedule. During orientation, registration, add/drop procedures, and deadlines are outlined in detail. Keep in mind that registering at the Universidad de Chile, Universidad Católica, and Universidad Diego Portales is a very time-consuming and bureaucratic process. Be prepared to deal with a different university system and be patient.

Students must obtain syllabi for each course they take and submit these to the resident CIEE staff by the end of the registration period (the exact deadline will be announced at orientation). CIEE forwards a course registration form along with these syllabi to your home school. Without these syllabi, you will not receive credit. To be sure you receive proper credit, keep a copy of each syllabus (and even course work) until you receive your transcript. We suggest you follow these guidelines:

- Do not count on other students to hand in course syllabi for you. We need one copy per student.
- Write your name on the top of each syllabus, the term, and the college. (Example: Jane Doe, Semester I, 2008, PUC).
- Do not staple your syllabi together; use a paper clip to clip them together. Keep a copy of each syllabus until you receive an official transcript with all your Chilean grades. You should also keep a photocopy of all papers you submit at least until you have received a final grade report. This will help avoid problems regarding course equivalency once you return to the U.S.

Please keep in mind that CIEE cannot be responsible for distributing your syllabi to your home institution, but we can try to help.

* Tip: Advisor contact information

Be sure to take your academic advisor’s contact information in case you need to verify credit transfer of certain courses during registration.

Grades

Your professors submit your final grades to the Resident Director, who in turn forwards them to the CIEE home office. Because the Resident Director must obtain a final grade from every professor for each student, this process often takes two months after the end of the program. We then send your grades to your U.S. sending university.

We do not release grade reports directly to students.

* Trap: Late Grades

Students have sometimes had difficulty receiving course credit when they expect it. Remember that Chile is on the opposite academic calendar from North American universities. The first semester of the academic year begins in March and ends in July. The second semester begins in August and ends in December. Grades for Semester I should arrive on your campus by mid-September. Grades for Semester II, by early March. Please consider these dates when choosing whether to participate in this program.

Attendance Policy

You may be easily distracted by many new opportunities and experiences during this exciting time of study abroad. Stay focused by attending class regularly. Note too that absences may be considered a sign of disrespect to the instructors. No matter what your home school or your host school policies are, these are CIEE’s rules regarding attendance:

1. Class attendance is required throughout the program.
2. Students may not arrive late or leave early from the academic program unless it is for an academic purpose. The student’s home
institution must then submit a written request to CIEE.

3. Semester students may be excused from class only with the permission of the Academic Director.

4. Students who miss class for medical reasons must inform the Academic Director.

5. Students who do not attend all classes faithfully will receive a written warning from the Academic Director. Continued absence may lead to dismissal from the program.

6. Students are not permitted to travel away from the program site while the program is in session except over weekends during which no program activities are scheduled.

Meeting Chilean Students

Almost all of your classes will be held in buildings filled with Chilean university students. Taking part in student activities and joining university clubs are a great way to meet Chilean students. Signs announcing student activities (films, sports clubs, parties, etc.) are posted throughout campus buildings.

**Extracurricular Activities:** CIEE staff helps interested students participate in the following extracurricular activities: not-for-credit internships, language exchanges with Chileans, and volunteer opportunities.

* Tip: Advisor contact information

Read the signs and announcements around campus about cultural and social events. Many of these events are FREE!!!

Housing and Meals

Final housing selection is determined during orientation. Because of potential last-minute changes, you will not know your housing address before you depart for Chile. Have your mail sent to the program address until you are on site and situated in your semester housing.

**What type of housing will I have?**

You will live in a private, middle class home. We try to ensure that you are placed in a home where there are no other English speakers. Living in private homes is considered the best of the housing possibilities in Santiago because of its practicality and its contribution to the program objectives.

**What will my housing be like?**

The houses are comfortable, but expect differences from what you are used to. Some homes may be smaller or more crowded. In Chile, some middle class homes have maids. Note that while maids generally clean your room, you are responsible for the day-to-day picking up of personal items. Most families have washing machines, though not necessarily dryers.

**Should I bring my host family a gift?**

Bringing a gift for your host family is a nice gesture and a great way to start off the right foot! It will be difficult to get very personal gifts as you will not know about your host family until you arrive. However, a good idea is a picture book of the region you are from. It serves as a good base for conversations and your family will enjoy seeing photos of your region. Special packaged food or crafts from your region would also make nice gifts. Chocolate is also a good idea or souvenirs from your college or university.

**How can I best get along with my host?**

During the orientation, you will receive a housing contract that provides you with the housing guidelines; the host family will be given the same guidelines before you move in with them. It is very important that you respect these guidelines.

Of course you want to be well received by your host family. It is important to remember that although you will most likely be treated as another member of the family, you will also be treated to some extent as a guest in their home. Be considerate of your host family and respect their concerns, which may include the following:

- Phone ahead or leave a note if you will be late coming home for a meal or if you will be coming home late at night. Families usually expect you to be home at a reasonable hour, especially on weeknights, so be respectful of their concerns. It may make your host parents uncomfortable to have you coming and going at all hours of the night.

- Respect your host family's belongings. Remember to ask permission to use stereos and other equipment or to go into the rooms of members of your host families.
• Be aware that it is not appropriate to enter the rooms of members of the opposite sex, even if they are brothers or sisters in your host family.

• Do not leave things in the bathroom unless advised to do so. Your host family will show you where to leave them.

• If you smoke, ask where it is permissible.

• To feel secure in your new home, put your valuables (money, travelers’ checks, passport, etc.) in a safe place. Your host family cannot be held responsible for theft and neither can CIEE. You can lock valuables in your suitcase or your closet, or lock the door to your room when you go out.

• Do not develop the habit of lending money to or borrowing money from your host family.

Moving in will involve some adjustments that may be hard at first. Imagine yourself moving back with your own family to live, particularly after having had independence to do things without your family’s immediate influence. You must be prepared to live by your host’s rules. Try to handle difficulties that come up on your own. Your hosts may not intuitively understand your needs (for example, you may have trouble finding space to store all you bring with you), so communicate your concerns and work things out with them. Only after attempting to resolve any problems by yourself, should you ask help of the resident staff.

One discussion that is difficult to have, but which students have said helps a lot, is to talk about the hosts’ expectations in having you stay with them, and yours in wanting to stay there. Watch out for a tendency to immediately criticize what is different from your own standards. You may find some things you have trouble accepting, but at least try to understand and interpret in terms of societal and cultural differences.

Can I have guests?

If you are planning to have guests during your stay in Chile do not assume that they may stay with you in your family housing. In most cases it is preferable and most comfortable for everybody, if friends and family stay in a hotel. If you would very much like for them to stay with you, please ask your host family in advance and be prepared to compensate them for the extra expenses.

Ask your host family upon arrival about bringing friends over, until what time they can stay, and if they permit friends of the opposite sex coming over. This does not mean sleeping over, which is never permitted. Always ask your host mother’s permission before bringing a friend over to eat dinner.

What about meals?

Breakfast, lunch, and dinner are provided by the host family and included in the program fee, except for the orientation period during which one dinner is at the student’s expense. If a student is not able to go home for lunch a bag lunch will be provided.

As in the United States, the time that meals are served and what is served varies from household to household. Since the diet includes a fair amount of fruits and vegetables, vegetarians should have no problems. If you do not like a certain dish, say so. Families can be flexible and adapt meals to a certain extent to things you like. You cannot, however, expect them to rearrange their cooking for you nor can you expect them to purchase special items for you because of a special diet. You should receive healthy meals and portions. If this is not the case in your home, discuss it with the Resident Staff.

What if I follow a special diet?

