



Information for New Generation Service (College Internship) Exchange Students

Objectives of the Program

- **To further international goodwill and understanding** by enabling students to study first hand some of the problems and accomplishments of people in lands other than their own.
- **To enable students to advance their cultural education** in an environment entirely different from their own, learning to live with and meet people of different cultures, creeds, and colors and by having to cope with day-to-day problems in an environment completely different from the one they have experienced at home.
- **To enable college students to advance their education** in a business environment internationally within their field of study,
- **To have students act as ambassadors** for their own country by imparting as much knowledge as they can of their own country, its attributes and its problems to the people they meet during their time abroad.
- **To observe another country's culture** so that upon returning home students can pass on the knowledge they have gained by addressing Rotary clubs and other organizations and assimilate the positive aspects into their everyday living.

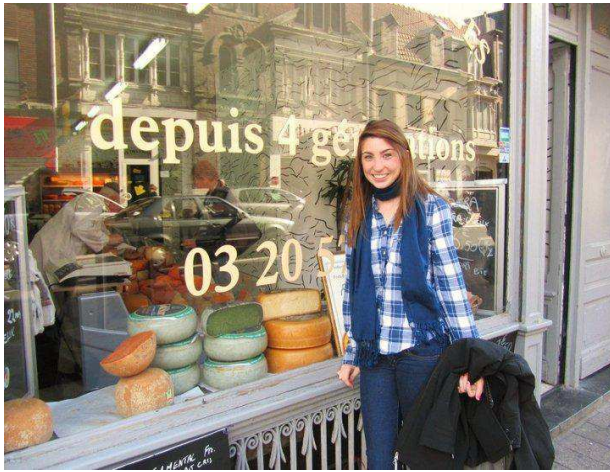
BEING AN EXCHANGE STUDENT

- is fantastic and amazing
- is meeting lots of wonderful people, and a few not-so-nice
- is seeing a new country and experiencing new things
- is being homesick and, at times, miserable
- is getting tired and frustrated and feeling helpless and misunderstood
- is being an ambassador and realizing things are not strange and stupid, just different
- is personal growth

THE SUCCESSFUL EXCHANGE STUDENT

- is flexible and adaptable
- wants to learn and have new experiences
- is knowledgeable and well read
- is open to challenge and change
- is sensitive, loyal, and trustworthy
- is involved
- Recognizes "Different" from good, bad, wrong, etc.
- communicates with family, Rotary, school, friends
- is introspective





Preparation

LEARNING YOUR TARGET LANGUAGE

You will likely be hosted in a country where the native language is not English. **YOU must make a conscientious, disciplined effort to learn AS MUCH AS YOU CAN of your host country's language BEFORE DEPARTURE.** Speaking and understanding the language is the key to acceptance in any country, even in countries where English is a commonly-learned "foreign language".

There are several things you can do to learn the language: get language tapes and CDs and begin now; enroll in language classes; reading out loud. You learn a language one word at a time, so try not to become overwhelmed by the enormity of the challenge. Set small, achievable goals. Use flashcards of typical phrases. Practice via skype with current outbounds or rebounds we will put you in contact with.

It is up to you to determine what resources to use, and to apply yourself to this critically assignment.. It is expected that intensive language study will start immediately, and will continue until departure, making your best effort to achieve familiarity with the basics prior to departure



1. Assignment on Language:

Answer

What has been the influence of immigrants and indigenous peoples on the language of your host country?

What percentage of the population speaks English?

What are some idiomatic expressions or slang (not vulgar) that are unique to your country. (Example: "G-day, Mate!" in Australia.)

Translate

Hello

You are so kind

Goodbye

What would you like me to do?

Is this OK to wear today?

What is this place called?

What do you call this?

I am not very fond of FOOD ITEM the way my mother prepares it, but perhaps the way you prepare it I will like it better.

I have not learned to like FOOD ITEM, yet.

I live in _____ Florida, USA. My town is near _____ and _____.

I am sponsored by the Rotary Club of _____.

Thank you

Nice to meet you

I hope to see you again

Where are we going?

This gift is from my family to you.

Can you please repeat that?

Please speak slowly

I appreciate that

I am so glad to know you

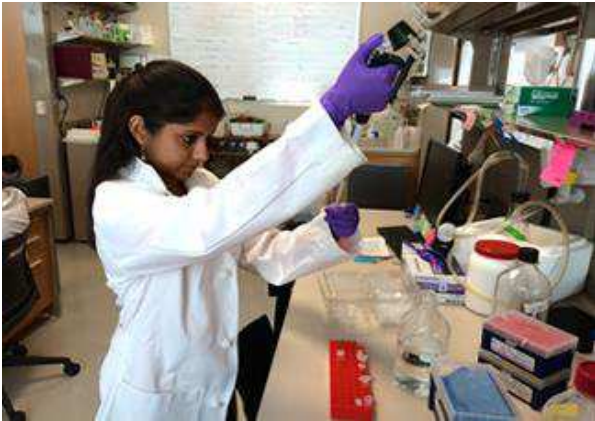
How can I help?

Your home is so beautiful!

How do I wash my clothes?

I do not understand

2. What is your plan to become functional in your host country language prior to departure?



List your steps, how often you will study, what resources you will use, who you will practice with, etc.

You will have at least 3 months between country placement and your departure to study the language of your host country. You have ample time to acquire the polite basics of the language of your host country. It would be blatantly disrespectful to arrive in country with none of the language of your host country. It reflects poorly on you, your country and culture, and Rotary.

Some of you will be placed in a country that speaks a language that you study in your school. Even so, you will need to do study above and beyond your high school language classes. Our expectation is that you will make time in your busy schedules and make language study a priority. You will be amazed at how much you can learn by setting aside thirty disciplined minutes every day.

We offer the following suggestions to help you to learn the language of your wonderful host culture.

Listen/watch radio and TV in your host language. You can do this online if it is not available on cable.

Watch movies in your host language. Watch the first time with subtitles and the second and third time with the subtitles turned off. Netflix (netflix.com) has a HUGE selection of foreign language films. Even if you only subscribe between now and when you go, it will be worth every penny. Movies are a great window into a culture. Get your ears used to the patterns, pace, and rhythms of your host country language.

Download (legally) popular and folk music from your host country. Get the lyrics on line to your favorites and translate them. What are they actually singing about?

Check out an interactive language-learning online community like www.LiveMocha.com.

Go to the library and check out children's books in your host country language. They have simple vocabulary and lots of pictures. Children's music and nursery rhymes are helpful too.

At the library, look for periodicals like People and Time in your host language.

Get a self-paced language program like Berlitz, Rosetta Stone, or Pimsleur. Again, the financial commitment here may increase your follow through.

If you already know the language to some extent, use a dictionary in your host country language. You won't believe what a difference that will make in your vocabulary. Be sure you take one with you.

Buy a "501 Verbs" book - learn 3 verbs a day between now and when you leave.

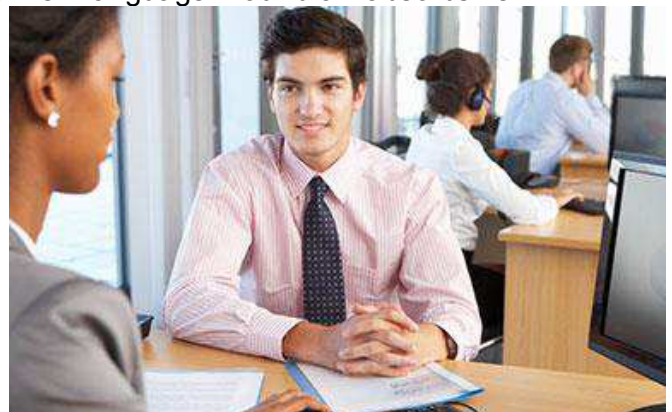
Learn two feeling words a day (happy, confused, irritated, relaxed, hungry, sad, optimistic, excited, etc.) It is when you can talk about what you are feeling that you can begin to deepen your relationships with people.

