



University of New Hampshire
College of Liberal Arts



UNH LONDON PROGRAM

SPRING 2019

STUDENT HANDBOOK

COLA Center for Study Abroad

116 Murkland Hall

www.cola.unh.edu/study-abroad

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Introduction

Congratulations! You are headed for the experience of a lifetime. By studying in the UNH London Program at Regent's University, you will gain global insights, perspective, and a confidence that comes with navigating the unknown. This booklet aims to provide you with information to prepare for your trip and to help ensure a successful semester abroad. Please read this handbook carefully; use it as a guide for pre-departure planning and as a reference while in London. Once at Regent's, you will receive more guidance and information on both studying and living in the United Kingdom.

Program Director and Support

Professor Leah Woods, a member of the Art Department, is the on-site director of the UNH London Program for the Spring of 2019. Prof. Woods will help you with your initial orientation to Regent's and with course registration. If you have questions, concerns or problems during your semester, she's your resource. As on-site director, she works closely with the Regent's administration and with the support staff on the UNH campus, including the College of Liberal Arts Study Abroad Coordinator, Jim Parsons. Please feel free to contact any of us.



*Leah Woods, On-Site Director
(At Regent's)*



*Jim Parsons, Study Abroad Coordinator, College of
Liberal Arts (at UNH)*

Spring 2019 Semester Calendar

January 13, 2019 by 2:00 p.m.: Arrival/Check-in at Regent's (students must arrive no later than this date)

January 14-18: Mandatory orientation sessions at Regent's University

January 21: First day of classes

April 15-May 3: Break/Exam Preparation

May 6-May 17: Exams

May 18, 2019: Final departure from Regent's. Students must check out no later than 10:00 a.m.

Traveling from the US to the UK

You should book your flight to arrive in London on January 13, 2019 at the latest. Flights from the US to the UK typically depart in the evening and arrive the next morning in London. **Do NOT fly through Ireland, which has an open border with the UK and allows students to sail through customs in London without a stamp.** The stamp is required for U.S. students to study in the UK and without it, students must leave the country and return. A big – and pricey – pain.

If you plan to arrive prior to the scheduled move-in date, you must make your own accommodation arrangements; Regent's does not offer housing for early arrivals though you may be able to store luggage. Likewise, if you plan to stay in London after the semester ends, you will need to find alternative lodging.

In making your travel arrangements to London, it is important to plan ahead. The cheapest seats go quickly. Students have found reasonable airfare in the past on the following websites:

www.studentuniverse.com

www.statravel.com

www.kayak.com

Please read the fine print on flight changes and refund policies. The UNH London Program is not responsible for airfare changes or costs.

Passports

If you do not have a passport or your passport is expired, you should apply for one as soon as possible. It typically takes 4-6 weeks for an application to be processed. Visit <http://travel.state.gov/passport> and read the detailed instructions on how to apply for a passport. The fee for a new passport is \$110 (plus a \$25 execution fee if it is your first passport). You will need to submit a passport-sized photo with your passport application. Once you receive your new passport, submit a photocopy of the bio page to the COLA Center for Study Abroad.

If you already have a passport, check to ensure that it does not expire before 6 months after you will return from the UK (November 2019). You should make photocopies of the bio page of your passport to bring with you to London. If you lose your passport, these photocopies will help speed the process of getting a replacement.

Before You Go: Advance Planning

UNH Spring 2019 Course Registration

You do not need to register on Webcat for any spring courses. Jim Parsons will register you for **COLA 655 London Program** (9 credits), **COLA 653 Intro to British Culture** (4 credits), and **COLA 670 The London Project** (4 credits) for the spring semester. COLA 655 is a placeholder that will appear on your transcript until UNH receives your final grades from the courses you have taken in London. It also carries the program fee that will be charged to your account.

UNH Fall 2019 Course Registration

Before you leave home, you should meet with your academic advisor and plan your courses for the semester after you return from London. If you are going to be in London during your senior year, make sure you do not miss any graduation application deadlines. If you are a non-UNH student, it may be especially difficult for you to plan your schedule from London, so be sure to check with the registrar on your campus, your study abroad office, and/or your academic advisor on the procedure for enrolling in courses for your return.

If you are a UNH student, the fall 2019 course time and room schedule will be published online by late March, and you will be able to access it at <http://courses.unh.edu>. We will send you instructions for registering for UNH courses from abroad, but best for you to stay in touch with your advisor, who will

have your RAC and registration timeslot, and for you to be aware of what courses you need for major and Discovery requirements. Your transcript is available at [DegreeWorks](#):

<http://www.unh.edu/uacc/academic/degree-evaluation>

You are responsible for seeking permission for permission-required courses, and arranging internships, independent studies, Honors Program credits, and course approval.

UNH Housing

Please make sure to read the study abroad information available on the UNH Housing website: <http://www.unh.edu/housing/study-abroad>.

Release from Campus Housing for the Spring

If you live in UNH campus housing now, you need to submit a formal request to be released from your housing contract for the spring 2019 semester to the UNH Housing Office. More information about the Petition for Release and how to submit it can be found here: <http://www.unh.edu/housing/request-release>. **November 9** is the deadline to submit this form.

Petition approval is granted for students accepted to UNH-sponsored study abroad programs. The COLA Center for Study Abroad will provide written verification to the Housing Office that you have been accepted and have confirmed your participation in the London Program. Once that is received, the petition should be approved and the housing and dining charges will be adjusted.