CIEE cannot guarantee that a home will provide a vegetarian, macrobiotic, or other special diet. If you have a medically certified diet, please notify CIEE staff immediately. The resident staff will make every effort to find a suitable situation.

Contributing something occasionally towards a meal, such as fresh fruit or bread, is also something most host families greatly appreciate.

Living with Chileans is one of the most important parts of your learning experience in Chile. You have to adapt on a day-to-day basis to another culture, another mentality, another way of facing problems and making decisions. You will be exposed to other points of view and be closely involved with people from a different culture. We believe that if you are happy in your living situation, your studies will progress faster and your adjustment to living in Santiago will be easier. It will also add to your understanding of Chile and greatly enhance your overall experience.
What about laundry?
Your host family will wash your clothing and linens once a week. However, they are not responsible for washing heavy items such as coats and sleeping bags or doing your dry-cleaning. Students may take these items to a local laundromat.

What if I'm not happy with my housing?
If you are uncomfortable with your housing arrangements, please discuss the situation with Student Coordinator immediately. Each house has been rated by the students who lived there before you; however, simply because a prior student has recommended a house does not necessarily mean it is the best place for you. If you have a problem, ask to move. We're here to help. However, we may ask that you stay with your present host up to a maximum of 2 weeks (in most cases it will be less) while the Housing Coordinator attempts to find another family.

Participants say...
Talk to your family a lot. Be honest with them. Buy them flowers every now and then.
Realize that this is a big city environment and a lot of time is spent commuting.
Talk to your family as much as possible, and let them know of any problems that you may be having, even with them. Tell them your expectations and also ask theirs. Communication is very important. It’s best to clear things up from the start instead of letting things build up. Talk out your frustration and find options.
If you aren't happy with your family: change—because my family was the most wonderful part of my stay.

Part II: Before You Leave Home

A LOT TO LEARN

Preparing for study abroad entails a lot more than just packing a suitcase. In fact, the thought and effort you put into preparing yourself will largely determine the success of the program you are embarking upon. At CIEE, we will do everything we can to provide you with the information you require prior to departure. But there is only so much we can do, and it is important for you to recognize your own responsibilities, which include:

- Thoroughly discussing your study and travel plans with your financial aid office, study abroad office, and academic advisor.
- Making any necessary arrangements for the following academic year, including housing, registration, and graduate school application. If you are a senior, be sure to make necessary arrangements for graduation.

- Reading all of the materials on your checklist, including this handbook. Many of the questions that students ask are answered in this handbook.

- Doing additional reading about the region/country you will be visiting and the customs of the host culture. While you could not possibly be prepared for every new experience that awaits you, reading about the host country will give you a base of knowledge that will serve you well in the early weeks of the program. (Refer to the Reading List at the back of this handout for required and recommended reading.)

- Arriving at the program site with an open mind, a sense of adventure, and a positive attitude toward what lies ahead.

- In addition to these required steps, there is a lot more we recommend you do to inform yourself before you go.

Get a Good Guidebook

The CIEE Santiago has a collection of Chile and South American guide books for student reference, but some students prefer to purchase their own guidebook to orient themselves prior to departure. The Lonely Planet series is useful. Other guide books include the Let’s Go, and Real/Rough Guide series. Insight Guides provide good background and cultural information. Pay particular attention to sections on obtaining maps and other information from tourist offices, customs of the host country, currency exchange, telephoning home, safety, transportation, and general travel advice.

Tap Other Resources

Other good ways to learn about your new home:

- Check your college or university study abroad office for useful services and information.

- Seek out Chileans through cultural organizations, international student organizations, and Spanish or Latin American area studies departments or centers at your university.

- Surf the Web. Many web sites, such as www.lonelyplanet.com, offer travel
• Check libraries for detailed information and keep yourself informed of current events through the news media.

• Consult the list of past program participants on the Program Dates, Details and Updates document. They have agreed to be contacted about their experience. Some of their comments are interspersed throughout this handbook and others are listed in the back.

Brush Up Your Spanish

It is a good idea to sharpen your Spanish skills before departing. Listening to Spanish tapes, watching films, reading newspapers, and talking to native speakers or fellow students are excellent ways to do this. There are also Spanish-language television stations that broadcast programs in Spanish throughout the U.S. Watching novelas (Spanish soap operas) or the evening news are also great ways of improving your listening comprehension.

Frequently, students who have studied Spanish for several years are surprised to find that they have difficulty understanding the language as spoken by native speakers. This is quite normal. In your foreign language class at home, you can quickly catch your instructor's accent and other personal speech characteristics. However, this may not be possible once you go abroad and are surrounded by native speakers. Do not worry: it gets easier.

Check Travel Advisories

The U.S. government issues travel advisories and consular information sheets for most countries. This information may be heard anytime by dialing (202) 647-5225 or at the following website: travel.state.gov. You can also get this information at any of the 13 regional passport agencies, by writing and sending a self-addressed, stamped envelope to the Citizens Emergency Center, Bureau of Consular Affairs, Room 4811, N.S., U.S. Department of State, Washington, DC 20520.

Be Informed about Home, Too

It is important that you be well informed about your own country, region, and hometown. New friends and acquaintances in your host country will be just as curious about you as you are about them. Be prepared to discuss your home political system, culture, traditions, history, holidays, geography, and social structures.

Participants say...

I would suggest reading a lot about Chile before you come.

Plan ahead. There is a lot of free time that could be spent traveling through South America. There is an incredible amount of things to do and see! Don't forget to get a Lonely Planet travel guide; it's essential.

ESSENTIAL DOCUMENTS

When preparing to travel and live abroad, it is essential that you obtain all the proper documents prior to your departure. CIEE cannot accept responsibility, financial or otherwise, for a student who travels without the proper documents.

Passports

You must have a signed passport valid for six months or the duration of your program plus any post-program travel, whichever is longer. If you do not have a passport, apply for one immediately as the process can take several weeks or even months.

Where and do I apply for a passport?

U.S. citizens applying for their first passports must apply in person at a passport agency or at one of the several thousand federal or state courts or U.S. post offices authorized to accept passport applications. Applicants must present the following materials: 1) a completed Passport Application Form (DS-11); 2) proof of U.S. citizenship (certified birth certificate, expired passport, certificate of naturalization, or consular report of birth); 3) personal identification bearing your photograph and signature, e.g., a valid driver's license; 4) two recent passport-sized photographs; and 5) a check or money order to pay for your application.

* Trap: Passport Pitfalls

Under no circumstances should your passport be altered. Guard it carefully against loss or theft. Do not forget to sign your passport. Never pack your passport in luggage while traveling; it should be easily accessible at all times.
* Tip: Take a lost passport kit

It happens. So save yourself a major headache. Take with you two US-produced passport photos, a certificate copy of your birth certificate (which you can shrink to wallet size), and the face page of your passport. Keep this, "lost passport kit" separate from your actual passport. Also leave one copy of the passport face page with your parents or guardian and give another copy to CIEE staff at the host site.

Visas

A visa is an endorsement or stamp placed in your passport by a foreign government allowing you to enter and stay in that country for a specified period of time.

Will I need a visa?

Yes. All participants in the program should obtain a student visa. Detailed information on how to apply for the student is located on your My CIEE online checklist.

The visa process (this includes gathering documents for the visa) takes approximately 8-16 weeks depending on the police report/FBI Background check required by your consulate.

If you are not a U.S. citizen, you must contact the Chilean consulate to obtain the necessary forms to apply for your student visa.

The student visa must be registered in Chile within 30 of your arrival in the country. CIEE Resident staff will help students with these procedures during the first three weeks of the program.