Read in your new language. Read out loud. Write in your new language. Your brain absorbs new information differently when you read, write, and speak.

Search for kids stories online in the language. Learn how to say animals, names of food, ec.

Find some native or fluent speakers in your community that you can converse with - perhaps you can trade language lessons if they are still learning English.

Contact other RYE students who have been / are there now. Skype to practice common sayings that teens use.



PREPARE TO BE AN AMBASSADOR

During your exchange, you will meet many people who only know America through the lens of a movie or TV camera, and who think anywhere in “Florida” is Disney World or Miami Beach. As an exchange student, one of your roles is to help people change these misconceptions. To do that, you must understand our country, our culture, our government, and our politics. Become as knowledgeable as you can on these topics before you begin your exchange summer. Review “*Appendix D - Tough Questions*” of this handbook for some thought-provoking questions that you are likely to be asked in your host country.



Consider these as examples, and think about how you would answer these, and similar questions, about life in the USA. Locate a good map of Florida (roadmaps are good for this purpose) that you can take with you to show friends and host families where you live. You will also need a map of the United States, to show people where you live compared to well known US cities.

You also need to become familiar with your host country **before** you arrive there. Read -- and re-read -- a CultureGram about your host country. Make a special note of cultural attributes described in the CultureGram, consider how they differ from your culture, and why. Use any other resources you have access to -- the internet, school and public libraries, magazines and newspapers, etc. -- to learn about current events, history, government and politics, etc. for your host country, and especially for the region you will be living in. Purchase two maps showing the cities and topography of your host country, preferably in detail -- one to take with you and the other to leave at home -- so your family can locate places you mention in your letters.

You will also be an ambassador of Rotary. Please read *Appendix A – What is Rotary*, and we will go over some of this at the Spring Youth Exchange meeting. Students will be invited to attend a Club Rotary meeting prior to departure, and may attend a meeting with their twin overseas.



Host Families

MAKING CONTACT WITH YOUR HOST FAMILY

As soon as you are notified of the name(s) of the family that will be hosting you, you should write to both the student and to the parents, giving them information about you, including your interests. Include a photo of yourself, especially if you have changed your appearance at all from your application photos. You should use this letter to ask about their and describe your climate, family activities, etc. Every opportunity should be taken to exchange correspondence with the host family before departing, as

this helps tremendously in the initial settling-in period in a new environment. **Use skype – its free!**

Do not set up flights until after the exchange is absolutely agreed upon with the Rotary club/District overseas. Travel arrangements can be made through the internet, students may fly on frequent flyer miles, or flights may be made through a travel agency. If you cancel the exchange after booking your flights you could stand to lose all, or a portion of, your airline ticket cost. Cancellation of your airline tickets would be subject to the terms agreed to with the airline you choose

Departure

LUGGAGE

Luggage selection and packing requires good planning, since all airlines impose both weight and quantity restrictions for checked-in luggage as well as size restrictions for carry-on luggage. Find out from your airline the specific requirements that you must comply with. Also consider that you may be traveling during the exchange with your family, very possibly by train or bus, and smaller, lightweight luggage may be more appropriate for those shorter trips. Remember that many Europeans have

VERY small cars – consider your family driving a Mini Cooper, fitting in the family to pick you up at the airport, and you show up with two HUGE suitcases and a rolling carry-on! NOT a good first impression...



WHAT TO PACK

While the climate and other factors in your host country will determine what type of clothing you will need, plan from the beginning to limit the quantity of clothing that you take with you. Do not attempt to pack all the clothing that you own; you will soon find that a) they may not be “in style” in your new country; b) there is no place in your new room to store them all. DO NOT bring your entire wardrobe! You should pack appropriate for the business environment / internship you are expecting - not traveling as a “rich American” but as a student, including appropriate clothing for Rotary meetings or nice dinner, some “party” type clothes for meeting new friends, dress and walking shoes. Don’t plan on bringing lots of toiletries as you can buy them there. Washing machines may be totally different, and be prepared to ask your host mom how to use the machine without expecting her to do it for you! Check electronics/chargers for

adaptor needs, and see if an international card can be inserted in your cell phone for use there.

GIFTS

You should be thinking about gift items for your host family and host Business owner. The gifts need not be expensive, but should be thoughtful and something distinctly American, preferably local to your community. Bring some token items, like post cards, to write notes to other people you meet or as thank yous.

T-shirts: all kinds, Florida, your city, not “logo” as may have no meaning there

Notepaper with American art scenes, etc.

Picture post cards from home town (ideal for your thank-you notes)

Local cookbook for mom

Calendars with American scenes

Items from local tourist locations

Florida sports logo items for guys

STRESS AT DEPARTURE – Please read *Appendix I – Travel Stress, and Appendix J– Are you ready to Go?*



ARRIVAL AND SETTLING IN

Arrival will be one of the high points of your trip, the fulfillment of all your planning. There will be an inevitable let down when the excitement subsides a few days later. We know your hosts will make every effort to welcome you into the family, but remember that you are the one who must adjust. This quality of flexibility was one of the criteria considered in selecting you and you must be prepared to exercise it to the fullest. Communication is critical to establishing an understanding of expectations. Look over the "First Night Questions" in Appendix B now, and several times before you actually arrive; then make sure you have asked the questions or been provided with the answers as you become part of your host family.

ADJUSTMENT TO A NEW FAMILY

Students: you must, at all times, remember that it will be your responsibility to adjust to the host family environment. The host family is under no obligation to adjust to you, or to treat you as a "special guest". You are expected to accept the normal discipline of the family and settle into their routine, not the routine you have been used to back home.

You are expected to call your host family by their name or title, Mom and Dad for example, not Mr. and Mrs. Discuss this very soon after you first meet your host parents, and arrive at something that is comfortable for everyone. In most cases you will room with your "twin."

Discuss the household rules and duties with your host family on the first night, or the next day, using Appendix B of this manual. Print a translation from the website address listed if the parents' English skills seem limited. Some families do not expect much from their children, while others divide household tasks, including kitchen help and house cleaning, among everyone. Accept willingly and cheerfully whatever is assigned to you. You will find that a clear understanding of responsibilities will go a long way in creating smooth sailing.

The family dynamics may be totally different than you are used to. They may be demonstrative, loud and touchy, or reserved and formal. Discuss behaviors with your twin if in question, realizing the difference in cultures.

INSURANCE

All Florida exchange students are covered by a medical/accident insurance policy which meets Rotary International standards. The premium is paid for out of your program fees. There are certain limitations and deductibles with all insurance policies. Students are responsible for any medical fees not covered by the insurance, which is effective from your date of departure, to any countries you may transfer flights in, any countries you visit with your family, until the date of return to the USA. Please notify your District chair as soon as plane tickets are purchased as these dates will be the policy dates. You will receive by email documents and details on your insurance policy a few weeks before departure



MEDICAL CONCERNS

You should ask your physician for a new prescription clearly written out in the generic form for medications you must take in case you must have a refill in your host country. Research on line before you leave if the drug is available in your country, or if it is sold over the counter. Bring any filled prescriptions in the original pharmacy bottle, never in a plastic baggie or unmarked container. If you wear glasses or contact lenses, a copy of your lens prescription, or even a spare set of glasses, can help avoid a big problem in the event your glasses are lost or broken.

TRAVEL

Many NGE students are allowed to independently travel before, after, or during the weekends of the exchange, however this capability is up to the rules of your sponsor District. Failure to follow their rules could lead to cancellation of your internship and departure early back home!

Facing the Challenges

Know that things will be very different in your host country and you will be the “outsider” who will have to adjust. This means, for example, tolerating what may seem like a million silly questions (See *Appendix D – Tough Questions*) about the USA, or doing things as part of the family which you might not do at home. You may find that people in your host country rely more on public transportation and less on automobiles to go places, and you should be prepared to not rely on your host parents to “get you around”. You may also find it difficult to conform to discipline that is different and perhaps more restrictive than you are use to.