Returning to Campus Housing in the Fall

If you intend to return to UNH housing for the fall semester, you will need to submit an Intent to Return from Exchange form. This form does not commit you contractually or financially - it simply lets the Housing Office know that you have initial interest in returning to campus housing. Please read the study abroad information sections of the UNH Housing website: <http://www.unh.edu/housing/study-abroad>

If you submit the Intent to Return form online and indicate that you will return to campus housing for the fall semester, Housing will send an e-mail to your UNH email address in March detailing the online housing reapplication process with instructions on how to pay your housing deposit through Webcat.

Because Housing will only communicate with you via your UNH email address, it is vital that you check it

regularly while you are in London so that you do not miss any important information or deadlines. Please direct any questions you may have to Jody Duval at (603) 862-3408 or via email to jody.duval@unh.edu.

Money

Costs and Payment Deadlines

Billing for the London Program works exactly as it would if you were spending the semester in Durham: the London Program fee will be reflected on your spring 2019 tuition bill. Your deposit will be applied toward your total bill as a credit, and the balance of payment will be due by **December 6, 2018** (the normal UNH spring 2019 tuition bill payment deadline).

Refund Policy

If an admitted student withdraws from the London Program by written notification,

- before **December 6, 2018**, we will refund all fees except the application fee and the deposit;
- from **December 7** through **January 13, 2019**, tuition is refundable, but the full program fee is not refundable;
- on **January 13, 2019** and after we will offer no refund of fees or tuition.

Students on program pay the following fees to UNH:

UNH Tuition	\$7,570 in-state \$15,260 out-of-state
UNH Technology Fee	\$100.50
London Program Fee	\$8,525
Room Damage Deposit (refundable)*	\$100
Mandatory Insurance Fee	\$150
Study Abroad Administration Fee	\$200

**Unused room damage deposit will be refunded to the student's account after students return to the U.S.*

Most students choose to live in a triple room at Regent's, which is what your program fee pays for. If you opt to live in a double room, you will pay UNH the difference (estimated £320) directly.

Financial Aid

UNH allows federal, state, and institutional aid (except Work-Study) to transfer for all UNH-managed study abroad programs. As soon as it is notified of your plans to study in London, the Financial Aid Office will adjust

your budget to reflect your new program costs as outlined by the program. Financial Aid will credit your account at the Business Services Office. If you have questions or concerns, you should make an appointment with the Financial Aid Office at (603) 862-3600. Non-UNH students should consult the Financial Aid office at their home institution.

Banking, Currency and Exchange Rate

British currency is the "pound" (£) or "GBP" (Great Britain Pound), which is based on the pound sterling and divided into 100 "pence": £1 = 100 pence. Exchange rates can vary from day to day, and are particularly fluid as the UK wrestles with separating from the European Union. Recently, the exchange rate has hovered at \$1.35 for £1.00, which is GREAT for us. But don't get comfy with that rate; it could return to \$1.40 or even \$1.50, which is where it has floated the past few years. This means that when you purchase something for £10, you are really paying \$13.50 if the rate is \$1.35. The Internet is full of exchange calculators, such as <http://www.oanda.com/currency/converter/>, to help you figure out your finances.

Before you leave

We recommend having cash (in British pounds) on hand when you arrive in London to cover your expenses until you can get to an ATM. Most large banks in the US sell foreign currency, and if you have a bank account with them, you can order cash over the phone or online to be delivered to your local branch for pickup (there is sometimes a delivery fee). AAA will also provide foreign currency with enough warning. Keep in mind that exchange rates for banks tend to be better than exchange rates at international airports.

While in London

Depending on what US bank you use, your debit card can be used to withdraw cash in local currency at ATMs in the UK. Most banks tack on ATM fees that can add anywhere from 3 to 8 percent, but a few, such as Citibank and Bank of America, have international partner banks that allow you to use your ATM card with no extra fee. Bank of America is particularly convenient, as its partner bank is Barclay's, which has ATMs near Regent's. Check with your specific bank about its policies, and if you do have to pay international transaction or ATM fees, it is best to minimize them by withdrawing larger amounts less often.

Another option for purchases while abroad is using your credit card or debit card just as you would at home. MasterCard and Visa are widely used in the UK. Be aware, however, that most card issuers usually tack on currency-conversion fees of 2 to 3 percent per international transaction. There are however, credit cards, such as Capital One, that do not add on an international transaction fee. Here’s a link to a list of some popular cards that do not charge an international transaction fee: <http://www.creditcards.com/no-foreign-transaction-fee.php>

Another option for a credit/debit card while abroad is a AAA Visa TravelMoney card. The card works like a debit card and money can be uploaded on it online or in a AAA store. You can also view your balance online.

Do not use a *credit card* to take money out of an ATM! You’ll be hit with hefty fees (up to \$20 in transaction fees or 4 percent of the amount of the advance, along with any local ATM fees), plus you’ll be charged interest starting on the day you withdraw the money.

You should notify the bank(s) associated with any debit, credit, or ATM cards that you plan to use abroad with the dates you will be traveling. Otherwise, they may assume your card has been stolen and halt all activity on it. If you plan to travel outside of the UK during your semester, alert your bank with the list of countries you will visit.

