



ACADEMIC  
STUDIES ABROAD

## Site-Specific Guide – Sorrento

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Please see your [Pre-Departure Guide - All Programs](#) for additional important pre-departure information.

## PRE-DEPARTURE

### Important Phone Numbers

**\*\* PROGRAM THESE EMERGENCY NUMBERS INTO YOUR CELL PHONE\*\***

<p><b><u>ASA Office in Boston, MA</u></b>          Academic Studies Abroad          72 River Park Street          Suite 104          Needham, MA 02494          Tel: 617-327-9388          24-hour Emergency Cell: 413-221-4559          Fax: 617-327-9390          E-mail: <a href="mailto:info@academicstudies.com">info@academicstudies.com</a></p> <p>Lee Frankel, Director  <a href="mailto:lee@academicstudies.com">lee@academicstudies.com</a></p> <p>Chelsea Kaloupek, Assistant Director  <a href="mailto:chelsea@academicstudies.com">chelsea@academicstudies.com</a></p> <p>Alaina Morais, Programs Advisor  <a href="mailto:alaina@academicstudies.com">alaina@academicstudies.com</a></p>	<p><b><u>Site Directors</u></b>          Olga Stinga – Program Coordinator, Sant’Anna Institute  <a href="mailto:info@santannainstitute.com">info@santannainstitute.com</a>          Cell phone: (0039) 328 052 9335*</p> <p>Serena Vacca – Assistant Program Coordinator  <a href="mailto:serena@sorrentolingue.com">serena@sorrentolingue.com</a>          Cell phone: (0039) 333 814 3459*</p> <p>Cristiana Panicco – Director, Sant’Anna Institute  <a href="mailto:cristiana.panicco@santannainstitute.com">cristiana.panicco@santannainstitute.com</a>          Cell phone: (0039) 339 187 0807*</p> <p><b><u>Sant’Anna Institute - Sorrento Lingue</u></b>          Via Marina Grande, 16          80067 (NA) Sorrento          ITALY          Tel: 081 878 4470* / 081 878 5599*          Fax: 081 532 4140*          Website: <a href="http://www.sorrentolingue.com">www.sorrentolingue.com</a>          Emergency number: SERENA: 328 052 9335* / MARIA: 331 445 4707</p> <p><i>*This is the LOCAL number you would dial once in Italy. To call from the U.S., dial 011 39 and then the local number. (39 = country code, 011 = int’l dialing code)</i></p>
<p><b><u>U.S. Consulate General in Naples</u></b>          Piazza della Repubblica          80122 Napoli (Italy)          Hours of Operation: Mon-Fri, 8am-12pm          Tel: 081 583 8275* / 081 583 8221* / 081 583 8111*  <a href="http://naples.usconsulate.gov/">http://naples.usconsulate.gov/</a></p>	<p><b><u>Additional Emergency Numbers</u></b>  <i>(Local numbers, as dialed in Italy)</i>          Police: <b>112 or 113</b>          Ambulance: <b>118</b>          Fire: <b>115</b>          Carabinieri (Police): <b>112</b>          24-hour Doctor: <b>338 188 8831*</b>          Taxi: <b>081 878 35 27*</b>          Hospital: <b>081 533 1111*</b>          American Embassy: <b>081 538 8111*</b></p>

**In an emergency, please contact the ASA office or your Site Director(s) *immediately*.** It is of utmost importance that you notify your Site Director of any problems, issues, or concerns that you encounter while you’re abroad.

#### Telephone Dialing Instructions for Italy

011 = INTERNATIONAL CODE 39 = COUNTRY CODE

- To call from the U.S. to Italy, dial 011-39 + the local telephone number. For example, if the phone number is listed as (+39) 335.714.6082, you would dial 011 39 335.714.6082.
- To call the U.S. from Italy, dial 001 + area code and number.
- To call an Italian number within Italy, leave off the int’l code and country code.

## Passport and Visa

**All students must have a valid passport that does not expire for at least 6 months AFTER you plan to return to the U.S.**

It is **ESSENTIAL** that you carry a photocopy of your passport with you at all times, as Italian police have the right to require you to identify yourself. In extreme cases, the police can arrest an unidentified person until that person is positively identified.

