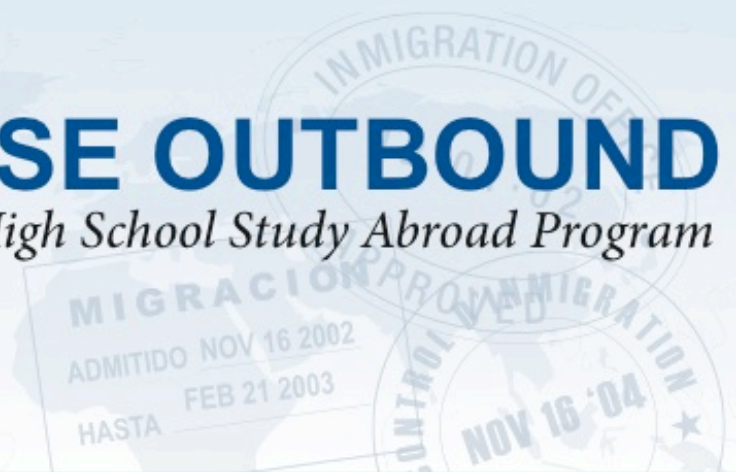




ISE OUTBOUND

High School Study Abroad Program



Student Handbook & Orientation Guide



DEAR ISE STUDENT,

This handbook is designed to assist you in having the most successful time abroad possible. We realize that this opportunity is more than just a program; it is an experience that you will share and remember with your host family, school and community.

For this program to work it will take flexibility and open communication. ISE wants to be there for you in any way we can to help this process succeed. We hope this handbook will help you understand the policies and methods of communication. Your understanding and help can lead you to a great year in a foreign country to which you are planning to travel.

WE HOPE YOU HAVE A GREAT TIME!



ABOUT US

OUR REPRESENTATIVE

- Is the person who has arranged your stay and secured permission for you to attend the local high school.
- Is the person to whom you and the host family will go to for help.
- Will contact you and the Host Family monthly. You may request a meeting at any time in between.
- Is trained to be open and objective.
- Will help you with any problem you have.
- Will give advice and answer questions.
- Will contact your school to check your progress.

OUR HOST FAMILIES

- Volunteer to provide you room/board and a loving atmosphere.
- Are interviewed as well as given a reference check.
- Receive and orientations before you arrive.
- Will enroll you in school in the appropriate classes.
- Are assisted by the local Area Representative.
- Are here to give you assistance with anything.
- Will answer any questions you have about life in your foreign country
- Will help you understand what needs to be done.

YOUR SCHOOL

- Allows you to attend because you are a guest of a foreign country government and have a special Exchange Visitor's Visa.
- Has the right to set policy for graduation, diplomas, and sports participation.
- Has rules and policies that you are obligated to follow even if you do not agree with them.
- May have extra fees that ISE will make every effort to inform you of in advance. However, there may be some fees that we are unaware of and you are required to pay these fees directly to the school.

THE NEW YORK OFFICE

- Contact the NEW YORK OFFICE only in EMERGENCY situations and after you have tried to resolve the problem with your host family, local area representative and the International Agent.
- The New York Office is available for EMERGENCY situations. ISE has student service counselors available to help students and Host Families resolve any problems. The toll free number is 800-766-4656, email: tom@iseusa.com



CULTURE

- You are a student ambassador of your country as well as a guest of a foreign country.
- Be willing to participate in the local culture and share your country's culture.
- Your Host Family may not be wealthy but they chose to host their new foreign son or daughter.
- It is up to you to adjust to a foreign culture and family life.
- Take the time to explain holidays, traditions, differences and similarities.
- Be open and honest in your communication.
- Learn about your family's lifestyle by speaking of the differences and similarities you observe.
- Avoid sounding judgmental. It is not right or wrong– it is just different.

FOREIGN LANGUAGE

- Speak the language of the country you are staying all the time!
- Do not use translators or speak consistently with people who speak your native language.
- T.V., movies and music are all good ways of improving your foreign language.
- Bring your dictionary with you. Try new words.

