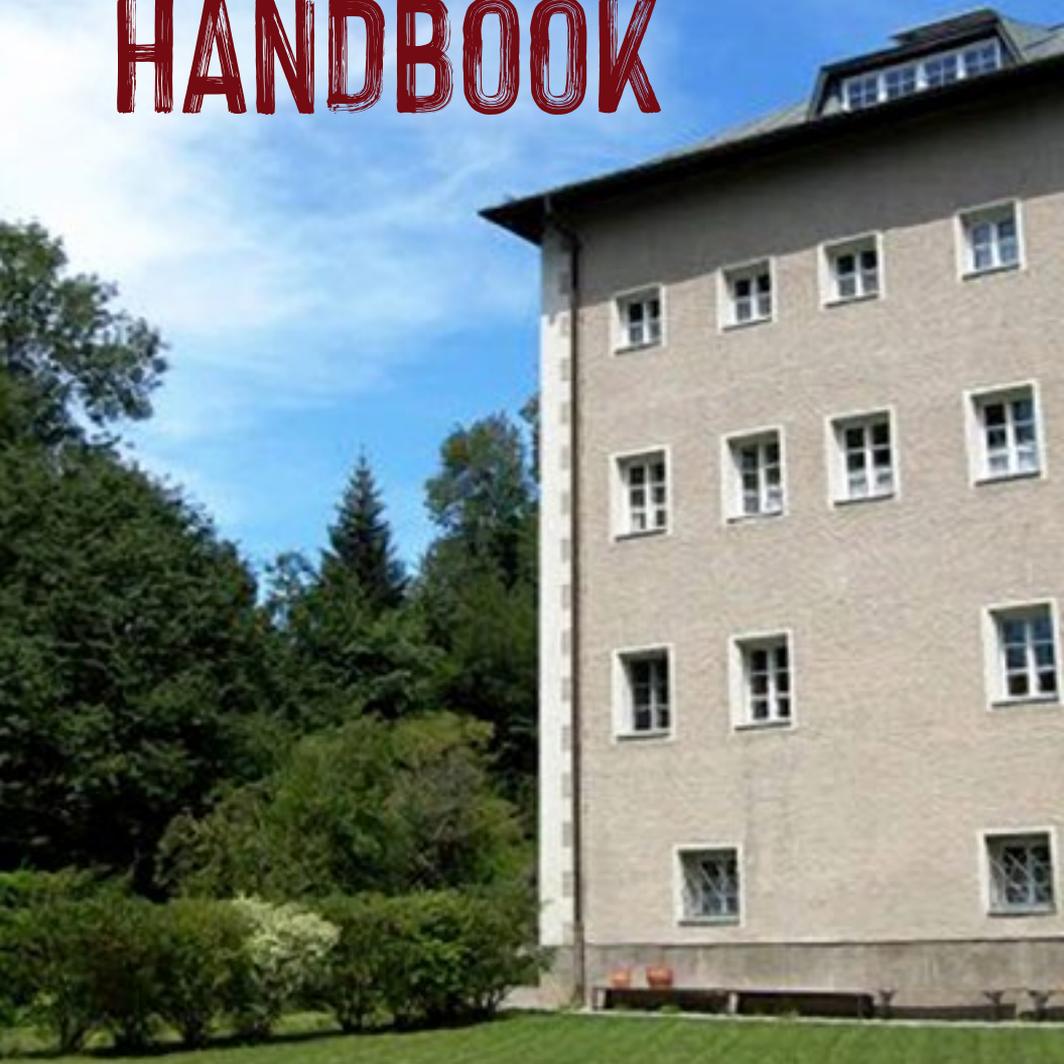


UNIVERSITY OF REDLANDS

SALZBURG STUDY AWAY HANDBOOK



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Section I

BASIC INFORMATION

- The Salzburg Semester Calendar
- Important Contact Information
- Communication
- Links

The Salzburg Semester Calendar

You will find the Salzburg Semester calendar here:

<https://www.redlands.edu/study/study-abroad/cas-study-away/salzburg-semester/program-dates>

As much as we would like to, it is not always possible to guarantee with absolute fidelity the calendar published this far in advance for your term abroad. Our plans for field experiences are dependent upon hotel availability and other changes that are inherently unpredictable and beyond our control.

Please take the starting and closing dates as definite when making your travel plans. Please note that final exams will not be rescheduled to accommodate an early departure. After departure day, the house will close—extended stays will not be possible.

