Congratulations on your decision to intern this summer! We have no doubt that it will be a life-changing adventure. We're glad to have you with us.

Here you will find more details about your program and find out what you need to do next. You should also begin filling out your online predeparture forms that are accessible in your MyIESabroad account.

Feeling lost? Your IES Internships Advisor is here to help. Just call 800.995.2300 or email internships@IESabroad.org.

How will this experience redefine you? We can't wait to find out!
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Getting Started

WHAT YOU NEED TO DO

Confirm your Place in the Program
Submit the Confirmation Form.

Check, Renew, or Apply for your Passport
If you do not have a valid passport, renew or apply for one immediately.

Read Your Predeparture Information and Student Handbook
Navigate through this Predeparture Information using the tabs above.

Submit your Online Forms
Pro tip: Keep this window open to refer to the detailed Predeparture Information while you complete your forms. Be sure you meet the forms deadlines!

Register for the required Internship Seminar
Submit the Internship Seminar Registration Form to select the required 1- or 6-credit Seminar as soon as you have received more detailed instructions from us. Be sure to meet with your home school advisor to get courses approved.

Plan a Budget
Understand how to pay your bill by reading the "Tuition & Financial Aid" section under the Your Program tab above and talking to your home school study abroad office. Be sure to check out IES Internships' scholarship and aid options.

WHAT YOU CAN EXPECT TO RECEIVE FROM US

Housing Assignments
If you submit your Housing Form and Medical Report on time, you will receive your housing
assignment and the program participants list at least three weeks before the program begins.

**Final Email with Arrival Information**
Before you go, you'll receive an email from us that will include emergency contact information and final arrival instructions.

**HOW TO CONNECT WITH OTHER STUDENTS**
Like our Milan Facebook Page and our main IES Abroad page.

Follow us on Instagram at @iesabroad

Read student blogs.

Contact a past participant.
Plan Travel

We recommend reading this section of your Predeparture Information first to make sure you know right away:

- How to obtain any necessary travel documents
- Which dates to use when booking your flights
- What to do once you land in your host city, and who to call if you run into bumps along the way

Passport & Visa

Passport

If you have not already done so and plan to attend an international program, apply for your passport immediately!

You must have a valid passport before you can apply for any other required travel documents. Your passport must be valid for at least six months beyond the end date of your program.

The U.S. Passport Application Process

The current passport application process requires:

- A passport application
- A true certified copy of your birth certificate
- Two identical passport photos
- An application fee
- A personal ID
- A photocopy of your ID

Processing your passport application can take up to six weeks. You can expedite this process by paying an additional fee.

For further instructions on obtaining a passport, visit travel.state.gov or call the National Passport Information Center at 877.487.2778. You can also call your local post office to locate passport agencies in your area.

Passports for Non-U.S. Citizens

If you are a non-U.S. citizen, follow your government’s procedures for obtaining a passport. If you are not currently in your home country and you need to renew your passport, contact your country’s nearest
To obtain consulate phone numbers, please refer to www.state.gov/s/cpr/rls/fco.

Caring for your Passport

- Sign your passport as soon as you receive it.
- Keep a photocopy of your passport with you at all times, preferably in a money belt or similar carrier that can be concealed underneath your clothing.
- Leave copies of the identification page of your passport and any other governmental travel documents with a responsible third party or saved online in case your documents are lost or stolen.
- Do not carry your passport or wallet in a backpack. These are easy targets for thieves, especially in crowded areas.

Entry Documents

The visa is an official authorization affixed to your passport which provides proof that you have the permission of the Italian government to enter Italy and study for the allotted time.

U.S. AND EU CITIZENS
U.S. citizens are not required to have a visa to study on all IES Abroad Summer programs in Italy. A visa may be required, however, if you plan on extending your stay in Italy beyond 90 days. Check the visa requirements with your Consulate if this applies to you.

NON-U.S. CITIZENS
If you will enter Italy on a non-U.S. passport, you may be required to obtain a visa prior to your arrival in Italy. You should determine your specific visa requirements as soon as possible by contacting your Italian Embassy or Consulate directly. Also, if you plan on traveling to other countries while you are abroad, you may need an additional visa. Please contact the embassy for the country to which you intend to visit.

Things to Keep in Mind
IES Abroad advises on Student Visa procedures for travel requirements relevant to the IES Abroad program. IES Abroad is not responsible for advising students on visa issues related to traveling to Italy early, staying late, or visiting other countries not required by the program. For that information, please contact the embassy of the country you intend to
Travel Dates

Book your flight according to these official program dates:

Consult your IES pre-departure guide in IES Portal

Arrive at the airport by 12:00 noon for mandatory first day check-in activities.

Program Calendar
As soon as a preliminary program calendar is available (at least a few weeks before the program starts), it will appear above. However, this calendar is subject to change. Please do not make independent travel arrangements (including visits from family or friends) before you arrive on-site, receive any calendar updates from the IES Abroad Center staff during orientation, and finalize your course registration. Remember that you will not be excused from academic obligations, including final exams or required IES Abroad events nor from your internship placement, in order to travel independently. You can easily make personal travel plans once on-site!

Booking your Flight
These discount student travel websites may offer tickets with flexible return dates, usually for a fee:

- www.STAtravel.com
- www.StudentUniverse.com
Here are a few other travel websites that may have competitive fares:

- www.Kayak.com
- www.Expedia.com
- www.Orbitz.com
- www.Travelocity.com

IES Abroad does not endorse and cannot be held liable for any of these travel companies.

**Early Arrival Policy**

You may not move in to your IES Abroad housing early. If you arrive before the official arrival date, you are responsible for your accommodations until you move in to your IES Abroad housing on the first day of the program.

If you plan to arrive early or stay beyond the program end date in an international location, we recommend that you purchase additional health insurance coverage through Cultural Insurance Services International (CISI), your IES Abroad health insurance provider during the duration of your program. See the IES Abroad *Student Handbook* for more information.

If you must leave your home country more than one day prior to the program start date, you should notify your IES Abroad Advisor of your plans immediately.

If you are arriving early, please use the Additional Comments section in the *Arrival Form* to inform IES Abroad of your accommodation arrangements.

**Check-In**

If you arrive in Milan before the arrival date, you must plan to reach your housing assignment in the morning on the official arrival date to attend a check-in session and to receive necessary information for your first days on the program.
If you arrive early and are in independent housing (not assigned by IES Abroad) you will need to check-in at the Milan Center no later than 2 p.m. on the official arrival day to pick up your public transportation pass and essential information about your program and the orientation.

**Early Accommodations**
Past students and visiting families have stayed at the following hotels. You can also search for accommodation options on hostelworld.com or tripadvisor.com.

<table>
<thead>
<tr>
<th>Hotels Near the IES Abroad Center</th>
<th>Hostels Near the IES Abroad Center</th>
<th>Hostels Near the City Center</th>
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<tbody>
<tr>
<td><strong>Hotel Mercure</strong></td>
<td><strong>Ostello Bello</strong></td>
<td><strong>Ostello Burigozzo 11</strong></td>
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<tr>
<td>Via Pietro Orseolo 1</td>
<td>Via Medici 4</td>
<td>Via Marco Burigozzo 11</td>
</tr>
<tr>
<td>Tel. +39 02 582 7801</td>
<td>Tel. +39 02 36582720</td>
<td>Tel. +39 02 58314675</td>
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<tr>
<td>Fax +39 02 83242220</td>
<td>Fax +39 0236582721</td>
<td>Fax +39 02 58303598</td>
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<tr>
<td><a href="http://www.accorhotels.com/gb/hotel-7926-mercure-milano-solari/index.shtml">Website</a></td>
<td><a href="http://www.ostellobello.com">Website</a></td>
<td><a href="http://www.ostelloburigozzo11.com">Website</a></td>
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<tr>
<td><strong>Idea Hotel</strong></td>
<td><strong>Antica Locanda dei Mercanti</strong></td>
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<tr>
<td>Conca del Naviglio 20</td>
<td>via San Tomaso, 6</td>
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<tr>
<td>Tel. +39 02 36 60 48 00</td>
<td>20123 Milano</td>
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<tr>
<td>Fax +39 02 49 52 21 51</td>
<td>Tel. +39 02 8054080</td>
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<tr>
<td><a href="http://www.idealhotel.it/web/guest/idea-hotel-milano-corso-genova">Website</a></td>
<td><a href="http://www.locanda.it/">Website</a></td>
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<tr>
<td><strong>NOTES:</strong> we no longer have an agreement for a discounted rate</td>
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<tr>
<td><strong>King Hotel</strong></td>
<td><strong>Milano Chic Sempione</strong></td>
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<tr>
<td>Corso Magenta 19</td>
<td>Via Privata Giovanni Calvino, 11</td>
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</tr>
<tr>
<td><a href="http://chicsempione.newgenerationhostel.it/">Website</a></td>
<td>Tel. +39 02 34691135</td>
<td></td>
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<tr>
<td><strong>Milano Urban Brera</strong></td>
<td><strong>Hostel Piero Rotta</strong></td>
<td></td>
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<tr>
<td>Via Renzo Bertoni, 3</td>
<td>via Salmoiraghi, 1</td>
<td></td>
</tr>
<tr>
<td>Tel. +39 02 655602</td>
<td>20148 Milano</td>
<td></td>
</tr>
<tr>
<td><a href="http://urbanbrera.newgenerationhostel.it/">Website</a></td>
<td>Tel. +39 02 39267095</td>
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</tr>
<tr>
<td><strong>NOTES:</strong> This hostel is neither located near</td>
<td>Fax +39 02 33000191</td>
<td></td>
</tr>
</tbody>
</table>
Late Arrival Policy

Late arrivals are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

If you are delayed due to flight cancellations or delays before you arrive in your host city, please contact IES Abroad Chicago (800.995.2300 during business hours; 800.766.7793 emergency phone after hours). Our staff will communicate the details of your delayed arrival to the on-site Center staff.
If you arrive at the airport in Milan after 12:00 noon (and therefore risk not arriving at your housing by 2:00 p.m.), you should contact a member of the IES Abroad Milan staff at the phone numbers listed in the Contact Us section.

If you do not have a cell phone with you, purchase a phone card at any of the newsstands in the airport (ask for a “Scheda Telefonica”), then find a pay phone (located throughout the airport), and insert the phone card into the appropriate slot (as the card is new, first break off the perforated corner on the card – you must do this or the phone will not accept the card!)

