

Studying Abroad with CEA

A Parent's Guide



A website companion with tips exclusively for parents of students accepted in CEA study abroad programs



www.GoWithCEA.com | 1-800-266-4441



Global Education Solutions™

Forward

Dear Parent,

Thank you for deciding to go with CEA for your son or daughter's study abroad program. If you are like most parents, you really don't know what to expect throughout this process. That is why we have prepared this guide just for you; we address the most commonly asked questions and issues **before** they become problems.

Each student's journey (and the information in this guide) consists of three phases:

- 1) *Pre-departure* – visas, housing, money matters, program approvals, etc...
- 2) *Onsite* – arrival, culture shock, health & safety, etc...
- 3) *Return* – re-entry shock, security deposits, transcripts, etc...

The information in this guide includes a handy planning checklist, links to more detailed information on our website, and is easy to fit in to your busy schedule. It is our sincere hope that you will set aside some time to review this information and visit the web pages contained with each section, so that you are well informed and can help ensure that deadlines are met and you know what to expect. You will be glad you did!

We are happy to have you on the team that will ensure that your son or daughter's experience is one that will be positive and rewarding. Please call us at any time with any questions you may have, and keep this guide as a reference throughout your son or daughter's program.

Sincerely yours,



Tim Boubek
Director of Student Services



Quick Link

Want the details on nearly any aspect of a CEA program or policies? Please visit our [CEA Policies page](#).



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The Student Path to Studying Abroad

Over 17,000 US and Canadian students have experienced CEA's thorough pre-departure process and exceptional study abroad programs throughout the world. There are basically three phases to studying abroad with CEA. Please note, this is a general outline; the actual process, requirements, timelines and what's included vary with each program.

Phase 1 Pre-Departure: Application to a CEA Program & Preparing for a Successful Experience Abroad

- Finding a good match in a CEA program and completing the CEA Online Application.
- Discussing their academic and career goals with his CEA counselor
- Applying for or renewing his US passport
- Seeking program and course approval from the academic advisor, study abroad advisor and financial aid advisor at the student's home institution
- Reviewing the CEA program sample budget of the program with a parent
- Being accepted and confirmed into their CEA program
- Researching and obtaining any foreign immigration documentation (such as a student visa)
- Submitting course selections
- Submitting the online medical questionnaire and visiting their doctor (and other health professionals, as applicable)
- Submitting housing preferences for CEA consideration through our online application
- Financial deadlines/budgeting and paying for the program
- Booking flights
- Researching the political, social conditions and health advisories of the program destination

Phase 2 Onsite: The Student Arrives at His Destination

- CEA orientation, final course registration and/or schedule confirmation
- Getting settled in housing and navigating the city
- Attending class and immersion activities
- Adjusting to a different way of life



Quick Tip

Our Admission Counselors are always happy to assist you and your child find answers to your questions at 1-800-266-4441.





Phase 3 Post-Program: Returning Home

- Re-adjusting to life in the U.S.
- Completing the required CEA online program evaluation within 30 days
- Receiving the program transcript (around the 90th day after the end date of the program and after financial clearance) and credit transfer
- Receiving a refund of any remaining portion of the security deposit (after the 90th day following the end date of the program, evaluation completion and financial clearance)
- Adding study abroad experience to his resume

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Studying abroad was one of the best experiences of my life, it was my chance to embrace new cultures and grow as a person. Not only was Europe amazing and the travel fantastic, but totally enriching. I'm not going to lie – the first few days were tough – new friends, different housing, different food; but all of these challenges helped me to learn and be open to trying and accepting new things.”