Please read the Visa Information document on your checklist for more information about student visas. Follow the instructions carefully to facilitate your entrance into the country.

* Trap: Apply from outside the US

A US student applying for a visa from outside the US may not be able to obtain one. Please check with the appropriate consulate.

IMPORTANT INFORMATION:

When you go to the Chilean consulate to pick up your student visa, look over the spelling and order of your name on the visa before accepting it. ON THE VISA YOUR NAME MUST APPEAR EXACTLY AS IT DOES ON YOUR PASSPORT. If you find mistakes, ask the Consulate staff to fix it immediately. If you travel to Chile and then realize there are discrepancies between your visa and passport, you will have to go through extra proceedings in Chile to correct errors.

Documents for non-U.S. Citizens

What documents do I need as a non-U.S. citizen?

If you are not a U.S. citizen, check with your consulate for regulations regarding your stay in Chile and reentry into the United States. As visa procedures may vary, you should also check with the Chilean consulate that has jurisdiction over your place of residence immediately for their specific visa procedures. Failure to do this may result in your being refused permission to enter the country or not even being allowed to board the aircraft at the point of departure. Also, you should call the nearest district office of the U.S. Immigration and Naturalization Service (INS) for information on the documents necessary for you to leave and re-enter the U.S.

What documents do I need as a permanent resident?

Permanent residents need to apply for a Re-entry Permit, which serves as a passport while overseas. Being out of the United States for more than one year may jeopardize your permanent resident status. Check with the nearest INS office for information regarding documentation and procedures for return to the U.S.

What documents do I need as a stateless person?

If you do not have a country of citizenship, contact the nearest INS office and the appropriate consulate or embassy to determine the procedures you must follow to obtain the proper travel documents and visas. In addition, be sure to check with the consulate of any country where you may be spending a night or more in transit to the country of your study program. Failure to do this may result in refusal of permission to enter that country or even to board the aircraft at the point of departure.

Immunization Records

Currently U.S. citizens are not required to take any specific immunizations for travel in Chile. If you enter other countries where immunizations are required, you must present a record of vaccinations. The most widely recognized document for this purpose is the yellow World Health Organization booklet, International
Certificates of Vaccination, which is available from most doctors and health centers.

**HEALTH**

*What health-related steps should I take before I leave?*

You are required to complete a Physician’s Medical Report in order to participate in the program; please be sure it indicates any allergies you have, in particular to medications.

In addition, we strongly urge you to have a complete physical and dental checkup before departing. Any required dental work should be done at home. Women should also have a checkup by a gynecologist.

*What medical supplies should I take with me?*

If you take prescription drugs, take a sufficient supply with you for your time abroad. (Be sure to take these in their original packages and with the original prescription.) Students who wear glasses or contact lenses should be sure to take an extra pair as well as a copy of their prescription. If you have a chronic illness that needs medical attention, have your doctor write a clinical report that can be given to a specialist in Chile if necessary. If you use contraceptives, please take an adequate supply with you.

Be prepared for the common cold and for stomach and intestinal disorders often caused by changes in diet and drinking water. It might be wise to take along small amounts of medications in case these problems arise; a discussion with your doctor may suggest which drugs to consider. Remember, however, to be careful about treating yourself, and be sure to seek professional help when necessary.

*What other precautions should I take?*

Inform the resident staff of any existing health problems, including mental health, or any potential problems you anticipate arising throughout the course of the program. This includes allergies to any medications. CIEE staff will use this information to in selecting your accommodations are made. Please inform the resident staff if you become ill during the program.

**AIDS:** The HIV virus is now pandemic, meaning it is present everywhere. Take the appropriate precautions; should you need an injection while in Chile make sure the needle comes sealed in a special package and is torn open in front of you.

**Smoking:** Note that smoking is much more common in Chile and in South America in general than it is in the U.S. The anti-smoking regulations that are common in the U.S. are not common in Latin America and are not enforced in Chile. Therefore, if you are allergic to or easily bothered by smoke, be aware that it will be more difficult to avoid in Chile than it is in the United States.

**CDC Recommendations:** The Centers for Disease Control (CDC), U.S. Department of Health and Human Services, has put in place a webpage for students studying abroad. It pulls together a number of documents that participants can find on the CDC site as well as a few links to other resources. The document is available at [http://www.cdc.gov/travel/study_abroad.htm](http://www.cdc.gov/travel/study_abroad.htm)

**INSURANCE**

If you are covered by a personal or parental insurance plan, CIEE recommends that you continue this coverage while abroad. Prior to departure, you should contact your current insurance carrier concerning coverage for accidents, illnesses, and liability cases that occur outside the United States. Check your policy's limitations before making any assumptions about coverage. Most U.S. based insurance companies will not cover property lost or stolen overseas.

**Accident and Sickness Insurance**

Each participant is covered by an Accident and Sickness Insurance policy designed to help cover the cost of accidents and/or routine sickness while abroad. Additionally, the policy offers Emergency Evacuation and Emergency Medical Transportation coverage, together with a 24-hour Travel and Medical Assistance Service. The policy also offers travel document replacement and limited travel delay and lost/stolen baggage coverage. Coverage begins two weeks before the program start date and continues for 364 days.

A complete description of the Accident and Sickness Insurance policy is on your checklist. It is important that you read the policy carefully and note exactly what coverage it provides, and note items that are excluded from coverage.
The Sickness Insurance is designed as an additional or top-up policy only, and does not cover liability. It also does not include routine physical, dental examinations, preventive medicine or psychological treatments. Students are not covered for injuries resulting from acts of war or other political unrest such as riots and demonstrations.

Please note that CIEE does not cover medical expenses on-site. Students pay for any medical costs incurred and then file a claim directly with the insurance company for reimbursement. CIEE does not act as an intermediary between participants and the insurance company.

**PERSONAL FINANCES**

**Cost of Living**

The exchange rate is not constant. The *New York Times* and similar publications publish exchange rates daily. You may also reference [www.x-rates.com](http://www.x-rates.com) or [www.oanda.com](http://www.oanda.com) for up to the minute exchange rates. You should keep abreast of how a rate fluctuates leading up to departure.

*What costs are covered by my CIEE fee?*

CIEE Study Center fees include pre-departure information and services, on-site support services, tuition, orientation, cultural activities, local excursions and field trips, and sickness insurance. The cost of lodging and meals is also included in the Santiago program. CIEE does not cover local transportation to and from your classes at the university, nor does it cover the cost of any textbooks. You will also have to pay lunch costs during the orientation program.

*What expenses should I budget for?*

You will need money for entertainment, toiletries, cosmetics, gifts, medical expenses, independent travel and local transportation. In general, the US $30 airport departure tax is included in your airplane ticket price, but if it is not you will need to pay this tax at the airport. Please refer to the CIEE website for estimated additional costs.

Besides inflation and currency exchange, another variable that will affect your spending abroad is your individual taste requirements. When creating a budget, it may be helpful to consider how much you normally spend in a semester and inflate it a bit. Although the cost of living for a student in Chile is comparable to that of a student in the U.S., the added cost of independent travel along with the impulse to splurge makes careful budgeting imperative. Former students have saved considerably through limiting meals to those provided by the program and limiting vacation travel to the general area around Santiago. We suggest you take extra money, if possible, for unforeseeable expenses.

**Financial Arrangements**

You will need to make arrangements regarding traveler’s checks, personal checks, credit cards, and bank cards before leaving home. See the section Money and Banking in Part III for details.

*Tip: Forget “Hey mom, send money”*

It is important that you make arrangements to receive enough money to cover your personal expenses for the time you are in Santiago prior to your departure from the United States.

