Santiago Summer - Internship Program

Predeparture Information

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 3- 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 Santiago 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
consulate or embassy.

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 Chilean government to enter Chile and study for the allotted time.

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

NON-U.S. CITIZENS
If you will enter Chile on a non-U.S. passport, you may be required to obtain a visa prior to your arrival in Chile. You should determine your specific visa requirements as soon as possible by contacting your Chilean Embassy or Consulate directly and contacting your IES Abroad Program Advisor for further information. 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 Chile 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 visit.

**Travel Dates**

Book your flight according to these official program dates:

**Consult your IES pre-departure guide in IES Portal**

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**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
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 2015-16 Updated 10-15.pdf for more information.

Past interns who have arrived early have stayed in the following hostels:

- Chilhotel
  Website: www.chilhotel.cl
- Newen Kara Hostel
  Website: www.newenkarahostel.cl

For more hostel recommendations, we encourage you visit one of the many search engines online such as Hostelworld or TripAdvisor.

If you arrive on a day and time other than the official arrival date, contact your IES Abroad Program Advisor in advance to provide your travel information. You might also be required to inform the IES Abroad Santiago staff of where you will be staying (address and phone) in order for them to coordinate your pick up on the arrival day. Upon arrival, contact the IES Abroad Santiago Staff so that they can provide transportation instructions from the airport to your homestay. You will not be picked up at the airport, and may have to take a taxi, which costs
approximately $50. In Chile, taxi drivers are not tipped. Follow signs in the airport to find ground transportation and only use an official airport taxi.

**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.

**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**

The major airport in Santiago is the Comodoro Arturo Merino Benítez (SCL). Please make arrangements to arrive in Santiago between 7 a.m. and 1 p.m. on the official arrival date. Provided that you submit your online Arrival Form by the stated deadline, IES Abroad Santiago staff members will meet you at the last exit from the customs hall. All IES
Abroad Santiago Staff will be wearing an IES Abroad t-shirt, hat and a folder. They will provide transportation from the airport to your homestay.

If your flight arrives earlier than 7 a.m., please wait for the IES Abroad staff in the same place of the hall - do not take a taxi. All transportation costs to and from the airport will be covered by you and will be charged to your IES Abroad account. This final amount will be billed to your home address a few weeks after arrival.

Make sure you do not pack your passport in your checked luggage before leaving the U.S. You will need it when you embark and disembark; your checked luggage will be inaccessible during both cases. We also recommend you change $50 upon arrival for incidentals and first expenses.

Please remember to save the incoming white slip (or sometimes yellow) that is stamped by the international police upon your arrival. You will need this slip when exiting the country.

You will spend the rest of arrival day with your host family who will take you to the IES Abroad Santiago Center the next day. Your host family will escort you using public transportation to and from the Center on the first two days of orientation.

**Orientation**

Approximately 2-3 weeks prior to your departure to Chile, a tentative orientation schedule will be made available to you here. You will be provided with a final schedule upon arrival.

The IES Abroad Internships Program begins with a mandatory orientation that introduces you to many aspects of life in Santiago. Local university students (Club Chileno) assist with these sessions and help you understand the Chilean lifestyle through walking tours of the city, introductions to the neighborhood around the IES Abroad Santiago Center, and discussions about the region’s history and culture.

Orientation sessions includes information about public transportation, housing, safety among other topics. You will also be escorted to buy a local mobile phone. At the beginning of orientation, you will be issued a printed version of the IES Abroad Santiago Internships guidebook. This
guidebook contains important information about many important topics covered during orientation and you can always reference to it during your time abroad.