- Meghan, CEA Student Services Advisor

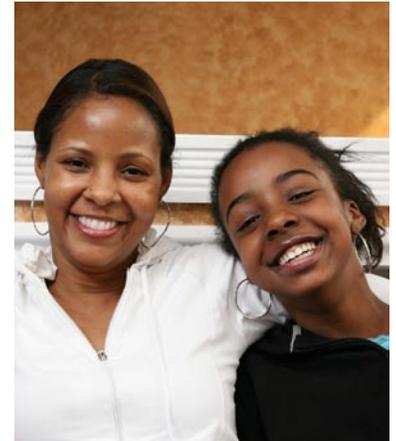
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Phase 1: Pre-Departure

Phase 1: Pre-Departure

It isn't easy being a parent of a young adult of college age – and it can be tough to draw a neat line between “helicoptering” over the student and giving them 100% independence. Studying abroad raises the stakes, as your adult child maneuvers through the French student visa process prior to departure or learns their way around their new neighborhood onsite in Costa Rica. Common sense, coping skills and listening to expert advice all play a role. With guidance and support from you and from their CEA advisor, we can help your student – early in the process – to take a proactive approach to handling the program requirements independently and to encourage them to have confidence in themselves to resolve challenges on their own.



A Helpful Checklist

Whether you're a hands-on or hands-off parent, here's a quick checklist of scripted questions to ask your student to make sure they are well on-track with their program preparations.

- **Passport:** “Have you applied or renewed this critical document? Go to www.travel.state.gov for information – including how to arrange for expedited service if the program start date is less than 3 months away.”
- **To-Do Documents:** “How's your list of To-Dos (tasks) coming along on your MyCEA Account?”
- **Student Visa:** “Is one required? Check the Resources section of your MyCEA Account.”
- **Financial Obligations:** “How are you paying for your program, your flight and for other expenses? When is the final payment due? What about financial aid? Call the CEA Student Finance Coordinator at 1-800-266-4441 ext. 2733 if you have questions.”
- **Airport Pickup:** “Do you know the guidelines to be eligible for airport pickup? Your arrival card, containing the emergency cell phone number to call in case your flight is delayed, will be posted on your MyCEA Account about 14 days before the start date of your program.”
- **Credit Transfer Approval:** “Have you gone over the program with your academic advisor at your school here and received approvals? Check out the steps at www.GoWithCEA.com/transfer.”
- **Health and Well-being:** “Do you have approval from your doctor/therapist to go abroad? Have you read the Health and Safety tab in your MyCEA Account?”
- **Housing:** “Did you know your preferred housing assignment is not guaranteed, and your housing may only have a partial meal plan or none at all?”
- **Program Information:** “Have you read the Student Handbook on the Resources section of your MyCEA Account? Have you checked your email Inbox lately for updates from your CEA advisor?”
- **Money Matters:** “If you need money while you're abroad, how will I get it to you? Are you budgeting enough in case you need a doctor while you're there?”

Money Matters

Money is among the most common topics of discussion. Here's a quick guide to resources for answering your money questions.

Quick Link

Program financial questions?

Call the CEA Student Finance Coordinator at 1-800-266-4441 ext. 2733.



Topic	Action Plan
Budgeting	Review the Sample Budget that is provided in the Program Info section of your student's MyCEA Account.
Financial Aid	If a student is hoping to use financial aid funds to help pay for his program, the CEA Financial Aid Disbursement Form must be received by CEA along with a payment for any portion of the balance due not covered by financial aid before the payment due date. The student starts the process by taking the CEA Financial Aid Disbursement Form to his school's financial aid office. That office completes the form and faxes it to CEA before the CEA payment due date. The CEA form, located on the Resources section of his MyCEA Account, details the steps.
Program Payment	Students can make online payments to CEA by E-Check (electronic check), credit card or by debit card through their MyCEA Account. Or, payments by debit or credit cards can be made by phone by calling ext. 2733. As soon as the payment is received by CEA, the student can click on the Payment Activity sub-tab to view a payment receipt. A processing fee may apply to debit and credit card payments. Please see our payment policies for complete information and the final word at: www.GoWithCEA.com/policies . Our CEA Student Finance Coordinators would be pleased to answer any questions you may have at ext. 2733.
Taking Money Abroad	Review the CEA Student Handbook for your student's destination country. Basic recommendations include USD\$100-150 (in the local currency or newer U.S. bills in small denominations) as well as two of the following: a debit card, a credit card, and/or travelers cheques. Opening a bank account abroad can take much documentation and time; therefore, it's not usually recommended. Be sure to check out the benefits of Travelex to learn if it's right for you and your student at www.GoWithCEA.com/travelex .
Emergency Funds	Review the Student Handbook for hints on getting funds from the U.S. to your student in his specific destination city in case of an emergency. It often entails using Western Union or another service, which can be expensive and inconvenient. Many students have found it helpful to grant a parent power of attorney before they depart, so that money can be deposited into the student's checking account for withdrawal at an ATM. Prior to your student's program, request advice from your financial institution or check into the benefits of Travelex at www.GoWithCEA.com/travelex .
Withdrawal	A student may be eligible for a partial refund of payments made to CEA if the request for withdrawal is received in writing by CEA from the student by the program's withdrawal date. The application fee and confirmation deposit are not refundable. No refunds will be approved for program withdrawals which are requested after the program's withdrawal date. Please review CEA's withdrawal policies at: www.GoWithCEA.com/policies .
Tax Deductions	Many parents claiming their student as a dependent wish to report tuition paid for their study abroad program. CEA is does not send out 1098 or 1099 tax forms, nor can we provide tax advice. Please refer your tax questions to your tax professional.

