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Learn your potential

STUDYING ABROAD WITH CEA

Family Guide





Letter to Families

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Dear Family Members,

Thank you for supporting your student in the decision to study abroad with CEA. This new experience will be very exciting for your student – and for you, too! The safety, wellbeing, and academic success of your student are CEA’s highest priorities, and we appreciate the opportunity to facilitate this once-in-a-lifetime experience for your student. We also understand that you may be unfamiliar with the study abroad experience, and that you may have feelings of concern. This guide will help you understand what to expect as the family member of a study abroad student and provide answers to your questions.

Inside, you’ll find three sections, each associated with a stage of your student’s experience: Pre-Departure, Onsite, and Returning Home. We’ve included helpful conversation starters, links to useful information on the CEA website, and resources from the [U.S. State Department](#) and [World Health Organization](#). Reviewing this information will help you remain informed about important deadlines, CEA policies, and what your student’s experience may include; this knowledge will also reduce your concerns and help you assist your student as they prepare for the experience of a lifetime.

CEA is grateful for your trust and collaboration as we work together to ensure a positive, rewarding experience. We understand that this student is also your child, and I encourage you to contact me directly if you have any other questions or concerns before, during, or after their study abroad experience.

Eryn Kudzinski
Director of Health and Safety

DIRECT 480.375.2797
 EMAIL ekudzinski@ceaStudyAbroad.com

Student Confidentiality

CEA respects the privacy of students who are of legal age when they sign the CEA Program Participant Agreement. Except in those cases where a student cannot speak for themselves or gives CEA permission to speak freely with a family member, information concerning a student's housing, behavior, academic standing, health condition, or program location must be disseminated by the student. Please speak with your student about the importance of communication and how they will share information with you.

MyCEA Account

Every CEA student has a personalized, password-protected, [online MyCEA Account](#) which features:

PRE-DEPARTURE

- To-Do List
- Your CEA team and Advisor Contact Information
- CEA Mailings, a Printable Program Info Packet

WHILE YOU'RE ABROAD

Available 14 days prior to program start:

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

ALUMNI

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

PROGRAM INFO

- Program Summary
- Sample Budget
- Itinerary/Calendar of Program
- Course Outlines

PAYMENT INFO

- Payment Summary
- Online Payment Page
- Printable CEA Account Statement

RESOURCES

- Program and Destination Info, Visa Guides, and Tutorial Links
- Destination-Specific Guides/Resources
- Health Insurance

MyCEA® Account Student: Alexander Turri | [Update My Personal Info](#) | [Log out](#)

Pre-Departure | While You're Abroad | Alumni | Program Info | Payment Info | Resources

Overview | Arrival/Departure Information | Health And Safety | CEA Secure™

Reminder: It's imperative to start reviewing the procedures and application timeframe for the student visa, which is required for your program. Please review the "Visa Guidelines" item in your To-Do List.

To-Do List

To view documents marked PDF, download a free version of [Acrobat Reader](#).

Prague, Czech Republic: 2019 Spring Semester (Full Curriculum)

Program Dates: 01/29/2019 - 05/23/2019
[\(Learn more\)](#)

Outstanding Items	Deadline	Notes
Verify Courses, Emergency Contacts and More	ASAP	
Review Cell Phone Policy	ASAP	
Upload Copy of Passport	ASAP	
Passport Info	ASAP	
Upload Advisor Approval Form	ASAP	
Flight booking options	01/01/2019	
Flight Information	01/01/2019	
Czech Visa	01/08/2019	
State Department Info	01/15/2019	
Health & Wellness Profile	07/23/2018	
Upload Digital Photo	10/23/2018	
Visa Guidelines	10/30/2018	
Place of Birth	10/30/2018	
Housing Preferences Form	10/30/2018	
CEA Secure	11/30/2018	

[Check Your Statement for Payments Due](#) [Learn more](#)

Completed/Received Items

Item	Date
Upload Unofficial Transcripts	Completed on 06/14/2018
Complete Application	Completed on 06/13/2018
Application Fee	Completed
\$500 Confirmation Payment	Completed