HOMESICKNESS

Very few students escape at least one bout of homesickness. Early in your exchange there is the excitement of a new land, people, school, surroundings and being the center of attention. This will change as "normalcy" sets in. You'll miss the little things about home. You are being bombarded by a strange language throughout the day. Know that this feeling will soon pass.

• What are the symptoms to look for:

Feeling lousy for no reason

Losing your "cool" over things you would normally shrug off

Staying in your room where you feel secure

Physical discomfort: headaches, upset stomach, malaise

• What to do:

Talk. Share your problem with a sympathetic host parent, your twin or another sibling

Keep busy. Get involved in your host family activities, in the community

• What not to do:

Mope around. Gloominess is highly contagious

Eat your way to “happiness”. You will only gain weight and then feel worse

Decide to "go home". This is the last resort. You will never grow if, when life gets tough, you “cut and run”. If you talk it out and keep busy, it will soon pass.

Call or e-mail home and “unload” on Mom or Dad. In all likelihood, your feelings will improve in a day or two, while you've put your parents on “red-alert”. Don't do that to them!

Culture Shock is a term loosely applied often to a general malaise and poor feeling after the excitement of arrival wears off. Carefully read *Appendix E – How to Cope with Cultural Shock* JUST IN CASE!

BE PREPARED TO ADAPT

Though most host families and employers will do their best to make you feel at home, you must adapt to their ways, not the reverse. You will be in a different social and political climate and should be discreet in your social and political observations and statements. You should try to see their point of view even if you do not agree. **Above all, you are expected to be tactful and diplomatic when hosts express views contrary to your own.** You should be particularly diplomatic when expressing opinions on religion, race, or politics. Things may be different but that does not make them *wrong*, or *better* or *worse*.



LANGUAGE

Without language ability, you will always be an outsider. Everyone is hesitant about saying strange sounding words aloud. If you learn to laugh at your mistakes, you will learn the language more quickly. Everyone will appreciate and applaud your efforts and forgive your mistakes. **It is a compliment to your new friends and host family when you speak their language.**

Beware of the “English Trap”. Much of the rest of the world learns English as their “foreign language”, and you may find family and friends willing, and perhaps even eager, to converse with you in English. Do not let this crutch become a barrier to your developing fluency in the new language. And like everyone that has gone before you, the day will come when you suddenly realize that you understand this new language.

Try this – speak only the foreign language to your host family, and they only speak English to you, each practicing a “foreign” language.



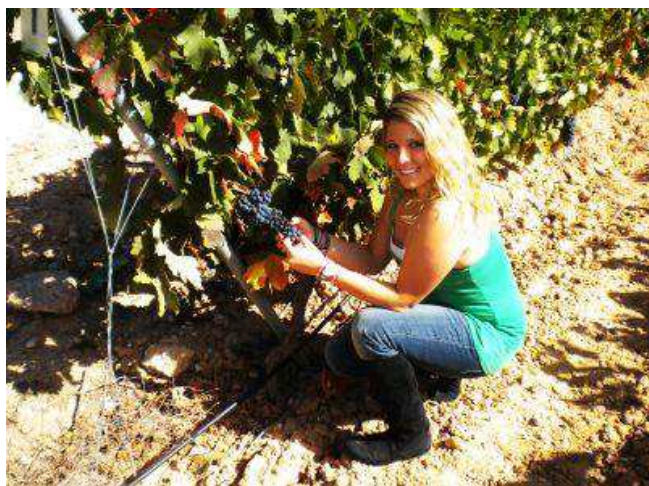
COMMUNICATIONS

There are numerous long distance carriers anxious for your business, and many offer “calling card” features that will allow you to call home for essentially the same cost as a call initiated from your home to your host country. You may take a laptop computer, but be aware your wireless adaptor may not work properly and your host home may not be wireless. If both sets of host parents have downloaded the free Skype software, video calls from home will be free! BUT, we strongly discourage frequent phone calls to and from home, and recommend that calls be limited to arrival, departure and once in the middle of the exchange. Experience has shown that students who call home often, or are often called from home, frequently end up relying too much on “home”. Do not spend all of your time on Facebook, blogs or writing to friends and family – **be a PARTICIPANT not a REPORTER!**

Please do send weekly updates AND pictures to your District Chair. You have been *provided Appendix C - The Rotary Support System*. Please fill in all of the contacts for your reference in the case of problems, and communicate to these people if you need to.

PARTICIPATION

You will gain the most from the exchange if you participate to the fullest. This means sharing family life, friend’s life and the community life. Contribute whatever talents you have, whenever possible. Be willing



to take the initiative for finding activities to do and in asking people about their jobs, interests, etc. The best way to get people to be interested in you is to show interest in them. Always say “YES” if anyone asks you to go someplace or do something, even if it is something you dislike. If you say “NO”, you may never be asked again. Use the resourcefulness and creativity which are among the qualities we sought in choosing you as an Exchange Student.

Please do read *Appendix F – Student Security Procedures*.

FINANCES

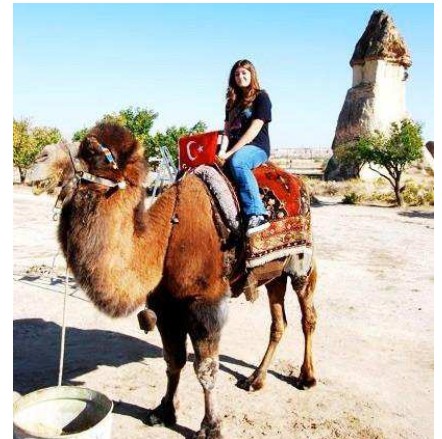


Your Host Family will provide lodging and meals. You will need money for personal expenses, clothing, and entertainment. The amount of spending money you will need – and have available – will likely depend on your own circumstances as well as the community and family you stay with. Two general guidelines should always be kept in mind: Be willing and able to “pay your own way” for entertainment with host family and friends; don’t expect to be treated as a guest at all times, and understand when it is appropriate to offer to pay for meals, entertainment tickets, etc BUT: Do not spend money freely or lavishly when those around you do not have the resources to

do likewise. Don’t be labeled “the rich American” who throws money around. If offered, accept. Short term students are not usually expected to pay for their own way for any travel. Ask about any planned vacations this during pre-departure phone calls, and discuss any expected airline tickets, entry fees, etc.

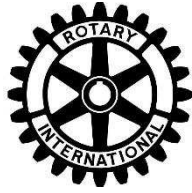
You should travel with an internationally-accepted “chip” credit card or ATM debit card such as VISA, which will provide you with an easy and inexpensive way to deposit funds here and withdraw funds in your host country without incurring interest charges or high transfer fees. Make sure your card is a new “chip” technology card. Having this card will mean you will not need to travel with a large amount of money. Travelers Checks may also be investigated, especially as a source of “emergency money”. Take extra precautions to protect credit cards, Travelers Checks, and cash from theft, especially when traveling, and make sure you and your parents know what to do and who to contact in the event you lose these items. Do not expect that your minimal foreign language skills will allow you to explain enough to create a police report, though your host family and rotary club contact may provide assistance.

Become familiar with the monetary system of your host country before you depart, and understand the exchange rate both ways for conversion to US currency. DO THE MATH on a number of common items – a coke, a pizza, a pair of jeans, so you can instantly recognize if the amount charged seems fair or you are being ripped off! In many foreign countries, the “buying power” of the US dollar is greater than here, but the cost of some items may also be much greater than at home. Before you leave, you and your parents should establish a budget for your spending money, and you should follow that budget carefully so that you don’t run out of money before you run out of the exchange.



Parents and relatives should not send personal checks to students overseas. They are often difficult to cash, and foreign banks frequently will charge a high fee for accepting checks drawn on a US bank for deposit, while holding the deposit as unavailable while it clears through the international banking system. If it is necessary to send money to a student other than through use of a debit or credit card, in case of loss or theft, consider using International Postal Money Orders, which have guaranteed delivery, have a nominal fee, and will provide the student with cash in the local currency.

Rotary



Appendix A – What is Rotary?

