

ASA

Location-Specific

GUIDE:

Madrid Semester Program

For parents and students

In this guide:

- Student Visa
- Helpful Local Information
- Host Institution & Housing
- Medical Care
- Cell Phones
- Mail, Computers, Internet

Please read our ASA Guide to Study Abroad for information about:

- Contact Information
- Payment and Financial Aid
- Passport
- Keeping Your Important Documents Safe
- Vaccinations
- Prescription Medication
- Medical Insurance
- Money and Banking
- Travel Arrangements / Airport Pick-up
- What to Pack
- Orientation
- Safety
- Homesickness and Culture Shock
- Reverse Culture Shock

Student Visa

All students must have a passport that does not expire for at least 3 months after their proposed return date from Spain.

ALL U.S. PASSPORT HOLDERS ATTENDING MADRID SEMESTER PROGRAM MUST OBTAIN A STUDENT VISA PRIOR TO DEPARTURE. (A student visa is required if your program is over 90 days long.)

◆ **Please read the document “Student Visa Information for Spain” for full details on how to apply for your visa.**

Applying for a VISA can be difficult and frustrating. You must apply in person at the Consulate that represents your state’s jurisdiction after making an appointment with the Consulate weeks or months ahead of time. For some students, this will mean having to travel to the Consulate, even if that Consulate is far away. (For example, the Chicago jurisdiction is quite large, as is the Los Angeles jurisdiction.) The Spanish Consulate is strict with its VISA application policies, so make sure you have all the necessary documents before your appointment. **It is ultimately the student’s responsibility to submit all of the required visa paperwork to the Consulate on time for processing.**

Among the documents required for the visa application are 2 enrollment letters: one from ASA and another one from the Spanish university you’ll be attending. **We cannot obtain your Spanish enrollment letter until we have the student’s valid passport number, so PLEASE make sure to apply for your passport in time!** In addition, it usually takes an average of 3 weeks to get the enrollment letter from the Spanish university, so you **MUST** let ASA know exactly when your visa appointment is, so we make sure you have this letter in time!

◆ **MADRID SEMESTER STUDENTS WILL NOT BE ALLOWED TO ATTEND THE PROGRAM WITHOUT A STUDENT VISA.**

Helpful Local Information

ASA students in Madrid will have a Site Director to assist them during their stay. Elizabeth works in the International Office at the Universidad Francisco de Vitoria.

Elizabeth Harris

Email: e.harris@ufv.es

Cell phone: 011-34-699-350-914 (*dial this from the U.S.*) / 699-350-914 (*dial in Spain*)

Host Institution & Housing

ASA students in Madrid for a semester/academic year will attend:

Universidad Francisco de Vitoria (UFV)
Ctra. Pozuelo-Majadahonda, Km.1,800
28223 Pozuelo de Alarcón, Madrid) SPAIN

www.ufv.es

Tel: (+34) 91 709 1444

Fax: (+34) 91 351 1716

Contacts in the Dept. of International Relations:

Elizabeth Harris	e.harris@ufv.es
Belén Navajas	b.navajas@ufv.es
Taíssa Queizán	t.queizan@ufv.es
Isabel Fernández	Is.fernandez@ufv.es

****UFV 24-hour Emergency Numbers****

Elizabeth Harris: from the U.S., dial 011-34 699 350 914 (*in Spain, dial 699 350 914*)

Taíssa Queizán: from the U.S., dial 011-34 638 82 1400 (*in Spain, dial 638 82 1400*)

Established in 1992, the **Universidad Francisco de Vitoria** combines European academic tradition with an American practical approach, resulting in a philosophy toward learning that is innovative and flexible. The UFV believes that a well-rounded education can not be one dimensional, and must incorporate such key elements as raising social awareness, promoting a diverse and multi-cultural environment, providing a personalized approach to study, engaging the social and professional arenas outside of your campus, and of course, encouraging academic excellence.

