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Congratulations on being accepted to the UW-Eau Claire (UWEC) study abroad program with the Pontificia Universidad Católica de Valparaíso (PUCV), Chile. Living and studying in a new culture is both an exciting and a challenging experience. Past participants of study abroad report that the many advantages of international study include:

- Gaining new perspectives on a chosen academic field
- Increasing understanding of different cultures
- Enhancing personal development
- Developing different perspectives on U.S. culture
- Gaining self-confidence and independence
- Learning skills for the future international job market

It is up to you to determine how you can best benefit from these possible advantages. This is your adventure!

Use this program-specific guide with the more general resources in your BlugoldsAbroad account. While this guide contains all of the information available at the time of publication, it is impossible for any single resource to answer all of your questions. Your peer advisor will email information throughout the semester, and we encourage you to do your own research, also, using the web resources listed towards the end of this guide, as well as others that you find. Contact the Center for International Education (CIE) staff or your peer advisor with your specific questions.

Questions only you can answer include:
1) What are YOUR goals for this experience? Advancement in a future profession, desire to expand personal and academic horizons, need for a change, increase language fluency, wish to challenge yourself in a new environment?

2) How can you best prepare to meet your goals within the context of this program? For example, if one of your goals is truly being immersed in Chilean culture, yet you are going with a group of UW-Eau Claire students, how can you insure that you do not spend too much time with other U.S. Americans.

The information in this guide was current at the time of publication, though changes may occur at any time.
ACADEMICS
Additional information on topics such as maintaining program eligibility, registration at UW-Eau Claire, class attendance, course equivalencies, grades, transcripts and service learning is in the Academics section of your Study Abroad Handbook.

Pre-departure Planning
Please see the Academics page of the UWEC Chile website for details on how to plan your courses at PUCV. You can take classes just for international students, or a mix of those classes and regular university classes. For international students, PUCV offers Spanish language classes, as well as classes in music, literature, history, and physical education.

Credits and Course Load
One PUCV credit equals one UWEC credit. Therefore, the number of credits you take at PUCV is the same number that you will receive at UW-Eau Claire. PUCV requires international students to take a minimum of 15 credits.

Because 12 credits is considered full-time status at UWEC, you can request a waiver of the 15-credit requirement by emailing your UW-Eau Claire Study Abroad Coordinator and asking them to confirm with the PUCV international office staff that you are meeting the minimum UWEC credit requirement by taking 12 credits.

Keep in mind:
- The credits you earn abroad are considered UW-Eau Claire resident credits.
- The classes you take abroad will count towards the total credits needed for graduation.
- Dropping below full-time status may result in loss of financial aid and/or insurance coverage and must be approved in advance by the CIE and PUCV.

Registration at PUCV
The coordinator at PUCV will email you a list of courses, both regular university and specifically for international students, along with instructions for completing the PUCV online application.

As part of the application, you will list 6-8 classes that you are interested in taking. This is only a pre-registration to help the international office staff gauge demand.

Upon arrival, all students will take a preliminary Spanish proficiency exam consisting of a written and an oral section in order to assess the appropriate level for Spanish language classes.

You will have the opportunity to visit all classes that you are interested in taking to see if you would like to enroll. Once you have selected the classes that you will take, the PUCV international office staff will ask you to confirm your registration. Your registration will not be finalized until roughly three weeks after you arrive in Valparaiso.

Reporting Your Registration
As soon as you confirm your final registration at PUCV, log in to your UW-Eau Claire online study abroad account and complete the Course Descriptions questionnaire. You will find it at https://studyabroad.apps.uwec.edu/index.cfm?FuseAction=Abroad.Home. Choose LOGIN from the top toolbar and login with your UW-Eau Claire username and password.

If a course you are taking is not already in the UW-Eau Claire Transfer Wizard, you will need to provide the following information:
- course title
- course number
• course description
• number of credits
• name of the department you would like credit in

Once equivalencies have been established by all department chairs involved, the courses will be posted to the Transfer Credit Wizard, and you will be able to see them there.

Equivalency timeline: The process of determining an equivalency can take four to six weeks or more. In other words, you will most likely not be able to ask to have equivalencies established for three or four courses so that you can choose which one you wish to take.

Syllabi and Academic Work
Keep your syllabi and the work that you have done while abroad for review by relevant UW - Eau Claire department chairs, in case you want to petition to have a course substituted for a specific requirement.

Grades
Grades are assigned by PUCV professors according to the Chilean system. The grades and credits from your time abroad will appear on your UW-Eau Claire transcript, converted into the UW-Eau Claire system. The grade conversion scale is as follows:

<table>
<thead>
<tr>
<th>PUCV Grade</th>
<th>UWEC Equivalent</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.0-7</td>
<td>A</td>
</tr>
<tr>
<td>5.0-5.9</td>
<td>B</td>
</tr>
<tr>
<td>4.0-4.9</td>
<td>C</td>
</tr>
<tr>
<td>0-3.9</td>
<td>F</td>
</tr>
</tbody>
</table>

Note: UWEC students abroad are not allowed to take classes pass/fail. Grades from PUCV are figured into your UWEC GPA and posted to your UWEC transcript. No exceptions will be made.