Rotary was born on February 23, 1905 in Chicago, Illinois, the world's first and most international service club. The founder of Rotary was attorney Paul P. Harris (1868-1947), who gathered with three others to discuss his idea of a group of businessmen from different professions getting together periodically to become better acquainted. They decided to limit membership to one representative of each profession and to rotate the meeting site among each member's place of business, to acquaint each other with their various vocations and to promote business. The rotation of meeting places is the source of the name "Rotary". The universal acceptance of Rotary principles has been so great that there are now more than 33,000 Rotary clubs, with a membership of over 1.2 million men and women in 200 countries and geographic regions, on every continent.

Rotary Motto and Themes

Rotary International has adopted as its motto, "**Service Above Self**". Rotarians throughout the world quote the **Four Way Test** of the things we think, say or do:

1. Is it the TRUTH?
2. Is it FAIR to all concerned?
3. Will it build GOODWILL and BETTER FRIENDSHIPS?
4. Will it be BENEFICIAL to all concerned?



The Rotary Foundation

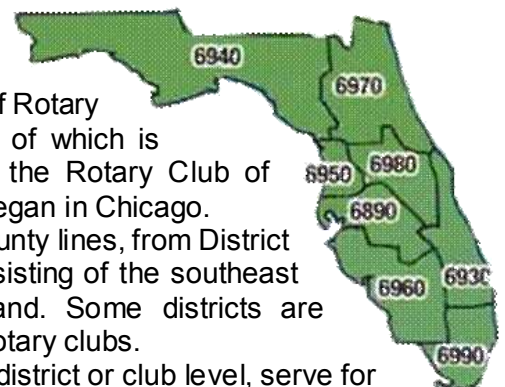
In 1917, the Rotary Foundation was born. The Rotary Foundation is a philanthropic trust promoting further understanding and friendly relations between peoples of different nations. The Foundation sponsors the largest scholarship program in the world and is supported purely by voluntary contributions from Rotary Clubs and Rotarians. The Rotary Foundation has many working programs and a budget of approximately \$45-\$50 million (US) each year. These programs include Rotary Volunteers, The 3H program (for Health, Hunger and Humanity), Rotary Peace Conferences, World Community Service, Special Grants, and two others that you may encounter during your exchange: Group Study Exchange, and Polio-Plus.

Group Study Exchange involves paired districts in different countries sending teams of 4 or 5 business or professional men and women for a 4 week period of study and discussion with their counterparts in the other country. Polio-Plus is Rotary's plan to eliminate polio from the world, a hugely successful effort undertaken with the United Nations.

Rotary in Florida

Each of the more than 33,000 Rotary clubs in the world is a member of Rotary International. Rotary is divided into more than 530 Districts, each of which is headed by a District Governor. The first Rotary club in Florida, the Rotary Club of Jacksonville, was organized in 1912, just seven years after Rotary began in Chicago. There are eight Rotary Districts in Florida, divided by region along county lines, from District 6940, covering 25 counties in the Panhandle, to District 6990, consisting of the southeast corner of the state, the Florida Keys, and Grand Bahama Island. Some districts are geographically large, some small, but all have between 45 and 65 Rotary clubs.

The District Governor, and all officers of Rotary on the international, district or club level, serve for a Rotary fiscal year that runs from July 1 to June 30. A number of district-level committees are organized to provide sponsorship or support for Rotary functions and initiatives that involve Rotarians from across our District. The Youth Exchange Committee is an example of a District Committee.



District 6930

Stretching along six counties of the eastern beaches, from Titusville to Boca Raton, the District is made up of about 50 Rotary clubs.



Rotary at the Local Level -- The Rotary Club

The “personality” of each Rotary club is a reflection of the community it serves and the membership of that club. Even within our own District, club size ranges from a dozen members to two hundred members. Rotary clubs meet weekly throughout the year; some for a breakfast meeting, others during lunch, some in the evening. Some Rotary club meetings are quiet and “serious”, staying to a tight schedule so the members can return to work on time, while other club meetings are less formal and structured. Some clubs have lots of retirees, other are made up of mostly young professionals, though most in the USA have a good mix of all ages. 20% of Rotarians are women, though some clubs overseas are still segregated with only men members. You will be **sponsored** by a club here and **hosted** by a Rotary Club there, and given contacts in both places in case of problems. Hopefully, you will be asked to regularly visit the club meetings and special events and perhaps a District or Rotary Youth Exchange special event.



Appendix B – “First Night” Questions with Host Family

Note: You can obtain a set of “First Night Questions” in any combination of languages at: http://yeoresources.org/First_Night_Questions.htm

1. What do I call you? “Mom”, “Dad”, or given (first) name?
2. What am I expected to do daily other than:
 - a. Make my bed
 - b. Keep my room tidy
 - c. Clean the bathroom up after I use it?
3. What is the procedure about dirty clothes? Where do I keep them until wash day?
4. Should I wash my own underclothes?
5. What is the procedure if I need to iron my clothes?
6. May I use the iron, washing machine, etc.?
7. Where can I keep my bathroom accessories?
8. When is the most convenient time for me to use the bathroom on weekday mornings?
9. When is the best time for me to shower or bathe?
10. When are mealtimes?
11. Do I have a regular job at meal times? Set, clear, wash, dry the dishes; the garbage?
12. May I help myself to food and drinks (non-alcoholic) at any time or must I ask first?
13. What areas are strictly private e.g. your study, bedroom, pantry, etc.?
14. May I put posters and pictures in my room? On the wall? How do you want things hung?
15. What are your feelings about my drinking alcohol if offered by you?
16. Do you object to my having wine at the table with you or an occasional beer?
17. What time must I get up weekday mornings to make it to work?
18. Do you have planned activities on any weekends while I am here?
19. What time is too late for me to come in?
21. What time is too early to be making noise on the weekends?
26. What are the rules about phone calls? Local?, Long Distance?, Overseas??
27. What are the rules about access to the Internet and e-mail if there is a computer in the house?
28. May my friends call me? What times are not good?
29. What is the procedure about posting mail?
30. Do any of you have any pet dislikes? e.g.. chewing gum, music types, being late, wearing a hat at the table, being interrupted while reading, etc.
31. How do I get around and to work? bus, bicycle, be driven, riding with friends, etc.
32. What about transportation to the mall or movies?
33. May I play the stereo or TV?
34. May I use kitchen appliances? Microwave? Dishwasher? Stove?
35. What are the rules about going to church?
37. If I have something bugging me, how do you want me to handle it?
 - a. Write a note explaining it
 - b. Ask for a heart to heart discussion
 - d. Keep it to myself and live with it
39. Who pays for “event” expenses? me? you? Rotary? (movies, sports events, concerts/shows)
40. Can I use the shampoo and tooth paste or buy my own?
42. Are there any eating habits or foods I need to discuss? I don't like _____.

In general, ask about those things you feel are most important the first night, and then other over the next couple nights. Try to always keep an open and honest communication with your Host Family.

Appendix C – THE ROTARY SUPPORT SYSTEM FOR OUTBOUND STUDENTS

IF YOU NEED TO DISCUSS SOMETHING, please contact your District NGSE Chair first. Understand a Support System is available to you. This begins with your host family, your Rotary Host Club Contact, and the District Governors and Crisis Chair here and in in your host country. Remember that you must comply with the rules and regulations that they establish for the students they host. Your contacts cannot change those rules or give you permission to disregard them, but we can help you with other matters and problems that may be impacting on your exchange. **Please do not try to solve problems all by yourself.** Because this is an international program, there may be cultural and/or Rotary subtleties of which you are unaware. Your behavior may have long-term implications affecting future exchanges. Please call or e-mail and give us the opportunity to demonstrate that we are truly concerned about you, and want your exchange to be a great success.

