

Boston University Study Abroad



AUCKLAND NEW ZEALAND
2014 Handbook



Kia ora, and congratulations on your acceptance to Boston University's South Pacific study abroad option, in affiliation with The University of Auckland and also with The AUT University.

We are confident that you will find your New Zealand adventure to be intellectually challenging, culturally stimulating, and personally very rewarding. You will discover a vibrant university life and learn how the European, the Maori, the Pacific Islander, and other international cultures have found a way to thrive together in this distant corner of the globe. You will experience some of the world's most beautiful scenery and one of its most diverse and interesting landscapes. A large array of outdoor recreational activities awaits you, along with organized excursions to important destinations in New Zealand.

The following pages will help you to prepare for your semester abroad and will also serve as a guide for you once you arrive in Auckland. We urge you to take full advantage of the rich opportunities that New Zealand offers. Welcome to what should prove to be an experience that you will not soon forget.

Sincerely,

Kevin Martin
Director, BU Study Abroad Auckland

BU in Auckland

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Preparing to Go

As with any major undertaking such as this one, sound preparation will reward you with a smoother transition to your new home. Take time to inform yourself about what lies ahead, arrive with a positive attitude, and acquire the informational tools that will get you off on the right foot.

MENTAL PREPARATION

Get into a good frame of mind in anticipation of your arrival in Auckland. Although New Zealanders speak English and things may look remarkably similar on the surface, you will find that the culture differs significantly from what you are used to in your home country. Prepare yourself for the fact that some of the conveniences you enjoy at home will not be readily available. The variety of products at the grocery store will not be so extensive, and the pace of everyday life will be different. Prepare to be accepting of the differences you notice and try to view them simply as an alternative way of getting things done, and not as an inferior approach.

Realize also that you may experience emotional ups and downs, particularly at the beginning of your time in New Zealand. Elation and excitement are as common as homesickness and feelings of disorientation. Program staff will be there to help you get through any difficult times.

LANGUAGE ISSUES

New Zealanders speak English, but the Maori language is spoken widely, and Maori terms and phrases appear regularly in everyday usage. Make an effort to master at least the more common greetings and references in Maori, both as a measure of respect for that culture and to understand the sense of what you will be reading in the newspapers and elsewhere.

North Americans often have a hard time catching on to the New Zealand accent at first, and this can be an issue in the classroom. Be prepared to concentrate fully in the early going until you grow accustomed to the local speech patterns.

RECOMMENDED READINGS AND FILMS

We recommend finding the books through Amazon.com or another online book supplier.

Strongly Recommended Reading

Prior to arrival in Auckland, all students should read the following text as preparation for SS 315 Aotearoa-New Zealand History, Society, and Politics:

Useful Words and Phrases

The following are some examples of useful words and phrases, both in English and in Maori, all of which are in common usage.

advert – TV commercial
bludge – to be lazy, to slack off
bugger all – very little, not much
bush – forest, woods
capsicum – bell pepper
crook – ill, sick
duvet – quilt
entrée – appetizer
full on – intense
haere rä – Maori for goodbye, see you
hoon – rough person, gang member
iwi – Maori for ethnicity, tribe, people
jersey – sweatshirt
jumper – sweater
kia ora – Maori for hello
koa – Maori for please
kumara – sweet potato
lift – elevator
lolly – candy
marae – ground, Maori meeting house
mobile – cell phone
Pakeha – non-Maori person
push bike – bicycle
suss out – investigate, look into
ta – thanks
tino pai – Maori for very good
togs – swim suit
trolley – shopping cart
trundler – shopping cart
waka – Maori for canoe
whinge – complain
your shout – your turn to buy a round
zed – the letter z

- King, Michael, *The Penguin History of New Zealand*, Penguin, 2003.
- Sinclair, K., *Oxford Illustrated History of New Zealand*, Oxford University Press, Auckland, 1992.
- Walker, R.J.I. *Ka Whawhai Tonu Matou: Struggle Without End*, Penguin, 1990.

Other Recommended Reading

- Sinclair, Keith, *A History of New Zealand*, Penguin Books, Auckland, 2000.
- Bellich, James, *Making Peoples: A History of the New Zealanders*, Penguin Books, Auckland, 1996.

- Bellich, James, *Paradise Reforged: A History of the New Zealanders*, Penguin Books, Auckland, 2001.
- *The New Zealand Bed and Breakfast Book 2008*, Pelican Publishing Company, 2008.