PUCV & UWEC Transcripts
Please see the Academics section of the Study Abroad Handbook for important information if you are graduating, transferring or applying for a competitive major such as Nursing or Education at the end of your term abroad.

A PUCV transcript with Chilean grades is sent to UW-Eau Claire, roughly two months after the end of the semester. Because this is later than the end of the UW-Eau Claire semester, your MyBlugold CampS account will initially indicate “NR” (not reported). This will be changed once the transcript arrives.

Language Immersion Requirement
If you are a Spanish or LAS major or minor, this program fulfills the requirement.

Chilean Academic System
The Chilean academic system operates differently than that of the U.S. Chilean students are not typically given many small, graded assignments throughout the semester. Instead, they are largely graded based on periodic and/or cumulative exams and papers; it is not uncommon for exams to be oral.

You also may be expected to do a fair amount of reading outside of class to keep up with the course content. These readings will not necessarily be assigned. It is up to YOU to make sure that you are following along with the lectures and readings so that you can do well on exams and papers.

Chilean professors do not hold office hours. If you need to speak with one of your professors, you must do so before or after class.

Another difference to note is that “student services” are a relatively unknown concept. The university is there to provide access to academic resources. It does not have the
mission, common to most U.S. institutions, of “student development.” University students are considered adults who will work their way through the system, asking questions when necessary. As a newcomer to the system and the culture, you will find it necessary to ask questions often!

**MONEY MATTERS**

UWEC information about making payments, when they are due, withdrawal and refund deadlines, financial aid, general scholarships, budgeting and ways to bring money abroad is in the Money Matters section of your Study Abroad Handbook.

**Cost Estimate**

You can find the most current Cost Estimate for your program, in easily printable format, on the UWEC Chile webpage. Be sure you are looking at the correct term. The cost estimate includes what you pay to UW-Eau Claire and what you pay directly to other vendors.

**Currency Exchange**

The currency of Chile is the Chilean peso. There are six-peso coins, issued in amounts of 1, 5, 10, 50, 100, and 500. Banknotes are issued in denominations of 1,000, 2,000, 5,000, 10,000, and 20,000. Inflation over the decades has led to the issuance of these large peso banknotes.

Note that where the comma is used in the U.S., Chileans use a period and vice versa. For example, if an item costs one thousand pesos, it will be noted as 1.000, not 1,000.

You can find current exchange rates at http://www.oanda.com/currency/converter/.

**Cost of Living**

For an idea of what everyday costs you may encounter, check out this website: https://www.numbeo.com/cost-of-living/in/Valparaiso

**Credit Card Fraud**

Credit card fraud is of concern in Chile. Do not let your card be charged outside of your view.

**Scholarships**

In addition to the scholarships listed in your Study Abroad Handbook, the following may apply:

**Hilda Belle Oxby Scholarship**

A scholarship is awarded annually to one or more Spanish or Latin American Studies majors. Each recipient should be a senior, have a cumulative GPA of at least 3.0, and have a GPA of 3.5 in Spanish courses. Visit http://www.uwec.edu/academics/college-arts-sciences/departments-programs/languages/explore-opportunities/scholarships/ for application details.

**HEALTH & SAFETY**

General information on these issues, as well as information on CISI insurance, is included in the Health & Insurance and Safety Abroad sections of your Study Abroad Handbook.

**CDC Recommended Vaccines**

The Centers for Disease Control recommend Hepatitis A and typhoid vaccines for most travelers to Chile. See complete information here: https://wwwnc.cdc.gov/travel/destinations/traveler/none/chile. Discuss these recommendations with your medical professional.
Healthcare

Campus Medical Services: PUCV has a student medical center, as well as agreements with most major medical centers for emergency assistance. (Note: dental services are advertised as free; but they are not free for international students!)

Unidad de Beneficios (UBE) Medical Center
This unit provides basic medical and dental care to PUCV students. To request an appointment, you must register at the International Programs Office (Secretary’s Office) (secpiei@ucv.cl)

Yungay # 2872, Segundo Piso, Valparaíso
Phone: 2274106 or 2274111 ube@ucv.cl

Hours of Operation
Medical Service
Monday – Thursday 9 am – 5:30 pm
Friday 9 am – 4 pm

Dental Care
Monday – Friday 9 am -12 pm / 2 pm - 4 pm

Clinics and Hospitals in the Community

Clínica Valparaíso
Avenida Brasil # 2350, Valparaíso
Phone: 2268100

Instituto Nacional del Trabajo (IST)
Alvarez #662, Viña del Mar
Phone: 2262000

Clínica Reñaca
Anabaena #336, Jardín del Mar, Viña del Mar
Phone: 2658000

Clínica Ciudad del Mar
13 Norte #635, Viña del Mar
Phone: 2451000

Hospital Carlos Van Buren
San Ignacio # 725, Valparaíso
Phone: 204000

Hospital Dr. Gustavo Fricke
Alvarez # 1532, Viña del Mar
Phone: 675067

Hospital Almirante Nef (Naval)
Subida Alessandri s/n, Viña del Mar
Phone: 573000

Clínica Avansalud
13 Norte # 635, Viña del Mar
Phone: 451000

Counseling Resources: PUCV also has counseling services available. Referrals are available through the International Relations Office.