You will quickly become familiar with Santiago and learn about all that it has to offer.
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/Santiago_0.pdf


Since Chile is in the Southern Hemisphere, summer occurs between December and March and the coolest months are May through August. Santiago’s climate is moderate with well-defined seasons. While winter is not harsh (temperatures in Santiago average 50 degrees during the day, with some colder days and generally cold nights). The winter months tend to be rainy, beginning in April, with most of the rain falling in June and July. The absence of central heating in Chile makes it cold! Sitting in unheated classrooms can be uncomfortable, so take clothing that enables you to dress in layers. Bringing clothes that you can layer reduces bulk and provides the look of a diverse wardrobe with only a few items. Long underwear for example serves as pajamas in youth hostels or on buses, as well as an added layer of warmth during the cooler months. Keep in mind that if you are planning to travel to different parts of Chile, you may encounter much more extreme heat and cold than in Santiago. For current weather conditions in Santiago, visit www.meteochile.cl.

Chilean students dress much like U.S. students, just a bit more formally. You will notice that people may be more fashion-conscious in general. Jeans, casual pants, etc. are recommended for everyday use. A sport coat and slacks for men and a dressy outfit for women will most likely necessary for your internship.

You will be provided bed linens, blankets, pillows, and towels in your homestay. If you are allergic to feathers, be prepared to bring or buy your own pillow. If you will be traveling within Chile, you are encouraged to bring or buy a towel and a sleeping bag.
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.

Please note that IES Abroad Santiago cannot be used to store luggage prior to your arrival or after the end of the program. You might be able to store luggage for a small fee at train or bus stations.

Voltage and Adapters
Chilean electricity operates at 220 volts, 60 Hz, which means you will need to purchase a converter in order to use U.S. electrical appliances. These can be purchased in the United States for $30-$40; they are also available for purchase in Chile. It is probably best to keep appliances to a minimum; you can buy a cheap hair dryer, alarm clock, etc., on-site instead of bringing yours with the necessary converters and adapters. You will need adapters to plug dual-voltage appliances into wall outlets; you may find these for approximately $4-10 at a travel store and some department stores. Note that converters and adapters are also readily available in Santiago; ask the staff for more information during orientation. Please note an adapter only changes the shape of the plug—it does not protect your appliance from burning out due to higher voltage. For more information on voltage converters/plug adapters, visit Voltage Valet.

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**
Homestays are offered in private homes in Santiago. All homestays are secured by the IES Abroad staff, located in safe areas of the city, and are inspected on a regular basis.

Just as “family” could mean many different things in your home country, Chilean families also are quite diverse. Some families are composed of a set of parents and their children. Other families consist of an older couple with grown children. Some might be single parents. Some might be older women, possibly widows. You should realize that initially, you might be treated as a boarder. 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 Chilean way of life.

No two homestay situations are the same. Some interns will live closer to the IES Abroad Santiago Center or their placement while others may be a little farther, although no more than a 45 minute ride using public transportation. We have considered these “farther” homes because of what they have to offer, i.e. they are located near a park, in safe areas, and have been very well evaluated. Some will have large rooms, and hospitality will differ among families. Enjoy all the benefits of your own experience. They are willing to respect your privacy, but they are also committed to your personal safety and integration into the community. We strongly recommend that you talk to them honestly anytime you have a problem and always inform them of your travel plans, nights away from home, not coming to lunch/dinners and unexpected delays.

During orientation, IES Abroad Santiago staff will address some cultural issues that will help you be a welcome guest and benefit from your immersion in Chilean home life. The IES Abroad Santiago staff will be available to assist you in adjusting to your new living environment. Do not hesitate to talk to IES Abroad Santiago staff members about housing issues throughout your time in Chile.

**Roommates**

You will always have your own room, and you may be the only IES intern in your homestay unless you request and agree to share with another IES Santiago intern.

**Housing Calendar**

**Housing Between Terms**

IES Internships housing is **not** available between programs. If you are planning on remaining in Santiago for the Fall semester program, you are encouraged to ask the Center staff for suggestions about other housing options during this period.
Guest Policy: No Overnight Guests
It is a violation of IES Abroad policy to have an overnight guest in IES Internships housing. If family members or friends are planning to visit you, the IES Abroad Santiago staff will provide you with a list of accommodations that past visitors have recommended. Interns who violate the guest policy will be subject to IES Abroad judicial procedures.