**PACKING AND BAGGAGE**

Try to organize and pack a day or two prior to departure so that you can judge if you will be able to carry your bags (you must be able to do this). Some students have even practiced by carrying their bags around the block! Also, by packing early you will have time to rest before the long trip.

*What are the baggage limits?*

Limits vary. Read the weight limitation and baggage allowance information provided by your international airline carrier. Generally flights overseas permit two pieces of checked baggage and one carry-on piece. Each checked bag must weigh less than 70 pounds. Total dimensions (length + width + height) of the first piece must be less than 62 inches, and the second piece less than 52 inches. Total dimensions of the carry-on must not exceed 45 inches and must be able to fit below the seat in front of you or in the overhead compartment. If your baggage exceeds any of these standards you may be
what should i pack?

for a complete list of what to take, please see the suggested packing checklist at the end of this handbook. experienced travelers agree: take as little as possible.

climate and clothing: santiago winters (june to september) are cool and brisk, but temperatures never dip below freezing, and snow is rare. most homes and buildings, however, are not centrally heated, so it is important to take warm clothing for both indoor and outdoor use including warm sleepwear (like long johns). take clothing that can be layered, travels well, is versatile, and does not need ironing. summers (december to february) have little rain and warm weather. however, closer to the ocean the weather will be colder. there is little humidity—it is dry heat similar to arizona.

the style of dress in chile is casual but neat. bring a few dressy outfits that you can wear to more formal occasions. women wear dresses and men wear ties more often than their US counterparts. chilean culture does not appreciate ripped, torn, or dirty clothing. chileans tend to be very fashionable and the style of dress tends to be quite cosmopolitan. new styles are quick to appear in the malls and streets of santiago, but chileans prefer muted colors and subtle patterns to bold, daring designs. for both climate and fashion, however, the basic standbys remain jeans, sweaters, jackets, scarves and sneakers or boots. chileans almost never wear shorts. bring long pants, such as khakis, jeans, black pants, etc.

U.S. students have often said they have taken too much clothing. Do not forget that nothing ruins traveling abroad more than having too much luggage, especially when you have to carry it yourself. you can save packing space by coordinating your clothing so that shirts and sweaters can be worn with different skirts and pants. bring comfortable walking shoes. peg the weight of your clothing to the season you go; take wools and heavy cottons for winter and lightweight clothing for the summer.

participants say...

bring lots of layers for the winter (june, july and august), there isn't central heating. bring an umbrella!

Toilet Articles: it is not necessary to take a 4-month supply of the basics, since comparable and often the same products are available in santiago as in the united states. imported deodorants and hair care products, however, are expensive. both women and men should bring contraception if they think it will be necessary, as it may not be readily available or of unknown quality. bring an extra pair of contact lenses and/or glasses and all the contact solution that you need. these items may be expensive in chile.

prescriptions: if you take prescription drugs, try to obtain a six month supply. additionally, ask your doctor to give you a copy of the prescription with the name of the generic drug, not a brand name, as your brand may not be available in chile. when packing your medicine, package it together in a zip lock bag along with a copy of the prescription, a note from your doctor, and a prescription for the generic brand of medication. it is also your responsibility to check with chilean laws to make sure your medication can be brought into the country—the best way to do this is to check with the chile embassy in the US or to contact fed ex international shipping—they are up to date and familiar with substances that can be brought into the country.

under no circumstances should you ship prescription medications; ciee cannot be responsible for medicine being held up in customs.

film

If you do not have a digital camera, bring plenty of film as it is expensive in chile.

books for personal reading: books are generally much more expensive in chile than in the U.S. so bring a good supply. textbooks can be purchased in chile, but are expensive. most students will make photocopies through the university photocopying services.

linens: students are not required to take bedding. however, towels are not always supplied, so you may wish to take some (including a beach towel) or plan to purchase them in chile.

electrical appliances: u.s. electrical appliances require voltage transformers. in chile the voltage is 220 volts, instead of 110 volts as in the U.S. many students find it easier to purchase small electrical devices such as hair dryers upon arrival in santiago, as transformers are generally expensive. For any appliances you plan on bringing you will need a 2 round prong,
European style plug converter. These can also be purchased in Chile.

**Sports & Recreation:** Several ski areas are just over an hour's drive from Santiago. You can rent ski wear and equipment in Chile, though it may not be of the same quality you would find in the U.S.

Viña del Mar, the very popular year-round beach community and other beaches are about a 2-hour drive from Santiago, so be sure to bring a bathing suit. Some students have brought a surfboard, but check with the airline about transportation and packaging.

If you plan to participate in university sports, bring your own equipment; e.g., tennis racquet, hiking shoes, sleeping bag, climbing gear, etc.

**Music:** You may want to bring along some favorite CD's, your MP3 player or your ipod.

**Mementos from home:** Bring things from home that you can share with your Chilean family and friends. This includes pictures of yourself and your family in the U.S., recipes you like to cook, typical items from your community, college, or region of the U.S., and talents you may have and wish to share. There will be both formal and informal opportunities for you to share any talents you have in music, drama, dance, athletics, etc. Bring music and instruments or other equipment if practical.

**Gifts:** While not expected, it is nice to bring gifts for your host family. You will not know your family before arriving and thus not know exactly how many family members there are, but you should bring various small generic gifts such as picture books of the United States, and other memorabilia from your university and hometown. Past participants have suggested that a local product or a souvenir from your hometown or university is a nice gift.

* Tip: Passport and credit card numbers

Remember, leave a copy of your passport and credit card numbers at home.

**What if I want to have things mailed to me abroad?**

If you are considering having some items mailed to you after your arrival, see the section on Post Office and Mailing Procedures in this handbook. Former students stress this option should be used only if absolutely necessary as package delivery is unreliable and subject to heavy tax duties.

**PREPARING FOR CULTURAL ADAPTATION**

Although cultural adaptation is highly individual, research indicates that most people go through similar stages in adapting to a new environment. Any travel you've done abroad, and perhaps even within your own country, has exposed you to culture shock. But if you've never had to overcome culture shock, you might want to read about it before you depart. You will find books relating to culture adaptation and culture shock on the recommended reading list at the back of this handbook.

During your on-site orientation, the resident staff will discuss details about culture shock and give strategies for adapting to your new surroundings. Near the end of the program, they will also provide information on reverse culture shock and suggest ways of coping with returning home.

**The Glimpse Foundation**

CIEE is an institutional member of The Glimpse Foundation. As a CIEE student, you get access to a full range of services that will help you prepare for your time abroad and/or enable you to share your insights during and after your overseas experience.

These services include:

- Access to Glimpse's content archive, which currently contains over 400 student-written articles from 88 countries.
- Access to the Glimpse 'Ask the Expert' database so you can connect with current and returned study abroad students in your country/region.

To get started you will need to go to GlimpseAbroad.org at: [http://www.glimpse.org/](http://www.glimpse.org/)

Enjoy!

**Participants say...**

I personally underestimated the effects of culture shock. One needs to be forgiving of oneself as one gets acquainted with his/her new world and attempts to find his/her niche. Try to overcome any shyness.

This program strengthened my wanting to work overseas and opened some doors as far as returning to Chile to work or study. By far the greatest aspect of the program was the people that I got to know, because I know that I'll always have contact with them.
Part III: Living in Santiago

Sometimes living in a university environment abroad makes it easy to forget you’re not home. Remember, you are in another country with its own laws and customs, and they are different from the ones you’re used to. Be aware of this and conduct yourself accordingly. Also, be sure to attend classes regularly and participate in program activities.