CISI Insurance in Chile
If you have an accident, become ill, or use counseling services while studying in Chile, you may go to any medical center or hospital and must pay the price of the medical service up front. You will then file a claim through CISI, the insurance provided through the UW System for partial or full reimbursement in accordance with plan coverages.

Services for Students with Disabilities
PUCV may be able to provide academic accommodations upon official verification of a learning disability; however, services cannot be guaranteed or may be different than what you are used to in the United States.

PUCV specifically states that students with physical disabilities may have difficulties on campus as many of the buildings are not accessible. If you have questions about the possibility of accommodations for any
disabilities, contact your UWEC study abroad coordinator.

It is also important to be aware of the level of accessibility in Chile in general. To find more information on the topic, please see the “Local Law’s and Special Circumstances” tab of the U.S. State Department’s Chile Country Information page.

**Safety in Chile**
Information on crime, road safety, drug penalties, and terrorist activity in Chile is included in the U.S. State Department’s Chile Country Information website. Specific safety in and around Valparaíso will be discussed during orientation in Eau Claire and in Chile.

**Pickpocketing**
Pickpocketing is common on public transportation and at popular tourist sites throughout Chile. To reduce the risk, do not have your phone or other valuables out in public spaces. An iPhone is a target for theft. If you carry a purse, make sure it is across the body and has zippers. Keep your wallet in a front pocket, not a back pocket. Only carry small amounts of cash on you to minimize loss. Using a money belt under your clothing is another way to prevent valuables from being stolen.

**Natural Disasters**
Chile is prone to major earthquakes, wildfires, landslides, tsunamis, floods, and volcanic eruptions. See the ‘Local Laws & Special Circumstances’ section of Chile Country Information sheet linked above for how to prepare/react during such activity.

**Emergency Contacts**
General emergency procedures are described in the Study Abroad Handbook, and X has a Study Abroad Adviser who is available for consultation if difficulties arise. You will receive an emergency contact card at orientation; be sure to keep it in your wallet at all times. The information is also on the Contact Names & Addresses page of this guide.

**911 Equivalents in Chile**
If you are in an emergency situation in Chile, the local equivalents to the 911 emergency line are 131 for ambulance, 132 for fire, and 133 for police. Save these numbers in your cell phone in case you need to use them quickly.

**REQUIRED DOCUMENTS**
Passport information is included in the Travel Resources section of your Study Abroad Handbook.

If you are not a U.S. citizen, please contact the CIE for more information about the following topics.

**Visa**
A visa is official permission to temporarily reside in another country and is granted by the government of that country. The CIE will post basic information about visa options for U.S. citizens for study in Chile in the Learning Content: Visa Information, Chile, during the semester prior to departure. **However, it is your responsibility** to keep up-to-date about student visa requirements for Chile, and **to apply for and receive a visa from a Chilean consulate or embassy in a timely manner.**

**Visas for Travel to Other Countries**
If you plan to travel outside your host country while abroad, you should verify visa requirements for each country you will visit by
contacting the nearest consulate for that country, or your travel agency.

**PACKING TIPS**

*There is general packing information in the Travel Resources section of your Study Abroad Handbook, and you will get a suggested packing list for Chile at Orientation 2. In addition, you should know the following:*

**Weather**

Because Chile is in the Southern Hemisphere, the seasons are opposite those in the United States. In February, it will be late summer. In July, it will be the middle of winter.

Winter in Valparaíso is not as cold as in the Midwest, but central heating is uncommon, and it rains frequently. The damp cold can feel much cooler than the actual temperature. Average highs from December to February are around 70 degrees Fahrenheit; lows are around 55. Average highs are around 59 degrees Fahrenheit from June to August, with lows in the 30s.

**Clothing**

Chileans generally dress less casually than the average American, but the style of dress is similar. Students generally wear jeans to class, but they dress them up with a nice blazer or sweater, or shirt and nice shoes. Chilean students also commonly wear leggings, sweaters, and sweatshirts.

**Converters & Adapters**

The standard electric current in Chile is 220 volts. If you plan to bring a hair dryer, razor or other appliance from the US, you will need to buy both a voltage converter and a plug adapter. Another option is to buy the appliances after you arrive.

If you plan to bring your laptop abroad, check the power cord to see acceptable voltage inputs and outputs. If it includes 220 volts, you will only need to use a plug adapter, not a voltage converter.

If you have several US appliances you plan to use abroad, consider bringing a power strip, also. You will still need to have a voltage converter in order to plug it into the wall.

**Do Not Bring**

Do not bring expensive cell phones, jewelry, or other luxury items that can be lost or stolen. If you do decide to bring items that are expensive to replace, you may want to consider personal property insurance for your time in Chile.