Also note that most ATMs in the UK and Europe require 4-digit PINs; if you currently have a 6-digit PIN, contact your bank to change it to a 4-digit PIN.

Budgeting for Expenses

It is difficult to estimate the amount of spending money that you will need for your stay in London. Different students have different needs and comfort requirements, as well as different personal spending habits. All students agree, however, that London is an expensive city.

Most of your basic costs (airfare, tuition, room and meals) will have already been paid prior to your departure. Snacks and meals when the refectory is closed can be purchased throughout the day at the cafe/brasserie on campus. There are also many restaurants, pubs and snack shops located nearby, not to mention scattered across the city. London has great

food – any kind you seek, from Indian to Ethiopian to Italian, vegan, Greek, Spanish. Everything.

Other expenses to consider are textbooks and transportation within London. Students often travel by the Underground (the Tube) or bus, which is less expensive but more confusing. Past students recommend that you download the Citymapper app <https://citymapper.com/> and screenshot the tube/bus line you’ll need in case you are without Wifi. We encourage all students to buy an Oyster Card, a pass that allows you to “Top Up” when funds run low and offers discounted fares. <https://tfl.gov.uk/fares-and-payments/oyster>

The following represents sample costs that a typical student might encounter in London:

Light lunch (sandwich and beverage)	£6-9
Cinema ticket	£10-12
Theatre ticket	£23-25
Cup of coffee	£2-4
Concert ticket	£20-40
Beer (pint)	£3-5
Tube or bus ride (one-way) w/o Oyster Card	£4.80
Tube or bus ride (one-way) with Oyster Card	£2.30
Dinner (fast food/bargain)	£6-9
Dinner (standard)	£16-28
Load of laundry	£3.20

Anticipate spending more than you think you will, and save as much money as you can (within reasonable limits). If you practice careful budgeting, you’ll likely be able to get by on £100-175 per week for spending money and minor travel expenses (this excludes longer weekend trips and travel outside London, and it excludes extensive clothing and gift purchases).

Health and Insurance

As the first step in supporting your well-being abroad, the College of Liberal Arts at the University of New Hampshire requires that all students admitted to its study abroad programs complete a **Study Abroad Health Assessment** form. Study abroad often involves

settings and activities that can be physically and emotionally demanding. Pre-existing medical or psychological conditions, even if you think they are under control, are often intensified by living in a different culture. You will likely find that familiar medications, support networks and health services may not be available in your host country. The personal health assessment encourages you to consider these issues and, as necessary, consult with medical or study abroad professionals to prepare to manage your health abroad. It is often possible to arrange special accommodations at our study abroad locations, but you are responsible for recognizing your needs and seeking appropriate assistance in advance.

Vaccinations/Country-Specific Health Conditions

All students should review the International SOS website for vaccination and disease prevention information in the U.K. and any countries you plan to visit while outside the U.S. (www.internationalsos.com, UNH membership # 11BCAS000009). You should review the general overview of health conditions in the country, plus information on required and recommended vaccinations and disease prevention strategies. Also sign up for International SOS's country-specific email alerts.

Students with Disabilities

The University of New Hampshire is committed to providing students with documented disabilities equal access to all university programs. While we cannot guarantee full accessibility at all international program locations, if given enough advance notice, arrangements can be made at many of our sites for a successful experience.

If you think you have a disability requiring accommodations, you must register with Student Accessibility Services (SAS) at <https://clockwork.unh.edu> (or the equivalent office at your home institution). If you are a UNH student and have questions about the process, please contact DSS at (603) 862-2607 or SAS.office@unh.edu (non-UNH students e-mail the equivalent office at your home institution). If you are registered with SAS and eligible for accommodations that you would like to request on the London Program, please forward that information to Jim Parsons in a timely manner so that you can meet with him privately in his office to review those accommodations.

Students Traveling with Medication

You are responsible for confirming that your medications (prescription or over-the-counter) are legal in the location(s) you will be traveling, and that you can take a supply to last throughout your time abroad. Some medications that are legal and commonly prescribed in the U.S. may be considered illegal, require a prescription, or a host country authorization to be allowed in the country. Students may call International SOS at +1.215.942.8478 to get information about the legality of certain medicines.

We recommend that you carry a letter from your physician on letterhead explaining your diagnosis, treatment, and prescribed medication(s). Customs officials abroad may inspect medications, so be sure to pack them in your carry-on luggage in their original containers along with the letter from your physician.

Individuals cannot mail medications abroad. Medications can only be mailed by registered practitioners or dispensers, and even then most countries have strict regulations on shipping medication abroad. Decisions on what medications are accepted into the country are made by the host country government - not the U.S. Post Office. Medications can be stopped by the host country's Customs services, which may require payment of fees, completion of documentation, and several trips to the Customs office.

Students with Dietary Preferences/Restrictions

If you have dietary preferences, please communicate them to the COLA Study Abroad Coordinator prior to departure. While we cannot guarantee accommodation, all reasonable efforts will be made to honor such requests so long as they are provided well in advance of the program start date. Dietary restrictions related to medical conditions should be discussed with your physician and the COLA Study Abroad Coordinator as soon as possible.