**PERMIT OF STAY (FOR SEMESTER STUDENTS ONLY):** To legalize your stay in Italy, you will need to apply for a **Permit of Stay** by registering at the Immigration Office in Naples within 10 days of arrival (*cost: \$356 paid by credit card after arrival*). **Per Italian law, obtaining the Permit of Stay is MANDATORY for all semester and academic year students.** The staff at Sant'Anna Institute will help everyone through this process and accompany you to the Immigration Office in Naples.

► **IMPORTANT!** There are some specific documents that semester and academic year students need to bring with you from the U.S. in order to get your Permit of Stay – these are listed on your **LAST-MINUTE CHECKLIST**.

### **What should I do if I lose my passport?**

Contact the local police, the U.S. Embassy, and the Sant'Anna Institute staff immediately. Having a photocopy of your passport on hand will make it MUCH easier to have it replaced. U.S. Consulate in Naples: <http://naples.usconsulate.gov/>

## Budgeting for Your Trip

The **EURO (€)** became the official currency of Italy on January 1, 1999. Bills come in denominations of €5, €10, €20, €50, €100, €200 and €500. Coins come in denominations of €2, €1, 50 cents, 20 cents, 10 cents, 5 cents, 2 cents and 1 cent. The exchange rate fluctuates all the time, so go to <http://www.XE.com> for the current rate.

### **How much money should I bring?**

Recommended amount: **US\$250-300 PER WEEK OF YOUR STAY**

*Please note that these are general guidelines based on what past students have reported spending. Some students spend less and others more. The above figures do not allow for traveling every weekend, eating out a lot, or shopping every day.*

### **What expenses should I budget for?**

*\*\* Housing, medical insurance, and all other ASA services are not included during the break between semesters or terms.*

*\* = Accounted for in weekly money recommendation above.*

1. Damage Deposit – US\$250, paid to ASA 30 days prior to departure.
2. Permit of Stay - \$356 (paid by credit card after arrival - SEMESTER students only)
3. Meals & Laundry\*  
If you chose the shared student apartment housing option, you will have a fully equipped kitchen. If you chose a homestay, some meals are included; additional meals are the student's responsibility. Laundromats generally charge about €7 per load. It may be cheaper to have your laundry done by the pound at a dry cleaner.
4. Books, materials and supplies  
Budget **US\$300 per semester / \$100 per summer session.**
5. Local transportation\*  
Budget **US\$200 per semester / US\$75 per summer session.** Local transportation includes getting to and from class, getting around town during your free time, getting to and from where your group is meeting to depart for an excursion and getting home after an excursion, etc. This may include paying for bus and taxi fares. (Most students are able to walk to/from class; some may take the bus.)
6. Phone usage (calls and text messages)  
Budget **US\$400 per semester / \$75 per summer session.**
7. Spending money/Personal expenses\*  
Entertainment, shopping, souvenirs, dining out, travel, haircuts, toothpaste, etc. This is accounted for in our weekly money recommendation (see previous page).
8. Meals on excursions\*
9. Transportation back to the airport at the end of the program  
Budget **\$60**

## ARRIVAL

### Airport Pick-up

#### **What should I do when I get off the plane at Naples airport?**

- ▶ Once you deplane in Naples, follow signs to baggage claim. Delayed baggage must be reported to your airline's lost luggage counter before exiting the baggage claim area.
- ▶ **After claiming your bags at Naples airport, exit into the airport lobby and LOOK FOR EITHER A SIGN WITH YOUR NAME ON IT OR A SIGN THAT SAYS**

**“SANT’ANNA INSTITUTE”. Sant’anna will be picking you up from the airport.**

**► Address for delivery of delayed baggage:**

Your name  
c/o SANT’ANNA INSTITUTE  
Via marina Grande, 16  
80067 (NA) Sorrento

**If my flight is delayed, will you still pick me up at the airport?**

If you will not be arriving as scheduled, it is YOUR responsibility to notify the emergency contact person indicated on your **Last-Minute Checklist**. They will let you know if you will still be picked up at the airport. We will make every effort to pick you up, but if you arrive too late, you may have to stay at a hotel in Naples for the night and make your way to Sorrento the next morning.