**GETTING TO CHILE**

*There is information on student-oriented travel agencies, instructions for booking a flight, and other travel information in the Travel Resources section of your Study Abroad Handbook.*

**Travel Arrangements**

It is your responsibility to make international travel arrangements to Santiago, Chile, arriving at Aeropuerto Arturo Merino Benitez (SCL) on the official arrival date. Do not book your flight until you receive your acceptance letter from PUCV, confirming the arrival date. If you arrive on any other day, you must independently take a bus to Valparaíso.

**Getting to Valparaíso**

**Pick-Up By PUCV:**

PUCV provides transportation by bus from Santiago to Valparaíso on the official arrival date. A staff member from PUCV will be there to greet you and show you where the other international students are waiting. You must
provide your arrival (flight) details to the PUCV international office at least **two weeks** prior to the official arrival date if you wish to take the bus provided by PUCV.

**Independent or Late Arrival**

If you **plan to arrive** before or after the official arrival date, PUCV can assist with pick-up arrangements, but you will be charged an additional fee for this service.

If you are **delayed and miss the group transportation** from Santiago to Valparaíso, you will travel to Valparaíso independently by bus.

**Step 1)** Shuttle buses leave from Aeropuerto Arturo Merino Benitez (SCL) Santiago international airport every 15 minutes and take passengers to one of the main bus stations in Santiago, *Pajaritos*. This shuttle bus costs between 2,000 and 2,800 Chilean pesos.

**Step 2)** At the *Pajaritos* station, look for a bus company that provides service to Valparaíso/Viña del Mar. The best-known companies are TUR-BUS, PULLMAN BUS, and LINEA AZUL.

- Purchase a ticket at the window of the company you choose.
- Fares generally range from 3,000 to 3,500 Chilean pesos
- When the attendant asks where you will get off, say the **"Terminal de Buses"** in the city of your destination (Valparaíso or Viña del Mar).

**Step 3)** From the **"Terminal de Buses,"** take a taxi to your housing/host family, which costs about 4,000 Chilean pesos.

**SETTLING IN**

**Orientation/Placement Test**
The day after you arrive, you will begin orientation.

- On the first day of orientation, you will receive information about classes, take the written portion of your Spanish placement test, learn about living and studying in Chile, and take a tour of the main PUCV building, *Casa Central*.
- On the second day, you will learn about registering your visa and take the oral portion of your Spanish placement test.
- On the third day, the PUCV international office staff will provide you with information about how to get your Chilean “cédula de identidad.”
- The last day of orientation is reserved for information about course registration, picture-taking, and getting to know your fellow international students.

**On-Site Support**
The International Relations Office (Programas Internacionales) at PUCV will be your main advising office. Their contact information is on the Contact Names & Addresses page of this guide.

**Local Transportation**
Host families and university buildings are scattered throughout the Valparaíso and Viña del Mar region, so you will become accustomed to using public transportation to get to class, meet up with friends, and generally get around. Once you arrive in Chile, PUCV staff and your host family will help you figure out how to navigate the public transportation system.

Public buses are referred to as *micros*, and a trip typically costs 300 to 450 pesos. *Micros* have routes throughout the area. PUCV will give you a student discount paper which grants free trips on the *micro*, but past students have reported that not all *micro* drivers will accept it. As far as scheduling, one past student noted, “There is a bus schedule posted online, but the buses are late, early and everywhere in
between. I would suggest ALWAYS giving yourself an extra 10 minutes to go anywhere. The best way to know when the buses run, how late into the evening, and where they go is to ask your host family or Chilean students.”

The subway/train system in Valparaíso and Viña del Mar is referred to as the metro. Students, including international students, can apply for a student metro card, which reduces the fare to about 150 pesos per trip. Although the metro is cheaper and faster than taking a micro, the metro only has one route (between Valparaíso and Viña del Mar).

In addition to taking buses and trains, you might find it necessary to take a taxi on occasion. Chile has shared taxis, called colectivos, which generally travel a specific route and will pick up passengers anywhere along that route. If you hail a colectivo, there may already be passengers in the car going to a destination along the route, or the driver might pick up other passengers along the way. Past students report that colectivos typically cost roughly 400 pesos per person, depending upon the distance to your destination.

There are also traditional taxis in Chile, which cost significantly more than colectivos. Past students report that it is easy to be overcharged for taking a taxi, especially if you are not a local. Always ask the driver how much the fare will be before getting in.

Activities
Language Exchanges: PUCV arranges a language exchange for those students wishing to participate. These voluntary exchanges bring Chilean and international students together in groups of 5 or 6 to practice Spanish (for the international students) and English (for the Chilean students). Groups meet at least one hour per week. This is an excellent opportunity to get to know other cultures, students, and practice Spanish with a native speaker.

Cultural Activities: There are also many cultural activities available to students in the Valparaíso and Viña del Mar areas, including arts & crafts, movies, exercise (including yoga, Pilates, salsa dancing, running, CrossFit, Zumba, soccer, basketball, rugby, and aquatic sports), music, workshops, theatre, art exhibits, and museums.