Health Insurance

UNH provides international travel assistance, emergency services and insurance to all students, undergraduate and graduate, traveling abroad on University-related activities, including study abroad. Provided you register your travel using UNH's International Travel Registry prior to departure (instructions to be provided), you will be automatically covered by this service and insurance for the dates that you are enrolled as a participant in the London Program. You will be granted coverage for up to a week

of personal travel before or after the program. If you plan to travel personally for a longer period of time, you will not be covered and may want to consider purchasing your own insurance. UNH recommends that you maintain your domestic coverage to insure continuation of care before the program begins, after it ends, and upon returning to the U.S. **A one-time charge of \$150 for this coverage will appear on your tuition bill.** Please read carefully the “University of New Hampshire International Travel Assistance and Insurance Program” document for more information. Extensive information and a full evidence of benefits can also be found here: <https://www.unh.edu/global/insurance-0>

Healthcare Abroad

We are eager and well equipped in London to help you get the timely, quality care you need. Regent’s University requires non-EU study abroad students (that’s you!) to carry international health insurance that provides coverage for more than just emergencies. You will be provided with such coverage, as mentioned in the previous section, for the dates of the London Program.

In the event of an illness or health emergency while in London, you should try to notify the on-site director, if possible. For a routine illness, call **International SOS** and to schedule a doctor’s appointment with a local clinic. Before leaving for London, you will be issued an International SOS card that contains a Scholastic Members number for you to call for medical or other assistance. International SOS can make arrangements for the appointment and provide payment to the healthcare provider. International SOS will need to verify with the insurance company that the medical assistance you seek is a service that is covered by your insurance plan before pre-paying for the service. This may take up to 1-2 days. If your medical issue is not serious or urgent, this may not be a problem for you. **Therefore, for fastest service, you should arrange your own appointment, pay for the service out of pocket, and then submit a claim for reimbursement.** Students who travel to other European countries during school breaks or weekends will also be able to follow these steps to seek medical care and emergency services outside of the U.K. (with the exception of travel before the program start date or after the program end date).

To submit claims for reimbursement for appointments you arranged and paid for out-of-pocket, you will need

to follow the instructions provided online: <https://www.unh.edu/global/unh-claims-process>.

Students should note that accident and emergency care is free of charge under the NHS for non-EU visitors (as long as it is not for a pre-existing condition), however students can be charged for follow-up appointments and medication. If you suddenly become very unwell while in Reid Hall, a university first aider may be called. In an emergency they would call for an ambulance; otherwise, they may advise you to see a doctor, or another appropriate service.

Here are some nearby facilities at which International SOS is able to arrange visits:

Princess Grace (Private Walk-in Centre)
7 minute walk from Regent’s (0.3 mile)
42-52 Nottingham Place
London W1U 5NY
Tel: 020 7486 1234

The London Clinic (Hospital/Clinic with General Practitioners available)
8 minute walk from Regent’s (0.4 mile)
20 Devonshire Place
London W1G 6BW
Tel: 020 7935 4444

University College Hospital (closest hospital with Urgent Care Centre and 24-hr Emergency Department)
20 minute walk from Regent’s (1 mile)
235 Euston Road
London NW1 2BU

Packing

Transatlantic airlines have strict weight and size restrictions on luggage. Find out what they are for your airline. In case your checked luggage is delayed or misplaced, it is a good idea to carry your passport and other valuables, toiletries, medication, etc., in your carry-on.

Many of the discount airlines students typically use for side-trip travel within Europe (easyJet, Ryanair) have even stricter luggage weight and size limits. Sometimes passengers are only allowed one small carry-on item for free, so we recommend you bring a smaller backpack or travel pack for side trips outside of London.

What to take to London

Travel light! Remember you will have to carry your own luggage. There is limited storage space so when you have packed what you think you need, take out at least one third. Most of the time you will wear the kinds of clothes you wear at home or at school, though you will note that most British and Europeans tend to dress more formally. London is damp and English buildings run colder than those in America, which means you should include warm, easy-to-care-for, versatile outfits that you can wear in layers. Color coordinate to have maximum combinations. You will have access to laundry machines in Reid Hall. This is not a complete list, but the following items are strongly recommended:

- raincoat, umbrella
- sweater/ fleece top
- winter coat/jacket (ultralight down parkas are perfect)
- jeans and one pair of nice slacks
- casual long and short-sleeve shirts
- one pair of sturdy walking shoes and one pair of dressy shoes
- workout wear
- one or two dressy outfits
- slippers
- shower shoes
- socks and underwear
- towel and face cloth, though you may want to purchase these in London (**bed sheets/bed linens are provided**)
- laundry bag
- swimsuit
- laptop and charger
- outlet/plug adapter for the UK
- basic medications (allergy meds, cold meds, etc.)
- camera
- spare glasses or contact lenses

We suggest that you pack all of your things in one (two if you have to--not recommended) suitcase and a shoulder bag or daypack. Huge suitcases do not fit in luggage racks of trains or in the trunks of small European taxis.

We recommend putting your name, home address/phone number and destination on the inside and outside of all pieces of luggage, and locking your luggage during transit. Do not pack your passport or any other important papers you will need to get through customs in the luggage you plan to check!

What NOT to take to London

We must warn you that it is not recommended to bring electric hair dryers, hair straighteners, razors, etc. These appliances will need converters and adapters for use in England (in England electrical equipment operates on 220-240 voltage, AC 50 cycles; most American equipment is designed to operate on 110-120 volts, AC 60 cycles). Converters are expensive (less expensive in London than the U.S.) and seem to ruin some equipment. The size of plugs is also different (usually three prongs). Students in the past have bought cheap hair dryers, etc. in London and shared them with roommates.