Talking directly to the staff will allow them to give you specific instructions, taking into account the time of day and your particular situation.

**Early Departure Policy**

Early departures are not permitted unless warranted by a documented medical or family emergency and approved by IES Abroad.

It is not possible to reschedule a final exam or paper deadline or miss time at your internship placement in order to accommodate early departure for personal travel, including plans to attend events back home like a friend or relative’s wedding, a family reunion, or a graduation ceremony.

**Arrival**

**Arrival Document**
This document will provide all the information you need for your first 24 hours: your time traveling, first arriving in Italy, and when you first arrive in Milan. Print off a copy and bring it with you!
Milan is served by two airports: Malpensa (MXP) and Linate (LIN). Linate is just outside the city and deals mainly with intra-European and domestic flights. Flights into Linate are generally more expensive. Malpensa, which receives almost all of the transatlantic flights, is a newer, larger airport located approximately 30 miles from Milan. For more info on Milan airports, visit www.sea-aeroportimilano.it.

Arrival Instructions
All students must arrive in Milan by the official program start date and are required to stay through the official end date of the program. The IES Abroad Milan program officially begins at 2:00 p.m. on the arrival date. By arriving at your housing by 2:00 p.m., you will have a chance to settle in, meet your Italian Community Assistant, and get to know your neighborhood before you meet everyone for the welcome event that night. To account for travel from the airport to your housing, you should purchase a ticket for a flight that arrives in Milan by 12:00 p.m. at the latest.

With students arriving throughout the day, it is impossible to arrange group transportation from the various airports and train stations to your housing. However, some IES Abroad representatives will be at the arrivals area of both Malpensa and Linate airports after you pass through customs to ensure that you have the arrival instructions listed in this guide. Make sure to look for and check in with the IES Abroad representative before leaving the airport. They will advise you on how to proceed to your housing. Representatives will not be able to travel with you or help with luggage, so please plan accordingly. Remember, arriving in your housing by 2:00 p.m. is your responsibility.

Although you are free to arrive at your housing any way you wish, we recommend one of the following options:

- **From Malpensa**, you should board the Malpensa Express train found inside the airport on the 1st floor below the arrival area. Be sure to purchase your ticket before boarding. The ticket will cost about €12. Please double check the train destination and make sure you board the Malpensa Express train that goes to Milano CADORNA. Get off at the final stop in downtown Milan; the trip will take exactly 40 minutes and will end at Cadorna station. Once you get off the train, look out for the IES Abroad representative at the end of the track. He or she will direct you to the nearest taxi station, located immediately to
the side of the station. The taxi ride to your housing should cost between €10 and €20. It is not customary to tip taxi drivers in Italy.

- **From Linate**, we recommend that you take a taxi directly to your housing for a cost of approximately €30-40. You can also take a bus which leaves right outside the main arrival area and goes to the central train station (Stazione Centrale.) The fare to Stazione Centrale is about €5. Taxi fare from the central train station to the Center is usually between €10 and €20. It is not customary to tip taxi drivers in Italy.

**Center Location**
The IES Abroad Center is located between the MM 1&2 Cadorna subway stop and the S. Ambrogio subway stop on the MM2 GREEN subway line. The IES Abroad offices at via Carducci, 26 are located in the left and right wings of the building on the ground floor.

**Program Check-In**
An IES Abroad representative will be waiting for you at your new apartment to assist you with the check-in operations. You will receive a Welcome Packet which includes a map of Milano, your metro pass (which is valid for one month), your new set of keys, the orientation schedule, and a lot of survival information.

**Students in Independent Housing**
If you are in independent housing, you will need to check-in at the Center no later than 2 p.m. on the official arrival day. On the official arrival day, you may still consult the IES Abroad representatives at the airport for transportation instructions. If you plan to arrive in Milan early, please see the *Early Arrivals* section for program check-in details.

**Orientation**
The IES Abroad Milan mandatory orientation program begins on the evening of the arrival day with a welcome event. Orientation continues the following day at the IES Abroad Center and on the Università Cattolica campus with introductory activities to help you become better acquainted with your peers and with the IES Abroad staff. You will participate in sessions on your internship, housing, student life, excursions, and health and safety.
My Program

In this section of your Predeparture Information, it’s time to dive into the nitty-gritty. There’s a lot to do to get ready, and this section will guide you through:

- Packing—with suggestions from IES Abroad & Internships alumni
- Learning about and requesting housing
- Requesting courses from the specific academic offerings at your Center
- Calculating your program fee, learning about payment options, and making a personal budget
- Exploring the optional field trips offered at your Center and whether you need to sign up in advance or pay an additional fee
- Completing your IES Abroad Medical Report, learning about health insurance coverage abroad, and planning for things like vaccinations and prescriptions

Each page contains a lot of useful information, so be sure to read them thoroughly! You’ll be glad you did.

Packing

Packing and Luggage

- Pack light! Students rarely complain about taking too little, but many have said that they packed too much.
- Bring clothes you can mix and match.
- Leave room for additional possessions you acquire while on your program.
- Prepare for closets and storage spaces which are generally much smaller than they might be at home.
- Be able to carry your luggage up a flight of stairs on your own.
- Make sure your luggage will fit inside the trunk of a small taxi.
- Be aware of airlines’ limits to the weight and number of bags.
- Do not pack your passport or travel documents in your checked luggage. You will need it when you embark and disembark.
- In case your checked luggage is lost or delayed, bring a carry-on bag that includes bare essentials like toiletries, any necessary medications, and a change of clothes.
• Take your laptop on the plane with you as carry-on luggage to avoid damage and customs fees.

**Packing Tips**
Check out these packing tips from former IES Abroad students.

https://www.iesabroad.org/files/Milan_0.pdf


Milan has a typical continental climate and can be warm in the summer months. Keep in mind that not all IES Abroad apartments are equipped with air-conditioning units. It is advisable to bring an umbrella, a light jacket, and comfortable walking shoes. You will have the option of relaxing at a spa facility during the first few days of the program so packing a swimsuit is encouraged.

People in Italy enjoy fashion. Milan, probably more than any other European city, is very conscious of fashion. You will find styles to be somewhat different than in the U.S., and Italian students dress less casually than Americans. Dress code for Milan’s famous opera houses and symphony halls has become more lenient; evening dresses are not required except for special performances. Male students should bring a suit and tie if planning to attend such an event; female students should bring a nice outfit.

In many places in Italy, tradition holds that women’s shoulders be covered at all times in churches. It is a good idea to carry a light scarf or jacket when sight-seeing. Shorts and short skirts are also not permitted in churches.

For more tips, please read a Milan blogger's advice in the post, "Packing Advice for Future [Milan] Students."

**Workplace Attire**
Most internship sites require professional attire; please bring appropriate clothing. For men this means a suit (preferably) or dress slacks, a sport coat and a dress shirt; for women this means a suit or a dress appropriate for office wear. You’ll likely have a chance to ask about your placement location’s office dress policy during the predeparture interview process.
Shipping & Storing Luggage
Please do not ship luggage to the IES Abroad Center. A customs fee needs to be paid upon receipt, and the Center will not sign or pay for shipped luggage.

Students cannot store luggage at the IES Abroad Center; however, Center staff members can provide recommendations on places to store luggage.

Voltage and Adapters
Italian electricity operates at 220 volts, which means you will need to purchase a voltage converter ($30-$40) and an adaptor in the United States in order to use major electrical appliances you bring from home. It is best to keep appliances to a minimum. You may want to consider purchasing a hair dryer in Europe; you will find it easier to use without having to use the adapter and you will be able to pack it on future European trips. For other appliances, such as chargers for electronic devices, you will need plug adapters to plug dual-voltage appliances into wall outlets; you will find these for approximately $4 in a local U.S. hardware or travel store. We urge you to conduct some research on adaptors, converters, and transformers for Italy to find out what you need before you leave.

Energy is very expensive in Italy, and people have adapted their lifestyles by implementing energy-saving habits into their daily lives. Laundry dryers are very uncommon, refrigerators will be smaller than you are used to, and water consumption is minimized. Please consider these habits and opportunity to create a more sustainable lifestyle.

Housing
How to Request Housing

- Check with your study abroad coordinator at your home school for requirements related to your housing placement abroad before you submit your Housing Form. We are not responsible for administering your home school’s policy on housing placements abroad.
- Submit the Housing Form, Form of Agreement and Waiver, and IES Abroad Medical Report in your MyIESabroad account as early as possible.
- We must receive all three documents before we can finalize housing arrangements on your behalf and release your housing assignment to you.
- It is in your best interest to be honest in filling out these documents.

Please be aware that some housing options carry an additional housing fee that will be billed after you arrive at your program location. Be certain to review all costs associated with your housing in advance of making your request.

We will try to meet your preference(s), but cannot guarantee that you will receive your first choice of housing or a housing assignment that meets all of your preferences.

Your specific housing assignment will be sent to you via email approximately three weeks before the program start date, provided you have submitted all three forms.

Housing Expectations
We find housing for our students that reflects typical student accommodations in the host city. You will have the best housing experience if you are open to adapting to your accommodations and trying to understand and respect the cultural context in which you are living.

Changing Your Housing On-Site
To give you time to adjust to your housing, we will not relocate you into a different housing assignment during the first two weeks of the program.

After two weeks, requests to be relocated will be reviewed by the on-site housing coordinator based on availability and valid reason for change.

You should be aware that substantial financial costs can be encumbered
by requesting different housing.

**Homestay**

IES Abroad offers homestays in private homes in Milan. This is a wonderful opportunity to learn about Italian families firsthand and engage directly with Italian culture. Students housed in a homestay will have a private room with access to a private or shared bathroom.

**Italian Families**
The specifics of each student’s homestay will be different. Some students may live closer to the IES Abroad Center, bedroom sizes may vary, and hospitality may differ among families. Just as “family” could mean many different things in your own country, Italian families are also quite diverse. Some families resemble what you might refer to as a “traditional” family; other families consist of an older couple or single parent with grown children. Some might be single parents or older women. Whether or not you eventually become integrated into the family will depend on the family and on your initiative and willingness to adapt to the Italian way of life.

**Application Process**
Submit your Housing Form by the deadline. Placements are made on a first-come, first-served basis, so submitting your form early means the best possibility of meeting your preferences. While we make every effort to meet your request, we will not guarantee that you will be placed in the specific type of accommodation you have indicated.