For a current list of sporting and cultural activities please visit: http://www.dri.pucv.cl/estudiar-pucv/vida-universitaria/

Volunteering
One of the most enriching experiences during your stay in Chile can be volunteering. International students have the opportunity to collaborate with different governmental and non-governmental organizations through volunteer work during their time at PUCV. These activities do NOT carry academic credit through PUCV. However, you may apply to complete your service-learning requirement through UW-Eau Claire. For more information, visit https://www.uwec.edu/service-learning/.

Volunteer opportunities in Valparaíso and Viña del Mar include:

Hogar de Cristo: Through the “Programa Calle,” volunteers deliver food and warm clothes to homeless individuals during the night in both Valparaíso and Viña del Mar. www.hogardecristo.cl

Biblioteca Libro Alegre: Reinforce reading habits, healthy eating, and provide support for at-risk children.

Programa de Intervención Breve (PIB): Work with children from 0 to 5 years on the process
of reinforcing self-esteem and good school habits; children participating in this program have suffered or are vulnerable to domestic violence and/or bullying.

**MINEDUC Chile’s Ministry of Education – Programa El Inglés Abre Puertas:** Reinforce and support English teachers in the classroom. The program works with *Enseñanza Básica y Media* and *Liceos Municipalizados* in Viña del Mar and Valparaíso. Volunteers do not teach class, but the idea is to motivate and incentivize children speaking English through activities like theatre, debate, and singing.

**SONRÍE:** Sonríe, an institution dedicated to development and implementation of community action projects, offers exchange students the opportunity to participate in one of three projects currently underway – *Comedor Puente Cancha, Carrusel, y Forestito* – projects that are intended to give volunteers the opportunity to share with young Chilean students dedicated to working towards social change.

**Taller de Acción Comunitaria (TAC):** Work in at-risk schools in the hills of the Andes mountains and surrounding areas. TAC has a “Casa Comunitaria” where the majority of activities take place. Volunteers support the work of teachers at *la Escuela San Luis* located in Cerro Alegre and help develop artistic skills in children and youth. This group relies solely on volunteers who have been participants at TAC as children and outsiders who believe in their mission. They create awareness of the environment, recycle, maintain a garden, have a library to encourage reading, tutor subjects with which children are having difficulties, and paint murals around the neighborhood.

### HOUSING

**Living Situation**

You will live with a host family. Please fill out the “Home-Stay Form” section of the online PUCV application.

The families involved in hosting come in all shapes and sizes, two parents with several children, a widow and her child, an older couple whose children are on their own, a single woman, etc. Most of them have had students for years; some will be hosting for the first time.

Living with a host family offers you a more authentic way to interact with Chilean culture and society. Each family has characteristics that make it unique: composition, activities, religion, and cultural habits, among others. The family agrees to receive you as the student and integrate you into their activities as if you were a member of the family. Therefore, you should make an effort to participate in family gatherings, outings, and celebrations.

**Family Placement Process**

The International Relations Office at PUCV makes family assignments. You will be notified of your placement directly by PUCV via email, usually about one month prior to arrival in Chile.

Family selection takes into account the preferences of both the student and the family. Once an assignment is made, connect with your family via email or Facebook to introduce yourself. PUCV will also communicate with your host family regarding your arrival in Valparaíso and arrange for the family to pick you up at *Casa Central*, the main university building and location of the PUCV International Office, when you arrive on the group bus.

**What’s Provided?**

- A single, furnished room
- Bedding
• Laundry
• Shared bathroom (with the rest of the family)
• Internet access
• Three meals daily

Meals and Snacks
You will receive three meals a day: breakfast, lunch, and dinner. Remember that you are a guest (even if a paying one) in your family’s home, and that it is not a hotel situation. Unless you have an actual food allergy, it is polite to try whatever you are offered. Do not expect your family to prepare special meals for you—remember that you should expect to be treated as part of the family, not a special guest.

Meals are considered family time. Some U.S. students are in the habit of taking their meals to their rooms at home; this is not acceptable behavior in Chile.

Be prepared for the following:
• Lunch is the largest meal of the day and is eaten around 2:30 pm. It usually involves sitting with the whole family, talking for a good amount of time, and resting afterwards.

• Dinner (“once”) is eaten no earlier than 8:00 pm, usually later (especially on weekends). Portions are much smaller than a typical U.S. American dinner.

• The refrigerator is often off-limits, and between-meal snacking is less common than it is in the U.S. You may get hungry between meals, especially at the beginning. **Snacks are your own responsibility:** go to the supermarket and buy some snacks or fruit that you can carry with you to school. Ask your family where it is acceptable to store your snack food.

• If you know you will miss a meal for any reason, let your family know and ask how you should handle the situation.

Living with a Family
Get involved as much as you can with your family. They are an important resource for you to learn from and a great resource to help you experience the culture of Chile! You may have an interest in cooking. By taking some mixes or recipes from home, you may easily gain entry into the kitchen, and your host mom may be thrilled if you show an interest in Chilean cuisine.

Conversation is important in Chilean culture. You can spend hours after a meal chatting and watching television or learning to play Chilean card games.

Remember that you are a guest in your family’s home. Offer to do some things around the house, like helping with meals or dishes. Keep your room and other areas of the house that you use tidy. And be aware of noise levels, particularly if you are coming home later at night.