Important Contact Information

REDLANDS CAMPUS CONTACTS

University switchboard	909-793-2121
Study Away office	909-748-8044 fax: 909-335-5343
Student Life	909-748-8053
Public Safety (24/7 contact)	909-748-8888
University web page	www.redlands.edu

SALZBURG CAMPUS CONTACTS

Address	Marketenderschlößl Mönchsberg 21 A-5020 Salzburg Austria
Program director	Katherine Baber Katherine_Baber@redlands.edu 011-43-676-726-3151 (cell phone)
Phone/Fax	main office: 011-43-662-840-862 fax: 011-43-662-840-862-20
Salzburg web page	www.redlands.edu/study/study-abroad/cas-study-away/salzburg-semester

Communication

The easiest way for the Study Away office, your advisor, and other departments on campus to reach you abroad is through your Redlands email account. We will use this account for all exchanges, emergency or otherwise. You can access your account easily from anywhere in the world. Go to the University home page www.redlands.edu, click on “My Redlands,” and then select your email account. You may also use this portal to review course schedules, check your academic records, or access the catalog, etc. Remember: You must have your University username and password in order to gain access, and you must be enrolled in Duo and have the Duo Mobile application installed on your mobile device. If you need assistance with Duo, please contact ResNet at resnet@redlands.edu or 909-748-8921. **It is imperative that you have Duo installed on your mobile device and have it tested before you depart for Salzburg.** Instructions for students to enroll in and install Duo on your mobile device can be found at <http://sites.redlands.edu/its/2step-authentication>.

CELLULAR PHONES

Because the University of Redlands is first and foremost committed to student safety and security, **we require all Salzburg students to have a cellular phone that can receive calls/texts from the program at all times during the Salzburg Semester.** It is the responsibility of each student to acquire a cellular phone either in Salzburg or in the U.S. prior to departure. All cellular phone numbers must be reported to the program director and assistant director.

BE AWARE: Calls from your cell phone to the U.S. can be VERY expensive with international plans from phones through Austrian and/or through U.S. providers.

U.S. PROVIDERS

If you plan to bring your cell phone from the U.S., be sure to check with your service provider first. When smartphones are left in “airplane mode,” they can usually get WiFi (called W-LAN in Austria). Through WiFi, students can use various apps, such as Whatsapp, or iMessage with the iPhone, to communicate with friends and family at home for little to no cost. However, the program still requires students to have a working cell phone number, which allows the program staff to reach students at all times.

AUSTRIAN PROVIDERS

Alternately, you can purchase a SIM card at Magenta (T-Mobile), A1, or Drei, which gives you an Austrian number and includes minutes, SMS messages, and data.

- Magenta: [https://www.magenta.at/handytarife/wertkarte/?gclid=aw.ds&gclid=EAlalQobChMIhviQoMfy6QIVx00YCh1qzQafEAAAYASAAEgIrwfD_BwE&gclid=aw.ds](https://www.magenta.at/handytarife/wertkarte/?gclid=EAlalQobChMIhviQoMfy6QIVx00YCh1qzQafEAAAYASAAEgIrwfD_BwE&gclid=aw.ds)
- A1: <https://www.a1.net/handys/neuer-vertrag/jugendtarife/s/jugend-und-einsteiger-tarife>
- Drei: <https://www.drei.at/de/shop/wertkarte>

In the case of an emergency, one may reach a student by contacting the assistant director at 011-43-676-926-1310 or program director at 011-43-676-726-3151.

Calling within Austria and to the U.S. can be tricky, so here are some rules of thumb for dialing:

When dialing to the U.S. from Austria, you will need to enter 00 (the international code for dialing out of country) + 1 (the U.S. country code) + the area code and number.

When dialing to Austria from the U.S. you will need to enter 011 (the U.S. exit code) + 43 [the Austrian country code] + the area code and number. Austrian area codes range from 1 to 4 digits, and the whole phone number can be up to 13 digits.

When dialing within Austria, you will need to dial 0 + the area code and number.

When texting, if you have the number entered in your contacts, you will not have to use these dialing patterns.

REACHING SALZBURG BY MAIL

Your address in Salzburg will be: (your name)
 Mönchsberg 21
 A-5020 Salzburg
 Austria

Letters and small packages normally take about a week to arrive in Salzburg; boxes take more than two weeks. When packing a box to mail to Salzburg, remember to take everything out of the original packing, including price tags. This will help packages not be stopped by Customs and result in having to pay taxes on the item(s).

Companies like FedEx and DHL do ship to Salzburg, but they can be very expensive!

If you are mailing items to Salzburg instead of packing it and bringing it on the plane, be sure to specifically identify what's in your box and then check it at the receiving post office before leaving the office. This will help if anything has been removed from the box. Mailing materials of any consequence (weight) by air is extremely expensive. Check with your local post office or express service on costs before packing what you think you "absolutely" need. **Having items mailed to you that are obviously new (and could be purchased in Austria) will require the receiver (you!) to pay a customs charge.**

At this time of heightened security, please remind your friends and family that when sending mail to you they should write your name and address very clearly. They should avoid using old boxes and large amounts of tape when sending packages, and the contents should always be clearly listed on the front. A return address must always be included.

Sending medication or vitamins is nearly impossible, so make sure you have enough for your entire stay before leaving. Many items that can be purchased over the counter in the U.S. are considered pharmaceuticals abroad and will be inspected by Customs. They may be confiscated or returned to sender.