Homestay Etiquette
Give yourself and your host family time to adjust to each other. Please do not arrive expecting a home away from home. You are a paying guest, and you will be received accordingly; over time you may develop bonds that last beyond your stay. Some families are very quiet at first, and you will have to work at starting a conversation. Other families talk all the time.

Both types have advantages and disadvantages. To put your experience in perspective, imagine a foreign student coming to live with your family. How would you wish him/her to behave and interact? Remember that building a relationship with your homestay family will involve work on your part. You will need to adjust to a different lifestyle. The following list gives examples of how to respect the host family; these guidelines will be discussed in more detail during orientation.

- Never invite anyone to the home unless you have checked first with your family.
- Always greet your family. Not doing so is considered rude.
- Be careful with the keys; if they are lost, you will be responsible for replacing all of the locks at a cost of several hundred dollars.
- Phone calls from the homestay are not permitted due to the expense; depending on the family, this may even include local access numbers for prepaid calling cards. You should use your cell phone or a pay phone.
- Ask about house rules and observe them.

In the first few weeks, you will be adjusting to your homestay and to everything else around you. Host families represent a wide range of socioeconomic status in Santiago. Each home is different, but all homestay families are selected based on their ability to meet IES Abroad standards and fulfill your needs during your experience abroad. Try to fit in. The homestay is your opportunity for a great cultural experience, a portrait of real life in Santiago. Patience, courtesy, humor, and a sense of adventure will carry you through the rough times, and make the good ones more precious. Commit yourself to learning from both the inconveniences and the delights. A positive attitude will help you to
integrate into a new culture and achieve personal growth.

Obviously, we have not touched on all aspects of life in a homestay. Above all, remember that you are a guest in your host's home. Be considerate by keeping your room clean and calling when you are late, especially if you will miss a meal. Your hosts will appreciate your courtesy, and with their help, you will more successfully adapt to life in Santiago.

**Quiet Hours and Curfew**
While IES Internships does not establish official curfews at homestays, you should ask your hosts when they have quiet hours and respect them.

You should also realize that your hosts feel responsible for your general health and safety; if you stay out late without notifying them, you will cause them unnecessary concern and anxiety. It is important to communicate your plans openly to your hosts. Spending the night away from your housing without advance notice may violate IES Abroad policy and result in disciplinary action.

**Meals and Cooking**
You will receive breakfast, a brown bag lunch, and the evening meal five days a week. You will need to adjust to the eating schedule of your homestay family since you cannot make up meals if you are not home during agreed-upon meal times. Breakfast, a light meal in Chile, will be served between 7:30 and 8:30 a.m. before you leave for the day. Most Chilean families gather for dinner between 8:00 and 9:00 p.m. Some families may have a tea and sandwich service, called once, instead of a late dinner.

On the weekends, only two meals are included. Chilean families usually spend time together on the weekends. On Saturday and Sunday, breakfast is later, and extended families often eat lunch together. This is a unique opportunity for you to learn about Chilean culture by meeting various generations and hearing about numerous family experiences, but you are never required to attend. Inform your homestay hosts if you plan to miss a meal.

**Chilean Cuisine**
When you arrive in Santiago, you will encounter not only a change in culture and lifestyle, but also a change in cuisine. You should be prepared to adjust to the differences in meals and meal times in Chile: on the weekends, the main meal of the day is the *almuerzo*, served
between 12:30 and 2:00 p.m., while dinner, la cena, is eaten between 8 and 10 p.m. A typical Chilean almuerzo consists of soup, a pasta, rice, or potato dish, and meat or chicken. Fish is also served, though not often since it is relatively expensive. Some meals are followed by a dessert, el postre, usually consisting of a piece of fruit or pastries. Many times, coffee or tea also follows a meal.