The Universidad Francisco de Vitoria is fully accredited by the Ministry of Education of Spain and by the regional government of Madrid. Approximately 3,000 students attend the UFV, 300 of which are international students who come from 38 different countries. UFV's relatively small student body allows for an average class size of 20 and a student-faculty ratio of 15:1. Since there is a relatively small number of American students who attend the UFV, ASA students will have the rare opportunity to integrate with Spanish students, even while taking classes in English.

The UFV is located in a suburb northeast of Madrid called Pozuelo de Alarcón, which is just eight miles from the Madrid city center and has a population of approximately 60,000. Students will be happy to learn that Madrid's public transportation system is top-notch and very affordable. The Madrid Metro offers a "joven" or youth monthly bus/subway pass with a reduced fare, for those 21 or younger.

Where will the students be living?

Students will live with a Spanish host family in Madrid. All of the host families are carefully screened by the UFV International Office, and the majority has hosted international students for years. The hosts' residences are located in safe areas of Madrid. Living in a Spanish home is considered the best form of housing because it provides an immediate introduction to life in Spain. **Students find that speaking Spanish at home is the single greatest factor in increasing their facility with the language.**

Living arrangements and the composition of families vary. The term "host family" should not be interpreted too narrowly. Increasingly, about 50% of the hosts are childless couples or divorced women with children who enjoy having a student living with them. ASA's hosts come from a cross-section of society; they belong to no particular professional or social milieu.

The host will provide students with **daily breakfast and dinner**, one load of laundry per week, a reasonably comfortable bed, clean surroundings, good light and desk for studying, and most importantly, endless opportunities to learn and practice Spanish. Living arrangements and the composition of families vary. Keep in mind homes in Spain are not as large as most homes here, so space, especially storage space, can be limited. **The vast majority of students love living with a host family and report that it was one of the best aspects of their study abroad experience.**

Students usually have their own room. Some hosts take only one student at a time, and others more. So, you may be the only student with your host, or you may have a housemate from the U.S. or another country. If you have a particular preference, please note this on your Housing Questionnaire.

How are the host families selected?

The UFV International Office is responsible for interviewing, selecting, and matching host families with students. All the hosts must complete a detailed questionnaire and interview in their home. Each host is asked a variety of questions about their background, occupations, family composition, previous experience with students, habits, living arrangements, pets, and more.

All ASA students will complete a Housing Questionnaire after being accepted, which collects information that help us match the student with a compatible host family. *Students must be sure to indicate any allergies, dietary restrictions, or other special needs on the Housing Questionnaire.*

Students will receive their host family assignment by email, about 2 weeks prior to departure. If you have any concerns about your living arrangements after you arrive, please don't hesitate to bring it to our attention. Many times a concern can be a cultural misunderstanding or a communication problem that is easily resolved. If, for any reason, we are unable to settle an issue between a host family and a student, we will move the student to a new family as soon as possible. The welfare of our students is always our highest priority.

I have pet allergies/special dietary needs/other special needs. Can this be accommodated?

In most cases, yes. We will make every effort to accommodate each student's needs! It is extremely important that students indicate any allergies, dietary restrictions, or other special needs on their Housing Questionnaire.

How will I get to class from my residence?

Most students will get back and forth to class by bus and Metro (subway). The typical commute from Madrid to the UFV is 45 minutes. During orientation, the UFV staff will help students find the best subway/bus route. Although Spain is a safe country, we recommend that students take taxis after 10 pm.

Do I need to bring sheets, pillows, blankets, towels, etc.?

Pillows, sheets, and blankets are provided by the host families. All students will need to bring their own towels or buy them upon arrival.

Medical Care

What happens if I get sick while I'm in Spain?

Our students' health and safety is always our number-one priority. The first and most important step to take is for the student to notify their Site Director immediately if they are ill. She will help the student in any way possible – by locating medical care, translating, accompanying him/her to the doctor, etc. Modern medical facilities and medications are widely available in Spain.