Links

Salzburg Semester Facebook Page

<https://www.facebook.com/SalzburgSemester/>

Salzburg Information

www.salzburg.info

Eurail Passes

www.raileurope.com

Section II

ACADEMICS

- Policies and Suggestions
- A Living-Learning Community
- Curriculum
- Additional Notes for Music Students

Your academic program is the centerpiece of your term abroad. Only students in good academic standing may participate in off-campus study, thus a solid academic performance in this semester's work is vital. Your acceptance is contingent upon your maintaining good academic standing this term.

Policies and Suggestions

Make sure you and your advisor have worked out the academic implications of your term abroad. You'll find the complete Salzburg curriculum included in this handbook. Reflect carefully on the plan you have not only for this term but for the returning semester as well.

- Develop an academic plan—in writing—that allows both you and your advisor to have a clear understanding of courses and the course load you anticipate taking both in Salzburg and upon your return.
- The Schedule of Courses, as well as this handbook, indicates which Salzburg Semester courses will satisfy a liberal arts inquiry requirement. All academic policies pertaining to you as a student at Redlands continue in Salzburg.
- Students should have access to a working laptop or tablet in order to facilitate coursework while in Salzburg. If you have concerns about access to technology, please contact the program director for assistance.

All academic standards and policies of the University of Redlands, including the Academic Honesty Policy, apply to the courses offered in Salzburg. A summary of the Academic Standards section of the University Catalog can be found here: <https://www.redlands.edu/study/registrars-office/university-catalogs/current-catalog/academic-standards>.

A Living-Learning Community

The Salzburg Semester is a living-learning program, so keep in mind that you will be part of a community of learners. Your participation in class activities enhances the learning of everyone in your cohort. In addition, your community service will take place in pairs or small groups, and your travel together as part of the program excursions is another shared learning opportunity. We think you will find these shared experiences to be a memorable and valuable aspect of the program.

Curriculum

1. Each student must enroll in three courses:
 - SALZ 230: Travelers and Citizens (3 credits)
 - SALZ 240: Austria in Europe: History, Identity, and Remembrance (4 credits)
 - GRMN 101, 102, 201, 202, 350: Intensive German (4 credits; at the appropriate level)
2. To maintain a full course load at 17 to 18 credits, each student will choose two elective courses from the following:
 - SALZ 251: Sites of Salzburg (3 credits)
 - SALZ 252: Sounds of Salzburg (3 credits)
 - SALZ 260/360: Special Topic course (3 or 4 credits) offered by a University of Redlands visiting faculty member
Courses in applied music (private lessons), internships, or independent study will be offered only based on consultation with the program director.
3. No student may drop a course or fail to be actively engaged in all of their courses and remain enrolled in the program.
4. Unexcused absences from class will affect your grade.

Course descriptions, including scheduled SALZ 260/360 special topics courses, are available in the University of Redlands Catalog and at the Salzburg Semester website: <https://www.redlands.edu/study/study-abroad/cas-study-away/salzburg-semester/the-curriculum>.

Additional Notes for Music Students in Salzburg

If you are currently taking applied music lessons and plan to continue your study of music in Salzburg, you will need to contact the program director as soon as you confirm your participation in the program. You will be provided with an informational packet, including any necessary forms.

Section III

FINANCES

- Program Fees
- Banking
- Hints to Stretch Your Budget

Program Fees

THE COMPREHENSIVE PROGRAM FEE DOES NOT COVER THE FOLLOWING:

- Key deposits (to be paid in Salzburg. See additional details below.)
- Required cell phone
- Phone credit/minutes
- Passport fees
- Rail passes
- Visa fees
- Airfare
- Passport photos (for passport, visa)
- Personal spending money (souvenirs, meals out, etc.)
- Communication with home: telephone, email, postage
- Independent travel expenses
- Expenses for housing and meals during independent travel
- Expenses for meals during the term break
- Local transportation
- Personal supplies
- Baggage/personal insurance
- Laundry (see below)
- Deposits (see below)

DEPOSITS

A 50-euro deposit for a room key is collected in Salzburg from each student upon checking in. If you lose your key, we will withhold the 50-euro deposit. If the cost of replacement is more than the deposit, we will charge the balance to your University of Redlands student account.

As with on-campus residence halls, the University reserves the right to assess students for damages beyond normal wear and tear to individual rooms and for any community damages to the property of the Marketenderschlößl. The Salzburg Semester is housed in this recently renovated facility to which everyone in the program must show respect.

LAUNDRY USE AND FEE

Because laundry facilities in Salzburg are both hard to find and very expensive, the University has purchased four washers and four dryers available for use by students in the house.

There is a one-time fee of 20 euros to pay for the detergent and the significantly increased utilities costs resulting from their virtual nonstop use, as well as help amortize the cost of the machines over time and over groups. Once the fee is paid, you will have semester-long access to the machines and detergent.