Health & Well-being While Abroad

The number one concern of parents with a student studying abroad is the student's health and well-being. It is CEA's number one priority as well. Ultimately, it is the student's responsibility to keep himself safe and well while abroad. However, your student will have had guidance from you, our CEA advisors, their CEA student handbook, the student study abroad website of the US Department of State (<http://studentsabroad.state.gov>) and his onsite orientation.

Safety Overview

Crimes can be committed anywhere in the world – whether in a rural area of Kansas or in a growing city in tropical Costa Rica. To facilitate safe programs, we have established the following:

- Constant communicational flow between our onsite and US staff members
- CEA Health and Safety Committee
- Regular attention to the CEA Emergency Plan
- Membership with NAFSA (The Association for International Educators)
- Continuous monitoring of guidelines set by the US Department of State regarding US citizens overseas
- Multiple outlets for providing students with health and safety knowledge (through their CEA advisor, student handbook, in-depth orientations, and updates onsite)
- Experienced staff members who are committed to addressing concerns at any juncture
- An emergency contact system.

Medical Insurance

After the withdrawal date for the program, when all students participating in the program are paid in full, students will be registered for CEA medical insurance through HTH Worldwide. This insurance is mandatory, and is an extra fee included in the total balance due to CEA. Generally speaking, this insurance covers many medical services which are required due to illness or accident which occur onsite during the student's program dates.

During the student's program dates, while onsite and needing medical or psychological services, the student often pays upfront for the services. The student would submit a claim with their receipts and medical documentation



Quick Link

More information on safety abroad can be found at these links:

- www.GoWithCEA.com/safety
- <http://studentsabroad.state.gov>
- <http://travel.state.gov>
- www.cdc.gov

Quick Link

You can download a copy of the HTH Health Select Overseas Platinum Pamphlet at www.GoWithCEA.com/insurance.



directly to HTH Worldwide. Students who wish to consult a doctor while onsite should contact HTH Global Health and Safety Services by calling the toll-free number on their HTH Worldwide Insurance Card. The HTH student website offers the opportunity to find doctors who speak English, who practice a variety of specialties, throughout the world.

Emergencies

In case of a serious emergency while your student is onsite, you may contact us at (800) 266-4441 X 0 . Beyond our normal business hours, listen to the prompts to be connected with a member of our staff on-call.

Any report of a student's housing, behavior, academic standing, health condition, and/or location must come directly from the student to you, if and when the student chooses to do so.

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When I'm advising students on what to expect when they go abroad to study, I try to stress the importance of keeping an open mind – take the experience for what it IS, not for what it ISN'T. Throughout my multiple study-abroad experiences, my main goal was always to put my American expectations aside and to take in as much as possible from another culture. And in the end, I learned a lot about myself.