Foreign Contacts

NAME, E-MAIL HOST PARENTS _____

Address _____

Cell phones _____

HOST CLUB Name and contacts _____

HOST DISTRICT NGSE Chair name and Contacts _____

US Embassy in your host Country _____

Local Contacts

YOUR DISTRICT NGSE COORDINATOR: Tracy Carroll 530 Camelia Lane, Vero Beach, FL 32963
Phone: Cell 772-766-3777 Office: 772-492-1850

Email: tcrotarynews@bellsouth.net

YOUR SPONSOR CLUB COUNSELOR THERE:

Name: _____

Address: _____

City _____

Phone: Home _____ Cell _____

Email: _____

YOUR DISTRICT CRISIS CHAIR:

YOUR DISTRICT 6930 GOVERNOR UNTIL JUNE 31: Dr. Juan F. Ortega, P.E. 561.537.4504

YOUR DISTRICT 6930 GOVERNOR AFTER JULY 1: B. Eugene Burkett, cell 321-890-3171

Appendix D – Tough Questions

Many exchange students report being put "on the spot" by their peers, host parents, family members, and Rotarians during their year when they are asked questions about the United States' politics, environment, economy, society, etc.. They are often caught off guard and often feel that they disappoint their questioners and in turn show their lack of knowledge. We have listed here some tough questions that have been asked of prior students. We leave it to you to search out the answers before you leave. It is your responsibility as a Florida Youth Exchange "ambassador to....." to be knowledgeable of what is "going on at home". Read your local newspapers, the NY Times, Newsweek, Time, US News & World Report etc. They are available at school and community libraries and on the Internet.

Your hosts and others you meet abroad have an honest interest in knowing and learning more about the USA. Few ask questions to criticize (although it may sound that way), and few ask questions to make you uncomfortable or to test you (although that also may be your impression, especially if you are not prepared). These questions are meant to start you thinking and learning about USA culture BEFORE you go. Look up the Brigham Young University "USA CultureGram". Dig out your American History book. If you take the time you will:

- learn things about your culture and why you do some things that you never knew

- be better able to compare your new culture with your own and appreciate the similarities and difference

- find yourself able to converse easily with adults and peers you come in contact with abroad without having to worry about what you are saying or their drawing the conclusion that "here is another uninformed American".

The Questions You Might Get (so think about how you will answer NOW...:

1. What is your family life like? Is it true that your mother rules the house and that you never eat together as a family? What are your family values?
2. Why do Americans put their old people in nursing homes rather than take care of them at home like we do? Isn't this another example of the poor value Americans put on families?
3. Are Americans really happy? All we see on TV and in your movies is divorce, husbands and wives cheating on each other, killing and crime, drugs, cults. Is it really not safe to walk downtown at night? Is that why you built all those shopping malls?
4. Why do the different races in America all distrust and hate one another? Why do the white people treat the blacks so badly? Why do you keep the Indians on reservations in such poverty?
5. We have a lot of American exchange students and most of them are not well informed. Some can't even tell us where they live in relation to cities that we have visited in the US. Why is that?
6. Your election has recently taken place (or is coming up). Tell us a little about each of the presidential candidates.
7. Did you read about our country before you came? Tell me some of the things you learned about our government and how we handle health care. What are some things you'd like to know more about?
8. We are going to take you to our capital next weekend. Can you tell me anything about it?
9. This summer, my wife and I are going to visit Florida. What should we see and do? How far is it to Key West from Orlando? Is it easy to get there? Can we go by train or should we drive? Will we be able to visit your legislature, see your governor? What is his name?
10. What's your school like, compare your school with ours. Which one do you like better? We have been told that our schools are more difficult because we give our students more responsibility to learn, and most of your kids drop out and become criminals.
11. Is it true that many Americans can not get medical care because they do not have insurance and cannot pay for the health care? Why don't you have a national program like we do? We read about your government having argument. health care reform but it seems like they are arguing over political issues rather than about taking care of Americans. Can you help us understand that?
12. The USA is known as the richest nation in history. Why do you have such poverty in the midst of plenty? US scientists are among the best in the world and yet you have all these problems? Why?

13. You Americans seem to waste a lot of energy and we have to pay more for gas and oil because you waste it. You all drive big cars, have lots of appliances, live in your own homes, and you don't seem to care about the rest of the world on a day to day basis. How would you change things to make Americans more energy conscious?

14. What is the Peace Corps? What do they do nowadays? Are they really just young people trained to be government agents and spies?

15. Why do you keep pressuring Cuba when you have worked at having improved relations with most of the other remaining communist countries? Is Castro really that bad?

16. Many of my friends say that the human rights position you take with other countries is hypocritical. It seems that way when I look at how you discriminate against minorities. Do you think your country is being fair and just?

17. And, of course, anything and everything about Iraq, Afghanistan, the War on Terrorism, North Korea, the Middle East, etc., etc., etc.

Responding:

There are many more questions that may be asked. In addition to being knowledgeable, you also need to consider how best to respond when asked. The following are a few recommendations to help you avoid confrontation and argument. Remember, no one ever really wins an argument. Avoid getting drawn into one.

Start out your response with "I'm not sure I understand your question but I think..."; ...yes, but I think...; "...you may be right, but another way to look at it is..... ; etc.

Avoid these discussions when you are in a hurry. You need time to think out your responses.

Use examples whenever you can as they help to illustrate a point and usually are more easily understood, especially when there is a language barrier

Remind them that what they see and hear on TV, radio and in the newspapers is a distortion of America just the same as what we see is a distortion of their country, and that both of you need to learn from each other what the truth is from your respective perceptions.

Give your questioner time to explain themselves and try to have an open discussion. Remember that each of your cultures and backgrounds are DIFFERENT and neither is right or wrong, black or white.

Chances are you can reach a mutual understanding.

Appendix E – How to Cope with Culture Shock

by Arthur Gordon

As the world grows smaller, as ever-increasing numbers of people travel, work or study abroad, more attention is being focused on a kind of silent sickness that often afflicts the inexperienced traveler or the unwary expatriate. **It's the loss of emotional equilibrium that a person suffers when he moves from a familiar environment where he has learned to function easily and successfully to one where he has not. The term used to describe this malady is "culture shock".**

The effects of culture shock may range from mild uneasiness or temporary homesickness to acute unhappiness or even, in extreme cases, psychological panic, irritability, hyper-sensitivity and loss of perspective are common symptoms. Often the victim doesn't know what's the matter with him. He just knows that something's wrong -- and he feels miserable.

Most experts in inter-cultural communication agree that the basic cause of culture shock is the abrupt loss of the familiar, which in turn causes a sense of isolation and diminished self-importance. "Culture shock", says anthropologist Kalvero Oberg, "is brought on by the anxiety that results from losing all our familiar signs and symbols of social intercourse. these signs or cues include the thousand and one ways in which we orient ourselves to the situations of daily life: when to shake hands and what to say when we meet people, when and how to give tips, how to make purchases, when to accept and when to refuse invitations, when to take statements seriously and when not."

According to Dr. Oberg, these **cues, which may be words, gestures, facial expressions or customs, are acquired by all of us in the course of growing up and are as much a part of our culture as the language we speak or the beliefs we accept. All of us depend for our peace of mind on hundreds of these cues, even though we may not be consciously aware of them.** "When an individual enters a strange culture," Dr. Oberg says, "all or most of these familiar cues are removed. he or she is like a fish out of water. No matter how broad-minded or full of goodwill he may be, a series of props has been knocked out from under him."

Sometimes the transition to an alien culture has an immediate impact. A short term American visitor to certain Eastern European countries may find himself dismayed or depressed by living conditions that seem perfectly normal and acceptable to the people of that country - toilets with no seats, for example, or even more primitive bathroom facilities. It may come as a real shock to a teenager from Texas to find that hamburgers are non-existent, or fruit is a luxury item, or that rice is eaten for breakfast daily.

More insidious is what might be termed delayed culture shock. Often when a person takes up residence in a foreign country there's a period of excitement and exhilaration when everything seems new and challenging and fascinating. If one has friends or business connections one may be asked to dinner, taken sight-seeing, made much of -- at first. Also, in the beginning similarities between cultures are more apparent than differences. Almost everywhere people live in houses, go to work, relax on week-ends, do the shopping, eat three meals a day and so on. All this seems reassuring.