Breakfast, el desayuno, in Chile is a light meal, usually consisting of bread with coffee or tea. If you are accustomed to having a large breakfast, you may want to pick up a mid-morning snack. You’ll take your brown bag lunch every day from your family, but on weekends, families typically eat almuerzo together. Some families also have the custom of tea at 5:30 p.m. with crackers and sandwiches. The evening meal, when most Chilean families come together, is usually very large and served relatively late. If you have problems eating dinner so late, please talk to your Chilean hosts.

While you should try to be flexible and adventurous in sampling new and different types of foods, special efforts and adjustments are required of vegetarians, who must realize that vegetarianism is not very common in Chile. If you have dietary restrictions, you must inform IES Internships on the Housing Form and remind the IES Abroad staff of them upon arrival. For example, let us know if you have food allergies or, if you are a strict vegetarian, what type of vegetarian you are. With adequate warning, some host families are willing to prepare special dishes for you, but you also need to be flexible and cooperative. Vegetarians should be prepared to eat egg dishes (tortilla francesa or española, or rice with fried eggs, for example) as well as vegetable, potato, and rice dishes. IES Internships makes efforts to accommodate vegetarians at the various special events held throughout the year. A fish or other vegetarian alternative is usually available, as long as you inform IES Abroad Santiago staff of your dietary needs several days prior to the event.

Please arrive with an open mind and be willing to experiment with new foods. Chilean cuisine offers many tasty items and unique combinations. Remember, as a guest in Chile, you should be ready to adjust, rather than expecting the Chileans to adjust to you.

**Commuting**
Given the size of the city, daily commuting is a reality for everyone who lives in Santiago. Like local workers, you will commute to your placements and the Center, using public transportation. On average, it takes about 45 minutes to reach the IES Abroad Center from the
Laundry, Bed Linens, and Towels
Laundry is provided by the homestays once every week. Dryers are not very common in Chile, so only some homestays have dryers. You will be provided bed linens, blankets, pillows, and towels in your homestay. If you are allergic to feathers, be prepared to bring or buy your own pillow. You should bring or prepare to buy towels and a sleeping bag for traveling.

Internet Access
Internet is commonly available in homes in Santiago; however, IES Internships cannot guarantee internet or internet compatibility in your homestay and cannot provide technical support if internet access is available. Internet access is available at the IES Abroad Santiago Center during open hours and at various internet cafes around the city.

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 résumé, an internship will give you the opportunity to directly experience the many cultures and people who make up Chile. Participating in the IES Internships Program offers you a unique opportunity to step outside your educational environment and experience Chileans at work. Please note that all internships are unpaid. The IES Internships 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 IES Internships seminar.

Internship Placements
We have established good working relationships with many organizations in Santiago who participate in our internship program. Internships are offered in business, education, finance, media & communications, museums, 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 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’ résumés. From these they choose which interns they would like to interview. Your ability to secure interviews will depend upon the quality of your résumé so it is important to work closely with the Internship Coordinator at the IES Abroad Santiago Center.

If you have a strong background on Spanish, you will have a wider array of internship opportunities available to you so we encourage you to refresh your language skills as much as possible prior to departure. Internships are routinely and formally monitored and all companies/organizations have been vetted by our internship coordinators.

You will work in an organization or company for at least total of 176-320 hours throughout the summer. These hours will be distributed differently depending on the internship seminar you select (3 credit or 6 credits) and if you sign up for the 3-credit language class.

Our Guarantee
We guarantee you a placement in your field of choice, as indicated on the Statement of Interest and Goals you submitted with your application. Your internship guarantee can be found online here: [http://www.iesabroad.org/study-abroad/internships/guarantee](http://www.iesabroad.org/study-abroad/internships/guarantee)

Required IES Internships Seminar
The required IES Internships 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 your 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:

- Résumé 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.