Before you leave, check whether or not your laptop can run on either voltage. Most modern laptops have a converter built-in to the cord, but if you are not sure, contact the manufacturer for more information.

Leave at home anything truly valuable, such as jewelry. Neither Regent's nor the University of New Hampshire can accept responsibility for lost or stolen property.

Arrival in London

Arriving at Heathrow Airport

Immigration

When you arrive at Heathrow, you will be routed through Immigration. Follow the "ARRIVALS" sign to the Immigration Hall. Here they will check your passport and ask you why you are visiting the UK and how long you plan to stay. You should have your passport and **3 important documents** ready when you are standing in line to speak with the immigration officer. We will go over these 3 documents in more detail in orientation. The first is a **border agency document provided to you by UNH** (we will distribute these at orientation); the second is an **immigration document provided to you by Regent's** (this will be emailed to you directly from Regent's); and the third is a **letter of financial support from a parent** (see a sample template at the end of this packet). Not only will students need these 3 documents when they enter the UK for the first time; they will need them each time they *reenter* the UK after travel in Europe.

Baggage

At Heathrow Airport proceed downstairs to claim your baggage from the carousel indicating your flight

number. Free carts are available for your heavier luggage. We recommend you use one, since you'll have to walk a long way to catch the train to central London.

Customs

You will have been given a customs declaration form to fill out on the plane. Most entering students and tourists are able to go through the "Nothing to Declare" or "Green" zone. Be prepared to open your luggage if asked when you go through customs. Have passports ready to show. It is also a good idea to have copies of your prescriptions with you if you are carrying medications. Once you've cleared customs, you will be in the ARRIVALS hall. From there you can obtain transport to central London.

There are two options for trains to central London: the **Heathrow Express** or the **Heathrow Connect**.

The **Heathrow Express** is a non-stop train that runs every 15 minutes from Heathrow Airport directly to **Paddington Station**. For up-to-date information on fares and timetables, or to book a ticket, visit www.heathrowexpress.com.

- If you're arriving at Terminal 1, Terminal 2, Terminal 3, follow signs to the Heathrow Express station. From there, take a Heathrow Express service to London Paddington – transfer time is 15 minutes.
- In Terminal 5 the station is at basement level and reached by lift or escalator. All trains call at Heathrow Terminals 1, 2 and 3 and then run non-stop to London Paddington – total transfer time is 21 minutes.
- In Terminal 4, take the free transfer to Heathrow Terminals 1, 2 and 3 (departures every 15 minutes, travel time four minutes). From there, take a Heathrow Express service to London Paddington – transfer time is 15 minutes.

The **Heathrow Connect** is a stopping service train that runs every 30 minutes and stops at **Paddington Station**. The journey takes about 25-30 minutes. You may need to catch the Heathrow Connect at a terminal other than Terminal 5. For more information, visit www.heathrowconnect.com.

Once you arrive at **Paddington Station**, we recommend that you take a taxi to Regent's (£8-12). There will be signs for the taxi stand (upon exiting the station), where you stand in a "queue" for a taxi. Stu-

dents arriving together can easily share a taxi to minimize cost. A 10-15% tip is expected. Ask the driver to bring you to "Regent's University in Inner Circle of Regent's Park;" more specifically, you will ideally want to get dropped off at the main entrance in Herringham Hall.