Your CEA Team

Enrollment Adviser
Program and Application Specific Questions
Name: Maddie Lorubbio
Email: mlorubbio@ceastudyabroad.com
Toll Free: (800) 266-4441 Ext: 2703

Student Accounts
Billing & Payment Questions
Financial Aid Assistance & Funding Questions
Name: Jason Schultz
E-mail: j Schultz@ceastudyabroad.com
Toll Free: (480)375-2805 Ext:2805

Mailing Address:
CEA Study Abroad
2999 N. 44th Street, Suite 200
Phoenix, AZ 85018-7248
Fax: (480) 557-7926

CEA Scholarships

[CEA Scholarship Application](#)
[CEA Scholarship Information](#)

Deadline Dates for Submission:
Spring: November 15
Summer: April 10
Fall: May 10

CEA Mailings

Prague, Czech Republic Spring 2019

Item	Status	Date
Acceptance Letter	Online	



Your student must provide you with the login information in order to access this account; CEA cannot provide access to anyone but the account holder.



The Path to Study Abroad

Since we opened our doors in 1997, more than 40,000 students have benefited from CEA's thorough pre-departure process, our exceptional study abroad programs, and the opportunities and resources we provide to study abroad alumni. While each program is unique, your student's path will follow three general phases.

PHASE 1 Pre-Departure

Finding the right program, applying, and preparing for a successful experience abroad

PHASE 2 Onsite

Arriving at the destination and settling into life in a different culture

PHASE 3 Returning Home

Returning home and exploring further opportunities

PHASE 1 Pre-Departure

Your student should expect to:

- Work one-on-one with CEA to discuss academic/career goals and determine which program is the best fit
- Complete an online application
- Review [CEA Student Code of Conduct and Academic, Housing, and Financial Policies](#)
- Sign CEA Program Participation Agreement and CEA Informed Consent for COVID-19
- Apply for or renew passport; U.S. citizens can enroll in [S.T.E.P., the U.S. State Department's Smart Traveler Enrollment Program](#)
- Review financial deadlines, financial aid, and payment options
- Seek program and course approval from the academic advisor, study abroad advisor, and/or financial aid advisor at their home institution
- Work with CEA Site Specialist to complete To-Do list, including submitting all required documentation such as photos and passport info
- Book flights and share info with CEA Site Specialist
- Review the CEA program sample budget with a family member
- Research and obtain any foreign immigration documentation, such as a student visa
- Submit course preferences
- Complete the CEA Medical Questionnaire
- Visit their health care provider to receive any necessary prescriptions or vaccines
- Submit housing preferences
- Research the political/social conditions and health advisories in the program destination
- Join [CEA on Facebook](#) and explore the [CEA blog](#) to see what's going on in their host city

PHASE 2 Onsite

Your student should expect to:

- Attend CEA's onsite Orientation
- Complete final course registration and/or course confirmation
- Attend class and adjust to a new academic learning environment
- Participate in cultural immersion activities and engage with the local community adjusting to a new way of life.
- Pay attention to updates about possible cases of illness and travel concerns, keep in touch with onsite staff for questions, and respond to CEA emails as requested
- Keep onsite staff informed of independent travel plans

PHASE 3 Returning Home

Your student should expect to:

- Re-adjust to life in the U.S.
- Complete the required CEA online program evaluation within 30 days
- Receive transcripts (about 90 days after the program's end date and after financial clearance)
- Receive a refund of any remaining portion of the security deposit (about 90 days after the program's end date, upon completion of the program evaluation, and financial clearance)
- Add study abroad to their résumé
- Explore further opportunities available to [CEA study abroad alumni](#)

Pre-Departure

Talking about Pre-Departure

Whether they have traveled extensively, traveled together with friends or family, or have never left their home country, your student's preparations and impending solo travel will be a new adventure for everyone involved.

As your student embarks on the study abroad process, you may encounter new challenges as you strive to find balance between helping your student and letting them take the initiative to accomplish necessary tasks. Asking questions and listening closely to your student's answers will reveal where your experience may be most helpful.

With support from you – and expert advice from CEA Site Specialists – your student can pro-actively maneuver the pre-departure process. As your student accomplishes pre-departure requirements independently, they'll gain the confidence and program knowledge they need to be successful abroad.