MAKING FRIENDS

- If you do not make friends immediately, do not worry.
- It will take work to make friends.
- Make the effort to walk up to someone and talk.
- Since students in your school have been together for years, you need to reach out to make friends.
- Try new things: join sports, clubs, and community groups.
- Take advantage of church and youth groups.
- Do not limit your activities to being just with exchange students.
- As a guest of a foreign country, you will be held to a high standard of behavior while on the ISE program.



SPENDING MONEY

- You must have \$300 spending money per month.
- You must not borrow money from your Host Family.
- DO NOT LOAN MONEY TO ANYONE IN YOUR HOST FAMILY.
- Pay your phone bills monthly.
- NEVER GIVE OUT A PIN NUMBER FOR YOUR DEBIT OR CREDIT CARDS.
- REMEMBER: you are responsible for:
 - all school fees- including buying lunch at school*
 - clothing
 - hygiene items
 - personal expenses
 - phone cards

** sometimes the host family will provide lunch*

INSURANCE

HERE IS THE INFORMATION YOU WILL NEED REGARDING YOUR INSURANCE:

- **All insurance materials are sent out to you through your International Representative PRIOR to your departure from the United States. You should have received this packet from your International Representative at the time of your departure orientation.**
- You are insured at the time of your entry into a foreign country provided ISE has been notified of your correct arrival information.
- Policies typically cover medical illnesses and accidents that occur in a foreign country during your program.
- Any treatment you should require while in foreign country that is not covered is the responsibility of your natural parents.
- All pre-existing conditions are not covered.
- If your Visa allows you to stay longer after the school year and you wish to do so for travelling or simply staying with your host family **MAKE SURE** you are covered for this period. Check the termination date on your insurance policy and make all the necessary arrangements at least a month in advance.

OTHER IMPORTANT INFORMATION YOU WILL WANT TO KNOW REGARDING INSURANCE

BEFORE ANY visit to the doctor, you might need to get pre-authorization. This is normally done by contacting the claims office SITE (may vary depending on the insurance). At this time, the claims office will inform you which doctor in your area will accept your insurance. They will also be able to answer any questions regarding coverage. Specific information about your insurance policy is also included in the policy booklet. The insurance company normally works with a group of preferred providers and will tell you the closest “preferred provider” in your area.

If there are any questions on which type of insurance you have, the claims office can verify which type and any special conditions in the policy.

MAKE SURE YOU FULLY UNDERSTAND THE INSURANCE POLICY.

**MAKE SURE YOU ALWAYS CARRY INFORMATION ON YOU INSURANCE WITH YOU
SUCH AS NAME, ADDRESS, PHONE NUMBER, YOUR ID#, ETC.**



THE STUDENT ADJUSTMENT CYCLE

1. ARRIVAL AND FIRST DAYS

You Feel:

- Tired and jet-lagged.
- Confused.
- Strange hearing foreign language all day.
- Lost because people speak too fast.

You Should:

- Rest up.
- Not worry.
- Ask people to repeat themselves.
- Ask people to speak slower.
- NOT pretend to understand.
- USE YOUR DICITONARY.

2. GLORY DAYS

You Feel:

- The beginning of understanding a foreign language.
- Happy making your first new friends.
- Excited about new things.
- School is interesting and challenging.
- More comfortable with the host family.

You Should:

- Continue to try new foreign language words.
- Try to get involved in new activities in school.
- Try sports/clubs that you would not have in your home country.
- Limit communication with home— keep e-mails and phone calls to a minimum.
- Communicate the differences with you culture to your host family.

3. CULTURE SHOCK

You Feel:

- Not everything is an adventure anymore.
- School becomes less challenging.
- Host brothers and sisters become real brothers and sisters to you.
- Upset with family members.
- The “newness” about being in a foreign country is wearing off.
- Some classes at school are more interesting, then other classes.
- Life is becoming predictable.
- Your circles of friends are changing.

You Should:

- Look for new challenges/activities.
- Look for things to do in the community as well as in school.
- Talk to the host family about what you feel.
- Talk to your Area Representative



THE STUDENT ADJUSTMENT CYCLE

4. FEELING DISSATISFACTION

You Feel:

- A desire for a deeper experience, greater language skills.
- A desire to do well in the experience.
- Problems with the exchange experience are surfacing.
- Frustrated with day-to-day interactions that do not seem to be addressed.
- More independent and may start to resent ISE and your Host Family's rules.