The orientation described in Part I will cover practical aspects of living in a new place, Chilean laws, proper social conduct, and cultural differences, including race, gender and class. For example, some past participants have found that many Chilean nationals had a distorted and stereotyped image of U.S. women (often acquired through advertising, television, and movies). The Resident Staff will provide insights into the local culture’s view of women and suggest ways to reduce anxiety and to ensure personal safety.

MEETING CHILEANS

Just as it is impossible to define a typical American, it is equally impossible to define a typical Chilean. You will meet many types of people in Chile who have different opinions, attitudes, and habits. The more you interact with Chilean people, the better chance you will have of forming relationships and understanding the culture. During these interactions use common sense, intelligence, and a sense of objectivity. Be prepared to discuss your views freely and openly, and try to listen with an open mind.

You may arrive in Chile with some preconceptions about Chileans and may encounter some Chileans with preconceptions about people from the U.S. Try to put aside stereotypes and make judgments based on real experiences. If you are confronted with what you feel is a false stereotype about the U.S., be frank and truthful, yet tactful in your response. Avoid refuting arguments with odious comparisons to Chile. This type of response will only create bad feelings. A positive and serious response from you will help dispel myths about the United States.

Cultural Note: Women and gender issues

Some students may find that the role of Chilean women in their society is different than what they are used to in the United States. Santiago, like most cities worldwide, is exposed to many different accepted modes of behavior for both men and women. However, both male and female students may still experience challenges surrounding the roles each gender plays in Chilean society.

In public social settings such as dance clubs, it is important to remember to use common sense. If you do not feel comfortable, you should firmly say "no" to an invitation or find one of your friends to help you. Only give your address to people you know and trust. In time, you will become more comfortable with local values and customs and will begin to make friendships with Chileans.

Cultural Note: Minority issues

Students that are members of ethnic minorities, students with disabilities, gay and lesbian students, or overweight students may face particular difficulties in the study abroad setting. Chilean society is very homogeneous, and Chileans sometimes stare at people who look different. African-Americans participants in the past say they elicited stares. In addition, students who are very overweight may find their weight is commented on much more than they are accustomed to. Many students may encounter nicknames and expressions often reflective of stereotypes. Literally, some of these phrases may be translated as offensive. Please understand that this does have a cultural context. Resident staff is available to talk and discuss your experiences.
Participants say...

As an African-American student, I found my homestay to be very caring and non-discriminating. It was when I went out to a bar, for example, that I was often mistaken for a Brazilian or someone from the Caribbean. Although Chileans never treated me with disrespect, there are very few black people here.

As a black woman, I found it was helpful to discuss my experiences with other African-American students, emailing my advisor at school, talking with the resident staff and my host family. It was a positive way to learn about Chilean culture and also practice my Spanish.

Cultural Note: Gay, Lesbian, Bisexual and Transgendered (GLBT) Student Issues in the Latin American Context

Many gay institutions in Latin America are underdeveloped, with few resources and limited finances to promote and sustain GLBT organizations or NGO’s. However, there are numerous individuals and small groups who voice their opinion to promote changes in the laws, offer social services, establish coming out groups, and advocate for hospice/medical care and/or housing for GLBT individuals expelled from their home, etc. As is the case in many countries, such GLBT issues are often addressed publicly under the guise of HIV awareness campaigns or other projects related to human rights.

Regardless of their sexual orientation (or class), most men and women who are not married continue to live primarily at their family’s home indefinitely. The social and economic function of the family is an important one, especially when gay institutions are not well developed. In many countries, there is not welfare state and the family unit becomes a de facto security blanket for GLBT individuals. In addition, some researchers have noted that residing with families scattered throughout a city precludes the development of gay neighborhoods (with a possible exception of a small cluster of gay entertainment venues, if permitted by law).

This explains some of the differences with regard to GLBT issues in Latin America in comparison to the U.S. (where in many large cities you will not find such considerable obstacles to the formation of a gay consciousness and sense of open community regarding sexuality).

Participants say...

As a gay male, I found a great support network among the CIEE staff and volunteered at a local gay organization. This offered a unique perspective for me about who I am and my experience in this beautiful country. I was never afraid of the police, they are very respected (and non-corrupt) in Chile.

I am so glad that I indicated my sexual orientation on my housing form. CIEE was able to provide with an experienced and open-minded home-stay family who had no problem with me being a lesbian.

SAFETY PRECAUTIONS

The health and safety of program participants abroad is understandably an important issue for all concerned. CIEE was a founding member of the Inter-Organization Task Force on Safety and Responsibility in Study Abroad.

The CIEE approach to safety is threefold. First, we conduct a careful safety evaluation of every program we run. Next, when the students arrive on site, we conduct a thorough orientation which includes tips on reducing risk and handling difficult situations should they arise. Finally, program staff continuously monitors local conditions in order to provide guidance to participants throughout their stay.

Experience has shown that the single most important factor in assuring a safe study abroad experience is the sensible and cautious behavior of the participants themselves. When traveling abroad, you should exercise additional caution until you become familiar with your new surroundings. Always remain alert to what is going on around you, especially in crowded tourist areas and on public transportation.

Although Chile is safe, you must be careful about what you do and where you go, just as you would in any major city in the world.

Follow these general rules:

* Tourists are common targets for pickpockets. Be aware of your backpacks and cameras especially on crowded buses. Do not carry large amounts of cash or your passport with you. Never leave belongings in a parked car.

* Keep a suitcase that can be locked under your bed and leave your money, passport, camera, and other valuables secured in it.

* When you carry your passport, wear it around your neck in a thin pouch inside your shirt or a money belt. If you must carry it in a bag, use one that can be slung diagonally across your chest.
and that has a sturdy strap that cannot be easily ripped.

* At night, do not take shortcuts. Take a cab or walk on main streets.

* When carrying a purse or bag beware of young boys on motorbikes (especially on narrow streets). These boys may grab your bag or purse. If this happens, let go! If you do not, you may be dragged! Carry your bag or purse on the shoulder away from the curb.

* Do not accept rides with anybody you do not know.

* As noted earlier, keep a photocopy of your passport in a separate place. This will speed up the process of replacing your documents should they be lost or stolen. Never carry valuables in the pockets of your pants.

* Be especially cautious in areas frequented by tourists, especially in the downtown area of Santiago where there are lots of crowds.

* Be aware of the heating situation provided by your host institution and host residence. For locations where carbon monoxide-producing appliances may be present – i.e., any appliance that burns fuel such as gas, oil, kerosene, wood, or charcoal – detailed information on the possible dangers associated with such appliances, along with safe operating instructions, will be provided in the on-site program orientation. For further information, please visit the U.S. Environmental Protection Agency (EPA) website at [www.epa.gov](http://www.epa.gov). You may wish to take a small battery-operated carbon monoxide detector to have in your housing.

* Trap: Letting your guard down

When visiting a foreign country, you may well be enchanted by your surroundings and engage in behavior that is not typical of you. This may cause you to let your guard down and be susceptible to crime. Practice common sense and exercise good judgment.

**COMMUNICATIONS AND MAIL**

**Telephone**

Telephones are operated by various private phone companies. All local calls and overseas calls to Canada, the Caribbean, and the United States can be dialed directly.

The easiest way to make long distance phone calls to the U.S. is to purchase prepaid international phone cards in Chile. These cards can be used from your host family’s land line or a cellular phone. You may also call collect by saying "cobro revertido", but the cost is very high. Consult with the Resident Staff for more details.

Almost all students obtain cell phones once they arrive on-site. During orientation the staff will discuss purchasing a cell phone for the duration of your time in Santiago. Past participants have found this to be the best option for telephone calls.

Family and friends can call you from the United States directly by dialing the following sequences:

To a land line (home phone): 011-56-2- seven digit number.

To a cell phone: 011-56-9 - eight digit cell phone number.