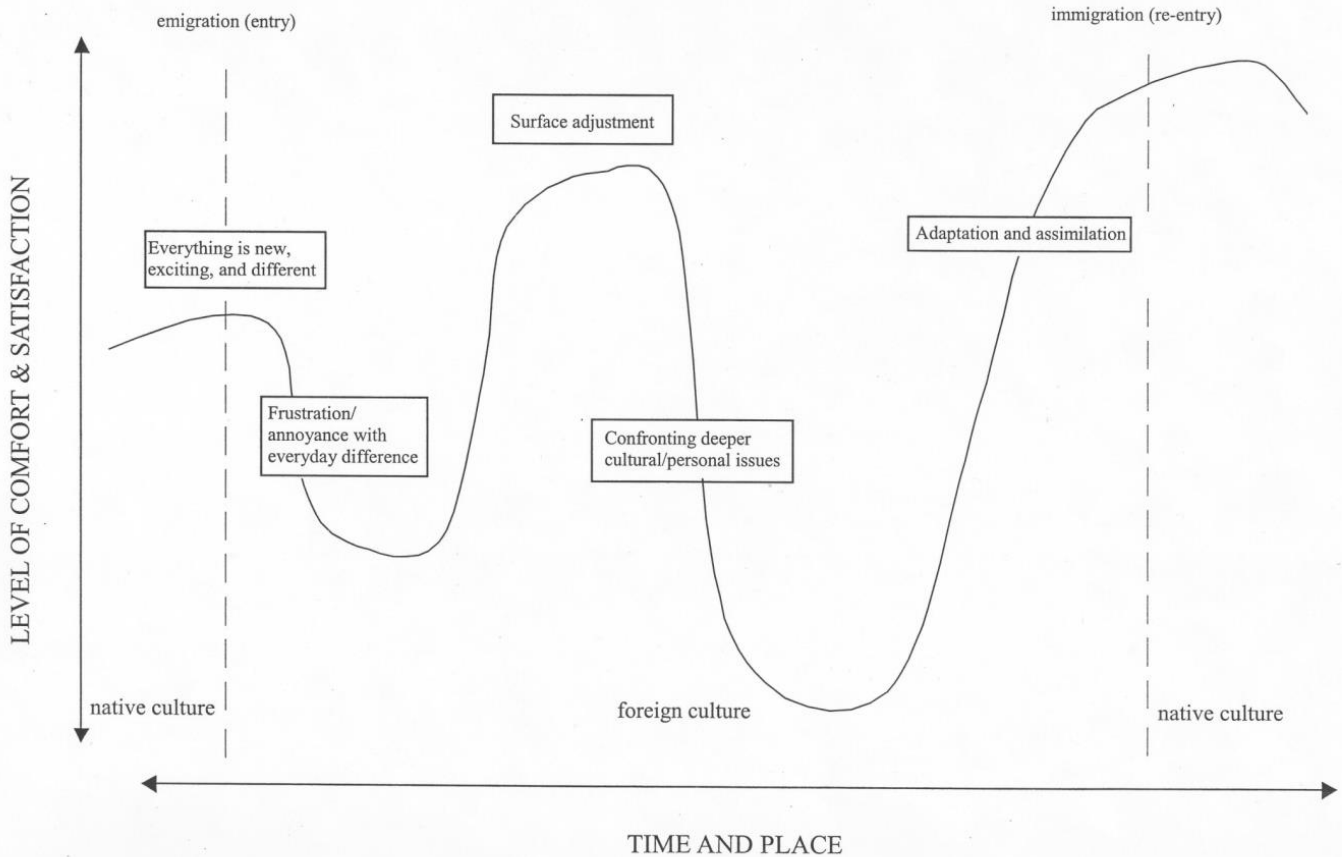
Culture Shock

Generally, students studying abroad go through three stages: the honeymoon stage; the frustration stage; and ultimately the acceptance/acclimation stage. The honeymoon stage lasts for the first few days and weeks when everything is dazzlingly new. After all that planning, you're finally here! Check out the shops, the sports cars, the rolling green parks! But then homesickness may arrive, as well as a yearning for the familiar, the easy. Everything, from the way you order coffee to the currency, feels odd, unnatural. Culture shock has set in. To move out of frustration and into acceptance/acclimation, you'll first need to respect that your feelings are normal. More important, you must train yourself to embrace the new, to stay open to what feels foreign. It's okay that faucets have two taps, that Brits will wait in long queues for postage stamps, that coffee with cream must be ordered "coffee white." After all, exposure to a new culture is one of the reasons you chose to study abroad in the first place.

Part of the learning process is making mistakes, so don't be afraid to try new things. Coping strategies to get you to the acceptance/acclimation stages might include some of the following:

- Ask questions
- Don't compare
- Be patient
- Don't take yourself too seriously; laugh a lot
- Exercise
- Find time to relax
- Allow yourself to feel sad about the people or things you have left behind: your family, your friends
- Ask for help
- Find ways to live with the things that don't satisfy you 100%

Cultural Adjustment Curve



Soon you will experience increased familiarity with the culture, people, food and expressions. You'll make new friends and begin to feel a lot less homesick. One way you can tell that you've made it to the acclimation stage is when you begin to view the host country as a second home, and start laughing about things that once frustrated you. See the Cultural Adjustment Curve above for a representational diagram of the highs and lows you might feel during your time abroad.

Travel in London and Beyond

Once in London, the "Tube," (the subway system, also known as the "Underground") is the most convenient and fastest way to get around. The bus system also provides excellent access to the city. Both accept the Oyster Card.

UNH London Program regulations prohibit UNH students from renting a car or any other motorized vehicles while abroad.

At Regent's University

Transfer Credits and Grades

Because you are participating in a UNH-managed study abroad program, the credits you are taking at Regent's have been pre-approved to transfer back and count toward your degree. **Credits from all courses you take at Regent's in which you receive a 'C' or better will count toward your degree.** While the grades you earn will appear on your transcript, they will not factor in your GPA. Only the grade earned in the one-credit "Intro to British Culture" class, which is taught by the on-site director, will be averaged into students' GPAs.

Because you will earn transfer credits from another institution, your grades and credits will be hand-logged onto your UNH transcript by the Registrar's Office and may take longer to appear on your transcript than usual.

UNH students must complete a London Program course **planning form** before going abroad. The purpose of this form is for your academic advisor to sign off on courses that will count toward your major, and

for the Registrar's Office to sign off on the courses that will count for Discovery credit. If you make changes to your courses at Regent's, you will need to notify the on-site director, and have the new courses approved by your advisor via e-mail. You should then forward such approvals to Jim Parsons in the COLA Center for Study Abroad.