**Linens, Towels & Laundry**
Sheets, pillows, blankets and towels are provided for students in the homestays.

Students will have access to their host family’s laundry facilities.

**Amenities**
All IES Abroad homestays are fully furnished and include:

- TV
- washing machine (no dryer)
- microwave
- vacuum cleaner


In Milan, student life is not clustered around the universities, and the American concept of a “campus” does not exist. Due to the difficulties of finding housing in Milan, Italian students live in housing located throughout the city.

When looking for appropriate housing, the staff takes into consideration the commute time and proximity to public transportation to the Center. With the right attitude and initiative, your daily commute will only contribute to your understanding of Milanese daily life. A typical commute can be 20-45 minutes by public transportation.

Quiet Hours
Curfews will not be set, however, you are expected to be considerate of your hosts’ quiet hours, and keep noise levels to a minimum, especially from 10 p.m.- 8 a.m. and from 2 p.m.- 4 p.m. These quiet hours are in line with Italian regulations and students are expected to be respectful of these local rules. Students who wish to listen to music should use devices equipped with headphones so that the noise does not disturb the neighbors. The IES Abroad Housing Coordinator will be notified if your neighbors are concerned or dissatisfied with your behavior, and measures will be taken to rectify the situation.

Students must accept that behavior which might be tolerated on their home campuses may not be acceptable in Milan’s residential neighborhoods. You are living as a mature member of a working community in a foreign country, and your task is to learn and adapt to the social circumstances that prevail in that community. IES Abroad will not apologize on behalf of students who cannot live up to the behavioral standards of the local community. Students who violate the quiet hours policy will be subject to IES Abroad judicial procedures.

Guest Policy
Overnight guests are not permitted in IES Abroad homestays. However, some exceptions can be made; please speak directly with your homestay family about visitors. Additionally, it is important to always ask your host’s permission before inviting any guests into the home.
Housing Calendar
Housing is provided according to the official program dates. You are responsible for your own accommodations during the periods not covered by IES Abroad housing.

Housing Etiquette
Italian apartments and room sizes are generally much smaller than in the U.S. This is especially true of closet storage space, so pack only what you absolutely need. Less space creates a greater need for tidiness and cleanliness. Although you may not feel that a mess in your room will disturb anyone else, please be sensitive and considerate to your roommates.

Visiting Hours
Check with your hosts before inviting guests. Understand that Italians socialize outside of the home. Be aware that you are living with people who have to get up early.

Greeting Neighbors
Italians living in the same apartment building usually greet each other; it is a kind gesture to reciprocate their greeting.

Maintenance
You are expected to be very respectful of your building common areas (entry way, courtyard, recycling/trash area, etc.) your neighbors, and your host family. You are responsible for the general cleaning of your area of the apartment, and you should help keep the common areas and kitchen tidy. Contact IES Abroad on-site staff immediately if you have any housing concerns. All students will be held responsible for any physical damage and/or any bills left unpaid.

Meals & Cuisine
Students in a homestay will receive daily breakfast and dinner. Students can help with food shopping and preparation to learn how to cook new Italian recipes. If you plan to be absent from a meal, it is respectful to inform your homestay host ahead of time. It is strongly recommended that you eat with your hosts as often as possible, as sharing meals is a wonderful way to bond with your host family and learn about Italian culture and cuisine.

Reasonable meals are available at student cafeterias (mensa), sandwich bars (paninoteca), local bars, which are often equivalent to cafés in other countries, and pizzerie (restaurants that primarily serve pizza). A number of these are located near the IES Abroad Center, providing an
Italian Cuisine
Italian cooking is excellent, and the Italian diet provides for a wide range of foods. Each region is known for different dishes, and Italians take great pride in preparing and eating traditional recipes made with fresh ingredients. Breakfast is light, generally consisting of coffee (cappuccino, caffe latte, espresso), a roll with jam, or a pastry. It is often eaten standing up at the counter of a cafe or bar. Italians eat lunch around 1:00 p.m. Lunch is the primary meal of the day and usually includes a pasta dish and an entree. Dinner is eaten around 8:00 p.m. and is lighter than lunch. For dessert, you can try gelato in one of the many excellent ice cream shops called gelaterie, which are located throughout the city.

Dietary Considerations
Italians in general eat meat and rely on seafood for much of their protein; therefore, you will find very few vegetarians in Italy. Most Italians consider some meat an important part of a balanced diet. Italian cuisine is very rich in terms of fruits, vegetables, and foods that do not use any animal products. Vegetarians should not have difficulty finding foods that cater to their eating habits. The IES Abroad Milan staff members will do their best to provide you with healthy, adequate meals while participating in IES Abroad trips/events. Remember to indicate in your Housing Form if you have particular dietary restriction (Kosher, vegan, etc.)

Italian Community Assistants
IES Abroad Milan has several Italian Community Assistants (CA) who are an integral part of the learning and living community in Milan. The CAs live in the IES Abroad apartments and they also spend time at the IES Abroad Center answering questions and working for the program. These assistants offer many benefits: directions to scenic sites, help with conversation skills, advice on the best places to go shopping, and many other useful daily life hints and tips. These assistants are Italian college students or young professionals living in Milan.

To see some of our goofy Community Assistants on film, check out their YouTube video welcoming you to Milano!

Internet Access
Students housed in homestays will have internet access.
Apartments in Milan are located in residential, safe, and lively areas throughout the city. All apartments are single-sex and typically house four to seven students, with two students sharing a bedroom. A limited number of single rooms may be available for an extra fee; if you would like a single room, you can request this on your Housing Form.

When assigning students to apartments, we try to keep in mind the information you provide. However, we cannot guarantee that all of your preferences and requests will be met.

**Roommates**
We cannot guarantee that you and your roommate(s) will become close friends, especially since the Center staff makes housing arrangements long before they get to know you personally. Your relationship with your roommates will depend largely on how open you are to understanding others and your efforts to develop a relationship.

**Italian Community Assistants**
IES Abroad Milan has several Italian Community Assistants (CA) who are an integral part of the learning and living community in Milan. The CAs live in the IES Abroad apartments and they also spend time at the IES Abroad Center answering questions and working for the program. These assistants are Italian college students or young professionals living in Milan. These assistants offer many benefits: directions to scenic sites, help with conversation skills, advice on the best places to go shopping, and many other useful daily life hints and tips.

To see some of our goofy Community Assistants on film, check out their YouTube video welcoming you to Milano!

**Furnishings**
All IES Abroad apartments are fully furnished with:

- TV
- Washing machine (no dryer)
- Microwave
- Vacuum cleaner
- Dishwasher
- Oven
- Wireless Internet access
- Iron
- Blow dryer
Laundry
Most Italians dry their clothes on a clothesline on their balcony or inside the apartment. You may dry your laundry at the local laundromat or dry cleaners, but it is considerably more expensive than in the United States. Coin-operated laundromats are also located throughout the city. In addition, an IES Abroad Community Assistant is assigned to every apartment and is available to help you with any issues or concerns.

Linens & Towels
When you check into your apartment, you will find a linens kit for your single bed which includes: one fitted sheet, one flat sheet, and one pillow case. A blanket is also provided. Typically, students purchase their own pillow(s), but a pillow will be available to you if you choose. Towels are not provided, so you should plan on bringing your own or purchasing one on-site at one of Italy’s easily accessible department stores, like ZARA HOME, UPIM, COIN, RINASCENTE, and ESSELUNGA.

Keys & Safety
Students are responsible for their own apartment, and you will receive keys that allow you to access your accommodations. For safety reasons, do not loan your keys to others. You will be charged a replacement cost if your key is lost, stolen, damaged, or destroyed. This charge may also include the cost to change the lock if necessary.

Roommate Requests
In order to indicate a roommate preference, both students must indicate each other on the Housing Form. If both students do not fulfill this requirement, they will not be placed together as roommates. Students are only permitted to request one roommate, and IES Abroad cannot guarantee that all placement requests will be met.

Commuting
In Milan, student life is not clustered around the universities, and the American concept of a “campus” does not exist. Due to the difficulties of finding housing in Milan, Italian students live in housing located throughout the city. For this reason, students in the apartments will usually have a commute of 10 to 40 minutes.

When looking for appropriate housing, the staff takes into consideration the commute time and the apartment’s proximity to public transportation. With the right attitude and initiative, your daily commute can only contribute to your understanding of the Milanese.
Quiet Hours
Curfews will not be set; however, you are expected to be considerate of your roommates’ and/or neighbors’ quiet hours, and keep noise levels to a minimum, especially from 10 p.m.- 8 a.m. and from 2 p.m.- 4 p.m. These quiet hours are in line with Italian regulations and students are expected to be respectful of these local rules. Students who wish to listen to music should use devices equipped with headphones so that the noise does not disturb the neighbors. The IES Abroad Housing Coordinator will be notified if your neighbors are concerned or dissatisfied with your behavior, and you will be subject to IES Abroad judicial procedures. Students are not permitted to have parties in their apartments.

You should understand that behavior which is tolerated on your home campus, might not be acceptable in Milan’s residential neighborhoods. You are living as a mature member of a working community in a foreign country, and your task is to learn and adapt to the social circumstances that prevail in that community.

Limited Guest Policy
If family members or friends are planning to visit you, they may stay in your apartment for a maximum of 3 days, contingent upon prior written approval of all parties living in the apartment. If all parties do not agree, IES Abroad staff will be able to provide you with a list of recommended accommodations.

Housing Calendar
Housing is provided according to the official program dates. You are responsible for your own accommodations during the periods not covered by IES Abroad housing.

Housing Rules & Etiquette
Italian apartments and room sizes are generally much smaller than in the U.S. This is especially true of closet storage space, so pack only what you absolutely need. Less space creates a greater need for tidiness and cleanliness. Although you may not feel that a mess in your room will disturb anyone else, please be sensitive and considerate to your roommates.

Air Conditioning
Electricity is very expensive in Italy and only a few apartments have air conditioning systems. In spite of summer heat, most apartments in Milan do NOT have air conditioning units.
Visiting Hours
Check with your roommates/hosts before inviting guests. Understand that Italians socialize outside of the home. Be aware that you are living with people who have to get up early. A frequent source of tension is when friends from out of town or from the program visit the apartment.

Greeting Neighbors
Italians living in the same apartment building usually greet each other; it is a kind gesture to reciprocate their greeting.