Keep in mind that any relationship is a two-way street. **It is as much your responsibility to fit into the family as it is their responsibility to include you in their daily life.** The more you put into the relationship, the more you will receive!

If you have questions about what your family expects of you, or you feel they do not understand your behavior, talk with them! Open lines of communication are important in building trust in any relationship.

"Your" Room
You will have your own room; however, the concept of a private room is different in Chile than in the U.S. A messy room reflects poorly on you and your upbringing. In addition, it will reflect poorly on your host family, as the messy room is part of their house. Keep your room
neat, make your bed every day before leaving home, and you will avoid tensions that could otherwise arise. Just closing the door is not acceptable. In addition, be aware that it is never proper to entertain guests, regardless of their gender, in your bedroom.

Toilets
In Chile, as in many parts of Central and South America, you can’t flush toilet paper down the toilet. There will be a garbage can next to the toilet to be used for toilet paper. Make sure to throw toilet paper in the garbage can, not in the toilet! This takes some getting used to, but after a few weeks, it will become habit.

Guests
You should only invite visitors to your house if you have first cleared this with your host family. Visitors should never be invited for meals or to stay overnight without prior family permission.

If you are expecting friends or family members from the U.S., make lodging arrangements for them at a local hostel, apartment or hotel prior to their arrival in Chile. The host family should not be expected to have additional visitors stay in their homes, even for just a few days.

Please be aware that it is not culturally appropriate for you to have your boyfriend or girlfriend spend the night in your room in your host family’s house.

Financial Arrangements
While PUCV screens families carefully to ensure that they have cultural interests for participating, most households participating do so at least partially for economic reasons. This is only logical, given the disruption that hosting a student causes to family life. It is not easy to welcome a stranger into your home for several months. The entire family needs to adjust schedules and habits to accommodate a new person. In addition, there are very real costs associated with having another person in the home. Receiving some monetary compensation for this is only fair, and most families would not consider hosting otherwise.

If you stay after the program ends and request to remain at your host family’s house, you must pay your family for room and board. You should not expect your host family to provide room and board for free. The families need your contribution in order to take care of you.

Changing Families
If you are having difficulty getting along with your family, talk with the PUCV international office staff about it. They can help you work through the situation and can make changes if necessary. (UW-Eau Claire is not involved in the actual family placements, and changes must be done through PUCV.) But remember to give the situation some time and to be flexible and open-minded.

COMMUNICATION
Information on accessing/forwarding your UW-Eau Claire email address and on computer app-based phone services (SKYPE, What’s App, Facetime, etc) is in the Contacts & Communication section of your Study Abroad Handbook

Time Difference
The local time in Valparaíso can be either two or three hours ahead of Eau Claire, depending upon Daylight Saving Time in the U.S. For example, when it is 2pm in Eau Claire, it is either 4pm or 5pm in Valparaíso, depending upon the season. The time difference will change when the U.S. and Chile observes Daylight Saving Time. To see the current time in Valparaíso, visit http://www.timeanddate.com/worldclock/chile/vaparaiso.

Internet
You will have access to the Internet at your host family’s home. PUCV also has a small
computer lab that is exclusively for international students, but it is only open during the day. Many restaurants and cafés have wireless Internet for customers, and there are dozens of locutorios, businesses that charge a small fee for use of telephones and computers, throughout the city. The city of Valparaíso also offers free wireless access in many public areas of the city.

A past student reported: “It’s actually required by the program that your host family has Internet at your house, so I would recommend bringing your laptop with you. I needed it for writing papers for a few of my classes. Everyone I know here has wireless Internet as well. The computer labs at the school are easy to access and are in pretty much in every building so you could survive without a computer. I rarely bring my laptop to school out of convenience and safety.”

**Landline Phone Information**

Phone lines in Chile are more expensive than in the U.S. The bills that your host family receives are not itemized like they are in the U.S., so if you make phone calls from their landline (teléfono fijo), the family will not know exactly what to charge you. Discuss with your family whether they will allow you to use the house phone to call home or not.

Normally, incoming calls do not have a charge associated (even international calls) but check first with your host family about how much and when they will allow you to use the phone.

In general, plan on making all of your local calls from using a phone card in a locutorios or using a cell phone, if you decide to get one.

**Phone Cards**

Phone cards are sold at most of the newspaper stands (kioskos) located throughout the area. Ask for a tarjeta telefónica for llamadas internacionales. Instructions for these cards are located on the back. There are many types of cards, so you will want to look around for the best value, and make sure that the card you purchase works to call the U.S.

**Cell Phones**

Cell phones are very popular in Chile, especially for texting. Some past participants have found it economical and convenient to purchase cell phone while in Chile. There are stores are located throughout the Valpo/Viña area. Stop in for information.

Past participants report that phones were usually around $20 and that they used about $20 worth of calling/texting credit while abroad. Calling from a cell phone can be expensive; however, texting is cheap.

If you have a smartphone with Internet access, you can also download one of the many free texting apps (like WhatsApp and Viber) to keep in touch with family and friends in the U.S. and Chile.