Class Attendance Policy

If you plan to travel extensively in Europe, you should try to build in time either at the beginning or end of your semester in London, or during your mid-semester break. It is possible to take short trips on weekends to destinations near London, but extended travel to Europe and beyond is not advisable during the semester. Attendance, which is monitored by faculty, is expected at all classes at Regent's University London. A minimum attendance of 75% is required in each module. Once a student's attendance falls below 75%, s/he will be dropped from the class, which means that the student will earn fewer credits than the minimum number of credits required to remain a student visitor in the UK. **If a student is dropped from a class, s/he will be sent home with no refund from the program.**

Quiet Study Options

Some students in the past have indicated that there is not always enough room for studying in the Tate Library at Regent's University. Students seeking quiet study options may wish to go to the nearby Marylebone Library. Students can study in the information section or find a number of tables for study purposes. One does not need to be a member to study, but if students want to join they need to bring official proof of where they are residing. A letter from Regent's will be acceptable.

Computers/Internet

You will have access to a computer lab and printing at the Regent's. Students in the past have said that the Internet on Regent's computers is not always the speediest, so we recommend that students bring their laptops. Be sure to bring the necessary adapter and converter (though most laptop cords these days have converters on the power cords). Some students may have spotty access to Wifi from their room, though wireless is generally available in most areas of the college and dorm. Students will be given a network access username and password. There is also a computer lab for student use at Regent's.

Cell Phones

All students on the program are required to have a mobile phone while in London, by either purchasing a mobile phone upon arrival or obtaining a British SIM card for your current phone (contact your provider for details). There are several cell phone retailers in London; you can buy a simple phone for as little as £15, and a pay-as-you-go plan typically costs about £10-20 per month, depending on how often you use it. A pay-as-you-go phone will allow you to communicate easily by calling or texting. While you will be able to use it to call the US, most students find Skype is the easiest and cheapest option for communicating with friends and family back home.

For safety reasons, you must carry your cell phone with you at all times, keep it charged, and keep it on. At orientation, all students will be provided with an emergency contact card that lists the phone numbers of the on-site faculty director, the front desk in the Reid Hall dormitory, the emergency number (911 equivalent) in the UK, and International SOS. If a family member back home needs to get in touch with you in case of emergency and is unable to reach your cell phone, they may call the 24-hour Reception Desk number: 011-44-2074-877-402.

Reid Hall Facilities

Housing

Prior to arrival in London, you will be provided instructions from Regent's on how to pay your £10 room key deposit online. Upon checking in at Reid Hall you will be given your room key. When you return your room key at the end of the semester, you will be reimbursed for the key deposit. Reid Hall is co-ed by area and houses 210 students in doubles, triples, and a few single rooms. Each room has beds, a wardrobe, desk, chair, blinds, and mirror. Pillows, duvets/bedspreads, and sheets are provided.

You must bring your own towel or purchase one in London. Bathroom facilities are located on each floor. Kitchenettes with refrigerators, sinks, kettles, and microwaves are located in the building. There is a laundry room on the second floor. Tokens for the machines are available at Reid reception.

NOTE: A damage deposit of \$100 is required of all students in college housing to offset damages in individual rooms. The deposit is collected by UNH at the time tuition and program fees are due. It will be refunded to students' accounts once back in the US and after the damage reports are submitted.

There is 24-hour access to Reid Hall although the side doors in the lobby are locked in the evening, during which time students can only reach Reid Hall via the Regent's University main entrance. Access to Regent's Park is limited to daylight hours: times are posted on the campus. If you are returning to campus after these hours, you will need to enter the park through the main road entrance.

Dining

Students use their Regent's student ID's to buy meals at the refectory. The main campus refectory provides three meals per day, except on Saturdays when dinner is not served. A snack bar in the student centre provides sandwiches at a moderate price. Vegetarian options are available at all meals. Normally the meal plan can be adapted according to special dietary requirements; in such cases it is appropriate to consult the catering management upon arrival at Regent's. It is important to note that unlike many American college meal plans, Regent's meal plan, like most British ones, allows students only one trip through the food and drink line per meal.

Visitor Policy

In Reid Hall, the right of a student to live in reasonable privacy takes precedence over the right of his/her roommate to entertain a guest in the room. In determining when guests should be invited to the room, common sense and mutual respect should prevail. Student rooms are for use by the student assigned to that room. Guests may not stay in unoccupied student beds without the consent of the student whose bed is to be used.

Students are to remember that they are responsible for their guests' actions. Guests are expected to follow residence hall and campus policies. Hosts are responsible for making guests aware of the appropriate policies and must agree to accept responsibility for their guests' conduct while staying in the residence hall. Students will be held responsible for their guests and are subject to disciplinary action if their guests violate regulations.

Anyone who does not reside on campus and who wishes to remain in the halls overnight must register as an overnight guest of a resident in the hall. Regent's limits the number of guests allowed in the hall at any one time.

Visitors may be registered for a maximum of seven nights per term. Roommate consent is required for residents who wish to host guests in a double or triple room. Any resident who would like to host multiple guests should submit a written request to the Reid Hall warden at least 48 hours prior to the guest's arrival.

Resident assistants should be informed if a guest is expected. Overnight guests must check in at the Reid Hall reception desk before 6:00 p.m. on the night of their arrival. The visitor will receive a "Guest Pass" which is required for entrance to the hall without a host. Any guests found without a pass will be asked to leave.

Hosts are responsible for their guests' access to the room, and are also responsible for lost keys. Keys cannot be left at the Reid reception desk. Regent's does not supply bedding for guests, but has a limited number of mattresses that can be arranged through the RA at a cost of £5 for a maximum of 7 days.