Smoking
Please note that it is forbidden to smoke in any IES Abroad apartment. In addition, all IES Abroad apartments are equipped with smoke detectors.

Maintenance
You are expected to be very respectful of your building common areas (courtyard, front entry, trash area, etc.) of your neighbors, and of roommates. You and responsible for the general cleaning and maintenance of the apartment, especially the apartment common areas that are shared by all roommates. Contact IES Abroad on-site staff immediately if you have any housing concerns. All students will be held responsible for any physical damage and/or any bills left unpaid. Any on-site maintenance needs should be reported immediately to the IES Abroad Housing Coordinator.

Meals & Cuisine
Students in apartments rely on their own resources for meals. All apartments have cooking facilities. The stove generally consists of four gas burners. Pots, pans, dishes, and utensils are available in all apartments. As in any apartment situation, you should discuss cooking arrangements with your roommates. Many students prefer to cook at home or eat dinner at inexpensive local restaurants.

Reasonable meals are available at student cafeterias (mensa), sandwich bars (paninoteca), local bars, which are often equivalent to cafés in other countries, and pizzerie (restaurants that primarily serve pizza). A number of these are located near the Università Cattolica, providing an opportunity for students to eat alongside other Cattolica students.

In Italy, menus are posted in the windows of most restaurants so that you may get an idea of the price range. Wine or water is usually ordered with a meal, and you will be charged for both. Servers do not bring the check until you ask for it. Their tip is included in the bill, known as the
At many bars and cafes, there is also a cover charge, called *coperto*, for sitting down of about €2 per person. This is why you will find many people drinking while standing at the bar or cafe.

Italian cooking is excellent, and the Italian diet provides for a wide range of foods. Each region is known for different dishes, and Italians take great pride in preparing and eating traditional recipes made with fresh ingredients. With the help of your Community Assistant, you can share in the experience of authentic Italian-style shopping and cooking!

**Daily Meals**

- Breakfast is light, generally consisting of coffee (*cappuccino, caffe latte, espresso*), a roll with jam, or a pastry. It is often eaten standing up at the counter of a cafe or bar.
- Italians eat lunch around 1 p.m. Lunch is often considered the primary meal of the day and usually includes a pasta dish and a second course with some vegetables.
- Dinner is eaten around 8 p.m. and is similar to or just a bit lighter than lunch.
- For dessert, you can try gelato in one of the many excellent ice cream shops called *gelaterie*, which are located throughout the city.

**Dietary Considerations**

Italians in general eat meat and rely on seafood for much of their protein; therefore, you will find very few vegetarians in Italy. Most Italians consider some meat an important part of a balanced diet. Italian cuisine is very rich in terms of fruits, vegetables, and foods that do not use any animal products. The IES Abroad Milan staff members will do their best to provide you with healthy, adequate meals while participating in IES Abroad trips/events. Remember to indicate in your *Housing Form* if you have particular dietary restrictions (Kosher, vegan, etc.)

**Internet Access**

You will have internet access in your housing.

**Independent Housing**

With approval from your home school study abroad office, you may choose to arrange independent housing, subject to the deadlines and other conditions set forth in the IES Abroad *Student Handbook*. Please note that, for safety reasons, independent housing is not recommended.
unless you are living with family or friends. Further, IES Abroad will not be available to assist you in any way with securing independent housing. If you choose independent housing, you must accept all associated risks and you are responsible for all expenses and arrangements. We discourage you from trying to sublet apartments using public matching websites due to the high risk of fraudulent postings. If you pay online, be sure that it is a secure site (https).

In order to be eligible for a housing credit, you must submit the Housing Form by the due date and indicate that you would like to live in independent housing. Late independent housing requests will incur a $100 fee, plus any non-recoverable housing costs.

**Academics**

**Academic Overview**

**Internship Program**

Practical experience in the workplace is an invaluable addition to classroom learning. An internship provides vital insights into a career field, experience in the global workplace, practical exposure to the demands of specific jobs, and development of professional and personal skills. As well as developing your CV, an internship will give you the opportunity to directly experience the many cultures and people who make up Italy. Participating in the IES Internships program offers you a unique opportunity to step outside your educational environment and experience Italians at work. Please note that all internships are unpaid. The program consists of a practical component and a reflective academic element. It requires a significant personal and professional commitment from you. You need to balance the time you devote to your internship each week with a mandatory internship seminar.

Some of our interns, and their host employers, speak about their experiences in a Milanese workplace in this video:

Take a look at one student’s internship experience in this video:
Internship Placements
We have established good working relationships with many organizations in Milan who participate in our internship program. Internships are offered in the arts, business, e-commerce, education, fashion, media, marketing, and tourism to give a few examples. Your ability to secure an internship depends upon your self-motivation, ability to meet deadlines, maturity, previous work experience, and flexibility regarding organizations and work projects. We work with you to perfect your résumé and hone your interviewing skills so that you are well-prepared for your internship interviews and the local work environment. The amount of time you spend at your internship placement will vary depending on the number of credit hours for which you are enrolled. In general, you can expect to spend a minimum of 25 hours per week or 200 total hours working at your placement site.

The IES Internships Program seeks to mirror the world of work and therefore securing an internship is a competitive process in the same way securing a job would be. The internship is the best match between the skills you offer and what the organization is seeking. Companies and organizations are sent a selection of interns’ CVs. From these they choose which students they would like to interview. Your ability to secure interviews will depend upon the quality of your CV so it is important to work closely with the Internship Coordinator at the local IES Abroad Center.

If you have some understanding of Italian, you will have a wider array of internship opportunities available to you so we encourage you to develop your language skills as much as possible prior to departure. Internship placements are also available if you do not speak the local language, although you may need to be flexible in what types of placements are available. Internships are routinely and formally monitored and all companies/organizations have been vetted by our Internship Coordinator.

Our Guarantee
We guarantee you a placement in your field of choice, as indicated on the personal statement you submitted with your application. Your internship guarantee can be found online here: http://www.iesabroad.org/study-abroad/internships/guarantee

Language Levels at Placements
Prior language study is not required to be placed in an internship. Internship placements are available to students who are at the beginning level of Italian language study, though students with more advanced language background generally have a wider array of internship possibilities available to them. Below is a basic guide to languages needed for certain placement fields; however this is not an exhaustive list and not all placements will follow these rules. The Internship Coordinator will work with you to determine the best fit for your background and language level.

<table>
<thead>
<tr>
<th>Placements available in English for students with no Italian background</th>
<th>Placements available in English/Italian combination</th>
<th>Placements requiring advanced Italian language</th>
</tr>
</thead>
</table>
| • Accounting  
• Arts & Theatre  
• Business  
• Education  
• Fashion  
• Marketing & E-Commerce  
• Music | • Governmental & International Organization  
• -plus all the English-only placements | • Certain fine arts and archaeology placements  
• Fashion  
• Media & Communications  
• Science and Research  
• Psychology  
• Social Justice & Inclusion  
• -plus all the English-only and English/Italian placements |

**Required IES Internships Seminar**

The required IES Abroad course, *IN 395 Leading across Cultures Internship Seminar* provides an introduction to the cultural context for the internship placement by examining cultural issues in the workplace with a particular focus on preparation for entering the work environment. Writing and discussion topics also introduce the concept of skill-building in cross-cultural competencies including communication, teamwork, and conflict mediation. The course consists of two parts: online pre-
departure modules that prepare you for culturally appropriate résumé development and interviewing skills to facilitate proper placements, and on-site classroom discussions to enable you to fully appreciate what you are learning at the internship host organization.

Seminar topics include:

- Resume Writing & Interview Coaching
- Communicating Across Cultures
- Global Leadership Competencies
- Building Trust & Teamwork
- Networking
- Conflict Negotiation & Mediation
- Stereotypes & Cultural Differences
- International Careers & Job Search Preparation

This course is available as either a 3-credit or 6-credit option. The 3-credit course has four online modules and four class meetings on-site. The 6-credit course has five online modules and meets twice per week on-site. All students will meet together once a week for the seminar, and then the 6-credit intern students will have supplemental seminar hours as well.

A grade, based on the academic and practical component, is awarded and will be recorded on your IES Abroad transcript.

Classes are scheduled to have minimum disruption for host organizations’ work schedules and to facilitate attendance by all students. Attendance at each class session is mandatory.

Optional Language Courses
You may enroll in an Italian language course at no additional charge. Doing so may affect the number of hours per week you are available to work at your internship placement as you will need to attend class regularly. If you choose to take a language class, you will be required to complete a Language Placement Assessment and a Course Preregistration Form.

Attire
Most internship sites require professional dress. Therefore, if you intend to intern in Milan, bring appropriate clothing. For men this means a suit (preferably) or dress slacks, a sport coat and a dress shirt; for women this means a suit or a dress appropriate for office wear.
Credit Transfer

How to Verify Credit Transfer with Your Home School
You are responsible for having your courses approved by your home institution. Prior to your departure, verify the transfer of credits (either as general credit or for your major and/or minor) with your home institution by conferring with your academic advisor and study abroad coordinator about which courses you should take while on the program.

We are not responsible if your courses are not approved. See your IES Abroad Student Handbook for important Academic Policy Guidelines.

You may be asked to provide a course description, syllabus, reading lists, written assignments, and other supporting materials from your courses upon returning to your home school; therefore, it is important to keep copies of all such documents. Please note that syllabi for both the required internship seminar, IN 395 - Leading Across cultures, and optional language course (where applicable) are available for download from each location's program page on the IES Internships website.

Transcripts & Grades

Viewing Your Grades
Final grades are posted online via your MyIESabroad account.

- IES Abroad grades are typically posted online within six to eight weeks of the final day of the program and are made available for approximately 6 months.
- Grades can be viewed regardless of having a financial hold.
- Non-reported “NR” grades indicate that your professor has not yet reported your grades.

Obtaining Your IES Abroad Transcript

- After all of your grades are reported, an official IES Abroad transcript will automatically be sent to your home school if there
is no financial hold on your account. A financial hold will be placed if there are any outstanding charges, some of which may be placed at the end of the term.

- Normally, we send your transcript to your home school approximately six to eight weeks after the end of each program.

If you have any questions about your transcript after your program ends, email Steven Schuler, Assistant to the Registrar at sschuler@IESabroad.org.