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 interns. Attendance at each class session is mandatory. The syllabus for this course is available on the IES Santiago Internships website. You may also have the opportunity to participate in optional field trips to complement your internship program for an additional fee.

Optional Language Courses
You may enroll in a 3-credit Spanish 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 Registration Form.

Educational Culture

The classroom atmosphere is entirely different from what you might be used to at U.S. Chilean faculty is not accountable for your learning in the same way U.S. instructors are. Syllabi are sometimes distributed at the
beginning of the term; if they are not, it is up to you to request one from the professor who may or may not have one. It is assumed you are aware of what is to be covered and it is your responsibility to identify appropriate readings or resource materials. You should select and read relevant sections and become knowledgeable on the subject. While instructors may mention or recommend certain texts during a lecture, they will not generally give specific reading assignments.

In a lecture class, the professor may open the floor to questions. To supplement main lecture courses, some universities have special discussion or work groups.

Many IES Abroad students report that there seems to be a lack of academic pressure in their courses. This impression is completely wrong. Professors expect that you prepare your readings and homework for each class, though they do not test often. It is very important to look for supplemental materials on your own and monitor your own weekly progress.

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 university is based on your home school’s policies. Ask your home school’s study abroad and financial aid offices how this is managed.

**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
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
Even though your adventure starts in Santiago, our field trips take you beyond the city to discover the culture and traditions of Chile. All field trips are an additional cost and availability will depend on your work schedule. Here are a few possible destinations.

**Santiago - Valparaíso & Viña del Mar - Summer 2016**

Discover the culture of two of Chile’s most beautiful coastal towns. Valparaíso is a UNESCO World Heritage Site built into picturesque hills and ravines, and is a major distribution center for container traffic, copper, and fruit export. Enjoy the white sand beaches of Viña del Mar, the most visited coastal city in Chile.

Trip Length: 1 Day

- 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 US Department of State information page here for detailed information about safety abroad in Chile: [http://travel.state.gov/content/passports/english/country/chile.html](http://travel.state.gov/content/passports/english/country/chile.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

Center Address
IES Abroad Santiago
Dr. Manuel Barros Borgoño #159
Providencia, Santiago, Chile
750-0513

The IES Abroad Center is located in Providencia, a vibrant residential neighborhood in central Santiago. Features include:

- Classrooms
- Student lounge
- Small library
- Kitchen and dining area
- WiFi and remote printer access
- Charming courtyard
María del Carmen Cortés Arce | Center Director

A native of Santiago, Maricarmen has over 30 years of experience with local development activities with government and non-profit organizations, including Wilder Center for Communities (part of the Amherst H. Wilder Foundation, Saint Paul, MN), Franklin Covey Chile, the United States Peace Corps in Santiago, FINAM (a Women’s World Banking NGO), and the Miguel Kast Foundation. Maricarmen holds a Master's and B.A. in Architecture from the Universidad de Chile, and was also a Fulbright Scholar through the Hubert H. Humphrey Fellowship program with the University of Minnesota.

Staff

IES Abroad Staff

Angela Schaal
Assistant Director/Academic Coordinator

Anita María Moreno
Student Affairs Coordinator

Paola Riquelme
Administration and Finance Coordinator

Sonia Fierro
Office Keeper
Communications

International Calls

IES Abroad Santiago will give you complete instructions on long-distance calling procedures during orientation. Please remember that if you use calling cards to make long distance cards from abroad, it is best not to use them with your cell phone. You will realize savings on long distance calling with calling cards if you use them from public telephones or from landlines that you have permission to use.

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.

There are no accessible computer facilities in IES Abroad Santiago, which is why bringing your laptops is essential. The IES Abroad Santiago center has WiFi and a remote printing system for you to use. In order to access internet outside of IES Abroad Santiago Center hours, you may choose to visit local internet cafes, where internet access is available for an hourly fee, university libraries (depending on your enrollment), and other WiFi hotspots throughout the city. In most cases, your host family will have internet access as well.