Banking

CARRYING CASH

It's a good idea to arrive at your point of entry in Europe with some euros in your pocket. You likely can change dollars into euros at the airport before departure but expect a hefty commission charge. You also may be able to change money at your local bank if you place your order in advance. (Very few U.S. banks keep euros on hand.) You can also locate an ATM in the airport in Europe upon your arrival but you will likely be tired and distracted, so use this as a last resort. **While credit cards are widely accepted, there are still more businesses in Europe that are cash only than you may be used to in the U.S.**

ATM

You can find ATMs (automatic teller machines) all over Europe. They are commonly attached to banks, money-exchange counters, and train stations. Many offer several language options, and some even read your U.S. issued card and offer all instruction in English from the start. As intended, they are usually easy and convenient.

If your money is in a savings account, you may not be able to withdraw money.

If you plan to use a debit card while in Europe, you should ask your bank about access abroad. You will need your PIN (personal identification number) ,and in many cases, there may be an extra fee for foreign ATM transactions and/or for point-of-service transactions (i.e., scanning your debit card at a cash register). It is best to call your bank for details and confirmation of your PIN before leaving for Europe, and to notify them of your upcoming travel.

CREDIT CARDS

Credit cards are the easiest way to insure you get the most favorable exchange rate possible because you enjoy the rate awarded to a major financial organization. You can now use credit cards in Europe for most expenses. VISA and MasterCard appear to be more widely accepted than American Express for daily purchases. Check with each company for more information before you decide what is best for you.

American Express has its own system and is often difficult to access in many locations. The process for getting a PIN for American Express involves completing a form, so plan ahead.

CREDIT CARD CASH ADVANCES

Credit card cash advances are considered loans, so interest is charged from the day the advance is made. If you are planning to get cash advances with your credit cards while abroad, you may want to pay money into your account in advance to avoid finance charges. Check with your credit card company about their policies on prepayment and cash advances.

THE DRAWBACK TO CREDIT CARDS

While you could certainly manage most of your financial affairs with credit cards, there are some very real drawbacks to dependence on them. Even with careful planning and strict adherence to a set budget plan, it is still easy to overspend, and finance charges can add up quickly if you don't pay your credit card bill in full or take out cash advances. Loss of the card can also cause a severe inconvenience. Servers in cafés and restaurants may be annoyed because processing card payments slows them down, especially if you and your friends are all paying separately.

FINAL ADVICE ON BANKING WHILE ABROAD

1. Set up online banking before you leave so you can check your balance online.
2. Make sure that you place a travel notice on any credit cards and/or debit cards you plan to use, otherwise a fraud alert may render your card inactive.
3. Do not depend on just one card or method of payment. Securing a replacement or unlocking a debit or credit card from abroad can be very difficult.

Hints to Stretch Your Budget

- Take a look at your typical “spending patterns” at home. Most people find these habits a good guide for planning for a trip abroad; although you are likely to spend somewhat more abroad (i.e., on travel and souvenirs). Also, while day-to-day living in Austria is affordable, keep in mind that the exchange rate may affect your budget.
- Take the time to check with other students who have studied abroad regarding their experience. Study Away ambassadors are willing to share their experiences in Salzburg, including budgeting and expenses. Contact the Study Away Office to be put in contact with a Salzburg Ambassador.
- Plan carefully. Better to have too much money than not enough. A typical comment from returning students suggests it is not uncommon to find an infinite variety of compelling opportunities to spend money abroad that do not exist here.
- Keep the term break in mind as you plan your budget. While the house will remain open to you, meal service ends the Thursday before the break and resumes with your return to classes. Prioritize planning and budgeting for the 10-day break and the meal costs associated with it. No meal money is provided during this 10-day term break period.
- Make both weekly and daily budgets and stick to them. Keep most of your funds in a bank account.
- Shop for groceries in street markets or major chain supermarkets. Share food shopping and weekend cooking with one or more students. Take food with you for any long train ride (food served in the dining car is both mediocre and expensive).
- Plan your entertainment and recreational activities around the availability of free, inexpensive, and discounted events. Museums are cheap, and walks are free.
- Use your student ID to take advantage of special student rates on everything from travel and lodging to museums and theaters. Get in the habit of showing it everywhere before you purchase a ticket.
- Take care of your belongings and safeguard your credit card, cash, passport, etc. Alas, pickpocketing is not uncommon, particularly in spots frequented by tourists. You should consider purchasing a money belt or neck pouch (big enough for a passport), which can be worn under clothing (and is particularly important when sleeping in sleeper cars and hostels). However, money belts or neck pouches won't do any good if you don't use them.

There's a lot to think about, but a little realistic planning now can prevent unpleasant surprises or compromised plans later on.

Section IV

HEALTH AND SAFETY ABROAD

- Policies and Recommendations
- Your Responsibilities

Policies and Recommendations

The University of Redlands has adopted several policies to maintain the safety of its students traveling abroad.

The University of Redlands is in constant contact with the program director and relies heavily on their reports regarding any activity in Salzburg as well as the countries that are visited during the field experiences. The program director receives bulletins, including public announcements and travel alerts, from the U.S. State Department.