School of Record

For the purpose of transferring credit, you are required to confirm with your school whether they accept the IES Abroad transcript or if they require a School of Record transcript. If your school accepts the IES Abroad transcript, no further action is needed. To request a School of Record transcript, complete the School of Record Form in your MyIESabroad account.

IES Abroad grades are posted within 6 to 8 weeks of the end of term. Once your financial account is clear, your official IES Abroad transcript will be sent directly to the University of Rochester for processing which takes approximately 3 weeks. Once the University of Rochester has processed your transcript, they will automatically send it to your home college using the address that was provided on this form.

The deadline for submitting these forms are as follows:

- July 1st for fall semester and academic year
- December 15th for spring semester/calendar year
- April 20th for summer

The fee for a School of Record transcript is $375 and is non-refundable.

Tuition & Financial Aid

Paying IES Abroad Directly vs. Paying Your Home School
Whether you pay IES Abroad program fees directly (including the $500 non-refundable confirmation deposit) or pay program fees to your
Confirmation Deposit
Depending on your home school’s policies, you will either pay the confirmation deposit to IES Abroad or to your home school.

The form in your account reflects your school’s policy on deposits. Note that the $500 is not refundable if you withdraw from participation, regardless of whether this amount is paid directly to IES Abroad or to your home school.

What you should know about confirming your place in our program:

- To secure your place, submit the Confirmation Form with your $500 non-refundable deposit.
- This form is due within three weeks of your acceptance to the program or by three weeks after the application deadline passes, whichever comes first.
- The due date is listed next to the form in your account.
- Contact your IES Internships Program Advisor to discuss your options if you are unable to meet the stated deadline for any reason.
- If you decide to defer your enrollment in the program after paying the deposit, we will hold it for up to one calendar year. After one calendar year, you will need to pay a new $500 deposit to confirm your place on a future IES Abroad or Internships program.

IES Abroad Financial Aid
We offer $2.5 million in IES Abroad scholarships and aid to our students each year, including:

- Need-Based Aid
- Merit-Based Scholarships
- Public University Grants
- Diversity Scholarships
- Boren and Gilman Scholarship Support Grants
- Donor-Funded Scholarships
- Disability Grants
- Other Study Abroad Scholarships & Aid

Visit www.iesabroad.org/study-abroad/scholarships to learn about our eligibility requirements and application deadlines.
Consult your home school study abroad coordinator and financial aid officer to determine in advance how your school handles IES Abroad aid.

As the recipient of any IES Abroad aid, it is your responsibility to determine how this award might affect any other aid you receive.

- All IES Abroad financial aid will be applied as a credit to your program fees.
- If you pay your home school for your study abroad program, the aid will appear as a credit on the invoice we send to your school.
- If you are billed directly by IES Abroad, funds will be applied to your portion of the program fee as a credit on the invoice mailed to your home address.
- IES Abroad aid cannot be deferred to a future term, but you may reapply for IES Abroad financial aid for a future term if you defer your enrollment.

**Home School Financial Aid**

If you plan to use financial aid from your home institution to pay for part or all of your IES Abroad program fees, send us an award letter stating how much aid will be awarded for the program and when it will be disbursed. Email your letter to our Accounting Department at accountsreceivable@IESabroad.org, or send a fax to 312.944.1448.

We understand that financial aid is often not disbursed until after the term begins. Once we receive your award letter, we will defer the amount you will be receiving in financial aid until disbursement is made. Upon receipt of your invoice, you are responsible for paying the amount not covered by aid before your program begins.

Before leaving for your program, make a plan for paying the remainder of your balance once the funds are released, using one of the options below. If your home school will not send the funds directly to IES Abroad, make sure someone has the ability to pay the balance due on your account once you are on-site.

**Consortium Agreements**

If your home school requires a consortium agreement or other documentation to release financial aid funds to IES Abroad, send these documents to our Enrollment Management Department at enrollments@IESabroad.org.

We will complete and return these documents to your home school’s
financial aid office along with a copy of the fee sheet for your IES Internships program.

**Enrollment Certification**
If you need letters certifying proof of enrollment in an IES Internships program for any reason (scholarship, medical prescription, etc.), email your request to registrar@IESabroad.org.

**Paying your IES Abroad Program Invoice**
IES Abroad Program Invoices for program fees (tuition, housing, and health insurance) are generated on the following schedule:

- Summer and early-starting Fall programs: mid-April
- Fall programs: mid-June
- Spring, January Term, and Winter Quarter programs: mid-November

If we are billing you directly for your program fees, a paper invoice will be mailed to the permanent home address you indicated on your application. An up-to-date version of your IES Abroad Program Invoice is also available in the Optional Forms section of your MyIESabroad account throughout your experience with us.

Keep in mind that charges may be incurred before you leave, while on your program, and after you have returned. See “Fees Incurred On-Site” below for examples of the type of charges you may incur. Your invoice will be updated as charges are added, and a new paper version will be mailed each time this occurs.

You can submit full or partial payment via the following options.

**Online Payment Options**

- **Direct Account Debit** (also known as e-check or ACH) - submit a payment directly from your checking or savings account (includes 1% additional fee).
- **Credit Card** – submit a payment with a credit card (includes 2.5% additional fee).

**Alternative Payment Options**

- **Phone** - call the IES Abroad Billing Assistant at 800-995-2300 to pay by direct account debit (includes 1% additional fee) or credit card (includes 2.5% additional fee).
Wire Transfer - transfer funds to:

**Account name:** Institute for the International Education of Students  
**Account No:** 886-079-151  
**Bank:** JP Morgan Chase Bank N.A.  
**ABA:** 071000013  
**SWIFT:** CHASUS33  
**Address:** 10 S Dearborn, Chicago, IL 60603

- **Mail** - send a personal check, certified check, or money order to our office in Chicago. Checks must be in U.S. dollars, drawn from a U.S.-based branch, and made out to “IES Abroad” or “The Institute for the International Education of Students.” Note the student name and invoice number on the check. Send your payment to:

IES Abroad - attn: Billing  
33 West Monroe Street, Suite 2300  
Chicago, IL 60603-5405

Fees Incurred On-Site  
Additional invoices may be generated after your arrival on-site. Charges may include, but are not limited to:

- Optional field trips  
- Housing options carrying an additional fee  
- Course readers and copyrights  
- Cell phones and/or SIM cards  
- Failure to return library resources upon departure  
- Housing damage  
- Failure to return keys

You may pay these fees by the same methods described above.

Refund Policy

**Confirmation Deposit**  
The $500 confirmation deposit is not refundable. Confirmation deposits can be deferred for up to one calendar year. After one calendar year, the deposit is forfeited and must be made again for any future enrollment with IES Abroad.

**Withdrawal or Deferral Before the Program Begins**  
We make significant financial commitments on behalf of students well
before the start of each IES Internships program. Students who withdraw or defer to a future term after the issuance of the initial IES Abroad Program Invoice but before the program start date are responsible for payment of unrecoverable costs incurred by IES Abroad. A refund is issued only on recoverable costs and only after notice of withdrawal or deferral is received in the Chicago office.

**Withdrawal After the Program Begins**

On or after the published arrival date no refunds will be issued. Appeals for partial refunds will be considered only in cases of serious illness or emergency requiring a student’s withdrawal and in consultation with the Chicago office. The amount of any possible refund will be determined individually on recoverable costs, and will be made at the sole discretion of IES Abroad at the time of withdrawal. Please note that these costs vary considerably and cannot be determined in advance.

Any student who is dismissed after beginning any IES Internships program for any reason forfeits the possibility of any refund for used or unused expenses as well as the comprehensive fee.

**Field Trips**

IES Abroad organizes field trips to places of historical and cultural interest during the summer program. In the past, two-day trips have been organized to sites such as Cinque Terre and Italy’s famous Lake District. Sample field trips can be found below.

Any and all field trips offered by IES Abroad are optional and any additional cost associated with a field trip is the student's responsibility. You will be able to participate on field trips as long as the hours missed at your work placement for the field trips are made up and agreed upon by your supervisor.

You'll be able to preregister for the field trips in your MyIESabroad account predeparture. By preregistering for a trip, you are confirming that the IES Abroad staff will make reservations on your behalf and you agree to pay the related cost, if there if applicable. Any additional fees for field trips will be billed to your account.
Spend a day visiting the beautiful city of Stresa, located on the shores of Lago Maggiore and take a ferry to visit the Borromean Islands to see the house and gardens of Isola Bella.

Take a peek at what you might see on this trip, in these IES Abroad blog posts:

- I'm On A Boat!
- A Chronicle of Our Trip to Lago Maggiore

Trip Length: 1 day  Trip fee: Additional costs apply, approximately 70 euros.

**Milan Internship - Cinque Terre - Summer 2016**

Enjoy a three-day visit to UNESCO World Heritage site Cinque Terre on the western coast of Italy. Cinque Terre is made up of 5 fishing villages set amid some of the most beautiful coastal scenery in Italy. Activities may include hiking on the scenic trails, touring from village to village by boat, and enjoying homemade pasta on the seashore.

Trip Length: 3 days  Trip fee: Additional costs apply, approximately $330.

- Fees for optional field trips cover transportation,
accommodations, tours and entrance fees, and some meals.

- Field trip enrollment may incur a non-refundable charge which you must pay even if you do not attend the trip.
- All field trip locations are subject to change.
- You are prohibited from bringing guests on IES Abroad-sponsored field trips.

**Health & Safety**

**Safety**

Visit the State Department's Italy Information page here for detailed information about safety abroad:
http://travel.state.gov/content/passports/english/country/italy.html.

**Health Insurance**

Your health and safety are our highest priority, therefore we require all students to be adequately covered by our prearranged comprehensive international student health insurance plan. Once you have confirmed your place on the program, we will automatically enroll you in the required Cultural Insurance Services International (CISI) international health insurance on your behalf. The mandatory insurance is included in your program cost and cannot be waived for international programs.

You will receive an insurance confirmation/registration email prior to departure. The insurance plan is intended to cover all IES Internships participants while on their program, but certain limits apply. The plan is not intended to replace your existing plan.

More information about your insurance:

- After completing the online insurance registration, you can print your insurance cards and brochures.
- IES Abroad Center staff will provide you with information on local hospitals and doctors during orientation.
- Your coverage will begin on the first day of your program and expire on the last day of your program.
- On-site staff will provide additional information regarding the in-
country health insurance plans during orientation.