If you have a cell phone that uses a SIM card here in the U.S., contact your phone company to see if you can bring your phone to Chile and buy a Chilean SIM card.

**Calling from the U.S.**

If you want to call someone in Chile before you arrive, you must first dial 011, which is the U.S. international dialing code. Next, you dial 56, the country code for Chile, then 32, the city code for both Valparaíso and Viña del Mar, and the rest of the number.

**Courteous Communication**

If Skyping/using other communication apps in your room, use headphones, close the door to your room, speak softly, and end the conversation immediately if it is time for a meal.
Snail Mail
International airmail can take 10 days or more in either direction. Packages usually take at least two weeks and sending from Chile can take longer than receiving in Chile.

Communicating in Spanish
You have been studying Spanish for years, and now you are going to apply your language skills in day-to-day life. Here are some things to keep in mind.

Before You Go: Start listening to Spanish music, movies, TV in Spanish. Get your ear accustomed to it before you get there!

Also, start reading it, beyond what is required for class. Consider changing your phone language to Spanish, reading websites from Chile, finding online newspapers.

Fluency: In the words of a past language student, "I am going to warn you right now: you WILL NOT be fluent after only three-five months in another country. I definitely improved in my reading, writing, listening and speaking, but I did not sound like a native. Don't expect to come home fluent, or you will spend your whole time abroad frustrated with yourself. Take things one day at a time and you will be so impressed with yourself. There were days where I would all of a sudden realize that I was participating in classes that were only in Spanish! It's definitely a great feeling to see how much your Spanish speaking is improving."

Speaking: Speak as much as possible. You have SO MANY OPPORTUNITIES to speak Spanish living in Chile. And there are so many people willing to help you get better:

Professors: It's their job to help you improve, so they will correct you in class and will require you to speak often. They are always willing to help explain things or sit down and talk with you about things you don't understand.

Families: It is very likely that your family has been hosting American students for years. This means that even when you say the wrong thing, chances are they will understand you. Don't be afraid to speak with your family at meals, after meals, during down time, at any possibility.

Other People You Meet: Chileans KNOW that you are not a native speaker even before you open your mouth. In most cases, if you are trying to communicate with them, they will be very kind and patient with you. In addition to this, get to know local students. Many of them are studying English and would LOVE to get together and talk. One thing to remember: you need to make the effort to get to know them.

CULTURAL NOTES
A Brief History of Chile
Before Europeans arrived, Chile was inhabited by several tribes of indigenous peoples, including the Inca in the north and the Araucanian tribes in the south. In 1520, Ferdinand Magellan was the first European to see Chile. In 1540, Pedro de Valdivia, a Spanish conquistador, came to Chile where he founded several cities, despite resistance from the Araucanians. One of the cities he founded was Santiago, which is now Chile's capitol and largest city. In 1553, the Native Americans led several successful revolts against the Spanish conquerors, killing Valdivia and devastating most of the cities he founded. This led to nearly 100 years of warfare. Eventually the Spanish dominated, but even then, strife and conflicts continued for many more years.

In 1808 when Spain was seized by Napoleon, the Chileans saw an opportunity to gain independence. On September 18, 1810, Chile declared independence, beginning a long war. Eventually Chile was able to defeat Spain and Bernardo O'Higgins became Chile's first leader. Despite finally winning its independence, Chile experienced several changes of government.
Many of these changes were caused by coups by the military and civil wars, though none as severe as in other Latin American countries. Despite these problems, the government enacted many changes that have enabled Chile to become one of the most economically developed countries in South America.

In 1879 the Chilean military seized the Bolivian port of Antofagasta, claiming that the land was theirs. This led to a war with Bolivia and its ally Peru. Chile came out victorious, which gave it control over considerable territory, cut Bolivia off from the Pacific Ocean, and gave Chile control over some of the world’s biggest nitrate and copper mines.

Salvador Allende Gossens, a Marxist, was elected president in 1970, making Chile the first Latin American country to vote in communism. This move led to political and economic disaster. The unrest caused by his rule eventually led to a military takeover of the government.

On September 11, 1973, Augusto Pinochet Ugarte assumed power in Chile through a military coup. Pinochet immediately suspended the constitution, enforced strict censorship, banned all political parties, and dissolved Congress. During his time as leader, the country was kept in a state of emergency and the military tightly controlled the people. Thousands were arrested, executed, exiled, or kept in prisons, while many people simply disappeared. But the Pinochet government helped the struggling Chilean economy and improved education, giving Chile one of the highest literacy rates in Latin America. Due to this, the people of Chile are much divided in their opinions about his rule. In 1989 Pinochet allowed a vote on his leadership, was defeated, and the government was returned back to the people.