Contact your long distance carrier for more information regarding international rates to Chile.

Some AT&T, MCI, or Sprint international cards can be used from a land line or cell phone in Chile. Note that these cards are usually only valid when making calls to the U.S.

* Tip: Dialing cell phones from the US

All cell phone numbers in Chile have eight digits beginning with a “7”, “8” or “9”. In order to call a Chilean cell phone from the United States, one must dial “011-569” and then the eight digit number.

**FAX**

The CIEE Office will send a free fax if you need course approval in order to guarantee a semester credit. Charges for other types of faxes will be based on current fax rates in Santiago. Incoming faxes should be addressed to you, using your full name.

**E-MAIL AND COMPUTERS**

Computers and e-mail are available at Universidad Católica, Universidad de Chile and Universidad Diego Portales once students have been registered for classes. There are also "cybercafes" in Santiago about which the Resident staff can give you further information.
* Tip: Short Phone Calls

Phone service in Chile is very expensive so the telephone is used for relaying brief messages or for emergencies. It is not used for long conversations as is common in most U.S. households. Please be considerate, and limit your time on the phone. You are responsible for paying local and long distance telephone calls. CIEE will not be able to release your grade report if you have an outstanding telephone bill.

POST OFFICE AND MAILING PROCEDURES

Early mail should be sent to you at the Program address. After your housing is assigned, mail may be sent to your Chilean family's address.

Please warn your parents that mail between the U.S. and Chile often takes 10-15 days. Although mail is usually reliable, occasionally items are lost in international mail. Register important mail or send documents Federal Express. Always identify your correspondence as Airmail because surface mail may take anywhere from 1 to 3 months as opposed to the 1 to 2 weeks for airmail.

Generally, you may bring personal effects, such as books, cameras, and laptops duty-free, provided they accompany you and are declared at the time you enter.

* Trap: No packages from home

Avoid having packages sent from home because they can be lost in transit and import duties are high. If item are sent to you, you will have to obtain an import permit, which is often a lengthy process, and you will probably have to pay the duty.

If you must have packages sent to you in Santiago, instruct the sender to use air parcel post with the words "Unsolicited Gift." Please note that any packages with descriptions of cosmetics, vitamins, or medicines will require that you solicit a certificate from the Chilean Health Department and pay a duty.

Packages with valuable contents such as laptops or cameras are subject to high import taxes.

Surface packages can take two months or more to arrive.

Note: Any package valued at US $30 or more, even unsolicited gifts, is subject to an importation tax that is approximately 30% of the value of the package. Cosmetics and medical products are subject to inspection by the Ministry of Health, which can substantially delay their arrival. We do not recommend sending laptops or any other valuable electronics through the mail, as you will have to pay very expensive customs taxes to receive them.

* Trap: Do not mail cigarettes or alcohol

It is illegal to send cigarettes or alcohol through the mail.

MONEY AND BANKING

Money

The national currency is the Chilean peso.

ATM/BANK CARDS

This type of debit card is widely accepted in Chile and, according to past participants, the best means to handle your finances abroad. Check with your bank for a list of international banking-system ATM machines in Santiago. In addition, check with your bank regarding international transaction and access charges associated with using ATM machines. In case your ATM card is lost or stolen, it is a good idea to have both a second ATM card and a supply of traveler's checks as backups.

Remember to keep a list of your credit card numbers and travelers check numbers separate from the cards and checks.

If you decide to use your ATM/Bank card as your primary way to access money, and the fees charged by your bank are high (per a transaction) then consider purchasing a small lock box (or you may not need it if your suitcase/luggage has a lock). That way, once you locate an ATM closer to your host family you can take out larger sums at a time and then go immediately home to put them away.

* Trap: Pin Numbers

For both credit cards and bank cards, inquire with the issuer to verify that the card is valid for an international banking system. And memorize your PIN in numbers not letters; foreign phone pads are often configured differently.

Traveler's Checks

Traveler's checks are the safest form of payment. As long as you have a record of your
traveler’s check numbers, you can recover stolen or lost amounts. Be sure to buy your traveler’s checks before you depart the United States. You will need your passport to cash them. The best rates are found at the casas de cambio on Av. Pedro de Valdivia Norte o Agustinas. Keep in mind, however, that once you leave the city, traveler’s check will be difficult to cash. You can, of course, exchange dollars for pesos; the exchange rate is slightly better, but the risk is higher.

Personal checks
You are not advised to take personal checks since it is quite a complicated process. Just to have the check cleared takes one month.

Credit Cards
An American Express card, Visa card, or MasterCard can be useful for emergencies. However, be aware that the exchange rate offered by credit cards is sometimes worse than what is offered for travelers’ checks and cash. You may use these cards in Chile, and charges in pesos are usually credited in dollars. Most hotels, restaurants and stores accept major credit cards. For cardholders, American Express is especially good because it will exchange personal checks drawn on U.S. accounts for travelers’ checks or pesos.

You may be able to use your credit card to withdraw money from 24-hour bank machines. Make sure credit cards will not expire during your stay. And make arrangements while home to have statements sent to you in Chile by airmail.

Participants say...
Make sure your ATM card will work in Chile and have a second option if it does not work. Cirrus and PLUS are widely found in Chilean cities.
Have someone deposit money in an account at home or bring traveler’s checks. I would say that you have got to be careful about how much money you spend or it will disappear rapidly.
ATM is more convenient than traveler’s checks.

BANKING
We strongly advise you not to open a bank account. There is a minimum required balance, and the procedure is very complicated and time-consuming.

Regular banks in Chile are open Monday through Friday from 9 a.m. to 2 p.m. For changing money the casas de cambio offer better rates and longer hours. Shop around on Pedro de Valdivia Norte or Avenida Agustinas as some places do not charge any commission. The black market changers on the street do not usually offer a better rate and, since they are not legal, may put you at risk. After banking hours or on weekends, you may be able to cash travelers' checks at hotels or businesses accustomed to dealing with tourists. In an emergency situation, you can ask for a loan from the Resident Director.

MEDICAL FACILITIES
As a student, you have access to medical facilities at both universities. You may also use private clinics. You will be given detailed information on these facilities during the orientation.

Students should not expect any medical attention from the American Embassy. The Embassy physician will not, under any circumstances, take you as a patient, but they will refer you to English-speaking specialists.

GETTING AROUND
Local Transportation
Orientation will include information on how to travel by bus in Santiago. This is often an inexpensive and convenient way to commute in Santiago.

Of course, there are taxis throughout Santiago, but they are much more expensive than buses. However, this is a good way to travel at night. A subway system also circulates through the center of Santiago.

Independent Travel
You will no doubt want to explore this city, particularly on weekends. You can also plan longer vacations exploring other regions of Chile. Before leaving the U.S., gather as much information as possible about places you may want to visit. Of course, this may require additional funds.

Look in your CIEE acceptance materials for locations of National Tourism Board of Chile offices.

Other sources, which may be helpful, are the various Michelin Guides, the Lonely Planet series, and the South American Handbook published by Rand McNally. Once in Santiago, visit the SERNATUR at 1550 Avenida Providencia (Phone: 69-82-151 and 60-60-474).
Modes of Travel for Long Distance

Bus: Travel by bus in Chile is safe, rapid, and moderately priced. Vehicles are usually air-conditioned, luxury tour buses. Some discounts are available to students with a student ID card. Many of the national bus companies cover all regions of the country. There are also international bus routes to and from Argentina, Brazil, and Peru.

Railroad: The State Railway (EFE) offers rail service from Santiago to a limited number of cities in the south. From Santiago, there is rail service to Talca, Chillán, Concepción, Puerto Montt, and other minor branch lines.