Cell Phones

What is the time difference between Spain and where I live?

The following times are the number of hours BEHIND Spain each region is:

Pacific	Mountain	Central	Eastern
9 hours	8 hours	7 hours	6 hours

So, if it is 6pm in Spain, then it is 12 noon Eastern, 11am Central, and 9am Pacific.

Dialing Instructions for Spain

011-INTERNATIONAL CODE 34-COUNTRY CODE FOR SPAIN + PHONE NUMBER

For example, if the number you want to call is (+34) 123 456 789, you would dial 011-34-123-456-789 when calling from the U.S. To call this example number inside Spain, you would dial 123-456-789.

For more information on calling abroad, go to <http://www.howtocallabroad.com/>

How do the cell phones work?

Each student receives a cell phone from Piccell Wireless. ASA provides the phone, while students are responsible for the cost of all calls. Students will receive email instructions from ASA on how to order the phone about a month prior to departure. *(Please do not order your phone until you receive instructions from ASA.)* Students will get their cell phone number when the phone arrives in the mail. The rates for calls and text messages can be found at www.piccellwireless.com/ASA (click on Spain). Piccell offers fairly reasonable call rates to the U.S. Piccell will bill the student's credit card monthly for their phone calls, text messages, etc

INCOMING CALLS TO THE INTERNATIONAL (SPANISH) PHONE NUMBER ARE FREE. INCOMING CALLS TO THE U.S. VIRTUAL NUMBER ARE **NOT** FREE. Piccell assigns each student an international (Spanish) phone number and a U.S. Virtual Number (USVN for short). Be sure to call their international number, since students are charged for calls received on their USVN. As long as you dial their international number and they are in Spain at the time, the student will NOT be charged for the call.

The U.S. Virtual Number is basically a way for someone in the U.S. to call the student "collect." The USVN is a U.S. phone number that connects you to the student's phone abroad. The caller pays only for the local or long distance call. However, while it's cheaper for the caller, the student is charged for the incoming call at the rate given by Piccell. Check www.piccellwireless.com/ASA for current rates. The USVN is automatically assigned, but students aren't obligated to use it. If you don't use the USVN for 45 days, it is automatically deactivated.

ROAMING CHARGES: When you're outside your home service area of Spain, all phone usage, including calls/text messages received or placed, is considered ROAMING and is therefore, subject to high roaming charges.

To avoid roaming charges, students should NOT use their Spanish cell phone outside of Spain.

Students can order a SIM card online from Piccell for any country they're going to travel to, in which case you would just swap out your SIM card.

What is the best way to call to/from Spain?

Many students use **SKYPE** which gives you **free international calls** over the Internet. For details, go to www.skype.com.

You can also contact your long distance provider about their international calling plan. Or, use an international pre-paid calling card. To use an international pre-paid calling card, you dial the access number, enter your PIN number/calling card number, then enter the number you want to call.

Try www.nobel.com or www.tel3advantage.com for international pre-paid calling cards for calling U.S. – abroad. Try www.enjoyprepaid.com for international pre-paid calling cards that parents or students can use to call each other, anywhere in the world.

TIPS ON CHOOSING A GOOD CALLING CARD:

- Make sure the rate you're looking at is for a mobile phone and not a landline. Usually the rate to call a mobile phone abroad is higher than the rate to call a landline.
- Check to see if the card has a connection fee or disconnection fee.
- Some cards charge a small weekly or monthly MAINTENANCE FEE that is deducted from your balance.
- Watch out for MINUTE ROUNDING. For example, if your card has 3-minute rounding and you make a 1-minute call, you will actually be charged for 3 minutes of talk time; if you make a 5-minute call, you will actually be charged for 6 minutes of talk time; if you make a 7-minute call, you will be charged for 9 minutes of talk time. So, 1-minute rounding is much more desirable than 5-minute rounding.
- Most cards will give you a toll-free OR local access number to use. Try to use their LOCAL ACCESS NUMBER, if possible, because some cards charge a per-minute or flat fee for using their toll-free access number.
- Normally, the fewer "fees" a card has, the higher the per-minute rate. Conversely, the more "fees" a card has, the lower the per-minute rate. If a card seems "too good to be true," with no fees AND a super low rate...then it probably is! Therefore, it's important to READ ALL OF THE FINE PRINT before purchasing any phone card, and don't be afraid to call the company to ask questions before purchasing anything.
- Don't forget that you may have to pay for the call you make to the access number. If you call the access number from your cell phone, that call uses your minutes (or in the case of students abroad, Piccell will bill you for the call to the access number).

Mail, Computers and Internet

Will students have Internet/email access while in Spain?

Yes. All students will have free wireless Internet access on campus at the UFV, so **bring your laptop!** *Please note, students will NOT have Internet access at their homestay.* There are also free computer labs on campus. In addition, Internet cafes abound in European cities.

What kind of adaptor do students need in order to use their laptop in Spain?

In Spain, the power supply is 220 volts/50 cycles, while in the U.S. it is 120 volts/60 cycles. Most laptops have a power supply that supports both 110 and 220 volts and 60 and 50 cycles (dual voltage). If your computer meets these requirements, you will only need to buy a plug adaptor so that the U.S. plug will fit into the Spanish wall socket. Voltage adaptors and converters can be purchased at most hardware stores or places like Target, Wal-Mart, etc.

Can students receive mail?

Yes, students can receive mail at their residence. However,

- We do NOT recommend mailing packages to Spain unless it is absolutely necessary.
- All mail/packages must arrive AFTER the student has moved in.

In general, it is problematic to receive packages in Spain— the recipient is usually charged a customs tax to receive the package. Therefore, it is not advisable to mail anything— especially not items such as clothing, gifts, etc. that are of a non-urgent nature. The customs tax can be anywhere from €5 (approx. \$8) to €200 (approx. \$350), depending on the package's declared value and contents. It is difficult to predict what the tax will be when sending a package. If you declare a value, it is not uncommon to pay fees as high as US\$60-\$150 to pick up the package! Remember that all insured packages require a declared value.

If you do choose to send something, the following information will assist you. On the customs form, you should mark your items as "used" whenever possible (i.e. "used books" or "used clothing"), or "FOR PERSONAL USE ONLY – NO COMMERCIAL VALUE," as packages containing new items will be taxed exorbitantly. You will also have to declare a value on the customs form. The higher the declared value, the higher the tax will be on the receiving end. Declaring a value of less than €10/\$10 may help to keep the customs tax to a minimum.

For sending packages, we recommend FedEx, UPS, or DHL because they will give you a tracking number. Although FedEx, DHL, and UPS are not the cheapest ways to mail items abroad, they are the fastest and most secure. You may contact any of these companies for a price quote and estimated transit time by giving them the weight, dimensions and destination of your package. For sending mail (letters, cards, papers, photographs, etc.), we recommend the U.S. Postal Service.

Please confirm the correct address before mailing anything. General address format:

Host Family Name
c/o (student's name)
Address
Postal Code, City
SPAIN

► **OVERNIGHT MAIL**

“Overnight” from the U.S. does NOT mean overnight to Spain! If someone in the U.S. sends an overnight document to Spain, it will arrive in Spain AFTER 2 DAYS OR MORE. For urgent documents, ATM cards, etc., use a reliable service such as FedEx or UPS. While the express or overnight USPS Global Priority service is reliable, it will actually take several EXTRA days to reach its destination because when the item enters Spain it is placed directly into the Spanish postal system, which delays its delivery.

Example: If a FedEx letter classified as “overnight” leaves the U.S. on a Monday morning, the student will likely receive the item at the *earliest* on Wednesday or Thursday of the same week. Other couriers (UPS, USPS) may take longer.