Students interning in Sydney will be enrolled with the CISI Australia/New Zealand/Japan/Turkey plan (Policy #: GLM N04964998). Students attending programs at all other centers will be enrolled with the CISI standard plan (Policy #: GLM N04964986). This information can also be found in the IES Abroad Student Handbook.

The CISI standard plan policy number is GLM N04964986.

**Domestic Program Insurance**

If you are studying on an IES Internships summer program in the United States you are not required to purchase the CISI insurance if you are already insured by another provider.

**Prescription Drugs**

If you plan on taking any type of medicine or prescription drug while on your program, we strongly advise you to consult with your physician prior to departure regarding any need for monitoring.

You may also consult with your doctor regarding on-site referrals, though the IES Abroad Center staff will have a list of physicians available for consultation as well.

It is important that you disclose any health conditions and note any medications on your IES Abroad Medical Report so that we can support you as best we can.

In addition:

- We recommend bringing enough medication to last the duration of your stay.
- If you plan to purchase a particular medication while on the program, you should make certain that it is available in your program location. If so, you will need to see a local physician to obtain a new prescription.
- Do not mail medicines or vitamins; they will be held up in
customs, and a prescription from a local doctor must be shown to pick them up.

- Always carry prescription drugs in a drug store bottle with a label showing your name, the generic name, the dosage of the drug, and instructions for use.

**Vaccinations**

We recommend that you speak with your doctor and/or consult the Centers for Disease Control’s international travelers’ hotline to review up-to-date vaccination requirements for any region or country you select.

Contact the CDC at 800.232.4636 or visit www.cdc.gov.

**Travel Safety**

**Cell Phones & TravelTracker™**

Our longstanding commitment to student safety means we work very hard to establish and maintain avenues of communication and information tracking between students and staff.

We require you to have a cell phone during your time on the program to encourage and simplify communications with both the IES Abroad Center and your parents in the event of an emergency.

You will be required to provide your Center with your cell phone number and to keep your phone turned on and charged at all times for the duration of enrollment.

You are also required to submit an electronic independent travel itinerary through TravelTracker™ and/or a paper independent travel itinerary form to Center staff any time you are away overnight.

This information is vital in the event of an emergency and students need to be reached when their cell phones are not functioning.

**Travel Tips**

When planning travel during your time on the program, be sure to keep
the following basic health and safety provisions in mind. We recommend that you:

- Travel with a companion whenever possible and avoid walking alone at night, even if you are familiar with the area.
- Stay alert, confident, and aware of your surroundings. Walk purposefully and make eye contact with people around you. Trust your instincts.
- Use helmets, seat belts, life jackets, and other relevant safety devices.
- Always keep your door locked in any facility where you are staying.
- Investigate what emergency medical services are available in the region or country where you will be traveling.
- Choose safe, reliable transportation.
- Don’t rent or buy a motorized vehicle.
- Don’t swim after drinking alcohol.
- Pack a basic first aid kit.
- Leave jewelry and expensive watches at home.
- Carry money, tickets, and passport in body pouches; do not leave them in your hotel room or luggage.
- Carry photocopies of passport, credit cards, and airline tickets.
- Make sure luggage has identification inside and out.
- Keep luggage locked and securely stored.
- Be mindful when withdrawing money from an ATM when you are alone.
- Keep a low profile in public areas. Avoid displaying any object of value (jewelry, cameras, cell phones, electronic devices) that could attract the attention of bag snatchers and pickpockets.
- In addition, you must have your cell phone turned on and with you at all times so that you can be contacted in case of an emergency. You should also inform yourself of any unique situations in specific cities that might necessitate taking additional special precautions.
- When traveling outside of your host country, in addition to leaving an itinerary with your Center, we encourage you to register with the U.S. Embassies/Consulates (or the Embassy/Consulate of the country whose passport you are carrying) in each of the countries you are visiting. In the event of an emergency, disaster or crisis in a country you are visiting, local consular officials will be better able to locate you if you register with them in advance. It is especially important for you to register if you are visiting a country “that is experiencing civil unrest, has an unstable political climate, or is undergoing a natural disaster, such as an
earthquake or a hurricane.” As you make travel plans, you can easily register online at step.state.gov/step. Consular registration information is kept private and is not released to anyone without required permissions.
Daily Life

This section of your Predeparture Information delves into what daily life will be like for you in your host city.

This section will answer questions like:

- How will I communicate with my family and friends back home?
- What's the feel of the city and what are the best ways to meet locals?
- How diverse is my host city and how can my needs be accommodated?
- What are some of the expectations of me as an IES Internships student?

Be sure to read through this entire section of your Predeparture Information so you feel as prepared as possible when you first step foot in your host city!

Center

Center Overview

The IES Abroad Milan Center is located in the city’s bustling historic center, within walking distance of the Duomo, DaVinci’s "Last Supper" and the Università Cattolica del Sacro Cuore.

Features include:

- High-quality multimedia classrooms
- Music practice rooms
- Student lounge
- Digital photo facility
- Library and reading rooms
- WiFi Internet access

Want a peek inside the Center?! Take a look at blogger Jocelyn Wu's post "IES Center in Milan."
IES Abroad Milan has a small library that is open Monday through Thursday. You will have access to the library at the Università Cattolica, which is a short walk from the IES Abroad Center. You can also use the libraries of other universities in Milan. Libraries in Italy are rarely open stack. Rather than browsing through rows of books, students determine the needed title, fill out a form, and wait in line for a clerk to bring the book. This system tends to make research more time consuming than in American libraries.

Roberto Andreoni, Ph.D. Center Director

For more than 17 years, Roberto Andreoni has been the Director of the Milan program. Dr. Andreoni holds a doctorate in Music from the University of California, Berkeley. He earned his undergraduate degrees at the Conservatorio G. Verdi in Milan and the Civica Scuola di Musica. He has previously served as the director of the Civica Scuola di Musica in Assago and Milan. Dr. Andreoni is an internationally recognized composer whose works are regularly performed, published, and recorded. When Dr. Andreoni isn’t busy directing the Milan program, he also serves as the Music Coordinator for IES Abroad Milan and is a professor of Composition at the Conservatorio di Musica N. Piccinni in Bari. During Fall 2010, he was the Fulbright Scholar-in-Residence for Music and Italian Studies at Scripps College.
Staff

IES Abroad Milan Staff

Irene Baldoni  
**Assistant Director**

Luca Blumer  
**Student Affairs and Customized Program Specialist**

Laura Carrera  
**Internship Coordinator**

Emanuela Ferri  
**Academic Assistant**

Manuela Nigrelli  
**Housing Coordinator**

Anna Salandini  
**Accounting and Fiscal Administrator**

Alessandra Spadaro  
**Academic Advisor**

Community Assistants
Who else will you see around the Center? The Italian Community Assistants, or CAs. Check out some of our goofiest CAs in their video as they welcome you to Milano!

Communications

Keeping in Touch Online

Internet-based communication is an easy and free way to maintain contact with family and friends back home and abroad. Check out:

- Skype for free internet-based audio and video calling and messaging
- Viber for audio calling and messaging
- Whatsapp for messaging
- Google Hangouts for audio and video calling and messaging

Even if you purchase a basic cell phone if abroad, you can use your smartphone's Internet-based communications when you are connected to WiFi.

Be sure to check with your cellular provider to ensure that you may access the Internet on your phone without incurring mobile data costs. You’ll probably want to set your phone to Airplane Mode or turn Mobile Data OFF.

Keep in mind that high bandwidth services like Skype may not function as expected in areas with slow Internet connections.

### Laptops

We strongly encourage you to bring your laptop computer to access the Internet and to complete coursework. Don’t forget to insure it!

### Technical Support

Our on-site staff is not trained to offer technical support for personal laptops or to assist with hardware or software malfunctions or incompatibilities, though we will be able to direct you to local resources.

We cannot guarantee or support Internet in your housing, but Internet access is available at the IES Abroad Center and we will help you find convenient places that do provide Internet.

### Data Usage

We do our best to maintain enough bandwidth for everyone at the Center to complete their academic work. We thank you in advance for limiting your internet data usage while at the Center and your housing, especially in regards to downloading non-academic files such as movies and music since this type of usage compromises the ability of other students to complete their online academic work. If you have questions about appropriate internet usage, the Center staff will gladly assist you.
Internet Access

The IES Abroad Center is equipped with a wireless network and port for students whose laptops have wireless capabilities, and several computers and a printer are available for student use.

Mail

All of your mail should be addressed to you c/o IES Abroad Milano at the IES Abroad Milano Center:

Your Name
c/o IES Abroad Milano
Via Carducci, 26
Milano, Italy 20123

Do not have mail sent to your housing placement. Mailboxes will be assigned to each student at the IES Abroad Milan Center, which helps avoid complications that arise with mailbox keys at your residence and delivery of packages, registered letters, and letters with postage due.

Airmail from the United States to Italy usually takes one to two weeks. Special delivery airmail takes about 10 days. Surface mail takes at least two to four weeks. Sending mail or packages by private carrier is more expensive but more convenient and can take only two days if sent express. Where possible, we suggest that you have important documentation sent by private courier (for example, FedEx).

It is best to mark all contents as “USED” and indicate "Value=$0" when shipping packages and filling out the customs forms! Otherwise, you will have to clear everything with the Italian customs agency. Be careful when declaring the value of packages; Italian duty officers will charge 30% or more of the declared value before releasing the package to you! IES Abroad is not responsible for customs fees on items shipped.

IES Abroad is not responsible for returning packages and/or correspondence to you or to the sender if mail arrives for you after you have departed your IES Abroad program. Please notify friends/family to factor in shipping time as well as your program departure date to ensure that mail does not arrive for you after you have departed.
Customs


Shipping Precautions

- Shipping can be very expensive.
- Packages aren’t guaranteed to arrive, and IES Abroad cannot influence local custom rules.
- As fun as it may be to get packages from home, be prepared for potentially restrictive foreign customs and long delays.
- If friends and family want to send you packages, we recommend they use online retailers that deliver to your host city. For example, Teleflora and FTD both have international flower delivery options.
- If someone sends you a personal care package from the U.S. or elsewhere, they should indicate that the contents are “used personal items” and give them a low customs value to reduce the risk of high customs fees, though fees are always possible and often unpredictable.
- Most students find it’s easier to take everything they’ll need for their term with them, or plan to buy items they need while on the program.