**If you will not be arriving at Naples airport on the official arrival date, you will be responsible for your own transportation to Sorrento. Here is some helpful information on traveling to Sorrento:**

**1) Bus from Naples airport**

A bus is available from Naples airport to the Sorrento town center. Tickets can be purchased on board the bus for €10 in cash. You will find the bus outside the Arrivals Area, opposite the taxi stand. Bus schedules vary depending on the season. You can view the current bus schedules at [www.currenriaggi.it](http://www.currenriaggi.it) . Tel: (+39) 081 801 5420.

**2) Train from Naples train station**

The *Circumvesuviana* train service runs from Naples Central Station (*Napoli Centrale*) to Sorrento every 30 minutes from 6pm – 9:30pm. The journey takes approximately 110 minutes. The *Trenitalia* trains also run from Naples Central Station; at the station, look for signs for *Circumvesuviana*. Tickets can be purchased at the train station for approximately €4.20 one way, Naples to Sorrento. **Important: Before you board the train, you must validate your ticket by passing it through the ticket machine located before the entrance to the platform.** If you get caught without a validated ticket, you will have to pay a fine of €51 on the spot. The *Circumvesuviana* train schedule is found at [www.vesuviana.it](http://www.vesuviana.it) (Tel: 800 211 388)

**Travel Tip:** Getting to Rome from Sorrento can be easy and stress-free, as there is a bus service that takes you from the Sorrento town center straight to Rome city center in just 4 hours.

### **Orientation**

Upon arrival, you will have a mandatory Orientation with the staff at Sant 'Anna Institute. This will be incredibly helpful for you in adjusting to life in Sorrento! You'll also have the opportunity to meet fellow students.

**You will need to bring your passport to Orientation so photocopies can be made.**

You will be given Practical advice on how to get around, the best places to visit, where to eat, housing policies, safety advice and, of course, Q&A. Some of the topics include:

- Meet the Sant'Anna Institute staff members
- Orientation tour of Sorrento town
- Code of Conduct
- Academic Rules & Regulations
- Introduction to Italian Culture
- Housing procedures
- Damage costs
- Public transport
- Health Care
- Shopping
- Travelling
- Telephones
- Banking
- Sending mail

**Helpful Tip: Try not to feel overwhelmed!** It's only your first day!! There is so much information and a lot to take in... But don't worry, it's normal to feel a little confused. Just be patient and soon you will begin settling in.

### **Student Card & Discounts**

The Sant'Anna Institute Student Card will give you notoriety in town. Wherever you present this card you will be recognized as one of SASL's students. Sorrento is a small town and the Institute is well known for the services it provides, for both people who live in Sorrento and for tourists. The local businesses in Sorrento always welcome our students in a special way! **You will be able to receive special discounts in many restaurants and shops that collaborate with Sant'Anna Institute.** We only work with the best; therefore, you will not be disappointed. Make sure you always have your card on you so you can enjoy the benefits it brings.

## ACADEMICS

### Academic Calendar

**Please note:** Calendar is subject to change. Excursion dates and locations will be announced by **email** shortly prior to departure. **All Orientation meetings are mandatory.**

At the following link, you can see the Academic Calendar for your program:

<https://www.academicstudies.com/sorrento-italy-program-calendars/>

### Academic Policies

All Sant'Anna Institute courses are taught in English, *except* Italian language and any other courses which indicate that they are taught in Italian.

#### **Attendance Policy**

You are allowed TWO unexcused absences. Documentation for any other absence **MUST** be produced and **APPROVED** the professor or the Institute Director. For absences due to illness, please: 1) inform your professor and the Institute staff the first day you are sick, and 2) when you return to class, provide the professor with a doctor's note. **Each unexcused absence after the second will reduce your grade by 3 percentage points!**

#### **Grading System**

The syllabus for each of your courses will tell you what your grade is based on – i.e. attendance, participation, papers, exams, etc. If you do not receive this on your first day of class, ask the professor or the Institute staff for a copy.

#### **Midterm and Final Exams**

All students must take all quizzes, midterm exams and final exams **at the established exam time and date** indicated in the course syllabus. Quizzes, midterm exams and final exams can **NOT** be rescheduled under any circumstance.