It's not until this honeymoon period ends that the newcomer begins to realize that there are endless subtle differences that leave him facing a host of perplexing problems. Many of these problems never bothered him at home, because they solved themselves almost automatically. Now, to his increased dismay, he finds that he has language troubles, housing troubles, money troubles, transportation troubles, food troubles, recreation troubles, perhaps even health troubles. **All of these things drain away his reservoir of good-humor and equanimity.** Having his laundry done may become a major struggle. Making a telephone call may be a small crisis. It may seem to him that people say yes when they mean no and promise to do things which they never do. Time may be regarded quite differently by the people among whom he finds himself. So may space, in some countries people like to stand very close together when they converse, in others this violates a deep-rooted sense of privacy.

Underlying all these difficulties is the uncomfortable feeling of not really belonging, of being an outsider. In changing cultures, the newcomer has inevitably changed his own status. At home he was "somebody", or at least his place in society was established and recognized, here he is relatively "nobody". As a foreigner, he is a member of a minority whose voice counts for little or nothing may find

that his homeland, so important to him, is regarded with suspicion or dismissed as unimportant. In short, as one observer put it, he finds himself in "circumstances of beleaguered self-esteem".

A mature, confident person may be able to shrug off these circumstances. But if the newcomer is insecure or sensitive or shy, they may seem over-whelming. Furthermore, as troubles pile up and he begins to look around for help, he may conclude that the natives of the country in which he finds himself are either incapable of understanding his plight or are indifferent to it. This in turn triggers the emotion that is one of the surest signs of culture shock: hostility to the new environment. The victim says to himself, "*These people don't seem to know or care what I'm going through. Therefore they must be selfish, insensitive people. Therefore I don't like them.*"

Inevitably this reaction tends to increase the isolation of the unhappy visitor because people sense his antagonism and begin to avoid him. When this happens, he may find melancholy relief in criticizing all aspects of the host country. These thoughts or discussions almost never lead to any honest evaluation of the situation or awareness that the difficulty may lie in the attitude of the critics themselves. They are simply gripe-sessions in which the virtues of the home country are exaggerated almost as much as the alleged failing of the country being visited. As Dr. Oberg says, "When Americans or other foreigners get together to grouse about the host country and its people, you can be sure they are suffering from culture shock."

Yet another stumbling block that compounds the problems of culture shock is the tendency of many people to think of members of other cultures in terms of stereotypes. *The excitable Arabs. The amorous French. The touchy Italians. The lazy Latinos. The volatile Hungarians. The materialistic Americans.* Some psychologists think that **anxiety-prone people cling to stereotypes because it lessens the threat of the unknown by making the world predictable** ... and what the victim of culture shock needs desperately is a familiar, predictable world.

Almost always, fortunately, symptoms of culture shock subside with the passage of time. The first sign of recovery may well be the reappearance of the victim's sense of humor; he begins to smile or even laugh at some of the things that irritated him as much at first. As familiarity with local language and customs increases, his self-confidence and self-esteem begin to return. He comes out of his shell and makes tentative overtures to the people around him -- and as soon as he starts being friendly, they stop seeming hostile. Slowly he progresses from a grudging acceptance of his surroundings to a genuine fondness for them and becomes proud of his growing ability to function in them. In the end, he wonders what he was so unhappy about in the beginning. 27

Is it possible to shorten the duration of culture shock or minimize its impact? The experts think so. Here are three suggestions they offer to anyone planning a stay in a foreign land.

First, be aware that such a thing as culture shock exists, that it will probably affect you one way or another, but that it doesn't last forever.

*Next, try to remember, if and when you become thoroughly disenchanted with your surroundings, that **the problem probably isn't so much in them as it is in you.***

Third, accept the idea that while it may be somewhat painful, culture shock can be a very valuable experience, a mind-stretching process that will leave you with broader perspectives, deeper insight into yourself and wider tolerance for other people.

If it happens to you, don't think that you're strange or abnormal. If you had a happy life back home, why shouldn't you miss some aspects of it or feel a sense of loss? You'd be abnormal if you didn't.

If it happens to you, don't sit around being negative and critical, this just prolong and deepens your gloom. Try to keep busy. Arrange something pleasant to look forward to. Set goals for yourself -- learning ten new foreign phrases each day, for example-- and stick to them.

If it happens to you, try not to be judgmental. everyone has an ethnocentric tendency to think that his own culture is superior to all others. Actually, any culture is a good culture if it provides an environment that meets basic human needs.

If it happens to you, force yourself to look for the best, not the worst, in your situation. People who go around looking for trouble usually manage to find it. Train yourself to enjoy the diversity of people and cultures, not fear it or shy away from it.

Appendix F – Student Security Procedures

1) What should you do ...

- a) Be aware of your surroundings
- b) Avoid large public gatherings if there are any local concerns. Depend on your host family advice
- c) Try to blend in with your local surroundings. In other words, be a good exchange student.
 - Adapt and then assimilate into the culture.
 - Wear clothes that are more of the local culture.
 - Be careful not to spend a lot of money or carry around a lot of money.
 - Understand that in some countries, blending in will be impossible.
- d) Be unpredictable
- e) Don't be the "ugly American". Accept that other ways may be just different.
- f) Remove yourself from confrontational situations.
- g) If necessary, contact the American embassy/consulate & tell them:
 - Who and where you are.
 - That you are a Rotary Exchange Student.
- i) Maintain regular contact with Rotary Counselors in your host country & home.
- j) Know where your passport and return tickets are. **DON'T CARRY THEM WITH YOU!**
- k) Concentrate on learning the language and culture of your country before you depart.
- l) Follow the rules and laws of your host country, host family and Rotary.
- m) Expect that people you come in contact with may disagree with US actions.
- n) If threatened – tell your support contacts –
- o) **Make a photocopy of Appendix C – Rotary Support System, fold it up and carry in your pocket at all times on exchange – just in case!**

2) What to do if there is a crisis there or in the US ...

- a) Check in with your Host Rotary District YE Chairman and Host club contact.
 - Let them know that you are OK.
 - Ask them what the procedures will be during the crisis.
 - Follow the procedures to the letter. If you are told not to go outside after dark, DON'T!
- b) Contact your Sponsor Rotary District YE Chairman.
 - Let them know that you are OK.
 - Let them know what the procedures are for your District.
- c) Contact your parents and let them know that you are OK

Appendix G – Abuse Reporting Procedures

We expect that your exchange will be one of the best experiences of your life. However, there is the possibility at any time here, in your neighborhood or city, or half-way across the world, that you will be the victim of assault or abuse. Your safety is very important to us, and we can only help you if we know that you have a problem. **“NGSE students have the right to adhere to their own standards regarding their bodies. While respecting vast cultural differences, each student has the right to judge how they deal with unwelcome sexual contact or related activity including nudity, exposure, touch, suggestive comments and sexual intercourse.”**

For the OUTBOUND STUDENT:

If you have been or feel threatened with physical, psychological, or sexual assault or abuse you should follow this procedure:

1. Call the Hotline phone number provided to you. This phone will be answered 24 hours per day, 7 days per week.
2. Report the situation and circumstances to your Youth Exchange Officer (YEO) immediately.
3. If you cannot contact your YEO or prefer that the YEO not be informed, report the situation to your sponsor district counselor, sponsor district chairperson, sponsor club counselor, or sponsor club officer. You may call collect from anywhere if you are involved in this type of situation. You may also approach the President of your Host Rotary Club or ANY Rotarian.
4. If you cannot report your situation to either your YEO or others as above, then report the situation to any officer of Rotary Youth Exchange Florida.

It is important that you not delay in reporting any incident or threat of assault or abuse. Be sure that someone in the District understands the seriousness of your situation. WE WANT TO HELP! OUR CONCERN IS YOUR WELLNESS and HEALTH, NOT SENDING YOU HOME. If Nothing Happens When You Report The Situation, Report It Again And Continue Until Someone Takes It Seriously. Make Sure We Understand That Your Situation Is Serious.