Chile is now a republic with a stable government and economy. The current president is Michelle Bachelet, who became Chile’s first female president when she was elected to her first term in 2006. Her current term is 2010-2017, when Sebastián Piñero will return to presidency after serving his first term from 2006-2010. The legislative branch is made up of a Chamber of Deputies (similar to our House of Representatives) and a Senate. The highest court of the country is the Supreme Court. The country is divided into 15 political divisions called regions (which are like states in the U.S., only with much less political power).

http://www.chocklydigital.com/portfolio/Chile/history.html

**Government**
The central government of Chile is a representative democratic republic. Chileans elect a president, who is both head of state and the head of government. Legislative power is shared by the central government and both chambers (Senate and Chamber of Deputies) of the National Congress. Judicial power is independent of the executive and legislative branches. Valparaíso is the seat of the national legislature. The latest version of Chile’s constitution was adopted in 1980, during the Pinochet regime, and was last amended in 2011.
# CONTACT INFORMATION

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<tr>
<th>Pontificia Universidad Católica de Valparaíso (PUCV)</th>
<th>Chilean Consulate in the U.S.</th>
<th>UW-Eau Claire</th>
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<tbody>
<tr>
<td>Programas Internacionales Casa Central PUCV Avenida Brasil 2950 Valparaíso, Chile Tel: + 56-32-227-3252 Fax: + 56-32-2-273-446 Office hours: Mon – Thurs 9:00am- 6:00pm Friday 9:00am-5:00pm</td>
<td><strong>Teléfono:</strong>  +1(312) 654 8780 / +1(312) 654 8946 <strong>Fax:</strong> +1(312) 654 8948 / Correo electrónico: <a href="mailto:chicago@consulado.gob.cl">chicago@consulado.gob.cl</a></td>
<td>Cheryl Lochner-Wright Senior Study Abroad Coordinator <a href="mailto:lochnecb@uwec.edu">lochnecb@uwec.edu</a></td>
</tr>
<tr>
<td>Belén Villalobos International Student Advisor (Incoming Students from UWEC) <a href="mailto:belen.villalobos@pucv.cl">belen.villalobos@pucv.cl</a> +56 -32-227-3487</td>
<td><strong>US Embassy in Santiago</strong> Avenida Andres Bello 2800, Las Condes Santiago, Chile Telephone: +(56)(2) 2330-3000 Emergency After-Hours Telephone: +(56)(2) 2330-3000 Fax: +(56)(2) 2330-3710 <a href="https://cl.usembassy.gov/embassy/santiago/contact-us/">https://cl.usembassy.gov/embassy/santiago/contact-us/</a></td>
<td>3 Schofield Hall University of Wisconsin-Eau Claire Eau Claire, WI 54702 Phone: (715) 836-4411 Fax: (715) 836-4948</td>
</tr>
<tr>
<td><strong>After Hours Emergency</strong> (715)577-9045</td>
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Remember that in most cases, local contacts are best in local emergency situations.

If you have an after-hours emergency that can be helped on the U.S. side, please call University Police at the number above.

Calls can be made to this number 24 hours a day. You may get an answering machine; however, an officer is alerted as soon as you have left your message. Be sure to give the officer the phone number you can be reached at, as well as what type of assistance you require.
When past participants of the Chile program were asked to sum up their experience, here is what they said:

Studying at PUCV was one of the greatest experiences of my life. The university offers so many different options for classes and opportunities and you really feel welcome there. The cities of Valparaíso and Viña del Mar are so beautiful and present so many options for things to do and places to go. Chile as a country has unlimited opportunities whether it be travelling south to Patagonia and backpacking through mountains for 5 days or going north and hiking through the world's most arid desert, the Atacama. Whatever it is that you're searching for, Chile has it and I truly believe that going to Chile was the greatest decision I've ever made." – Tyler

“This was the most incredible experience I've ever had!! Not only did I become fluent in Spanish, but I also learned a lot more about the Chilean culture and the Latino culture in general. I learned so much more by living in a foreign country for 5 months than I ever could in a university here in the United States!” – Caitlin

Academics

“Enroll in 12 credits of classes you actually need. I enrolled in 18 and 6 of these were fun classes that don’t meet any requirement for my graduation. Even though it has been fun to take a drawing and a camping class, I would have much rather had more time to get involved in volunteering and traveling.”

“It is important to be able to do things on your own and not be afraid to ask questions. And you should be prepared to be confused, because there’s a lack of organization, and everyone gets lost. It’s inevitable.”

Money Matters

“I mainly access money through ATM. I always take out the largest amount possible because you are always charged $6-$8 USD for taking out money no matter how high or low the transaction. I barely ever use my debit card.”

“Try and keep a strict budget. A journal could help to make sure you’re staying within your limits and help you ensure that you will have money for the things that you really want to do later on in the semester like travel and purchases.

Language

"I know that my host mom could finish sentences for me that were just awful grammatically. My roommate and I set the table with the kids and helped prepare things for every meal, so we had a lot of chances to learn new words and practice."

"Don't be afraid to step outside of your comfort zone and talk to a lot of different people. You may have some problems communicating at first, but you will learn so much from them. Let people correct you. They are not doing it to be mean or to make you feel stupid, they want you to learn!"
"Keep on talking. Speak Spanish with other Americans, with the other foreign students in your classes, with your roommate, on vacations, etc. Spanish comes so much easier when you are CONSTANTLY speaking it!"

"Don't be afraid to speak. They understand that you are learning and are willing to correct you. My host dad corrected me almost every day but I learned so much from that, and I'm thankful that he was willing to help me learn."