## EVERYDAY LIFE

### Housing

You have chosen to live in the Sant'Anna Institute Residence Hall. Bedrooms are usually double occupancy. The residence hall is connected to the main building of Sant'Anna so your walk to class should be under 3 minutes! The residence hall has free WIFI. The on campus dorms are fully furnished with a community kitchen available for students to use. Find out more here: <https://www.santannainstitute.com/housing/>

### **Living in the Residence Hall**

- Sant'Anna Institute Residence Hall has 23 bedrooms total (doubles, triples, and quadruples), for a total number of 50-60 people that can accommodate the complex.
- Bedrooms contain: Twin beds, desks, chairs, wardrobe, night table, lamp, mini fridge, wireless and cable internet connection. Sea-view rooms feature a window; some garden-view rooms feature a balcony.
- Each room features ceiling light, blankets, bedspreads, bed linen, mattress pads and pillows (one set per person), as well as trash bins.
- Air conditioning is present in all bedrooms. Each room has a bathroom pod with shower, toilet, sink, and hot water. Towels will be provided (a set of 3 towels per person).
- Large open floor plan kitchen (shared throughout the building) with an outdoor terrace. Features 2 large refrigerators, multiple cooking stations, and many different tables.
- There are laundry facilities in the building. The washing machine and dryer are coin-operated.
- For pictures of the residence hall please follow this link:  
<https://santannainstitutesorrento.wordpress.com/2017/10/02/residence-hall/>

### **Computers**

The Sant'Anna Institute maintains a computer lab with free Internet access. Internet access outside of the Sant'Anna is available in numerous, inexpensive Internet cafes, which increasingly are social centers.

Having updated anti-virus software installed on your laptop prior to arrival is strongly recommended. The Sant'Anna neither encourages nor discourages bringing laptops but under no circumstances is the Sant'Anna responsible for loss or damage to these devices whether on or off campus. Wireless access is also available in program housing.

## How to Dress in Italy

Neatness is an Italian virtue. You should expect to dress more formally in Italy and you must be aware that you are not on a U.S. college campus.

*Example:* You may walk into a local bar wearing flip-flops and a college T-shirt in February and ask for a can of coca-cola at 10:00 a.m. Immediately, you will notice that you are the only one in the bar with open-toed shoes, a short sleeved shirt, no jacket and drinking a Coke. The rest of the patrons of the bar will be “dressed up” wearing coats, jackets, closed-toe shoes or boots and ordering a coffee.

When visiting churches in Italy on excursions, keep in mind that shorts, sleeveless tops, midriff blouses and short skirts are prohibited. Baseball hats are seldom worn by the locals. Italians tend to wear flip-flops only when they go to the beach.

## Italian Culture Tips

• **A note for the ladies: DO NOT bring high heels.** It is almost impossible to walk on cobblestone in them and if you try you are going to ruin the heels of your shoes!

### **Italian Manners**

When you enter a store, restaurant, coffee bar, or if you encounter the residents in your building, it is polite to greet them. In the morning, you would say, “*buon giorno,*” and after lunch, “*buona sera.*” Upon leaving, you would say “*arrivederLa,*” or “*arrivederci*” for the people with whom you are more familiar. When you are introduced to someone, say “*piacere*” (“it’s a pleasure”) or “*molto lieto*” (“pleased to meet you”).

Upon entering a private home or office, one asks permission, “*permesso?*” **Never touch items in a shop or in a market unless you ask “*posso*” (“may I?”).**

Italians do not consider a door to be “closed” unless it is locked—as in restroom doors.

### **Standing in Line**

Throughout Italy, most people seem reluctant to stand in line. They often crowd around bank teller windows, ticket booths, food stands and cashiers with little respect for the fact that somebody else arrived there first. This can be a really nerve-wracking cultural experience for most Americans who are used to an orderly line. It is something that takes time to get used to, and might require you to be more assertive. Just understand that this is a cultural difference, and not a display of mean spirited behavior.

### **Eating Out**

Italians eat well, and they enjoy the social as well as the gastronomic aspects of a meal. In a good restaurant you are expected to spend enough time and money to eat at least two courses. Meals are taken usually with the following courses:

ANTIPASTO: Appetizers  
PRIMO: Pasta or Rice  
SECONDO: Meat, fish or eggs  
CONTORNO: Vegetables  
FORMAGGIO, FRUTTA: Cheese, fruit  
DOLCE: Dessert

### **Vegetarians**

It is easy to eat vegetarian meals in Italy. Most pasta dishes are non-meat; vegetables are plentiful, varied, and well cooked. It is perfectly acceptable to order a couple of vegetables for a second plate (“secondo”).