Conversation Starters

Whether you've got a more "hands-on" or "hands-off" style, these questions can help start conversations with your student as they navigate the pre-departure process.

PASSPORT

"Let's check your passport; it might need to be renewed" or "Have you applied for your passport? We might need to pay for expedited service if your program starts in less than three months."

STUDENT VISA

"Does the country where you are studying require a visa? Do you need a COVID-19 test to enter the country?"

TO-DO DOCUMENTS

"How is your MyCEA checklist going? Is there anything left to do?"

CREDIT TRANSFER APPROVAL

"Have you talked with your Academic Advisor about getting credit for the classes you will be taking abroad? Have they approved the study abroad program you're interested in? Did you check out the steps on [the CEA Website](#)?"

PROGRAM INFORMATION

"Have you received any updates from your CEA Site Specialist?"

FINANCIAL OBLIGATIONS

"Have you thought about how to pay for the program? Have you looked at the cost of flights? Will financial aid cover any of the cost? Do you know when the final payment is due?"

Please call the CEA Student Finance Coordinator at 1-800-266-4441 ext. 1807 if you have any questions.

S.T.E.P. (FOR U.S. CITIZENS)

"Have you registered in the [U.S. State Department's S.T.E.P./Smart Traveler Enrollment Program](#)? It's an easy way to get updates and stay connected with friends, family, and the U.S. Embassy if there's an emergency."

MONEY MATTERS (MORE ON PG. 8)

"Have you worked out a budget for your time abroad? How can I send you money? Do you know the exchange rate or if there are ATM fees? Are you setting aside money for unexpected expenses, such as seeing a doctor?"

HOUSING

"Have you submitted your housing preferences? Remember, housing assignments aren't guaranteed – they're first-come, first-serve."

HEALTH AND WELLBEING (MORE ON PG. 12)

"Do you need to visit the doctor before you leave? Do you need any vaccinations or to have your medication(s) refilled? Do you have copies of your prescriptions, passport, accounts, and passwords? Please leave me copies so I can help you if needed."

SAFETY

"Did you read the [CEA Student Code of Conduct](#)? I want you want to have fun but also make good decisions. Have you checked out the [Health & Safety](#) tips sheet? Remember to do some research on your host country so you understand what's going on there."

COMMUNICATION IN COUNTRY

"Do you want to get your phone unlocked? Can you get a phone there to call us?"
CEA requires students maintain a working phone with preferably a local number that is NOT dependent of WiFi to reach student in case of an emergency.

AIRPORT PICK UP

"Will CEA pick you up from the airport? Are there any guidelines for arrival? Have you printed your arrival card with the emergency number if your flight is delayed? Your arrival card will be posted to your MyCEA account 14 days before the start date of your program."

Money Matters

Money is a common topic of discussion; this quick guide will answer some of your money questions. The CEA Financial Services Team can help answer any other inquiries; reach them at 1.800.266.4441, ext. 1807.

BUDGETING

Review the Sample Budget in the Program Info section of your student's MyCEA account.

FINANCIAL AID

If a student hopes to use financial aid funds to help pay for their program, CEA must receive the [Financial Aid Disbursement Form \(FADF\)](#) 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 FADF to their school's financial aid office. That office completes the form and faxes it to CEA before the payment due date. The FADF, located in the Resources section of your student's MyCEA account, details these steps.

TAX DEDUCTIONS

If you claim your student as a dependent and wish to report tuition paid for their study abroad program, please know that CEA does not send out 1098 or 1099 tax forms, nor can we provide tax advice. Please refer any questions to a tax professional. However, we can provide a final invoice showing charges and a cost breakdown for tuition and fees.

PROGRAM PAYMENT

Students can make online payments to CEA by e-check (electronic check), credit card, or debit card through their MyCEA Account or by phone at 1.800.266.4441, ext. 1807. As soon as payment is received, the student can click on the Payment Activity sub-tab in their MyCEA account to view a receipt. A processing fee may apply to debit and credit card payments. Please see our [payment policies](#) for more information. Our [Financial Services Team](#) is here to answer your questions.