Films

- *Once Were Warriors*
- *The Piano*
- *Whale Rider*
- *An Angel at My Table*
- *In My Father's Den*
- *The Lord of the Rings Trilogy*
- *No.2*
- *Sione's Wedding*
- *Eagle vs. Shark*
- *The World's Fastest Indian*

USEFUL WEBSITES

- The University of Auckland
www.auckland.ac.nz
- The AUT University
www.aut.ac.nz
- The New Zealand Herald
www.nzherald.co.nz
- The New Zealand Government
www.govt.nz
- New Zealand Government statistics
www.stats.govt.nz
- The Embassy of New Zealand in Washington, D.C.
www.nzemb.org
- Tourism and other information on New Zealand
www.purenz.com
- Maori/English word translator
<http://kel.otago.ac.nz/translator>
- New Zealand Tourism and Travel Guide
www.nz.com
- Willing Workers on Organic Farms
www.woof.co.nz

Academics

COURSES

All students are required to take CAS SS 315 Aotearoa: New Zealand History, Society, and Politics and choose a university (University of Auckland or AUT University) to fulfill the remainder of their course credits.

The best sources for information on course offerings are the websites of the respective universities: www.auckland.ac.nz and www.aut.ac.nz. Remember that, as a general rule, you should sign up for 200-level courses. In cases where you will

be taking a first-year language course or fulfilling a free elective, 100-level courses may be appropriate. The 300-level courses are recommended only for students with an extensive prior background in the relevant discipline.

The course levels of University of Auckland courses are easily identifiable by their three-digit designators. The 100-level courses equate to 200-level courses in the US, the 200-level courses equate to 300-level course in the US, and so on. Course codes that begin with 6 or 7 are graduate level courses and are generally not available to undergraduate students.

AUT University courses have five-digit codes and the third digit of the code indicates its level. A third digit of "5" indicates a basic 100-level offering (translating to 200-level on the BU transcript), a "6" indicates a 200-level course (300-level on the BU transcript) and a "7" identifies the course as a 300-level advanced offering (converted to 400-level on the BU transcript).

Consult with the Boston University staff if you have questions about choosing your courses. Also, be sure to clear your course selections with your academic advisor before you arrive in Auckland. It is a good idea to get advisor approval for several alternative courses in the event your first choices are unavailable.

To find information on course availability, class numbers and timetables:

For AUT visit: <https://arion.aut.ac.nz/ArionMain/CourseInfo/Information/Qualifications/PaperSearch.aspx>. If nothing appears, the course is not offered that semester.

University of Auckland students can check on course availability at www.calendar.auckland.ac.nz, then "2013 Course Availability." While this shows which semester a course is offered, it does not show the timetable of each course. Please take note of the following:

- Ensure appropriate course availability. The course you want must be offered during the semester you will be there. In your search, if the course does not appear, it is not offered, or it may be full.
- Note the class number and the related class number you want for any applicable labs, tutorials, etc.
- You will be able to check for timetable clashes once you are registered and have access to the University of Auckland online system.
- Be sure that you have the appropriate prerequisites. In most cases, you will have the prerequisites for 100-level and 200-level courses if you have done any coursework in a particular field of study. If you wish to take a 300-level

course you may have to prove to the relevant department that you have sufficient background in the subject to qualify for the course. Plan to bring a full transcript of your coursework to date with you, or be certain to have online access to your updated transcript.

Note: You may alter your course selections on site during the first two weeks of Semester One or Semester Two. You may make changes only during the first week of the Summer Session.

ACADEMIC STANDARDS

Students are expected to comply with generally accepted standards of behavior with regard to their courses and course work. Prompt arrival and full attendance at all class meetings, tutorials, and field trips are expected and penalties will be assessed for unexcused absences and late arrivals to class. All assignments must be submitted by the deadlines to avoid penalties.

If you have special needs which require that you take extra time for assignments or for examinations, or if you require special conditions for taking exams, you must notify your instructor and the Boston University staff during the first week of classes. Please bring with you the appropriate medical documentation to support your petition.

Remember that it is your responsibility to become familiar with the departmental course requirements relevant to each course you choose at the University of Auckland or Auckland University of Technology.

Dean's List

Students studying abroad should be aware that differences in the academic calendar at Boston University and at their international program site may mean that grades from their semester abroad are reported after the computations for the Dean's List have been made. As the semester abroad may end later than the semester on the home campus, grades for some programs may not arrive in time to be counted towards the Dean's List. In this case, students are advised to notify the office of Student Records or the Dean of Students' office in order to request that grades earned on a BU international program be counted towards the Dean's List. It is the student's responsibility to bring this to the attention of the student records office.

The Internship

Internships are not a common phenomenon in New Zealand and are sometimes referred to as work placements or work experience. Many organizations participating in the Boston University Auckland Internship Program will not have had interns in the past, while others will have had some experience in employing interns. Regardless of their history of involvement with such programs, however, each internship provider has signed on voluntarily with the expectation of a mutually rewarding and enriching relationship with their BU intern.

We will make every effort to match you with an employer who can offer the kind of experience that you hope to gain in your academic and career fields. As an intern you may or may not have a specific role, and you will be expected to assist with various tasks and projects over the course of the placement period. Your on-site supervisor is likely to be a busy professional who may not work out a specific schedule for you. Your learning experience depends heavily upon your initiative, your positive attitude, and your ability to adapt to a new situation.