Mail
Your mail should be addressed to you c/o IES Abroad Santiago.

Your Name
IES Abroad Santiago Center
Dr. Manuel Barros Borgoño #159
Providencia, Santiago, Chile
750-0513
Once you know your homestay address in Santiago, you may choose to receive mail at that address. It is advisable to have your packages and registered letters sent to the IES Abroad Center, as someone must sign for them. It is a good idea to remind families and friends to review current Chilean Customs policies, to avoid confiscation or extra fees, when sending parcels. During orientation, family members can make emergency contact through the IES Abroad Chicago office. Please keep in mind that airmail takes approximately seven to 10 days to travel between Chile and the United States. Boxes sent surface mail will take one to two months, sometimes more. You may also be charged a customs fee to claim packages. Please remind your university to address all correspondence to you at the IES Abroad Santiago Center.

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 envelope delivered by a private carrier like FedEx or DHL.
- Do not include a replacement credit/debit/ATM card in a care package with other items. We don’t recommend one carrier over another—as long as the envelope is sent with a tracking number, the delivery should occur without significant problems or delays, though you may have to pay a customs fee.

**Life in your City**

**City and Culture**

The city of Santiago wears the identities of Chile’s past and present. It is the country’s historic center, founded by Spanish conquistadors in 1541; its grid layout and 17th- and 18th-century churches and public buildings are evidence of its colonial past. It also functions as the country’s ultra-modern economic and political capital with thriving business centers, pedestrian malls, and a clean, efficient subway system for its population of almost seven million.

The downtown features many lovely public spaces, including the park surrounding Santa Lucía Hill, the Parque Metropolitano atop San Cristóbal, sculpture gardens, plazas, and outdoor markets. Public murals by contemporary Chilean artists in the subway stations were
commissioned to bring art to the people.

Chile is one of the most politically and economically stable countries in Latin America. It has been able to restore and preserve its democratic tradition in a peaceful way. Chile’s economy is open to the world; it has signed several free trade agreements that allow for the export of large amounts of commodities and the creation of new jobs. This stability has made Chile attractive to foreign investors.

Like any major modern city, Santiago has many neighborhoods (comunas) each with its own distinct features and personality. Beyond Santiago, from the deserts of the North to the sub-arctic in the South, the Andes to the east and the Pacific to the west, the variety of the landscapes is stunningly beautiful. You may find that your time in Santiago is far too brief to explore the many possibilities.

**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 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 situations.

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
Attending university courses is one the best way to meet Chilean students. Being part of a university community in Santiago will open doors for you to experience academic culture in Chile and participate in activities outside of classes.

Life at Chilean universities is very lively. Students spend hours at the university before and after their classes in cafés, libraries, parks, and campus facilities. They study, meet for group projects, play sports, and spend time with friends. A major difference with the United States is that Chilean students live at home and not in dorms, which sometimes can imply a long commute from their home to the university. Learning how Chilean young people live and interact with one another is an important cultural opportunity. You will have the opportunity to participate in various extra-curricular activities with Chilean university students through the Club Chileno. The Club Chileno in IES Abroad Santiago will also assist you to better understand Chilean university life and make new friends.

Meeting people in any new place isn't easy, and it takes effort on your part. Don’t hesitate to take advantage of opportunities such as extracurricular activities at a university, community service activities, and interacting with your host family (Familia Anfitriona). You will enjoy your
stay much more and feel a part of Santiago much sooner. Here are some examples of how previous students got involved in Santiago:

- Volunteer at an elementary school
  "The IES staff told us about volunteer opportunities during orientation."

- Join a language exchange program
  "I signed up for Tandem, the language exchange program offered by la Universidad Catolica. They told us about the program during our students' orientation."