### **Ordering, Paying & Tipping**

You always have to ask for the bill (“conto”) in a restaurant. The bill in a restaurant can confuse non-Italians. You will see a charge for “servizio” or “coperto.” This is a general charge for the table service, and means that you need to leave only a minimal tip, €0.50 per person is okay. In a coffee bar, you usually have to pay first, then take the receipt “scontrino” to the bar and request your “caffè” or other beverage. In most coffee bars, you will be asked to pay more to take your food to a table. When you pay they will ask you, “a tavola?” or “al bar?”

Please remember that tipping is different in Italy! You don’t always need to tip a fixed percentage like in the U.S. It’s more of an individual choice.

### **Drinking**

Italians have certain expectations about drinking. Disregarding these standards can lead to uncomfortable or dangerous moments. Italians seldom drink alcohol other than with meals. “Going out drinking” is not an Italian activity.

It is true that wine is considered an integral part of the cuisine, but the expectation is that you drink a glass or two with a meal. The law does not tolerate public drunkenness either; as well as presenting a “brutta figura” (a bad impression), you can be arrested and incarcerated. In Italy being drunk is itself an offense; it is not an excuse for other types of behavior.

### **Pharmacies**

Pharmacies are marked with a red or green neon cross. They are generally open from 8:30am to 1pm and then from 4pm to 8pm. In Italian pharmacies, you can find over-the-counter medicine for minor illnesses like colds, allergies, etc. **The closest pharmacy to the school is “Farmacia Farfalla”, a 5-minute walk away.** You will also find places called a Parafarmacia – they are similar to a Farmacia but do not sell prescription medications – only over-the-counter and creams, bandages, etc.

### **How can I meet Italian people?**

Italians can be guarded and reserved individuals at first. As with many Europeans

constantly surrounded by foreigners, they may not seem friendly at first, but give them a chance. In order to meet Italians it is suggested that Americans not go out together in large groups, as this tends to intimidate the locals. Italians will be less likely to approach a group of Americans than just two or three of you. It is also easier to meet Italian students if you make an effort to speak their language. Upon hearing Italian, they will recognize that you are open to learning more about them and their culture. Also please be aware that Italians do not award a lot of personal space. They will typically stand or sit very close to one another, often touching each other on the arm or shoulder. This may make you feel uncomfortable at first, but you can observe the people around you to determine what is considered normal.

One of the best ways to make friends with the local students is to participate in an exchange, where you will help an Italian student practice their English and they will help you practice your Italian. The SANT'ANNA INSTITUTE Student Services office may be able to help set up an exchange for you.

As with any initial learning experience you will encounter people who do not understand you and whom you will not understand. This is part of the learning experience, and the only way to for you overcome the language barrier is to immerse yourself in your language classes and make an active effort to learn the Italian language. Frustration is a natural emotion, but do not let it overwhelm you, as your communication skills will improve daily.

### **Communicating with Italians**

People communicate with one another in all ways, not only with words. In fact, 60-70% of communication is nonverbal. While traveling in Italy, you will experience this first-hand. You will oftentimes have to rely almost entirely on tone of voice, gestures and expressions, especially for the first few weeks.

There is a lot here that isn't being said. People dress differently, act differently, drive differently, and even eat differently than they do in the U.S.

Italy, *Il Bel Paese* (the beautiful country), is a high-context culture, and communicates more indirectly. Less is said, but more is meant. The U.S. is a low-context culture, communicating the message directly to the recipient. Americans as a general rule say what they mean and mean what they say. It is not always the case in Italy.

*Italia*, on the contrary, has a concept known as *la bella figura* (the beautiful figure). It is a nice way of saying things, or "sugar-coat" information. A good example is the breathtakingly beautiful yet hardly affordable island of Capri: it is not "expensive," it is "exclusive."

For more about Italian culture, visit: <http://realworldsorrento.wordpress.com/page/2/>

## **Basic Italian Words/Phrases**

Italian pronunciation is totally consistent. The **c** and the **g** are hard when they are followed by an a, o or u (as in 'cat' and 'got'), and soft when followed by an e or an i (as in 'child' or 'geranium').