TAKING MONEY ABROAD

Review the CEA Student Handbook for recommendations specific to your student's destination country. Basic recommendations include USD \$100-150 (in the local currency or newer U.S. bills in small denominations), a debit card, and/or a credit card. Opening a bank account abroad requires significant documentation and time, so we don't usually recommend it, unless your student wishes to work while abroad or is staying for a full year.

EMERGENCY FUNDS

Many students have found it helpful to grant power of attorney to a family member 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 departure, request advice from your financial institution. Using Western Union or another service can be expensive and inconvenient.

WITHDRAWAL

A student may be eligible for a partial refund of payments made to CEA if we receive a written request for withdrawal from the student on or before the program's withdrawal date. The application fee and confirmation deposit are not refundable. No refunds will be approved for program withdrawals requested after the program's withdrawal date. For more information, please review CEA's [withdrawal policies](#) and the CEA Secure program.

What's Included with CEA

CEA offers an array of services and amenities to create the best possible study abroad experience for your student. Below, you'll find a general list of what's included and what's not included. Please check our website to review specific inclusions for your student's program.

What's generally included...

- Tuition and university registration
- Housing
- Excursions
- Immersion activities
- Personalized advising
- Airport reception
- Welcome reception and city tour
- Onsite/international staff support
- Access to university services
- Onsite orientation
- Online course descriptions and syllabi
- Pre-departure assistance and helpful guides/handbooks
- MyCEA Account (an interactive and personalized student website & resource)
- Customized sample budget
- One official transcript
- CISI Student Health Insurance
- AXA/Travel Assist Emergency Services

... 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 may include meal plans*)
- Passport fees
- Student visa or other immigration requirements, or costs incurred while obtaining a visa
- Books, materials, and supplies
- Commuting transportation (to school, activities)
- Personal transportation
- Security deposit
- Personal expenses
- Cell phone



Onsite

You and your student have spent weeks preparing for departure, and now they've arrived onsite. For your student, these first days will be a busy time of settling into housing, meeting new people, immersing into a new culture in a new environment, and possibly adjusting to a new language. Students will also attend mandatory orientation, finalize their course schedule, perhaps take a language placement exam, and grow familiar with new classroom expectations.

For you, this is a time of waiting, hoping, and patience, as your student may not be in regular communication with you while they manage this transition. With the time difference, jet lag, and different levels of Internet access, it's important to prepare yourself for a change in the frequency and length of contact with your student... and maybe even some calls at very late hours in the U.S.

Arrival

Typically, your student is eligible for airport pick-up if:

- They arrive at their program's preferred airport on the start date of the program *before* the cut-off time for airport pick-up *and*
- They provided their complete flight information to their MyCEA account at least three weeks prior to the start date of the program.

If a student has met these guidelines, they will be met at the airport by a CEA representative, have arranged transportation, and be taken to their CEA housing assignment or to a designated program meeting location.

It is critical that your student attend Orientation. During this *mandatory* meeting, students will learn more about their new cultural environment from onsite CEA staff (all of whom live locally), academics, transportation, planned activities and excursions, and important ways to stay safe and healthy as they transition to life abroad.

As excited as your student may be to arrive at their destination — and eager to explore their new city — it is very important they attend the full Orientation Program where they'll connect with CEA onsite staff, faculty, and fellow students. Our staff have been looking forward to your student's arrival and will serve as their primary resource during their program.

Housing

Whether your student has indicated a preference for a homestay, residence hall/residencia, CEA apartment, or independent housing, their housing assignment will likely differ from what they are accustomed to at home or in their college housing arrangement. Unrealistic expectations about housing can disappoint and frustrate students, and become a concern for you. Despite the fact that housing costs are generally much higher abroad, that additional cost doesn't necessarily translate directly to more amenities. It is important to know that when abroad:

- **APARTMENT TEMPERATURE CONTROLS** may be centrally managed by the landlord or only operated a few hours per day per local utility laws.
- **CLOTHES DRYERS** are seldom available. The student may contract laundry services to launder clothes in the way they are accustomed. Commonly, clothes drying racks and clotheslines are used abroad and are provided.
- **MULTIPLE PERSONAL APPLIANCES** (hairdryers, flat irons, curling irons) *will* overload outlets. These items can also be damaged by repeated use with converters. In some locations, use of U.S. appliances is forbidden due to risk of electrical damage. Buy these items onsite to best manage this issue.
- **PRIVATE BATHROOMS** are rarely available, so students should expect to share and set up schedules to balance the needs of all roommates. Bathtubs with fixed or removable shower handles are the common fixture.
- **CLOSETS** and general clothes storage may not be as large in space or quantity as students are accustomed to; instead, students may find free-standing wardrobes and small dressers available. Encourage your student not to overpack; as a general rule, they should lay out what they want to take – then pack only half. Additionally, students should leave items of great sentimental or monetary value, which cannot be easily replaced, at home.
- **MANY COMMUNITIES HAVE “QUIET HOURS” LAWS** in place that prohibit loud gatherings in residences, including noise in common areas such as hallways and stairwells, between 10pm and 6am; repeated noise violations may result in eviction.
- **WIFI AND INTERNET ACCESS** may not be as consistently available or as fast as students are used to back home. Students may need to utilize the CEA Center, libraries, or cafes to access the Internet as needed. We advise students not to rely on WiFi for their communication needs.

CEA cannot intervene or assist students who pursue independent housing with any aspect of securing housing, including their leasing or rental agreement. Students seeking independent housing should ask specifically about deposits or noise regulations, as it is possible for a student to be evicted due to repeated noise violations. While this may seem an extreme response to what is considered “normal college student behavior” by U.S. standards, it is important to remember your student has transitioned to a new cultural environment and may need to adapt their behavior to be respectful of local laws and to successfully reside in their new community.

Health and Wellbeing

We understand that your student's health and wellbeing are your first priority; they're ours, as well. Students must keep themselves healthy and safe in order to fully enjoy their experience abroad, achieve academic success, and reach their goals. Guidance from you, expert advice from CEA Site Specialists, and support from CEA's onsite staff make this possible.

Safety Overview

Crimes may be committed anywhere in the world, even in your own hometown. However, crime in an unfamiliar place can seem much more unsettling to families at home when their students are abroad. While it is also the student's responsibility to keep themselves safe and avoid risky behaviors, CEA supports your student through:

- Consistent and transparent communication between CEA U.S. home office staff and CEA international staff onsite.
- 24/7 emergency phones answered by CEA staff in each CEA location and at our U.S. home office.
- Experienced, well-trained staff who understand college students and are responsive to student needs.
- Dedicated Health & Safety Team that continuously monitors [U.S. State Department](#) resources, updates, and international news.
- Multiple access points for students to learn about Health and Safety through their CEA Site Specialist, CEA onsite staff, and in-depth, onsite orientations specific to each city and country.
- Individual student enrollment with [AXA/Travel Assist Emergency Services through CISI Insurance](#).
- Regular review of all CEA emergency protocols and emergency plans.
- Updates as to local conditions and explanations why events may be taking place, e.g. political protests, social justice demonstrations.



Medical Insurance

After the withdrawal date for your student's program has passed, each student in good financial standing will be enrolled in CEA's partner for student health insurance abroad, Cultural Insurance Services International (CISI). This mandatory insurance coverage is included in the total cost of the student's study program. CISI covers many of the general health needs a student may have while studying abroad, including illness occurring onsite, re-emergence of previously stable pre-existing conditions, and limited treatment of pre-existing conditions during the dates of your student's CEA study program.

This insurance is a reimbursement plan, so students should expect to pay at the time medical services are rendered, then submit a claim with their receipts and medical documentation for reimbursement (check sent to their home address). Students may fail to budget for possible health care costs, or would rather use their money for travel or social activities; encourage your student to make their good health a priority and set money aside just in case.

CEA onsite staff direct students to local clinics and doctors, help make appointments, and accompany students as needed, or as requested, to assist with any language challenges.

Health and Safety Emergencies

Outside of normal business hours, all students have access to local emergency services and a CEA emergency contact number to reach CEA staff 24/7. Students often contact their families when a serious issue or emergency occurs. Please encourage your student to call their onsite CEA staff first in case of an emergency or health issue. The U.S. CEA emergency number, 1.800.266.4441 ext. 0, is available to you to report a serious issue as well.