Air: LAN CHILE, Chilean National Airlines, and flies domestic routes throughout the country, and has flights to Easter Island. International flights land at Santiago's Comodoro Arturo Merino Benitez Airport. Other than the Santiago airport, the other Chilean airports are located in Arica, Iquique, Calama, Antofagasta, Concepción, Temuco, Valdivia, Puerto Montt, Balmaceda, and Punta Arenas. Check with your travel agent about special air passes (which include stops in several destinations in Chile for a certain price). These must be purchased before you depart the United States.

Hotels

Acceptable hotel and pension accommodations cost from $15 to $150 a night. The more expensive hotels accept international credit cards.

* Trap: Wherever you go travel...

You must inform the Resident staff and your host family of any travel involving an overnight stay outside Santiago. Failure to do this may result in your dismissal from the program.

RELIGIOUS ORGANIZATIONS

If you are religious or interested in religious organizations during your stay in Santiago, please ask the Resident staff for information on local churches and/or religious organizations.

ILLEGAL DRUGS

Penalties for drug violations in Chile are often harsher than in the U.S. If you use illegal drugs, you may be expelled from the study program, and the local police may prosecute you as a criminal. Remember that you are subject to Chilean laws. You are not protected by your own country's laws. The U.S. and other governments can only seek to ensure that their 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.

VOTING WHILE ABROAD

U.S. citizens who expect to be away from home on Election Day may request absentee ballots in person or by mail from their local election offices. Procedures vary by state but are usually quite simple if you have already registered to vote.

If you have not arranged this before leaving home, you may use the provisions of the Overseas Voting Rights Act of 1975 which requires states to establish a means for citizens residing overseas to apply for voter registration. Some states permit you to use an FPCA (Federal Post Card Application) to register. Others use an SF76 that serves as both an application for registration and as an absentee ballot. You can get a list of states' voting requirements from the Federal Voting Assistance Program: www.fvap.gov

If you are a citizen of another country, consult the authorities governing elections in your own country for similar instructions before you leave.

* Trap: Notarize your ballot

FPCA forms used to register or obtain a ballot must be notarized. If you believe you have been wrongfully denied the right to vote, you may write to the Department of Justice, Civil Rights Division, Washington, D.C. 20530.

INCOME TAX

Most U.S. citizens and residents must file U.S. income tax returns even if their earned income is exempt from taxes. State requirements vary; call or write to the appropriate state office.

Internal Revenue Service income tax information and forms are available at U.S. Embassies and Consulates. Since tax laws change from year to year, direct any questions to the U.S. Consulate. Non-U.S. citizens should contact the appropriate authorities in their own countries for taxation information.

EMERGENCY CONTACT INFORMATION

In case of an emergency, parents or family can reach you by calling CIEE. The home office is in daily contact with our Santiago office.
Contact information for the CIEE home office will be included in an email final mailing, sent about a month before the program starts, to both you and the emergency contact designated in your application materials.

**Part IV: Policies and Procedures**

Please click on the following link to view CIEE’s Policies and Procedures: [http://ciee.org/study/terms.aspx](http://ciee.org/study/terms.aspx).

This website includes:

**General Policies**
- Admissions
- Late Arrival and Early Departure
- Exceptions
- Drug and Alcohol Violations
- Alcohol Policy
- Dismissal from the Program

**Academic Policies**
- Student Academic Orientation
- Course Loads, Credits, Equivalencies and Grades
- Academic Records
- Attendance
- Pass/Fail and Audit
- Drop/Add Period
- Incompletes
- Withdrawal from a Course
- Academic Honesty
- Appeals

**Program Fees and Payment Policies**
- Confirmation of Participation
- Payment of CIEE Program Fees
- Due Dates, Late Fees and Interest
- Exclusion from Participation
- Late Fees and Interest
- Withdrawal and Deferral Policy
- Program Cancellation

Please make sure to review this website. Your signature on the “Program Participant Contract” indicates that you have read and agree to comply with all of the policies provided to you on that website.

**A NOTE FROM CIEE**

**Credits and Grades**

Most students who choose to go abroad for a term or a year report that the experience is one of the most powerful and enjoyable parts of their undergraduate education. We hope that when you return home, you will have had an equally memorable experience.

Many students report that study abroad is also challenging, and that coming to terms with the challenges is one of the things that make it so powerful and memorable. Some students, however, report that the challenges of dealing with another country’s academic culture are sometimes more frustrating than enjoyable.

The academic programs that CIEE provides are to varying degrees integrated into another culture’s academic framework, and are often governed by rules that are unfamiliar to U.S. students. At CIEE we want you to experience the challenges of adapting to a new culture, of accepting different teaching styles, and embracing forms of learning that may be different from what you are used to.

But we are sure you will agree that problems associated with your credits and your grades should be avoided—that these should not turn out to be “opportunities for growth.” We want to help you avoid these problems, and with some careful planning and attention to detail, you can:

1. **Managing Your Registration.**

You are probably going to sign up for five classes during your session overseas. Although it’s surprising, one problem faced by some students when they return home is that the Course Registration Record we have for them doesn’t match what the student actually took. You can avoid this. Read on.

**Make it your responsibility to keep your Course Registration Record accurate and up to date.**

Students select a preliminary course schedule, either in the U.S. before going abroad or after arrival at the Center. The courses selected constitute your Preliminary Registration, which will be sent to your home or sending school. There will be an opportunity to change courses during the first days of the regular semester (the “drop-add” period). Once this add-drop period ends, all courses for which you are registered will remain final, and will be permanently listed on your Course Registration Record. These will be the courses that will appear on the credit and grades report that we will send to your home or sending school after the session ends (called the “CIEE Academic Record”).

Although CIEE staff, both in the U.S. and at your site, will make every effort to ensure that your Course Registration Record is accurate, we cannot do this unless you correctly follow all the
formal procedures for making changes. **You must fill out a form to drop or add a course.** It is not sufficient to tell your professor, the CIEE Resident Director, or another staff person that you are changing courses—you must complete all required paperwork or the change is not official. In some cases you will also be required to obtain permission from your home institution.

To sum up, **make it your responsibility** to ensure that your Course Registration Record is accurate. If at any time you are not sure, ask to see a copy of it.

**There’s a difference between DROPPING a course and WITHDRAWING from one.**

As noted above, once the drop-add period is over, all the courses for which you are registered will remain permanently on your record. However, if you realize, **after the end of the drop-add period but before the middle of the session**, that special circumstances will prevent you from completing a course successfully, it may be possible to “Withdraw” from the course. Please also be aware that it is not possible to add a course after the add-drop period. If you do withdraw from a course, it will remain on your CIEE Academic Record with a “W” grade. Permission to Withdraw from a course is not automatically granted just because a student is not doing well; it is only granted when there are circumstances that the Resident Director believes **prevented** a student from doing well, and **only before the program’s withdrawal deadline**. There is also required paperwork to complete if you are withdrawing from a course.

After the withdrawal deadline, all courses that remain on your Course Registration Record will be posted on your CIEE Academic Record with a letter grade. If you stop going to a course, fail to take the final examination, or fail to turn in required coursework, you will receive an F.

2. Getting Good Grades.

**The time to think about your grades is at the beginning of each course, not at the end.**

Make sure you understand the basis on which the professor will be assessing your work. Practices vary from country to country. Often a single final paper or examination will be the most important (perhaps the only) opportunity to demonstrate what you have learned and/or achieved in the course. In some courses, the basis for grades may have been explained during orientation or during the registration process. An explanation may appear on the course syllabus, and/or the professor may announce grading policies. In some cases, you may not be sure how the professor will be calculating the grade. In this case as well, **make it your responsibility to be sure you understand the basis for grading in each course.** If you’re not sure, ask the professor or the Resident Director.