### **Useful words and phrases**

Good morning	Buon giorno
Good afternoon/night	Buona sera/buona notte
Hello/goodbye	Ciao/arrivederci
Please	Per favore
Thank you	Grazie
You're welcome	Prego
How are you?	Come stai?/Come sta?
I'm fine	Sto bene
I'm sorry	Mi dispiace

### **Basic vocabulary**

I do not understand	Non capisco
Left	Sinistra
Right	Destra
Entrance	Entrata
Exit	Uscita
Open	Aperto
Closed	Chiuso
Good	Buono
Bad	Cattivo
Big	Grande
Small	Piccolo
More	Più
Less	Meno
Hot	Caldo
Cold	Freddo
Today	Oggi
Tomorrow	Domani
Yesterday	Ieri
How much is it?	Quant'è?
When?	Quando?

### **Emergencies**

Where is the nearest telephone?	Dov'è il telefono più vicino?
There has been an accident	C'è stato un incidente
Call the Police	Chiama/Chiamate la Polizia
Call a doctor/an ambulance	Chiama/Chiamate un dottore/un'ambulanza
First Aid	Pronto Soccorso
Where is the nearest hospital?	Dov'è l'ospedale più vicino?

Help!

Aiuto!

### **How to be Sick in Italian**

Allergy Allergia	Antibiotic Antibiotico	Band-aid Cerotto
Bladder infection Cistite	Blood Sangue	Broken Bones Ossa rotte
Bruise Livido	Burn Bruciatura	Chills Brividi
Cold Raffreddore	Cold sweat Sudori freddi	Cough Tosse
Cramps Crampi	Cut Ferita	Diarrhea Diarrea
Emergency Room Pronto Soccorso	Faint Svenimento	Fever Febbre
Flu Influenza	Fracture Frattura	Headache Mal di testa
Indigestion Indigestione	Irritation Irritazione	Jet lag Fuso orario
Motion sickness Mal d'auto	Nausea Nausea	Sunburn Insolazione
Stomach ache Mal di pancia	Vertigo Vertigine	Vomit Vomito
Yeast infection Candida		

### **Weather**

FALL - Be prepared for possible hot and humid summer temperatures upon arrival for the Fall semester that may last until mid-September. In October it will begin to cool down, and typically there are rain showers as the Winter temperatures arrive. From the beginning of November, the weather may become quite cold, and December is usually cold and wet.

SPRING – In January and February, Sorrento is at its coldest. Prepare for short days and cold temperatures, with sundown between 5-6pm. You will need to pack warm winter clothing that you can layer and a water resistant jacket and umbrella. There will be wet, windy and wintry days until mid-March, when it will start to warm up.

SUMMER – Warm weather (highs in the 70s-90s). Still, it could get chilly at night or even rain, so bring a sweater/jacket.

### **National Holidays**

The following is a list of Italy's national holidays. Please keep in mind that many local holidays, saints' days and festivals are also observed. In August, particularly during the weeks either side of *Ferragosto*, when most of the country flees to the coast, many towns are dead, with shops, bars and restaurants closed and a reduced public transport service. Local religious holidays don't generally close down shops and businesses for the whole day, but they do mean that hotels will be fully booked. On Italy's official national holidays, everything closes down except bars and restaurants.

January 1 New Year's Day  
January 6 Epiphany  
Easter Sunday  
Easter Monday (Monday following Easter - Pasquetta)

April 25 Liberation Day  
May 1 Labor Day  
June 2 Italian National Holiday  
June 24 San Giovanni (Patron Saint)  
August 15 Assumption  
November 1 All Saints' day  
December 8 Immaculate Conception  
December 25 Christmas Day  
December 26 Saint Stephen's day

## STAYING IN TOUCH

### Time Difference

#### **What is the time difference between Italy and where I live?**

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

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

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

### Computers & Internet

#### **Should I bring a laptop?**

**YES. You will have free wireless Internet access at the Institute. Although most program housing has Internet, we cannot guarantee you'll have Internet at your residence.** In addition, the Institute has a free computer lab.

► For information about using a voltage adaptor with your laptop,  
**SEE [ASA PRE-DEPARTURE GUIDE, ALL PROGRAMS](#)**