Assuring your health and safety abroad is one of our top priorities. The best way that students can prepare for a healthy and safe study abroad experience is to get informed about basic health and safety issues before leaving the U.S.

LINKS: SAFETY RESOURCES

Centers for Disease Control and Prevention health recommendations and precautions for travelers

<https://wwwnc.cdc.gov/travel>

The U.S. Department of State's Bureau of Consular Affairs essential information about travel safety advisories, crisis assistance to U.S. citizens abroad, U.S. embassies and consulates abroad, and passport services

<http://travel.state.gov>

The U.S. Department of State's Smart Traveler Enrollment Program (STEP)

<https://step.state.gov>

Diversity Abroad: Health and Safety Issues Abroad

<https://www.diversityabroad.com/articles/health-and-safety-issues-abroad>

Your Responsibilities

GET MEDICAL EXAMINATIONS

We strongly recommend that all students participating in study abroad have medical examinations prior to departure. It is important that anyone with pre-existing conditions make plans to manage their health before departure.

UPDATE YOUR PRESCRIPTIONS

Students who use prescription medications (including allergy shots and birth control) should carry an adequate supply for the semester and an updated prescription accompanied by a signed and dated statement from the prescribing health-care provider. The statement should indicate the generic name and brand name of the medication, as well as the dosage and any major health problems you have. This will provide vital information for medical authorities in case of an emergency and will also facilitate your interactions with Customs.

Students should also take an extra pair of glasses or lenses and a card, tag, or bracelet that identifies any physical condition that may require emergency care. Pack your prescriptions in your carry-on luggage in the original, labeled container. Make sure your name on the prescription appears the same way it does on your passport.

If you need to take a prescription drug throughout the duration of the program but cannot bring an adequate supply with you, talk with your doctor about how you will obtain the remainder of your prescription abroad. If you plan to purchase medication overseas, you will need to see a host country physician for a new prescription and should know the generic name of your medication, as the exact same medication is sometimes not available overseas.

Note: It is a good idea to check with your insurance provider about what is covered in terms of prescriptions and office visits while abroad.

IMMUNIZATIONS

Currently, no immunizations are required for travel to Austria or your return to the United States. **However, a vaccination for COVID-19 prior to international travel is strongly recommended.** The U.S. Department of State recommends that you check your health records to make sure your measles, mumps, rubella, polio, diphtheria, tetanus, and pertussis immunizations are up to date.

You may wish to travel beyond Salzburg and Austria. For specific health information for your proposed travels, you may wish to check with the appropriate embassy and/or consulate. In addition, you may check the Centers for Disease Control and Prevention website:

<http://www.cdc.gov/travel/html#Geographic>.

ACCOMMODATIONS AND STUDENTS WITH DISABILITIES

Students living with physical disabilities should discuss their study abroad plans with the program director and the University of Redlands Academic Success & Disability Services office (ASDS). The Americans with Disabilities Act does not apply in Austria, but the European Union does have mainstreaming guidelines for accommodating those with disabilities in public spaces. So, it's best to have a conversation with the program director about conditions in Austria.

Anyone with concerns about the physical demands of the program in general is advised to contact the CAS Study Away office. On average, people in Europe walk or take public transportation more frequently than you may be accustomed to in the U.S. For example, during daily life in Austria you may be walking a mile (about 20 to 30 minutes depending on your pace) to reach a particular restaurant or store. On group excursions, you may be walking 3 to 5 miles in a day, on a city tour, at a museum, and exploring in your free time. Cobblestone and other uneven surfaces are more common than in the U.S. and may present challenges to anyone who struggles with balance or uses mobility aids.

Students who need accommodations to be academically successful should also discuss their plans with ASDS and the program director. The Salzburg program has been able to honor all existing participant accommodations and can help students with adjustments needed to respond to any new situations that may arise while abroad. It is important to plan with ASDS and disclose all accommodations in your medical questionnaire before you depart to ensure that specific accommodations will be honored.

ADDITIONAL SUGGESTIONS

You are used to having ready access to familiar medical supplies in your home, the Health Center, or local drug store. In general, Austrian pharmacies are more likely to recommend simple palliatives like aspirin for common illnesses than some of the stronger over-the-counter medications you may be familiar with (antihistamines, NyQuil, etc.). Many alumni advise to take along a supply of your favorite headache remedies, cold medications, and stomach settlers.

HEALTH INSURANCE

The CAS Study Away office will purchase a travel health insurance policy for you that is designed to cover urgent health-care needs or emergencies while you are abroad. Make sure you understand the provisions of this policy before you come to Austria. You should keep in mind that you will be required to pay for medical care in Austria up front and then file a claim through the insurance policy. While such costs are much lower in Austria than they are in the U.S., you should still be aware that securing your reimbursement will take time.

If you will have ongoing health-care needs while abroad, make sure to consult with your doctor and your U.S. health insurance provider about an appropriate addition to your current policy. This is crucial in the case of mental health care. While not as expensive as it often is in the U.S., mental health appointments will be an additional cost and initially paid out of pocket.