Items Often Seized by Customs

We do not recommend shipping the following items because they are often seized by customs:

- Prescription items, including medications, glasses, and contact lenses
- Toiletries
- Electronics, including parts and accessories
- Homemade food items

Mailing Replacement Credit/Debit/ATM Cards

- Replacement credit/debit/ATM cards should be sent in a flat
Life in your City

City and Culture

Milan is the capital of Lombardy, which is the most productive region in Europe in terms of agriculture and food industry. However, Milan is more than just a production hub! It is considered the fashion capital of Italy in addition to being an important center for design, culture, education, business, sports, and music. Along with Rome, Milan is probably the liveliest cultural center in Italy. It offers many possibilities for cinema, theater, music, and dance.

- Catch a few highlights of the city in the New York Times feature, "36 Hours in Milan!"

Milan is also incredibly diverse in what's available throughout the city. Check out our "Living Milano" google map that marks out student's favorite places around the city.

What do IES Abroad students in Milan say about the city? See what Milan bloggers have learned and seen in their new home city:

- "A Chronicle of an Assimilated American"
- "Le Prime Due Settimane"
- "Five Things You Can Learn From Milan"
- "A Chronicle of Sentimentality della Settimana Ultima" - about a last week bucket list in Milan

Milan seems more modern than other Italian cities; however, there remains a great deal of architecture from Roman times through the 18th century. This unique city has a wealth of cultural treasures. There are numerous distinguished art museums, historic churches, and basilicas in addition to the Castello Sforzesco which houses Michelangelo's last Pieta. It boasts world renowned riches such as Leonardo Da Vinci's
"Last Supper" which is found next to the church of Santa Maria Delle Grazie - only a five minute walk from the IES Abroad Milano center.

Check out the video series from CNN which explores some of Milan’s highlights:

- "Culinary Milan"
- "What is the real Milan?"
- "Milan’s Eclectic Nightlife"

Milan’s location is also ideal for those who wish to visit other parts of Europe and Italy. It is a hub connecting all major European cities. Milan is also close to Italy’s magnificent Lake Country, including Lago Maggiore and Lago di Como, the most famous of the scenic resort areas bordering Switzerland. The city also has an extensive and relatively inexpensive tram, subway, and bus system that can help you get to know the city.

Excited yet?! If not, check out the student video "IES Abroad Milano" that former students have put together to show off Milan:

**Intercultural Competence**

What you gain on your program will likely go beyond friendships, travel savvy, and academic achievement.

A global internship also provides you the unique opportunity to develop intercultural competence, the set of skills required to work and communicate successfully and appropriately with people from other cultures.

Here are a few ways you can develop intercultural competence.

- Be aware of your own cultural orientation and how it impacts your experience of and behavior in your new surroundings.
- Pay attention to the people in your host city, and try to recognize how their cultures impact their behaviors, communication styles, and reactions.
- As you get to know people in your new environment, ask them about behaviors and language that are appropriate in various
Gaining intercultural knowledge and skills can help you to solve everyday problems more easily, to develop a deeper understanding and appreciation for your experience while you’re there, and to interact with diverse groups of people after you return home.

Culture Shock
As you know by now, this experience is extremely rewarding, but it can also be emotionally, psychologically, and even physically challenging. To help you navigate your experience, it may be helpful to familiarize yourself with the stages of culture shock that you may experience and reverse culture shock that you may experience after your return home as seen here: www.iesabroad.org/study-abroad/alumni/re-entry

CORE
Developing intercultural competence is not always easy, but we are here to support you! After you arrive, IES Abroad staff will help you to set appropriate goals for intercultural learning through our Comprehensive Orientation and Re-Entry Experience (CORE), which starts during on-site orientation. Take advantage of CORE to debrief the experiences you have in your new environment, and to learn from our staff and from other students about ways to engage the cultures that you encounter.

Meeting the Locals
Making friends in the local community is often a main priority for students. It’s not always easy to meet people, especially people your own age—doing so will likely require initiative on your part and also courage and perseverance. Never hesitate to ask the staff at the Center for guidance—they will be glad to help you!

Think about how you get involved at your home campus and seek out opportunities to do something similar while abroad—this is just one ways you might meet people.

Being surrounded by Italian university students and young professionals has many advantages, especially that of being exposed to the Italian way of life. Please remember that it is up to you to take the initiative to meet Italian students in the Università Cattolica facilities and other places. It is best to remain flexible and try not to make face-value
judgments. You must be willing to take risks and overcome shyness. Those students who have succeeded in meeting Italians in the past did so at bars, at the university, and through extracurricular activities and clubs.

Here are some examples of how previous students got involved in the local community (along with students’ comments on how they learned about the opportunity):

- Find out what events the CAs are attending. Tag along!
- Sign up for a local music ensemble or get involved in the music scene.
  - "I joined a community choir that was run by my host father."
  - "I joined two community choirs that the Music Coordinator told me about."
  - "I reached out upon arrival about joining a concert choir...that met twice a week in the Navigli district. Rehearsals were conducted entirely in Italian...I was required to audition before participating. We performed Benjamin Britten's War Requiem with the choir."
- Participate in an activity organized at the university.
- Take an exercise or dance class.
  - "I found a gym online and by word of mouth."
  - "I played indoor soccer weekly with locals."
- Explore different parts of the city.
  - "I went to Milan’s fashion week and walked through their various stores offering deals... I also went to the weekly markets that sold fresh fruits, discounted leather boots, coats, and a vast amount of other goods. I took it upon myself to venture over to the Van Gogh museum, which was amazing to see up close. Almost all of these events I heard via my program’s Facebook group and my CA."
- Join a faith community.
- Participate in a local club or society that aligns with your interests.

Where to find or research opportunities for involvement:

- Ask the Center Staff
- Ask an Ambassador (past participant)
- Ask students at the local university
Public Transportation

Public transportation in Milan is relatively inexpensive. The city has an extensive tram, subway, and bus system. For more information, consult www.atm-mi.it. Bus tickets cannot be purchased onboard a bus, and must be bought in advance. They are available at newsstands, subway stations, and “Tabaccherie,” which are all-purpose stores that also sell cigarettes and stamps and are easily recognized by the large “T” sign outside. Bus and tram drivers do not check tickets; there is a machine at the front and rear of each bus or tram that stamps your ticket. Once your ticket is validated, it is “used” and valid for the following 90 minutes on any of these three modes of transportation. Regulators travel the buses and trams and issue fines to anyone who has not purchased and/or validated a ticket.

If you have submitted your digital headshot photo on time in your MyIESabroad account, you will be provided with a free monthly student transportation pass, which will give you access to all forms of public transportation during your first month in Milan.

A monthly public transit pass is roughly €22.

Travel from Milan

Train travel in Italy is fairly inexpensive because it is heavily subsidized. If you are going on a long trip, a first class ticket is sometimes not too expensive and guarantees you a seat. You may also buy a reservation (prenotazione) for a second class seat on rapid trains (inter-city) or a sleeping car. This must be purchased at the train station in advance.

If you plan to travel in continental Europe, you may want to consider purchasing a Eurail pass in the United States. Please consult www.raileurope.com about costs and terms of use.

Tickets must be validated for train rides leaving the city and/or the country. If the ticket is not stamped with the date, it will not be considered valid and you will be fined.

Note: If you plan to travel abroad before the IES Abroad program, this will affect your visa application process. Please be advised that summer students do not need a visa to study in Milan, but you are still obliged to
follow the 90 day rule that applies to tourists in Europe.

**Currency**

The Italian monetary unit is the euro (€). Consult the European Commission website for more information on the euro and related topics. To check current exchange rates, consult the business section of a large newspaper or www.xe.com.

**Handling Money Abroad**

Before departing for Italy, you should exchange between U.S. $200 and U.S. $300 into Euros in order to cover incidental expenses during your first few days in Italy. Euros can be purchased at large U.S. banks, American Express offices, and at most international airports in the U.S. and abroad.

We do not recommend opening a bank account in Italy, even for academic-year students. The amount of documentation and fees required to open an account is not worth the trouble. Unlike the U.S., Italy does not have a centralized banking system, and all banks do not perform all functions.

It is essential that you and your parents realize that financial responsibilities above and beyond those outlined in the *Form of Agreement and Waiver* are your responsibility, and that IES Abroad's general policy is not to provide students with personal loans. However, in case of emergencies (e.g., accidents, hospitalization) we can make cash advances or payments on your behalf. The Center staff is also glad to provide financial counseling or advice.

Do not send checks, cash, or endorsed traveler’s checks through the mail.

During your time abroad, you should plan to obtain local currency primarily using an ATM card linked to your home bank account. In case of an emergency, however, you should have more than one way to access funds. The following guidelines will help you plan for financial
management abroad.

**Chip & Pin System**
European banks, ATMs, and credit card reads operate on the chip & pin system where credit card machines read a small microchip embedded in a credit card, along with a PIN number, to complete a purchase. We recommend bringing a chip & PIN card with you. You can read more about this type of card on the U.S. News & World Report website. You can ask your bank to provide you with a credit card that contains a microchip for the European system. Otherwise, you can generally withdrawal cash from an ATM with a standard American credit or debit card.

**ATM (Best option!)**
When accessing a bank account through an ATM card, we recommend the following:

- Before departing for Italy, notify your bank that you will be using the card for an extended period of time abroad, and inquire about usage fees and any special procedures that may be necessary to use your card abroad;
- If obtaining a new card, test your PIN number before departing;
- Give a family member access to the account in case of access problems abroad;
- Make sure the card is linked to a checking rather than a savings account; and
- Bring a duplicate card in case the card gets damaged, lost, or stolen.

**Credit Card**
You may also make purchases and obtain cash advances using a credit card. VISA and MasterCard are the two credit cards most widely accepted internationally. Keep in mind the following in terms of using credit cards abroad:

- Before departing for Italy, notify your bank that you will be using your card for an extended period of time abroad, and inquire about any additional fees that may be associated with using your card abroad;
- Although accepted in many places, credit cards are not used as frequently in other countries as they are in the U.S.;
- Arrange for someone at home to pay your monthly balance; and
- Using your credit card for a cash advance generally requires you to pay a finance charge and interest on the amount you
withdrawal, making a cash advance costly.

Please note: The first thing you should do if your ATM or credit cards are lost or stolen is to block others from being able to use them. Contact the card providers before you leave your home country to obtain the telephone numbers to call from abroad in case of lost or stolen cards. These numbers should not be kept in your wallet together with the cards.