You Should:

- Watch for unresolved conflicts that could lead to more problems.
- Address concerns with each other as soon as possible.
- Contact your Area Representative.

5. MAKING ADJUSTMENT

You Feel:

- A return to normal.
- Language improves and communication is better without the fatigue that was experienced before.
- Good about navigating with a small group of friends.

You Should:

- Try new activities at school or in the community to make new friends.

6. FEELING ACCEPTED

You Feel:

- At ease with living conditions and the program.
- The need to really experience the culture.
- More integrated at school and in your family.
- Relaxed and at home.
- That true friendships are hard to build and most friendships are not deep friendships.

You Should:

- Find ways to remember your exchange experience.
- Take advantage of the social events of your school and community to make more

7. RETURN ANXIETY

You Feel:

- Anxiety over leaving new friends and the community.
- You have changed and this feels like home now.
- The thought of returning to the old life and being challenged to go back to old ways is threatening.
- People at home will not understand your new feelings/awareness.
- Guilty for wanting to stay.

You Should:

- Make time to talk about your feelings.
- Realize it is okay to have these feelings and that it is normal.
- Know that leaving doesn't mean "goodbye."
- Plan future communications with your foreign family and friends.



IMPORTANT THINGS ABOUT LIVING TOGETHER

AS A MEMBER OF THE FAMILY

- TALK TO YOUR HOST FAMILY FIRST **BEFORE** YOU CALL YOUR NATURAL PARENTS.
 - **YOUR HOST FAMILY IS HERE TO HELP YOU!**
- Listen to your host parents suggestions as they:
 - have chosen you to live with them
 - have your best interest in mind
 - know the area (school, community, transportation, etc.)
 - can help you resolve problems
- You will be asked to do chores– for example: keep your room clean.
- You should volunteer to help with household responsibilities.
- Obey the rules of the house including:
 - curfews
 - phone
 - internet (Under no conditions will pornography or unacceptable information be tolerated)
 - e-mail, instant messaging, or chat rooms
 - chores
 - communication
 - scheduling
 - attending church
- Be respectful of the privacy of everyone in your home.
- You should not use family items without asking permission first.
- OBEY ALL ISE RULES

WITH YOUR FRIENDS

- Ask what the expectations are for you when you have friends over.
- Let your Host Family know when and where you will be going and when you will return. Ask your Host Family **FIRST** if it works into the schedule before planning your schedule.
- Don't assume that people will take you where you want to go. Ask.
- Communicate when your plans change.

HOLIDAYS AND SPECIAL ITEMS

- Spend the holidays with your Host Family. Your natural family may come to visit at the **END** of your program, **NOT** at holidays.
- Plan a special event with your host family or friends to exchange cultural traditions.
- If you are homesick, share your feelings with your Host Family.
- You may need to adjust to open displays of affection in the home. If you are uncomfortable with this, it is appropriate to discuss this with your ISE Representative.
- Independent travel is forbidden as well as returning to your home country during the program.
- **CALL YOUR ISE REPRESENTATIVE IF YOU NEED HELP WITH ANY SITUATION!**

CHANGING FAMILIES

- ISE does not guarantee a move to another family. It is your obligation to adjust to the family.
- If you are having difficulty adjusting to the family you must speak with your ISE Area Representative or to the New York Office.
- ISE will determine if a move is necessary. ISE believes that you and the family deserve to be counseled before moves are made to remove you from the family.
- You should know that ISE makes every effort to keep you in the same school when making a move.
- You could be responsible for all costs related to the move.
- Failure to adjust to the program may be reason to be sent home.