- Kelly, CEA Student Services Advisor

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Quick Tip

CEA's 24-hour emergency hot-line phone number is **800-266-4441 Ext. 0**





Phase 2: Arriving Onsite

Phase 2: Arriving Onsite

You have helped your student through many weeks of preparations and now they have arrived onsite. Your student will be busy checking out his housing and his neighborhood, attending orientation and perhaps taking a placement exam and going through final course registration. I'll give you a heads-up: this will probably be the most trying two to three weeks you and your student will go through during your study abroad experience. For your student, it will be a new culture, language (possibly), roommates, teaching methods, and environment to adjust to. For you, it will be the fact your student is far away from home. Here are some tips which will help both you and your adult child get through this phase.

Arrival

Generally speaking, your student is eligible for airport pickup if they are arriving at his program's indicated airport on the start date of his program, before the cut-off time AND has provided us with his complete flight information in his MyCEA Account at least 3 weeks before the start date of the program. If they have met all of the arrival guidelines for airport transportation eligibility for his program, they will be picked up from the airport and taken to their housing or other program meeting location. Please see our policies for complete information: www.GoWithCEA.com/policies. If a student's flight is delayed, cancelled or missed, and they were originally eligible for airport pickup, the student is to call the CEA Onsite Staff Emergency Number, located on the Arrival Card in his MyCEA Account, for instructions.

The Waiting Game

You may not hear from your student for several days after their program begins. Silence doesn't necessarily mean something's wrong or they don't miss you; it usually means that it's a whirlwind of activity for your student – a busy and overwhelming time. It may be a challenge during the first couple of days to get to a computer with internet access to write you an email or to get to a phone with the appropriate token or calling card.



Thank you for answering all my questions... Johanna is having a wonderful experience in Spain [and] has matured also. We all miss her very much, but the knowledge she is gaining is worth all the distance we have between us. When I was Johanna's age... my parents made sure I studied abroad. It was hard to be away from home, but now looking back, it was the best, most loving thing my parents had given me: an education abroad. For this, I am thankful... and I'm so grateful to you and to CEA. Thank you. Thank you. Thank you.

- Excerpt from a mother's email to her daughter's CEA advisor



How To “Fix” A Problem Your Child Is Having Abroad. In a nutshell: *You really can’t.*

In a handful of cases (out of a thousand-plus students we host abroad each semester), a few students will be calling their parents during the first week or two, upset that things just aren’t quite right. They may say they feel homesick, their room is smaller and older than they had imagined, they don’t like a roommate, internet access is hard to find and/or not reliable, or a variety of other complaints that are a part of a new environment and living in a different country.

It is natural for us, as parents, to feel alarmed and for some of us, to possibly over-react about the severity of a problem as told to us by an upset child who is a continent or an ocean away. Try to keep in mind, that most often, the difficulties that some students seem to be facing early on in their program can be just a matter of misunderstandings of the new culture, miscommunication, adjustment to a new culture, or even unrealistic expectations on the part of the student. **Students should be encouraged to resolve discomforts on their own.** For serious situations, a student can contact our CEA onsite staff members. Sometimes students will call home first without having thought through the issue on their own or discussed the concern with any member of our onsite staff. Overall, it’s best to avoid trying to fix any issue for the student; you’re not there to understand the whole picture. And, throughout their entire life, you’ve been preparing them for this time – to think and act more independently.

The key to helping a student resolve a problem abroad, is to help them to resolve it on their own. For more challenging situations, the student is to communicate with CEA onsite staff members.

Health Issues

If your adult child calls you to let you know they aren’t feeling well, you can encourage him to seek medical advice. Students should contact HTH Global Health and Safety Services at (610) 254-8771 or assist@hthworldwide.com to make an appointment with a doctor or for any other medical needs.

For serious situations, urge your student to seek medical services with assistance from HTH Global Health and Safety Services and to notify the CEA onsite staff as soon as possible. A special cell phone number of our onsite staff members is available to all of our students in case of an emergency. For obvious



During my first years in college, my parents and I would talk on the phone nearly every day, and I’ll admit now, I was pretty dependent on them. When I went abroad, that was harder to do because of the time difference and our schedules. It was a bit challenging at first because I had become so accustomed to asking my parents to figure things out for me. However, once I became used to handling things myself, I felt a great sense of accomplishment and confidence as well. That experience was invaluable to me and I am so grateful for it. Though an adjustment for them, as well, I know my parents are grateful, too!