**Public Transportation**

Santiago's public transportation system is very user friendly, clean, and safe. The bus and metro system will take you anywhere you need to go. This system has been recently reorganized and all Chileans and visitors are learning to use it more efficiently. There are peak hours that you will need to consider in order to arrive promptly to your destination. As in any large city, public transportation is used massively, so be aware that you will be travelling in crowded buses/train at times. Santiago's public transportation is considered an expensive one when compared to the rest of Latin America, so you will need to consider this in your budget in order to not be surprised when you arrive. You will use a BIP card to travel on public transportation while in Santiago. IES Abroad Santiago will give you one during orientation and you will be able to charge it at your will.

**Currency**

The Chilean monetary unit is the *peso* and is signified by $, Ch$, or CLP. The peso is divided into 100 *centavos*. There are coins of $1, $5, $10, $50, $100 and $500. Paper bills start at $1.000. Denominations in the thousands are signified by a period(.) rather than a comma(,). Thus, $1.000 means one thousand pesos. Check a source such as www.xe.com to confirm the exchange rate before departing for Santiago.
Handling Money Abroad

Before departing for Chile, you should exchange between US$50 and US$100 into Chilean pesos in order to cover incidental expenses during your first few days in Chile. Chilean currency can be purchased at large U.S. banks, American Express offices, and at most international airports in the United States and abroad.

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.

**ATM (Best option!)**

When accessing a bank account through an ATM card, we recommend the following:

- Before departing for Chile, notify your bank that you will be using the card for an extended period of time abroad, and inquire about usage fees any special procedures that may be necessary to use your card abroad;
- If obtaining a new card, test your PIN number before departing for Chile;
- 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.

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:

- 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.

**Emergency Funds: Traveler’s Checks**

Traveler’s checks are not recommended as a source of emergency funds, as most banks and exchange centers no longer accept them.
Do not send checks, cash, or endorsed traveler’s checks through the mail.

It is essential that you and your family members realize that financial responsibilities above and beyond those outlined in the Form of Agreement and Waiver are your responsibility, and IES Abroad’s general policy is not to provide students with personal loans. However, in case of emergencies (e.g., accidents, hospitalization) IES Abroad may be able to make cash advances or payments on your behalf.

Estimated on-site expenses

All costs below are shown in U.S. dollars ($).

<table>
<thead>
<tr>
<th>Food &amp; Drink</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast at a restaurant</td>
<td>10</td>
</tr>
<tr>
<td>Lunch at a restaurant</td>
<td>20</td>
</tr>
<tr>
<td>Dinner at a restaurant</td>
<td>30</td>
</tr>
<tr>
<td>Soft drink</td>
<td>2</td>
</tr>
<tr>
<td>Coffee</td>
<td>5</td>
</tr>
<tr>
<td>Meal at a university dining facility</td>
<td>10</td>
</tr>
</tbody>
</table>

| Housing                                          |       |
| Toiletries per week                              | 10+   |

| Social Activity & Entertainment                   |       |
| Movie                                            | 10    |
| Theater performance                              | 20    |
| Museum entry fee                                 | 5+    |
| Fitness club membership per MONTH                | 80    |
| Dance club cover charge                          | 20    |

| Communication                                    |       |
| Internet use at a cyber café per hour            | 1     |
| Pre-paid International Calling Card              | 20+   |

| Miscellaneous Expenses                            |       |
| Local Transportation per MONTH                    | 150+  |

(For Academic Activities, may vary)
Spending Money Per week (clothes, souvenirs, "going out", etc.) | 50+
---|---

**Sports & Fitness**

Chileans enjoy a variety of sports. The most popular are soccer, basketball, tennis, swimming, and field hockey. Chile also offers horseback riding and skiing. Sports equipment is easily purchased in Chile, but you should expect to pay more than in the United States. Expensive equipment such as bicycles, camping equipment, and skis can be rented in Chile. There are various private gyms in Santiago where you can buy a membership. More information will be available during orientation.