SCHOOL

RULES AND EXPECTATIONS

- Obey all school rules and regulations. Read the school handbook to know what they are.
- Ask your Host Family or school official to help you understand these rules.
- Follow all attendance requirements, dress codes, etc.
- Go to school every day school is in session.
- Do not leave school early. You must get permission from someone in authority to leave. Skipping or missing a class without permission (“cutting classes”) may lead to suspension or being expelled from the school and you could be sent home.
- Tardiness to class is not allowed and will be addressed formally by the program.
- You must treat teachers, officials, and other students with respect.
- You must follow all of the rules that apply to students regarding:
 - Illegal drugs
 - No Smoking
 - Alcohol
 - Sexual Harassment
 - Cheating
 - Dress Code
 - Gambling
 - Weapons/ Fighting
 - Skipping/ Missing a Class Without Permission
 - Illegal Absence or Tardiness
- **ANY VIOLATION OF THESE RULES COULD LEAD TO IMMEDIATE DISMISSAL FROM SCHOOL AND MAY LEAD TO TERMINATION OF THE STUDENT’S PROGRAM.**

GRADES

- Maintain an overall equivalent of “C” average in your classes or higher if stated by the International Agent.
- DO NOT CHANGE CLASSES WITHOUT SPEAKING TO YOUR HOST PARENTS.
- The student can be removed from school because of a lack for performance. If this should happen, you would be dismissed from the ISE program and return home.

GRADUATION AND DIPLOMA

- **In the agreement you signed, it states that ISE does not promise graduation or diplomas.**
- You may not disrupt the school with demands to graduate or receive the diploma. This may be addressed through disciplinary action by the ISE staff and can result in your being sent home.

SPORTS AND CLUBS

- **ISE DOES NOT PROMISE THAT YOU WILL BE ABLE TO PARTICIPATE IN SPORTS GROUPS OR CLUBS.**
- You are encouraged to try new things.
- You should find alternative transportation to sporting events and extra-curricular activities.
- You are responsible for all fees and costs.

SPECIAL EVENTS AND OTHER INFORMATION

- Ask for help in advance for activities you know are coming up (prom, homecoming, etc.).
- Ask for advice on events and activities to become involved with in the school.
- You may decide to buy lunch from the school. It is your responsibility to find out the cost and budget to pay for this expense.
- You must clean up after yourself in the cafeteria. Follow the rules and expectations of the school in this and other lunch requirements.
- All school fees and extra curricular fees are your responsibility.
- If there are other students who speak your language– speak a native language of the country you are in.



TRAVEL

- You may NOT take part in independent overnight travel out of the local area without a local rep, your Host Family, church group, or school group.
- You may travel on day trips to cities and attractions with your Host Family's authorization (malls, recreation areas, etc.). Contact information and arrangements (with whom, when, and time of return) must be made in advance and communicated to the satisfaction of your family.
- You may, under extreme circumstances, be granted the right for specific individual travel.
- Written authorization comes ONLY from the International Agent and ISE. This includes any trip home to visit your natural family.
- You may travel with your Host Family anytime, but we ask you to communicate to the Area Representative when and where you will be and ISE.
- You must obtain school permission if you are going to miss any school.
- Any violations of these policies could have serious consequences, up to and including termination of your program.

NATURAL FAMILY / FRIENDS VISITS

NOTIFY YOUR AREA REPRESENTATIVE IF YOUR PARENTS/FRIENDS ARE PLANNING TO VISIT. THIS SHOULD BE DONE ONLY AT THE END OF THE PROGRAM.

- You may have your natural family visit in a foreign country. However, your Host Family must be in agreement and your natural family is encouraged to make this trip at the end of the program.
- Visits during the program must be requested through the International Representative directly to the NY office. Unapproved visits can have serious consequences. The natural family is responsible for making their own transportation and lodging arrangements.
- You may be granted permission to have day trips to see your natural family and friends ONLY with your Host Family approval.

CHURCH AND FAMILY ACTIVITIES

RESPECT HOST FAMILY RULES! THEY ARE THE MOST IMPORTANT RULES ON THE PROGRAM.

- PARTICIPATE IN FAMILY ACTIVITIES. This helps you become part of the Host Family.
- Attend church services and activities the Host Family attends. It may be different than what you are accustomed to in your home country.
- If your Host Family attends church it is expected that you will attend once a week.
- If you choose not to attend church more often, be respectful with how you communicate this to your Host Family.
- Your group activities are often more for socialization and are good places to make friends.
- Communicate what you are feeling with respect to your Host Family's traditions.
- Never attack the family's beliefs or requests. Instead, discuss them.
- Be willing to make reasonable compromises to what is offered.
- Be flexible!
- Talk to your Area Representative if you have concerns of any kind. He/she will help you with the situation.