EMERGENCIES ABROAD

Your first call should be to the local police or fire department in a genuine emergency. Next, or should language or other barriers not allow you to first contact local emergency services, you should call the program director or assistant director. The University of Redlands also provides a 24/7 emergency hotline that students can call; although the university's ability to respond to an immediate situation is very limited compared to direct in-country sources of support. This campus safety number is 909-748-8888.

If an emergency occurs while traveling away from the program location, call the nearest U.S. Consulate for immediate support and call the program director.

True emergencies are fortunately quite rare. Losing luggage, tickets, or a passport is an inconvenience, not an emergency. Emergencies are situations in which there is an immediate threat to a student's health and/or safety.

EMERGENCIES AT THE PROGRAM SITE

A student's first call seeking resolution should always be made to the program director, assistant director, or other appropriate personnel on site. Not only are they charged with the responsibility to resolve student concerns, they are best positioned by both geography, local knowledge, and experience to do so.

In the rare non-emergency circumstance that satisfactory resolution cannot be secured by these actions, then the Redlands student should next contact the CAS Study Away office.

EMERGENCIES AT HOME

Students should make sure their parents know how to reach them quickly should the need arise. They should make arrangements in advance for communication through a student's on-site landline, regular cell phone, platforms such as Skype or Google Hangouts, or social media. Establishing emergency communication patterns before departure to the program will alleviate stress and uncertainty and will be important in the event of a genuine emergency.

If you choose to travel during free weekends or after a program ends, please contact your family every couple of days either by phone or email to let them know where you are and how you can be reached.

SAFETY SUGGESTIONS WHILE ABROAD

In addition to following the advice and instructions of your program director and staff, it is important that you use good judgment and caution when navigating your new environment.

Here are some general tips to help you stay safe:

- Carry ID with you at all times.
- Know how to ask for help in the native language of the country.
- Know local emergency telephone numbers.
- Don't dangle purses, phones, or cameras from your wrist.

- If you choose to bring any valuable electronics, conceal these as best as possible. They are a target for theft both in the U.S. and abroad. Backpacks, laptops, and big purses can also be targets.
- Don't carry large amounts of cash. Don't carry all of your money and documents in one bag or in back pockets. Consider wearing a money pouch.
- Be alert in crowds, especially in train stations or popular tourist attractions, because thieves often use distractions in these locations to their advantage.
- Don't hitchhike.
- Don't stay out late at night.
- When traveling long distances by train or bus, attach your bag to the luggage rack with a bike chain or lock.
- U.S. foreign policy affects how people overseas will treat you. You will often be seen as a representative of your country, whether you want to be one or not. If your travel destination is having political or military difficulties, ranging from demonstrations to terrorist attacks to civil war, stay away from all sites of such activity.

SEXUAL HARASSMENT

Although what you might perceive as sexual harassment in the U.S. may be considered socially acceptable in another country, cross-cultural sensitivity does not include relaxing your personal boundaries. If you feel you have been a victim of sexual harassment, you should immediately inform the program director. Your situation will be handled confidentially with the facts made available only to those who need to know in order to investigate or resolve the matter. If you have questions concerning your interactions with people outside of your program, please raise those with your program director.

RESPONDING TO PHYSICAL OR SEXUAL ASSAULT

If you have experienced sexual harassment, whether from within or outside of the program, you can contact the Office of Equity and Title IX: <https://sites.redlands.edu/titleixandequity/filing-a-report22>

If you are comfortable talking to the program director or assistant director about the matter, they will be available to support you. They can also help you through the process of contacting the Office of Equity and Title IX and filing a report.

RESPONDING TO PHYSICAL OR SEXUAL ASSAULT

Assault is a traumatic event that can occur in any environment, whether in the U.S. or abroad. While physical or sexual assault is not always preventable, we urge you to take every possible precaution and use good judgment.

If you are assaulted, please remember that it was not your fault, and you are not alone.

IF YOU ARE ASSAULTED:

1. Go to a safe place
2. Don't shower or change clothes
3. Get help from a trusted person
4. Inform a staff member in Salzburg
5. Follow the guidance of the staff for medical, psychological, and legal support

IF A FRIEND IS ASSAULTED:

1. Believe your friend
2. Take your friend to a safe place
3. Discourage your friend from showering or changing clothes
4. Listen without asking lots of questions
5. Assure your friend it was not their fault
6. Remember details to help officials
7. Go with your friend to inform the staff in Salzburg
8. Stay with your friend for support, if appropriate

EXTERNAL RESOURCES

You may choose to go directly to a hospital, to call the police, or to contact any other medical or law enforcement agency to report a sexual assault. If you are travelling independently, this may in fact be the best first option at your current location. However, the program staff and the University may not be able to assist you since these entities will not report the incident to the University. Therefore, you should still contact the program staff so that they can provide support. The University has no control over what outside agencies do with reported information.