**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.
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 you with the diversity that exists within Chile. You are continually provided with opportunities to explore the cultural richness of your host environment and learn about economic, social, and political status of local populations. IES Abroad staff is committed to provide information and assistance regarding support networks, social organizations, places of worship, and other resources. More information concerning diversity and the resources available to you will be provided during orientation.

Minority Students

Students considered racial and ethnic minorities in the United States will still be part of a minority population in Chile according to heritage. The CIA’s World Fact Book reports that 92% of the population is white (mostly of Spanish and/or European and American Indian descent). The remaining 8% reflects persons of indigenous, Asian, African, or Arab descent according to Minority Rights Group International sources.

Most Chileans infrequently see or interact with a person of Asian or African descent. Therefore, students of these backgrounds will frequently attract unwanted attention or stares just because of their novelty. This reality has slowly been changing over the last five years due to immigration from other Latin American countries.

Throughout Chile, people are commonly described by physical characteristics, such as skin/hair color or body type/weight. In the United States, such references may be considered offensive; as a result, you may have difficulty in adjusting their interpretation and responses to the frequent use of such terms in their new international setting.

Heritage Students

Hispanic/Latino heritage students may encounter interactions or expectations differently from their peers. Locals may expect you to have greater host country knowledge, familiarity with local customs, or higher proficiency in Spanish. Heritage students with proficiency in the language and whose own background includes customs that mirror
Sexual Orientation and Gender Identity
Broadly speaking, Chile is a conservative country. Although tolerance is increasing among the younger generations and especially in a large urban center like Santiago, few people are still openly out for fear of hurting family or being subject to discrimination. 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.

Religious Issues
The National Census reports that 67% of the population is Catholic, while more than 8% do not practice a particular religion. The remainder of the population contributes sparsely to a mosaic of Protestant, Islam, Sikhism, Buddhism as well as a small, but visible Jewish community according to the Minority Rights Group. The community facilitates the presence of kosher restaurants and stores.

Physical Disabilities
Although changes are being made, Chile is still a relatively inaccessible country. Large cities like Santiago are slowly increasing the accommodations for persons with limited mobility. Only newer models of buses, cabs, subways, stations and recently renovated hotels are equipped with ramps, lifts, and elevators to accommodate patrons. Most public transportation still remains inaccessible.

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
Dr. Manuel Barros Borgoño # 159
Providencia, Santiago, CHILE
750-0513

Center Phone Numbers
From U.S.: 011.56.2.2264.0649
In Santiago: 2264.0649 (Within Chile, outside of Santiago +2)

Center Fax Numbers
From U.S.: 011.56.2.2236.0714
In Santiago: 22236.0714

Center Office Hours
9:00 a.m. - 6:00 p.m., Monday-Thursday
9:00 a.m. - 5:00 pm., Friday

Center Emergency Phone Numbers
If you arrive on-site and need to contact IES Abroad Santiago, dial:
56.98.838.4309 (from U.S.)
98.838.4309 (In Santiago from a land line)
8.838.4309 (In Santiago from local cell phone)

If you are delayed in traveling to Chile, call the Chicago office or your IES Abroad Advisor. Once you arrive in Santiago, call the IES Abroad Santiago staff* using the numbers below. Use these numbers for all on-site emergencies throughout the duration of the program, as well.

- **María del Carmen Cortés Arce, Center Director:**
  56-2-2235-4899 (office) 56-97-809-8872 (cell)
- **Angela Schaan, Assistant Director and Academic Coordinator:**
  56-2-2264-0649 (office) 56-97-809-8868 (cell)
- **Anita María Moreno, Student Affairs Coordinator:**
  56-2-2264-0649 (office) 56-97-809-8870 (cell)

*Emergency contacts are on-site IES Abroad staff, and they speak
English. Please do not (and remind friends and family not to) use these numbers except in cases of real emergency and to keep in mind time differences.