Student Services Center

A major responsibility of the student services staff at Regent's will be to assist you in adapting to a new culture and helping you to discover ways to get the most out of your experiences overseas. The staff will serve as an important resource for all kinds of information about the university and the city of London itself. The Centre organizes events and trips and is there to give you help with theatre tickets, travel, etc. The staff will also be available to make referrals to the appropriate persons or agencies when you need counseling or medical assistance.

The student services staff is committed to maintaining an atmosphere on campus conducive to academic pursuits in responsible, meaningful group living.

The staff's approach will be to work with you to help you solve your own problems. All students will be subject to regulations governing the campus and Regent's Park.

1. Quiet hours in the residence halls will be established and announced when you arrive in London.

2. You will be expected to respect university property. Students will be charged for any damages, defacement, breakage, or misuse of property. You have paid a damage deposit of \$100 with your fees due to UNH. It is refunded in the U.S., after the damage reports are submitted.

3. There is a policy on guests staying in the residence halls. Details are explained in the Visitor Policy section, although there may be modifications to these policies once you arrive in London.

4. Students will be held fully accountable for disturbances and damages caused by behavior related to the misuse of alcohol. British law allows anyone over the age of 18 to purchase and consume alcoholic beverages.

5. Possession, sale, use and/or the distribution of any illegal drug (as defined by English law) could result in imprisonment or deportation.

6. Tampering with fire alarms or extinguishers can result in a £400 fine or six months' imprisonment under British law.

7. Possession of firearms, fireworks, or explosives is also punishable under British law.

Failure to comply with any of the above may result in temporary or permanent dismissal from the residence hall or campus (with no refund). **Students should remember that they are also subject to UNH conduct policies while they are in London as outlined in the *Students' Rights, Rules and Responsibilities Handbook*.**

Sports and Recreation

Regent's is committed to providing students with the very best opportunity to pursue a sporting interest, keep fit, try something new and live well. There are a number of ways students can get involved with fitness at Regent's and during each semester there is plenty going on.

Gym

The University partners with an established, private members health club who offer competitive deals for rolling, three-month memberships to suit the academic

semester. Membership fees range from £32 to £49 per month. Regent's Place Health Club has a vast range of cardio, resistance, high-energy and bodyweight training options (including over 80 classes per-week), steam room and sauna, free towels and changing facilities. To find out more about Regent's Place Health Club please visit www.regentsplacehealthclub.co.uk.

Facilities at Regent's University

Sports and recreation facilities at Regent's include two outdoor half-court basketball courts, a hard surface tennis court, three grass tennis courts, a croquet lawn, a volleyball pitch, and a large field for free play with nets for British football (soccer). In addition, the Botany Garden Students' Centre provides facilities for Ping-Pong, snooker (pool) and darts. The theatre laboratory is used for instructional classes such as aerobics.

Regent's Park itself offers a number of opportunities for recreational and sport activities including a jogging track, walking paths, football (soccer) pitches, baseball diamonds, and cricket squares. Golf is easily accessible to Regent's University at the Brent Valley Golf Club.

Instructional and Recreational Activities

Regent's has a limited number of instructional and recreational activities on campus throughout the year. These include aerobic classes, a snooker (pool) night at orientation and a field day.

Intermural Sports Competition

Regent's University offers a number of competitive intermural sports for students; these include: ping pong, basketball, volleyball, darts, tennis, football (soccer), and softball.

International Student House

The International Student House (<http://ish.org.uk>) is a unique club for British and overseas students. Sport serves as only one way by which the International Student House addresses its goal of presenting students opportunities to broaden their knowledge and understanding of people from widely divergent cultures and backgrounds.

Membership is open to all full time students over the age of 18. Regent's students are generally able to secure a one month free membership upon arrival. Longer memberships are available at approximately £10 per semester. Activities at ISH include: badminton, chess, darts, karate, aerobics, modern dance, squash. Instruction is available in squash, snooker, table tennis,

tennis, chess, and badminton. There are also opportunities for more talented athletes to participate in intercollegiate sports.

Regent's University Address and Phone Numbers

Mail should be addressed to:

Your Name
Regent's University London
Inner Circle, Regent's Park
London NW1 4NS
ENGLAND

All mail should be sent airmail. Mail between the US and England can take up to 2 weeks. For urgent mail from the US to London, use special delivery.

24/7 Emergency Contact number/ Reid Hall Reception:

When dialing from the U.S.:
011-44-2074-877-402

When dialing from the U.K.:
02074-877-700

Students will need to present a letter similar to the one below, as well as their passport and the two other documents provided to them by UNH and Regent's University, to the Immigration Officer in the airport in London.

Sample Letter of Intent of Financial Support

Immigration Officer
Port of Entry (i.e. London, UK)

Dear Sir/Madam:

_____, U.S. citizen born _____
Name Mo day year

in _____
City state

This letter is written to advise you that my son/daughter, named above, is a participant in an academic program operated at Regent's University in London by the University of New Hampshire, where he/she is a student in good academic standing.

During my son's/daughter's visit in the United Kingdom, I will provide a monthly payment of funds in amounts recommended by Regent's University for my son's/daughter's living expenses.

Therefore, I am writing to request that you grant my son/daughter _____
permission to remain in the United Kingdom for up to six months.

Your cooperation is appreciated.

Respectfully,

Parent's name parent of _____