- Excerpt from a comment from a former study abroad student



Quick Link

HTH Global Health and Safety

- (610) 254-8771
- assist@hthworldwide.com



reasons, it is important that this line stay open for onsite student use only in case of an emergency. We appreciate your cooperation and understanding in advance.

Students may sometimes need to pay for medical services upfront then file a claim directly with HTH Worldwide, using their receipts and doctor's documentation. Encourage your student to keep you updated on their condition as needed. Due to privacy issues, CEA cannot contact you with information on your student's condition.

Safety

Students should read and heed the advice in their Student Handbook, and attend the mandatory orientations after arrival onsite. Students should always report any safety concern or crime to our CEA onsite staff immediately. The staff can help the student in contacting the appropriate local authorities as deemed necessary.



Emergencies

In case of a serious emergency while your student is onsite, you may contact us at (800) 266-4441 X 0 . Beyond our normal business hours, listen to the prompts to be connected with a member of our staff on-call.

Any report of a student's housing, behavior, academic standing, health condition, and/or location must come directly from the student to you, if and when the student chooses to do so.

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When I'm talking to the parents of my CEA students preparing to study abroad, I think back to the time when I was preparing to go abroad with my university's program and how my parents must have felt – sending their 17 year-old daughter off to Central America for 3 months. I can just imagine how difficult that must have been! But I think my parents had confidence in themselves in having raised me to use good judgment and to be accountable for my actions. I knew they had confidence in me that I would need to make some mistakes and make decisions without them there.

- Excerpt from a comment from a former study abroad student

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Quick Link

You can read more details about CEA's Emergency Plan online:

www.GoWithCEA.com/emergency



A dark blue world map is centered on the page. The map shows the outlines of continents in a slightly lighter shade of blue. Overlaid on the right side of the map, over the Atlantic and Indian Ocean regions, is the text "Phase 3: Returning Home" in a bold, white, sans-serif font.

Phase 3: Returning Home

Phase 3: Returning Home

Most likely, your student will return home changed by their experience. They will have many stories to tell of adventures with friends, of the people they've met, of the amazing places they've visited or of enlightening discussions in the classroom. Returning students are anxious to receive their program transcript and their security deposits. This section will provide you with resources for the information you're seeking at this time.

Re-Entry Shock

Re-entry Shock is a term that describes the reverse culture shock people go through when returning home after an extended stay abroad. It's normal, but it affects everyone differently.

Transcript

In order for the student's program transcript to be mailed to the home institution in the US, the student must have provided a transcript release either on their CEA Application, or through the CEA Transcript Release Form, found on the Resources tab of the MCA. In addition, the student's account with CEA must be financially cleared. The process takes place around the 100th day after the end date of a program. More information on transcripts available at: www.GoWithCEA.com/transcripts.

Security Deposit

To receive any remaining portion of their CEA security deposit, the student must complete the CEA Evaluation online within 30 days of the end date of their program and have their CEA account financially cleared. Within the evaluation, the student indicates to what address any eligible refund is to be sent. Your student can review the process on the Alumni tab of their MyCEA Account or refer to www.GoWithCEA.com/transcripts.

Quick Link

CEA provides helpful tips in dealing with re-entry shock at: www.GoWithCEA.com/reentry.

Quick Link

For more details about security deposits and transcripts for CEA programs, please visit: www.GoWithCEA.com/transcripts





Refer-A-Friend

If your student has a friend or family member who would like to study abroad with CEA, encourage them to provide that referral to CEA at www.GoWithCEA.com/RAF prior to their CEA application. If both the referee and the referred person complete their CEA programs and follow the Refer-A-Friend rules, the referee will be rewarded. Additional rules apply. Please review the rules on our Refer-A-Friend program at: www.GoWithCEA.com/RAF_rules

Careers and the Future

Your student can now include his study abroad education on resumes and applications for professional associations. Proven experience living in a different culture provides a student with invaluable skills that will translate to business, education, the sciences, technology, marketing and a multitude of other industries. Education, real-world practice of a foreign language, cross-cultural understanding and communication abilities would be of obvious benefit to a business of any size that has international, multi-cultural and/or immigrant customers or suppliers. In a job market where the new college graduate may be competing with many others, an experience of studying abroad absolutely makes a resume stand out from the rest. It readily indicates to employers that this candidate put herself beyond her comfort zone in an attempt to gain insight to other ways of thinking. Here are some resources we suggest to help your student start a search for a great career match: www.GoWithCEA.com/career_resources.