NOTE: You may choose to notify both University and non-University affiliated agencies (e.g. law enforcement in-country). Use of one of the options listed above does not preclude any others.

GENDER, RACE AND ETHNICITY, AND SEXUAL ORIENTATION WHILE ABROAD

There are two primary reasons to consider aspects of identity within the context of study away. The first reason is that women, LGBTQIA people, and people of color have specific safety concerns, both at home and abroad. The second reason to consider various aspects of your identity while abroad is because ideas about race, ethnicity, gender roles, and sexuality are socially constructed—a process that can look very different as you move from one culture to another. As a member of a diverse living-learning community, it is also important to consider how these differences may impact members of your cohort and how you can be an ally and a friend should these impacts occur. For all students it is important to prepare yourself for challenges that you may face with respect to any aspect of your identity. See resources below.

Keep in mind that cultural expectations may play a role in how you are perceived and how safe you feel in a given situation. For example, gender roles abroad may differ greatly from those in the U.S., and you may be subject to stereotyping because of your gender expression, because you are an American, or both.

It is extremely unlikely that any of these situations will involve any threat of physical harm to you as an international student; however, you should prepare yourself for the situations you may encounter in your host country. You will want to do some research on the social issues that may be relevant to you. We will talk more about these aspects of identity and stereotypes in Austria during your orientation in Salzburg. Related questions about identity formation, political and social movements in Europe, civil rights, racism, and the history of religious and ethnic minorities will come up in class discussions throughout the semester.

A good start would be to make a habit of reading Austrian news in English:

- Metropole: <https://metropole.at>
- The Local: <https://thelocal.at>
- Vienna Wurstel Stand: <https://viennawurstelstand.com>

The following resources are not exhaustive but are specific to Salzburg/Austria and designed to get you started. If you have specific questions about issues relating to diversity, equity, and inclusion in Austria, please feel free to contact the program director.

LGBTQIA information (Salzburg):

<https://www.gaysalzburg.at>

<http://www.hosi.or.at>

On being BIPOC (black, Indigenous and people of color) in Austria:

<https://blackpeopleinvienna.com>

<https://blogs.lse.ac.uk/africaatlse/2019/04/12/lifting-the-veil-on-afro-austrians>

<http://www.alfaustria.org/start.php?seite=facts.php&label=6>

On being Jewish in Austria:

<https://eurojewcong.org/communities/austria>

<https://www.bmbwf.gv.at/en/Topics/euint/ep/antisemitism.html>

On living with disabilities in Austria/Europe:

<https://broschuere.service.sozialministerium.at/Home/Download?publicationId=441>

<https://ec.europa.eu/social/main.jsp?catId=1137&langId=en>

On diversity (generally) in Austria:

<https://www.diversityabroad.com/articles/travel-guide/austria>

<https://www.iesabroad.org/student-diversity-access/resources/country-specific/austria>

On human rights in Austria:

<https://www.amnesty.org/en/countries/europe-and-central-asia/austria>

<https://www.bmeia.gv.at/en/european-foreign-policy/human-rights>

While Austria is a relatively liberal society—and discrimination based on race, religion, and sexuality are prohibited by Austrian law—implicit bias, discrimination, and microaggressions can occur anywhere. Some of these instances may arise from genuine cultural differences, and in such cases the program staff are available to support you. We will not tolerate discrimination or harassment by our faculty, staff, or students. Faculty and staff are subject to Austrian law in this regard; students should remember that the Redlands Student Code of Community Standards applies in this program.

RELATIONSHIPS ABROAD

Customs around dating vary from culture to culture. Your behavior in some situations may be viewed differently than if you behaved the exact same way at home. This does not mean that you need to alter your personal boundaries, but it is important that you consider your behavior and inform yourself as best as possible about how dating and relationships generally function in your host culture. This knowledge will help you to better identify and act in situations that make you uncomfortable.

Section V

PREPARING TO GO

- General Checklist
- Helpful Hints
- What to Take

General Checklist

- You have fully discussed the implications of the Salzburg Semester with your advisor.
- You have had a discussion with Financial Aid regarding both your term abroad and the term you return.

Leave a copy of all important documents at home or in a secure place where you can access them digitally.

ADDITIONAL ACTION ITEMS

- Confirm with Housing your residential life plans for your return. For those intending to live on campus when returning to Redlands, complete required online housing forms after receiving an email from the Housing office while abroad.
- Confirm with any campus organizations your interest in participating or leadership positions for your return term.
- Chat with program alumni and appropriate faculty for additional information on Salzburg.
- If you're a senior, check with the bookstore about how you can make arrangements for your cap and gown, commencement invitations, and yearbook photos.
- Be thoughtful about all those things that you would have to do to meet deadlines were you on campus. These include, among other issues, financial aid and Student Life. Take care of all of these deadlines and planning before you leave campus.