COMPUTER AND INTERNET

The ISE Guidelines for all students are:

- Personal internet usage must be limited to 30 minutes per day, unless otherwise stated by the host family.
- Improper use of the Internet to engage in pornographic materials or unacceptable information is forbidden and may result in a student being sent home.
- Modifying or tampering with your host family or school's computer is unacceptable and will not be tolerated. This includes downloading programs/music/photos, changing settings or deleting files.
- Students will be financially responsible for damages and costs incurred by improper use of a host family or school computer.

CELL PHONE

- The use of a student's personal cell phone in school or the host family's home is guided by the International Agent

The host family and school rules regarding computer, internet and cell phone usage supersede the guidelines of ISE and International Agent

**- the rules may vary depending on the country and the International Agent*

LIFE CHANGING ACTIVITIES

- You may NOT engage in intimate sexual contact while on the ISE program.
- Such contact could lead to "life changing" events for which you are held responsible and could be grounds to be sent home.
- Tattoos, body piercing, changing religions, pregnancy, marriage, etc. are forbidden and reason to be sent home.
- The student should be considerate of your rules on these and all matters that will concern the family.

SMOKING / ALCOHOL / DRUGS

ALL LOCAL, STATE, AND FEDERAL LAWS APPLY.

- **The purchase of cigarettes by minors is illegal.**
- ISE supports the rules of your Host Family.
- Respect your host family's decision on smoking in their home.
- If you are caught by the police using illegal substances, you will be sent home. This not only includes drugs, but may also include alcohol and cigarettes.

WHAT HAPPENS WITH EVERYDAY PROBLEMS?

1. FIRST, SPEAK TO YOUR FAMILY OR LOCAL REPRESENTATIVE

- This is where the problem needs to be resolved.

2. THEN, CALL YOUR LOCAL REPRESENTATIVE

- They are here to help you.
- If you do not know how to speak to your Host Family, your Local Representative can help. If this doesn't help contact ISE by phone: 1.631.893.4540 ext. 104 or email: TOM@ISEUSA.COM

3. DO NOT CALL YOUR NATURAL PARENTS BEFORE YOU SERIOUSLY TRY TO RESOLVE THE PROBLEMS THROUGH THE INTERNATIONAL AGENT AND ISE.

- Although your parents love you, they are not with you and will not know the context of the problem.

4. Your Local Representative will identify the problem.

- This is an informal conversation and the Rep will complete a brief form for his/her records.



PROGRAM RULES

WHILE IN A FOREIGN COUNTRY, THE STUDENT IS REQUIRED TO OBEY ALL THE GOVERNMENTAL LAWS REGARDING IMMIGRATION STATUS. THE STUDENT IS ALSO REQUIRED TO OBEY ALL COUNTRY AND LOCAL LAWS, HOST FAMILY RULES, SCHOOL RULES, AND RULES SET BY ISE.

BELOW ARE SOME OF THE ISE PROGRAM RULES AS PRESENTED IN THE STUDENT APPLICATION AND IN THE STUDENT HANDBOOK. YOU WILL FIND THE ENTIRE LIST IN THE STUDENT APPLICATION.

1. Obey the disciplinary rules of the host family and school and keep communication open.
2. Drinking of alcoholic beverages or using illegal drugs is strictly prohibited.
3. Driving of automobiles (except in the case of Drivers Education) or other motorized vehicles is prohibited.*
4. Students are expected to have a minimum of \$300 personal spending money per month for the duration of the program.
5. Travel (including return to the student's home country) is prohibited during the program unless with your host family, school or church, or your ISE Area Representative. PRE-APPROVAL FROM THE INTERNATIONAL AGENT AND ISE IS MANDATORY. All representatives must work through his/ her appropriate supervisor to obtain proper authorization.
6. Visits from the natural family are strongly discouraged and must have prior approval from the INTERNATIONAL AGENT and ISE.
7. Students must return home within 5 days of the completion of school.*
8. Students must maintain an average of equivalent "C" average in his/her classes or higher if stated by the Agent.*
9. The student is not allowed to make "life changing" alterations while on the ISE program. This would include but not be limited to: marriage, pregnancy, body piercing, tattoos, etc.

**- the rules may vary depending on the country and the International Agent*