“Fixing” Your Student’s Problems

When your student talks with you after arriving in their host country, they may share their first impressions with you, including things that are “different” or make them uncomfortable. For instance, the Internet might be slower or not as available as it is in the U.S., the housing may be older than they expected, and locals may seem unfriendly. As a family member, you will likely be your student's first call when they are faced with a new situation — before they have thought through how to manage the situation for themselves or contacted the CEA onsite staff. You may even receive several such calls in the first few days as your student copes with homesickness, needs a sympathetic ear, or wants to be reassured that they've made the right choice.

While it's natural to want to “fix” these issues so your student can get on with having the great time they were expecting, students should be encouraged to communicate their feelings and concerns to CEA onsite staff. These experienced professionals are readily available (in the same time zone!) and are trained to assist your student as needed. They're able to see the whole picture, while you only hear your student's perspective. Encourage your student to connect with onsite CEA staff who will help explain cultural differences and provide resources to make your student's transition easier. Remember, roommate challenges or academic issues are opportunities for your student to speak for themselves and resolve their concerns independently, which builds their confidence and coping skills.

Returning Home

Studying abroad is a life-changing experience. When students return home, many experience a bit of what's known as "reverse" culture shock or re-entry shock. Sometimes, re-entry shock is more difficult than the culture shock students experienced when they went abroad.

Why? Because most students expect to feel disoriented when entering a new culture, but don't expect to feel that way when they return home to their own culture. This emotional experience is common after an extended stay abroad, and might result in some challenging moments.

As eager as you are for your student to settle back in and finish their academic program at their home institution, they may want to focus on what they experienced overseas, the friends they made abroad, and how this experience may now impact their future plans. All of these feelings and behaviors are completely normal. Many students find it helpful to connect with other CEA program alumni or their home university's study abroad office to find an outlet for their enthusiasm. Be patient as your student transitions back into life in the U.S.

Transcripts

In order for your student's study abroad program transcript to be mailed to their home institution within 90 days, they must provide a [Transcript Release Form](#) (part of the CEA application) and their account with CEA must be financially cleared. More [information on transcripts](#) is available on the CEA website.

Security Deposit

To receive any remaining portion of their CEA security deposit, the student must complete their CEA program evaluation online within 30 days of the end date of their program and have their CEA account financially cleared. While completing the program evaluation, your student will be prompted to enter an address to which any eligible refund will be sent. Your student can review the process on the Alumni tab of their MyCEA Account.

Careers and the Future

No matter where your student's career interests lie, their international experience will help them stand out from the crowd of job seekers after graduation. The key lies in learning how to leverage the skills and experience they gained abroad on their résumé and in job interviews, and linking their overseas experience to their chosen career. We offer a range of helpful [career resources](#) to help our Alumni make the most of their education abroad:

- **RÉSUMÉ BOOST.** When it comes to highlighting study abroad on a résumé, it's not simply enough to list experiences and hope they get noticed. Placement and descriptions matter; see examples of [how to include study abroad on a résumé](#).
- **MAKE STUDY ABROAD RESONATE WITH POTENTIAL EMPLOYERS.** When writing a cover letter or résumé, or talking about study abroad in an interview, it's essential that your student make explicit connections between the skills gained and lessons learned while abroad, from cross-cultural communications to language proficiency, problem-solving to flexibility.
- **ALUMNI NEWSLETTER.** Our regular e-newsletter shares helpful tips, information, and advice with CEA study abroad alumni.
- **ALUMNI AMBASSADOR.** This [career-building internship opportunity](#) allows students to develop their networking, communication, and interpersonal skills. Students share their experiences with peers and faculty on their home campus and, in return, receive a letter of recommendation, access to career-building workshops, and a network of professional contacts and references.
- **WORKING OVERSEAS.** Many CEA Alumni discover a passion for working overseas while they're studying abroad. Our [career resources guide](#) is a great place to start the search for international opportunities.

QUICK TIP

Studying abroad boosts your student's résumé.

[Click here](#) to see helpful tips to get noticed.