Emergency Funds: Western Union
in worst case scenarios, Western Union offers a money transfer service. For the Western Union location nearest to your home in the U.S., call 800.325.6000, or check their website. Refer to Western Union’s website for locations in Italy.

Estimated on-site expenses

<table>
<thead>
<tr>
<th>Food &amp; Drink</th>
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</thead>
<tbody>
<tr>
<td>Groceries per week, if you cook every meal at home</td>
<td>€50-80</td>
</tr>
<tr>
<td>Breakfast at a restaurant</td>
<td>€2.50</td>
</tr>
<tr>
<td>Lunch at a restaurant</td>
<td>€10-15</td>
</tr>
<tr>
<td>Dinner at a restaurant</td>
<td>€20-30</td>
</tr>
<tr>
<td>Soft drink</td>
<td>€3</td>
</tr>
<tr>
<td>Coffee</td>
<td>€1</td>
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<tr>
<td>Meal at a university dining facility</td>
<td>€8</td>
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<tr>
<th>Housing</th>
<th></th>
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<tbody>
<tr>
<td>Linens (One set is included in your housing)</td>
<td>€15-20</td>
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<table>
<thead>
<tr>
<th>Personal Necessity</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Toiletries per week</td>
<td>€5-10</td>
</tr>
<tr>
<td>Laundry per week</td>
<td>€1-2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social Activity &amp; Entertainment</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Movie</td>
<td>€8-10</td>
</tr>
<tr>
<td>Theater performance</td>
<td>€15-20</td>
</tr>
<tr>
<td>Museum entry fee</td>
<td>€5-10</td>
</tr>
<tr>
<td>Fitness club membership per week</td>
<td>€10-20</td>
</tr>
<tr>
<td>Dance club cover charge</td>
<td>€10</td>
</tr>
</tbody>
</table>
Upon your arrival, you'll also receive a university activity card which will grant you discounts on student meals and activities throughout Milan.

Community Involvement

Through the IES Abroad Milano "Bucket List" program, IES Abroad staff and Italian Community Assistants sponsor various cultural and social opportunities in the city that allow you to grasp a taste of genuine Milanese life. Throughout the semester, IES Abroad also routinely arranges cultural events and guest lectures for the general student body and for individual courses. Previous highlights include:

- IES Abroad Milan's Lecture Series with special guests who contribute expertise on various subjects
- Studying the work of Leonardo da Vinci, including a visit to see his fresco, The Last Supper
- An introduction to photography during a trip to an art gallery
- A comparative study of the Italian and American approaches to mental health through a visit to the Prison of S. Vittore in Milan
- Language Exchange with local Italian students and young professionals
- Student-sponsored soccer team
- Activities sponsored by Italian peers, such as visits to museums, local fairs in the Navigli area, football matches, and aperitivi

Plus, the World Trade Fair EXPO Milano 2015 will be the site of an extraordinary number of events in and around the city, all available to students!

Sports & Fitness

Gyms & Fitness
You will receive more information about gym locations and memberships during orientation. Gyms are generally more expensive compared to the ones you are used to and they might require you to pass an on-site
physical to gain access to the facilities. IES Abroad Milan and Community Assistants will help you in finding the best solution for your needs.

Sporting Events
Milan has a large number of professional teams for all sports. The IES Abroad staff can suggest when and where to buy tickets for different events.

Diversity

Initiative to Diversify Education Abroad (IDEA)
Our Initiative to Diversify Education Abroad (IDEA) strives to make studying abroad a learning experience accessible to all students, creating a student body that reflects the diversity of both the U.S. and U.S. college students.

We define a diverse student as someone who identifies as a racial/ethnic minority, first-generation college student, economically needy, LGBTQ, and/or is a student who has demonstrated a history of overcoming adversity (a physical or learning disability, for example). We hope the information here will answer some of the questions or concerns you might have.

If you have any questions or concerns, please feel free to contact our Diversity Director at 800.995.2300 or diversitydirector@iesabroad.org.

We are here to help you have the most enriching experience possible.

Diversity Abroad
There are few places where most of the population comes from one national, religious, or ethnic group. At IES Abroad, our faculty, staff, and programs are committed to recognizing and acquainting students with the diversity that exists within Italy. IES Abroad students are continually provided with opportunities to explore the cultural richness of their host environment and to learn about the economic, social and political status
Minority Students
Students considered racial and ethnic minorities in the U.S. will still likely be part of a minority population in Italy. According to CIA’s World Fact Book, several backgrounds comprise today’s contemporary Italian population. These include Italians of German, French, Albanian, and Greek descent.

Italy, however, has an increasing immigrant population. According to Cultural Policies and Trends in Europe research, Italy is now devising strategies to address the influx and integration of its new immigrants, many of whom are from the Philippines, China, India, Tunisia, Morocco, Peru, Ecuador, and other Eastern European countries like Romania, Macedonia, and Serbia. Recently, there has been an overwhelming migration of Roma people, a group discriminated against because of their nomadic lifestyle and whose presence is associated with increased crime. IES Abroad staff can provide information on support groups and cultural or social organizations in local ethnic communities.

Sexual Orientation & Gender Identity
Italy as a country demonstrates mixed attitudes towards its LGBTQ population. In larger urban areas like Milan and Rome there is a visible and open LGBTQ and LGBTQ-friendly community. However, this may not be the case in smaller towns or regions.

Before leaving, it is important to reflect on the culturally-based ideas and definitions of sexual identity, and consider how your sexual orientation and gender identity may affect your relationships with residents of your host country. Furthermore, IES Abroad staff can provide resources to LGBTQ students about support networks and events in your city.

Religious Issues
Italy, while predominantly Catholic with a small, but visible, Jewish community, is also experiencing increasing growth among its Muslim population. All of these identities contribute to the religious mosaic that reflects Italy’s growing diversity. IES Abroad staff can assist you in finding an appropriate local place of worship.

Physical Disabilities
Although Italy is not fully accessible, it does offer many accommodations for accessibility. Hotels, restaurants, and airlines can be made more accessible with advance notice. To a limited degree, public transportation is accessible as well. For more information about
accessibility in Italy, please contact the Dean of Students Office.

Student Conduct

Code of Student Responsibility

The *IES Abroad Code of Student Responsibility* is based on the premise that our students are guests abroad. Students are expected to abide by the customs of the country in which they are studying and are legally subject to the same laws that govern local students. Students who participate in our programs are representatives of IES Abroad at all times for the duration of their enrollment. Any student who violates any policy outlined in the Code will be subject to administrative review and possible sanctions up to and including dismissal from the program. There are four parts to the *Code of Student Responsibility*: the Academic Integrity Code, the Academic Integrity Code Violation Review Process, the Student Code of Conduct, and Judicial Procedures. Systems for dealing with violations of these policies are outlined in detail in the online IES Abroad *Student Handbook*. It is in the best interest of all students to read and become familiar with these policies. The Code of Student Responsibility, the IT Policy, the Alcohol and Other Drug Policy, and the Student Sexual Harassment Policy can be found in your IES Abroad *Student Handbook*.

IES Abroad Alcohol and Other Drug Policy

The use of illegal drugs and the abuse of alcohol are seriously detrimental to one’s health and well-being. IES Abroad allows for the consumption of alcohol, within reasonable limits, by students who are of legal age in their host countries. Students who choose to consume alcohol do so with the knowledge that they remain responsible for their actions at all times and are expected to drink responsibly. IES Abroad does not encourage the use of alcohol or condone any drinking patterns or behaviors that are detrimental to the health and welfare of the individual, IES Abroad, or the community. The possession, use, or distribution of any drugs that are considered by host country law to be illicit or illegal drugs or controlled substances is prohibited. Students are cautioned that ANY ALCOHOL OR OTHER DRUG INFRACTION WILL BE CONSIDERED A GRAVE VIOLATION OF POLICY AND WILL RESULT IN SERIOUS SANCTIONS THAT MAY INCLUDE DISMISSAL FROM THE PROGRAM. The complete Alcohol and Other Drug Policy can be found in the IES Abroad *Student Handbook*.
Contact Us

This section of your predeparture information gives detailed contact info for your IES Abroad Center and the IES Abroad Chicago office.

Chicago Contact Information

Who to Contact at IES Abroad
Your main contact at IES Internships before your program begins is your Program Advisor. You can reach your advisor at:

- internships@IESabroad.org
- 800.995.2300 or 312.944.1750

For questions about disability accommodations or medical concerns, contact the Dean of Students office at:

- studentaffairs2@IESabroad.org
- 800.995.2300 or 312.944.1750

Email application documents for IES Abroad scholarships to:

- scholarships@IESabroad.org

Chicago Office Hours
8:30 a.m.-4:30 p.m. U.S. Central Time, Monday-Friday

Chicago Office Address
IES Abroad
33 W. Monroe St., Suite 2300
Chicago, IL 60603 USA

Fax Number
312.944.1448

After-Hours Emergency Numbers
If you have an emergency before you depart for the program, call 800.766.7793 or 817.871.4100 to reach a Program Advisor at home. This number should also be used to report flight delays before you arrive in your host city.
If an emergency occurs after you arrive in your host city, your family can call 800.953.0171 or 812.355.3099 to reach a Program Dean at home.

Center Contact Information

Center Address
IES Abroad Milano
Via Carducci, 26
Milano, Italy 20123

Center Telephone & Fax Number

<table>
<thead>
<tr>
<th>Calling from the U.S.</th>
<th>(011.39) 02.86.99.69.83</th>
</tr>
</thead>
<tbody>
<tr>
<td>From outside of Italy</td>
<td>+39.02.86.99.69.83</td>
</tr>
<tr>
<td>From Italy</td>
<td>02.86.99.69.83</td>
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</tbody>
</table>

Center Hours
9:00 a.m. - 6:00 p.m., Monday-Thursday
9:00 a.m. - 2:00 p.m., Friday (on Fridays when class is not in session, the Center is closed)

Center Emergency Contacts
Emergency Cell Phone: (011.39) 389.598.4579
Dr. Roberto Andreoni (011.39) 335.704.9403
Ms. Irene Baldoni (011.39) 389.830.4173

These are personal numbers. Remind friends and family not to use these except in cases of emergency and be mindful of the time difference between the U.S. and Italy. Emergency contacts speak English.