For the YEO, Rotarian and/or District NGSE Committee Member:

The procedure that shall be followed by a Rotarian receiving information about an assault or abuse case is:

1. Rotarians and volunteers should know they have a legal, ethical and moral responsibility to report abuse and/or harassment to the appropriate law enforcement authorities.
2. Inform your District Chair in the USA ASAP.
3. As directed by YE leaders, notify the local Child Protective Agency. This agency will assist law enforcement in the investigation and also provide professional and independent support services to the student as they deem appropriate.
4. Only those individuals and/or agencies referenced above should be notified in order to protect the privacy of both the victim and accused during investigation.
5. The Protection Officer will take charge of coordinating and overseeing the student's safety and an investigation into the facts of the situation.
6. No Outbound student brought home for reporting such a situation unless the student's personal safety requires it and the District Chair has approved the return

**TOLL-FREE HOTLINE NUMBER FOR USE WITHIN THE USA:
1-888-RYE-FLOR (1-888-793-3567)**

Statement of Conduct for Working with Youth

Rotary International and Rotary Youth Exchange Florida are committed to creating and maintaining the safest possible environment for all participants in Rotary activities. It is the duty of all Rotarians, Rotarians' spouses, partners, and any other volunteers to safeguard to the best of their ability the welfare of each exchange student participant and to prevent the physical, sexual, or emotional abuse of children and young people with whom they come into contact. Rotary International and RYE-Florida maintain a zero tolerance position regarding incidents of abuse and/or harassment.

Appendix H – Conversion Tables

Height		
Feet	Inches	Cm
5	0	152
5	1	155
5	2	157
5	3	160
5	4	163
5	5	165
5	6	168
5	7	170
5	8	173
5	9	175
5	10	178
5	11	180
6	0	183
6	1	185
6	2	188
6	3	191
6	4	193
6	5	196
6	6	198

Weight	
Pounds	Kgs
100	45
105	48
110	50
115	52
120	55
125	57
130	59
135	61
140	64
145	66
150	68
155	70
160	73
165	75
170	77
175	80
180	82
185	84
190	86
195	89
200	91
205	93
210	95
215	98
220	100
225	102
230	105
235	107
240	109

Temperature	
°F.	°C.
15	-9
20	-7
25	-4
30	-1
32	0
35	2
40	4
45	7
50	10
55	13
60	16
65	18
70	21
75	24
80	27
85	29
90	32
95	35
98.6	37
100	38

Distance	
Miles	Kms
0.6	1
2	3
3	5
6	10
9	15
12	20
19	30
25	40
31	50
47	75
62	100
93	150
124	200
155	250
186	300
311	500
621	1000

Appendix I Travel Stress

You have made the preparations, studied the culture and language, attended the orientations, packed your bags and the day of departure is upon you. Your emotions are peaking and the questions in the back of your mind are forcing themselves out and giving you that queasy feeling in the pit of your stomach. What is it? The experts call it “**travel stress**”.

You have landed in your host country, met your family, traveled to your “home”, unpacked in your “new” bedroom and you may not feel just right. You may feel some anxiety, you’re tired and may assume it’s jet lag. What is it? The experts call it “**travel stress**”.

If you recognize the symptoms, you can deal with them. Jet lag is real and can take a toll on you. Your biological clock has been upset. Day is night and night is day. Your body hormones may also be out of balance.

Emotionally, whether you realize it or not, (and you probably don’t) you are under a lot of stress. You have left your family, friends and familiar surroundings behind you. You may have been apprehensive about the flight, your personal safety, will you be met, will you be accepted, can you cope with the new culture, etc. Some of us are secure, some insecure, with most of us in the middle. You may be worried about being able to eat the food, learn the language, adjust to no car, make new friends, how will you get around with no car, adjust to different social and economic standards, accept more or less restrictive discipline, where is the mall...

Often the jet lag and stress results in physical ailments or discomfort. Indicators include feelings of anxiety, insecurity and fear. You may have trouble sleeping, or you may be extraordinarily tired and sleep for hours. Women often have irregular menstrual cycles. Upset stomach, light headedness, bowel upsets, headache, crying jags or a combination of these is not uncommon. You may find yourself continually thinking of home and homesickness sets in. It’s all natural and to be expected. The question is how are you going to deal with this unwanted baggage that seems to have accompanied you.

Dealing with it -

First, recognize it for what it is and remind yourself that 8,000 other exchange students are probably in the same boat. Remember, it is temporary and can be overcome.

Start preparing a day or two before you leave and on the plane and in the car on the way to your host family’s home.

Go to bed earlier if you will be traveling east and later if traveling west to begin your body’s internal clock adjustments.

Wear loose, comfortable clothing and shoes. To help prevent your feet from swelling, get up and walk around the plane occasionally. Massage your limbs, neck and shoulder muscles.

Avoid stimulants such as tea, coffee and other caffeine products before and during the flight and do not smoke.

Drink plenty of non-carbonated beverages such as water or juice on the flight to keep yourself well hydrated. This helps overcome the drying effect and the poor quality of the recirculated air.

Practice deep breathing exercises to get added oxygen. Breathe in through your nose to expand your diaphragm, hold it for 3 seconds, exhale through your mouth. Repeat 10-15 times every hour.

Stress reducing suggestions -

Recognize the symptoms Reduce the effects by preparing before and during the trip

Take time to let your body and mind adjust to your new environment

Work off frustrations, “take the dog for a walk”. Cool off before you complain.

Get involved in family, help with dinner preparation and clean-up and household chores.

Avoid competing with your host siblings. They were there first and may view you as an intruder and resent your presence in their space.

Quickly learn to say “please”, “thank you”, “I’m sorry”, “I don’t understand”

Don’t be afraid to make mistakes and you will. A sense of humor and the ability to laugh at yourself will go a long way.

Appendix J – Are You Really Ready To Go?

- _____ 1. Do you have your passport and all Rotary Support contact numbers? Have you made photocopies, and left one with your parents?
- _____ 2. Do you have your travel plans completed? Are your airline tickets for Round trip airfare?
- _____ 3. Have you corresponded with your host family? Have you provided them with your departure and arrival information?
- _____ 4. What language preparations have you made? Do you have a dictionary for your new language? Can you carry on basic conversations in your new language? Can you pronounce your host family's name, ask for directions or assistance, etc.?
- _____ 5. Have you made arrangements with your parents for transferring money to you, and have you established a budget? Have you become familiar with the monetary system and US \$ exchange rate for your country?
- _____ 6. Have you thought about how you will handle the inevitable homesickness and loneliness that you will experience?
- _____ 7. Have you done your "homework" on your host country, and have you become familiar with its culture, history, politics, geography, and where it is located?
- _____ 8. Have you prepared yourself to ask the most important questions of your new host family upon your arrival in their home?

ARE YOU READY AT THE AIRPORT?

- _____ 9. You are wearing your Rotary shirt and comfortable slacks to the airport, with a hidden belt or neck wallet with your passport, boarding pass, a folded up copy of your Rotary support numbers and money
- _____ 10: In your carry-on do you have :
 - _____ This booklet
 - _____ The complete set of documents your Rotary District Chair has sent you – with all the family contacts, Rotary G form, and international insurance info, in a gallon zip lock bag
 - _____ Your prescription medications in the original pharmacy bottle with a prescription written clearly by the Dr. using the generic/scientific name for refill
 - _____ Toothbrush and paste, comb or brush – to freshen up before landing, and a change of clothing just in case your luggage takes a different flight...
 - _____ Your dictionary / phrase book
- _____ 11: On your suitcase do you have luggage tags with your host family address (change these when you depart for home)
- _____ 12: In your suitcase you have:
 - _____ Color photocopies of your passport and all Rotary forms, in another Zip-lock bag
 - _____ Minimal clothing leaving room for stuff to buy and bring home gifts for family!
 - _____ Appropriate gifts for your host families? Do you have some small tokens of appreciation to give those who invite you to their homes or to other events? Do you have thank you notes or postcards to say "Thank You"?
 - _____ A photo album or stick with 20-30 good pictures of you, your family, your home, your school, your town, and interesting places you have visited?