Quick Link

Your student can earn \$100 per student referral. Visit: www.GoWithCEA.com/RAF



...I learned how to do many things on my own. For example, being from Arizona I had never used a metro, but I was a pro by the end of the program. I also learned how to live differently and not as comfortably as I do in the US. This by no means made the experience unpleasant. On the contrary, I took the things that they do better and tried to learn from that.

- Excerpt from a comment from a former study abroad student





Appendices

What's Included

CEA offers a wide variety of services and amenities to create the best possible study abroad experience for your student. Below is a general list of items which can be included in a CEA program, and those that usually aren't. Please check our main website for the student's individual program:

www.GoWithCEA.com.

What's generally included*...

- Tuition and university registration
- Housing
- Excursions
- Immersion activities
- Personalized advising
- Airport reception (following specific guidelines)
- Onsite/international staff support
- Access to university services
- Online course descriptions and syllabi
- Onsite orientation
- Pre-departure assistance and helpful guides/handbooks
- MyCEA Account interactive and personalized student website
- Customized sample budget
- Cell phones (in select cities)

..and what's not*

- Airfare
- Airport reception for those not arriving within the CEA guidelines for the program
- Return airport transportation
- Travel insurance/property insurance
- Medical expenses at time of service
- Meal plan (some housing assignments in a few destinations may include a limited meal plan)
- Student visa or other immigration requirements, or costs incurred while obtaining a visa
- Passport fees
- Books and supplies
- Commuting transportation (to courses, activities)
- Personal transportation
- Meals on excursions
- Security deposit (mandatory, possibly refundable, and must be paid as an extra fee)
- Personal expenses

**This list is only a partial list of what may be or may not be included on a CEA program. Please refer to the individual program's sample budget and our CEA policies for other items that are or are not included in the program price for your student's program.*

Quick Tip

For a sample budget and a more detailed list of what's included, the student can click on the Program Info tab of his MyCEA Account.



MyCEA Account

Every CEA student has a personalized, password-protected online account with CEA, called MyCEA Account. The MyCEA Account features:

- Re-Entry Evaluation Link
- Security Deposit Info
- Program Transcript Info

Available 14 days Prior to program start:

- CEA Housing Assignment Address
- CEA Arrival Card
- CEA Onsite Staff Contact Info

- Program summary
- Sample budget
- Itinerary/calendar of her program
- Course outlines

- Payment summary
- An online payment page
- A printable CEA account statement

- Helpful links for program and destination information, student visa guides, and tutorials
- Destination specific CEA student handbook

The screenshot shows the MyCEA Account interface for John Doe, titled "Preparing for Departure". The navigation bar includes tabs for PreDeparture, While You're Abroad, Alumni, Program Info, Payment Info, and Resources. The main content area is divided into several sections:

- To-Do List:** Includes a link to download Acrobat Reader and a table of outstanding items for Prague, Czech Republic: 2009 Spring Semester (Liberal Arts & Social Sciences). The program dates are 02/04/2009 - 05/26/2009.
- Your CEA Team:** Lists contact information for the Student Services Advisor (Meghan Wagner), Student Finance (Stephen Koenig), and Admissions Counselor (Stephen Turpin).
- CEA Mailings:** Shows a table of mailings for Prague, Czech Republic, including an "Acceptance/Confirmation Packet" sent on 10/1/2008.

At the bottom of the page, there is a "Secure Area" link, a "Privacy Policy" link, and a copyright notice for 2005 CEA.

Interactive To-Do (task) list

Contact information for her CEA team of advisors

A printable informational packet for her program