STUDENT ID CARD

Remember to bring your University of Redlands student ID card with you. Although you won't need it to visit the Commons or check out books from Armacost Library, there are many student discounts to be had in Austria/ Europe. You won't be eligible for these discounts without proof of your status as a university student.

Helpful Hints

ELECTRICAL APPLIANCES

All electrical devices and chargers will require either a converter or Western European plug. Please plan to bring such items with you. There is a hair dryer available in each room.

TRIP INSURANCE

You may wish to consider purchasing trip insurance for yourself, your belongings, and/or your flight plans. Most travel agents will discuss the cost and benefits of such coverage with you.

THINGS TO TAKE ALONG

Some hotels in Europe do not furnish soap or wash cloths. You may wish to carry these items with you in a small plastic bag when traveling. Likewise, if you plan on staying in youth hostels, keep in mind they usually do not provide towels. You may wish to pack a bed sheet and/or a light sleeping bag as well.

LUGGAGE

Airlines have restrictions regarding the size of luggage you may take. You should check with your airline to determine the limits imposed on luggage size.

Most importantly, remember you must carry your own luggage. Your chief consideration should be what you can comfortably handle yourself.

Students have found that a large backpack is the best luggage for their weekend traveling and group excursions.

PERSONAL PROPERTY

All students are responsible for their belongings at all times in Salzburg and on your travels as well. Make it a habit to lock your room. Do not leave money, passport, or valuables visible, even in a locked room.

Do not bring personal items with you that would be difficult or expensive to replace.

What to Take

Be thoughtful in your packing. Austria is not sunny Southern California, but it is not the North Pole, either. You want to have clothing that will give you flexibility, versatility, and durability. Take clothing that will last you for four months of hard traveling and will provide a variety of wear in a climate that can quickly change from warm to cold, from dry to wet, or from wet to wetter.

Having said all of this, you should take into account the following:

- Students from southwestern United States may need to be particularly mindful of the impact of weather in planning what to take. You'll need shoes and clothes for inclement weather. Plan from the top down, rain and winter gear, hat, scarf and gloves, sweaters, shoes ... yes, even long underwear. Proper clothing will allow you to adapt to unheated buildings, cultures, and climates you'll encounter.
- You will no doubt do far more walking abroad than you do here, so comfortable shoes are critical. A pair of waterproof hiking boots is strongly recommended. And a second pair of comfortable shoes is also a good idea, in case one pair becomes waterlogged or you develop blisters. On that note, also make sure you have broken in your footwear before departure.
- If you have particular hair-care needs (i.e., naturally curly hair) keep in mind that the supplies you are used to in the U.S. may not be available. For example, in Austria "Afro shops" do sometimes carry Black hair-care products, but they are not specifically beauty supply stores. For more information on preparing for your specific hair-care needs abroad, be sure to check out resources on Diversity Abroad:
<https://www.diversityabroad.com/articles/advice-my-curlfriends-everything-you-need-know-about-hair-care-abroad>.
- Pack at least one nice outfit for concerts, plays, etc.
- Leave expensive jewelry at home.
- Leave your ski and snowboard equipment at home even if you're a devoted skier. Taking it with you is not worth the hassle or cost. Good equipment is available for rental at low costs.

- Extra items you probably won't be sorry you brought:
 - Combination lock and small cable to secure luggage
 - Ear plugs, eye mask
 - Simple first aid kit (for cuts, headaches, blisters)
 - Hand sanitizer
 - Vitamins
 - Thumb drive
 - Bathing suit
 - Pens/pencils other school supplies
 - Inside the Marktendenschlößl, house shoes/slippers (hausschuhe) are worn, as is typical in all Austrian households. You may wish to bring personal house shoes/slippers with you.

Section VI

FINAL THOUGHTS

Some Final Thoughts

You will no doubt find that in Austria/Europe the food, customs, lodging, history, culture, laws, weather, language, expectations, and a host of other topics will be perhaps “foreign” to you. These differences will take some adjustment—some easy, others much more difficult. The program faculty and staff are here to help you understand these differences and learn from them. Some “final” thoughts:

- Be gentle, non-judgmental, inquisitive, and accepting as you encounter your new culture.
- Be reminded that the Salzburg Semester is a group program and that you need to think of the impact of your attitudes and behavior on the group.
- Be flexible and patient. Travel inevitably comes with some frustrations: Luggage may be delayed or even lost; classes and schedules may be altered, travel plans may change at the last minute; and you may not always feel like doing what the itinerary suggests. Put these instances in a broad perspective and don't allow the unimportant or incidental to cost you the enjoyment and fulfillment of your term abroad.
- Be understanding. Keep in mind that both food and lodging offered throughout your stay in Europe could be significantly better were we to increase the cost considerably or eliminate some of the field experiences. We think that you'll agree that acceptable but modest lodging and reasonable food with generous field travel is a preferred alternative.
- Be forewarned. You're about to fall in love—with art, music, history, culture, and Salzburg. And our guess is, you will also come to more fully appreciate yourself as well. So ...

Bis bald! (See you soon!)



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