Appendix K - Internship Tips

Workplace responsibilities

1. Behave professionally.

Organizations are looking for students with “**good attitudes**.” People with good attitudes have an optimistic world view, accomplish tasks, promote good workplace relations and do not easily give up or show frustration. They are confident, persistent in the face of difficulty and satisfied with their own capabilities.

Employers also want **good listeners**. Good listening entails eye contact, asking appropriate questions and not interrupting others who are speaking.

It is essential to **get along well with others**, display appropriate social behavior for the workplace, and adjust to the diversity of new people around you. Getting along with others includes having a good and tasteful sense of humor, showing an interest in others’ work, listening, sharing and working as a team.

There are certain **unprofessional behaviors to avoid**, such as:

- Talking about personal issues (boyfriends/girlfriends, parties and so on) in the workplace.
- Talking about controversial issues, especially religion or politics.
- Excessive personal phone calls, especially cell-phone calls, at work.
- Excessive talking of a kind that limits your productivity and that of your co-workers.
- Complaining about school, home or other people.
- Being late or missing work.

2. Be safe.

Personal and environmental safety is very important at work. Your employer should discuss general safety issues with you on your first day. If you do not receive a new-employee orientation, ask about safety and procedures during your training period. Basic but essential questions include:

- Where are the emergency exits?
- Where are the restrooms located?
- Does my job require machinery? If so, what type? How will I be trained to use it?

Report any uncomfortable or risky situations to a supervisor, professor, class dean or Personal and Professional Development Center staff member immediately. Remember that your organization and its employees should behave in a professional manner as respect your rights as a student and as a person.

3. Make your own transportation arrangements.

You will be expected to arrange your own transportation to your internship site(s). **Avoid** planning travel to work with unreliable friends and having friends meet you at your workplace, such as to have lunch or to go out after work. Meet them off-site.

Tips to work by

Your internship may make you excited about embarking on a new adventure, meeting new people and tackling new responsibilities. It also may bring the insecurity and pressures of being the “new kid on the block.” Until this point, your learning has primarily been directed by your teachers, professors and parents. Now, you are in the driver’s seat. You will have an internship supervisor, of course, but you are completely responsible for what you learn or fail to learn, and whether or not you succeed.

Here are some tips to help you toward success.

- People quickly form lasting impressions that affect their attitude and relationship toward you. **Make a good first impression** by conducting yourself as an employee rather than as a student.
- **Dress neatly and appropriately** for the job. Observe how other staff members dress and follow suit.
- Concentrate on **expressing yourself clearly** in both speech and writing. Learn the office jargon. Refrain from using profanity and slang. Be mature in your choice of words.
- Demonstrate a **good attitude**. Be enthusiastic and conscientious, and don't complain about your work to staff members. Be willing to learn new skills. Whenever you don't have an immediate assigned task, offer to assist others where needed.
- **Maintain punctual and regular attendance**. "Time is money." Make advance arrangements with your supervisor if you absolutely must be late or absent. Discuss arrangements regarding college vacation schedules or midterms with your supervisor at the beginning of your internship.
- Early in your internship, assigned tasks may seem trivial or repetitive, but remember that they are necessary to the success of your organization. To gain access to more important and desirable responsibilities, **prove that you are dependable and capable**. Keep your supervisor informed of what you are doing.
- Learn, follow and **respect all organization rules**, especially those dealing with ethics and confidentiality.
- This is a learning experience for you. You often will run into areas where you don't know everything. **Ask questions**. When you do, wait for an appropriate time to ask, and express respect for the time and workload of the people you are asking. Keep notes, and try not to ask the same question twice.
- Get to know the people you are working with.

Internship stages

As you go through your internship, you may experience five stages of development. Knowing what to expect can help you to adapt and to learn more.

Anticipation: You are beginning the internship with excitement and some anxiety. You may worry that you are not prepared or that you won't fit in. It may be helpful to talk with your supervisor about what to expect and lay out what you hope to learn.

Disillusionment: The excitement may be wearing off, and you might feel disappointment about the "real world." You may discover that the world of work is very different from what you are used to in school. You might be frustrated that your supervisor has other responsibilities besides helping you.

Confrontation: Facing disillusionment may be difficult, but it can help you grow. You may have to re-examine your goals and expectations. Compare the internship description and/or your learning goals against reality. Take time out to:

State the problem.

Think clearly about what is causing the problem and list the causes.

Examine the problem from different perspectives. Ask: Who are the people involved? How does each of them see this issue? Do I, as the intern, contribute to this problem?
Determine what can and cannot be done to solve the problem.
Develop goals for change and resolution.
From these goals, identify strategies and list concrete actions.
Put into place any actions for which you are responsible.

Competence: Your morale increases. You feel more like a professional and are more productive. You ask for higher-level tasks and feel more like a part of the organization.

Culmination: At the end of the internship, you may feel pride in your accomplishments, as well as sadness that the experience is ending. You might feel some guilt at not having accomplished more, or because the project you worked on may not continue once you leave. Talking with your supervisor about reactions of this nature might be helpful.

Good intern/supervisor relations

Very few people work totally independently. When you become an intern, you must learn to get along with other people — especially your supervisors.

Learning to get along with supervisors requires observation and good listening. Supervisors have varying management styles: Some are explicit in giving directions and establishing expectations, while others are more casual and assume that you'll figure out how to do a particular job. Some are open and approachable; others are more standoffish, insulating themselves from one-on-one contact by communicating through e-mails, memos or announcements.

As an intern, you'll need to determine what kind of person your supervisor is. You cannot expect your supervisor to be your "buddy," but ideally, he or she will be invested in your progress and success.

When dealing with a sensitive subject with your supervisor, remember to:

- Start with a positive statement or point of agreement.
- Be specific about what you would prefer to have happen; suggest alternatives.
- Provide a brief rationale or explanation of your point of view.
- Check out your supervisor's or coworkers' reactions.
- Express your thanks for the time and attention others have given to your issue.

One of the most important things that your supervisor can provide you at your internship is feedback. On a regular basis — not every day, but every other week or so — ask your supervisor the following:

- Is there anything I am currently doing that you would like for me to do differently?
- Is there anything I am currently doing that you would like me to stop doing?
- Do you have any other suggestions on how I can improve?

Listen to all opinions and be open to suggestions.

Learning from your internship

A goal of any internship is to learn as much as possible. Aim for the following:

- **Learn about one or more occupations** through the work you do.
- **Analyze your work setting.** By evaluating workplace communication, organizational design and your physical surroundings, you come up with a framework for assessing an organization. You can use this to assess prospective employers when you go for full-time jobs.

- **Develop your transferable skills**, ones that are applicable in any job you pursue.
- **Learn to assess yourself**. See how you respond to your assigned internship work, and let your reactions inform your future decisions.

Are you getting the most from your internship?

A couple weeks into any internship, ask yourself how it’s going. Evaluate it using the series of questions below, and ask yourself what *you* can do to increase your own benefit. When doing your evaluation, keep in mind that not every internship helps you in every respect, and every position includes aspects that lie outside your control. If your analysis yield up problems that you need to address, use the guide above on dealing with problems to arrive at a workable solution.

Keeping track of what you have learned

Reflecting regularly on your internship — while it’s in progress — is a crucial step in getting the most from the experience. Internships go by quickly, and at the very end, it might be tough to remember all the tasks you completed and all the skills you developed.

Try these techniques to keep track of what you have learned:

Create a written log of memorable internship moments, both good and bad.

- Describe what happened in detail.
- Discuss your emotional reaction to what you observed or experienced.
- Critique the way the incident was handled.
- Provide your own approach for dealing with a similar situation.

Keep a “task analysis” spreadsheet.

Track your internship tasks and responsibilities. By doing so, you will build a document full of skills and accomplishments that will enhance your résumé. Use these columns in your spreadsheet, or devise your own. This will come in very handy in the next few years as you begin your job search!

Date	Task	Who Assigned the Task	Where/When Performed	How Long You Performed the Task	Impact on Organization	Standards of Measurement (how do you know you succeeded?)	Skills Acquired