**How am I doing?**

Although grading differs from country to country, there are general guidelines that we can offer.

In the U.S., a student usually forms an idea of how he/she is doing as the semester progresses based on a self-appraisal of participation in class and a general sense of what the professor cares about. In most overseas situations, it is much more difficult, and often not possible at all, for a student to determine this. Although we ask our teachers to give students ongoing feedback, their own academic cultures are often very different in this regard, and many teachers do not always offer feedback in a way that enables a student to form a reliable opinion of his/her progress. We strongly recommend that you ask your professor how you are doing, perhaps two weeks after the semester has started and again two or three times during the session. Don’t wait until mid-term time to do this.

“Demanding” doesn’t mean the same thing in most overseas academic cultures.

U.S. students are accustomed to forming an idea of how demanding a teacher is based on the pressure that is applied on a day-to-day basis. In the U.S., if a professor repeatedly challenges students to show they have read and understood the assignments, and then chastises those who can’t answer, students will conclude that this is a demanding teacher. This doesn’t always happen overseas. “Demanding” in an overseas context may mean simply that the grades awarded at the end of the course are lower than those awarded by other professors.

Because of these differences, you need to take stock of your situation early and often. If the regular clues are not present, you should ask, “How am I doing?” If there isn’t yet any basis for the professor to answer that question, you should ask, “What is important in this class? What should I be doing in order to succeed?” Make it your responsibility to actively seek confirmation of how well you are doing in each course.
All the CIEE staff, both in the U.S. and at your program site, want you to have an enjoyable and successful session overseas. We are committed to offering top-quality assistance to help you understand the host culture and its constraints. Please do not hesitate to contact any staff member if we can advise you on how best to manage your overseas experience.

Have a great year, learn all that you can about your temporary home, and try to bring back an excellent and accurate academic record.

**CONCLUSION: THE CHALLENGE IS UP TO YOU**

Your stay abroad may be one of the most vital and rewarding times of your life. Don’t worry about what you are going to miss at school by going overseas. You will learn so much abroad! The people you meet and the situations you experience may be invaluable in the years to come.

We hope you will arrive prepared to adjust to a way of living that is different from your own; to a way of thinking that may be, in some cases, more traditional, more conventional, and more conservative than your own. You will also most likely encounter new and different views about the U.S. and its people. Take the opportunity to learn from these and to clarify misconceptions about the U.S. when you can.

Remember that each person you meet will see you as a representative of the United States. If you can accept differences cheerfully and with an open mind rather than attempting to alter the environment around you, you can contribute to a positive relationship between the country and the United States.

*CIEE wishes you every success during the coming months.*

Participants say...

*Overall my experience abroad is something that I would not trade for anything. Being abroad gave me the opportunity to push myself beyond my comfort zone thus increasing my abilities to deal with more confidence. My only advice to those coming abroad is to constantly push yourself. Venture out on your own and don't let your fears deprive you of the opportunity to try something new.*
SUGGESTED READING LIST

We urge you to read books to expand your knowledge of Chile and ease your adjustment to Chilean culture. Many of these publications can be purchased at your local bookstore or may be available for reference at your campus study abroad office or local library.


**Fiction Novels**


**General Latin America**

**Books On Cultural Adaptation**

Adaptation to a new culture can be difficult. The following reading list contains publications that deal specifically with issues of culture shock and the difficulties associated with living overseas. Many of these books can be purchased at your local bookstore or may be available for reference at your campus study abroad office or local library.


WEBSITES

www.ciee.org/isp
CIEE's web site on international study programs. If you have not already, take a look and find out about other CIEE activities around the world. CIEE-ISP is located in Portland, Maine.

http://www.studentuniverse.com/ - Geared towards students traveling abroad, all CIEE students also receive a discount on airfare!

www.puc.cl
To learn more about the Pontificia Universidad Católica in Santiago, Chile.

www.uchile.cl
To learn more about the Universidad de Chile in Santiago, Chile.

www.chile.cl
General information about life in Chile and local resources, hotels, events, etc.

www.emol.cl
Up to date news from Chile’s widely read newspaper in the country about current events and news from Santiago and other regions.

http://travel.state.gov
The U.S. State Department Bureau of Consular Affairs home page providing Consular Information Sheets, Travel Warnings, U.S. Passport Information and Application Procedures, U.S. Consulate and Embassy Addresses Abroad, and U.S. Customs Information.

www.miusa.org
Website of Mobility International USA. Very helpful resources and support for students with disabilities who want to study overseas.

www.cdc.gov
U.S. Centers for Disease Control and Prevention. Provides updated information on required immunization and regional health advisories for travelers.

www.oanda.com/converter/classic
Current exchange rates.

www.netcafes.com
Look up cybercafes in Chile

www.lonelyplanet.com
On-line travel guide to Chile from the well-informed Lonely Planet series of travel guides.
SUGGESTED PACKING CHECKLIST

You will want to pack what best reflects your own life style and taste, but CIEE recommends the following for Chile:

**Important Documents**

- Passport/Photocopy of passport (keep separate from passport)
- Airline ticket (save the return ticket if it is a round-trip ticket)
- Traveler's checks/List of traveler's check numbers (keep separate)
- CIEE pre-departure materials and final email
- Home Advisor’s address, fax, e-mail

**Clothing**

- Pants, including some lightweight
- Skirts, dresses, including some dressy
- Short-sleeved permanent press shirts
- Sweaters, including some that can be worn under a jacket
- Sweatshirts
- Blue jeans/corduroys
- Shorts for warm weather
- One nice outfit for winter, one for spring
- A coat and gloves for colder weather
- A week's supply of underwear, including some long
- A formal dress or suit for more formal occasions
- Casual clothes for weekends and lounging
- Bathing suit
- Shoes: sturdy, comfortable walking shoes, flip flops or sandals, dress, athletic
- Belts
- Pajamas/nightgown
- Sports jacket (optional)
- A tie

**General--Optional**

- Money belt or pouch
- Nail scissors
- 2 round prong European style plug adapte
- Any medication you are taking and a copy of the prescriptions generic name
- Sewing kit
- Soap, toothbrush/paste, deodorant, Band-Aids
- Soap dish
- Small pocket Spanish-English dictionary
- Spanish grammar texts
- Aspirin/antacid/cold medicine/anti-diarrhea medicine
- Pictures of your home, family, university and region
- Brush/comb
- Pocket knife- pack in your luggage!
- Extra pair of glasses or contact lenses, prescription
- Contact lens solution
- Backpack for traveling
- Gynecological supplies (tampons are very expensive in Chile)
- Travel alarm clock
- Travel smoke alarm (if you plan on staying in youth hostels while traveling)
- Contraceptives
- Guidebook
- Portable Discman, MP3/IPod
- Reading material: books, magazines
- Camera and film/blank CD’s to burn photos/flashdrive
- Flashlight
- Good pair of sunglasses
- Umbrella
- Washcloth, towel or beach towel for traveling
- Sleeping bag and tent (if you like to camp)
- Battery operated CO detector
- Laptop (optional) with electrical adapter and security/theft recovery software - if you plan to take a laptop, be sure you have the appropriate electrical adapter. Additionally, we recommend that any students taking a laptop consider installing security/theft recovery software. One example of this software is Computrace LoJack for laptops, made by Absolute software.

**NOTE:** Towels and linens will be provided by your homestay family.

* Tip: Supermarkets are well stocked and almost all U.S. toiletries are imported and available. Similarly, good yet expensive clothing can be purchased in Chile if necessary.