You should conceive of the internship not as a stepping stone to a job but as an opportunity to experience a workplace culture in a vastly different society, with different approaches to getting things done. You will, of course, be working in a field relevant to your intended career direction and gaining valuable experience along the way. But the internship is first and foremost an exercise in learning how to function cooperatively and productively in a society other than your own – an important step in helping you to become an individual who has the skills to function effectively and sensitively in an international context.

Your Auckland internship is a serious academic course. To successfully complete the course, you must meet attendance and performance requirements at the work site and produce a Placement Portfolio. In compiling the Placement Portfolio, you will make observations about the work site and your experiences there, reflect upon and analyze those experiences, conduct research on the organization, and document your thoughts and findings. We have designed the project to help you to engage fully with the placement experience, to come away with a rich understanding of the sponsoring organization, and to identify and reflect upon your own strengths, talents, and any areas in need of improvement.

This Handbook will guide you through the internship, provide you with tips for a successful placement, and spell out the course requirements and grading criteria. In signing on to this program, you have chosen a path that will bring significant challenges and great rewards. Work hard and enjoy the adventure.

BOSTON UNIVERSITY ACADEMIC INTERNSHIP CODES

The Academic Internship carries a course designator, which identifies the type of placement you are undertaking. When registering for your internship course on site in Auckland you and the Director will identify an appropriate designator based on the type of work you will perform in your placement. The Auckland Internship Program offers the following internship course designators:

- Internship in Advertising/Marketing/Public Relations
COM CM 471
- Internship in the Arts
CAS AH 505
- Internship in Politics
CAS PO 451
- Internship in Business/Economics
CAS EC 497
- Internship in Health and Human Services
CAS PS 495
- Internship in International Organization
CAS IR 455/ CAS PO 455
- Internship in Broadcasting/Film
COM FT 493/494
- Internship in Journalism
COM JO 411
- Internship in Hospitality Administration
SHA HF 390
- Internship in Information Technology
CAS IP 400E
- Internship in Human Physiology
SAR HS 410

INTERNSHIP REQUIREMENTS

Your Auckland internship is both a cultural immersion experience and a practical exercise related to your field of study and to your intended career. Primary emphasis is on the academic component, which is designed to help you actively reflect upon and analyze the experience, to learn more from it, and to share your experience with your fellow students. The following outline lists the internship course requirements. A timeline for completion of these requirements will be distributed on-site.

Required Academic Elements of the Internship Course

- Attendance and participation at all scheduled meetings, discussions, and seminars.
- Production of a job description in cooperation with your on-site supervisor.
- Preparation and delivery of two brief oral presentations.
- Production and submission of the Placement Portfolio.

INTERNSHIP AGREEMENT

The Boston University staff in Auckland devotes a great deal of time and energy to identifying and developing suitable internship placements, maintaining close relationships with internship supervisors, and matching candidates to placements in a careful and considered manner. Because the efforts that will be made to place you are significant and because important alliances with good internship providers can be damaged when expectations are not met, it is important that you understand and accept your responsibilities as a student representing Boston University in the Auckland Internship Program. Please consider carefully the following rules and regulations governing the internship:

Once you have entered the Auckland Internship you may not transfer to another academic track. An internship program is by definition more time intensive than a track requiring only the completion of course work. You can expect full and sometimes tiring weeks, while some of your non-interning classmates may have more time on their hands. By signing this document you agree to undertake a demanding (and a very rewarding) academic direction;

You must be able to articulate what kind of organization and work functions you would most like to pursue in an internship and your background should be appropriate for the internship area you choose. Lack of direction, failure to do research on possible internship opportunities, and unrealistic expectations about how your background might match up with a particular industry or job function are all causes for concern. If you are not passionate, or at least enthusiastic, about a general internship category then you should consider another type of program option;

We cannot guarantee that you will be placed in an internship that exactly meets your specifications. Having too narrow a focus can often be as deadly as having too broad a focus. It is in everyone's best interest that we make the perfect match, but a number of factors may be in play at any given time that may be cause for some compromise. Also, we will not pursue individual organizations for the purpose of a student's résumé building. The goal is always to find the best internship experience, not the biggest corporate name;

The program director has the final decision about where you are placed. In the overwhelming majority of cases a carefully engineered initial internship meeting will result in a mutually agreeable internship arrangement between a student and an organization. Rarely, however, when a student's indecision forces the issue, or when a series of interviews result in rejections, the director can make the decision to place the student with a particular organization deemed to be the best match;

Your accepting the offer of an internship constitutes a commitment on your part to persevere through difficult periods and fulfill all of the expectations set out for you during the placement. You will no doubt be asked to perform duties from time to time that you find unpalatable or boring, but those kinds of tasks are part of any job. There may be days or weeks where there is too little or too much work to do. The emphasis should always be on how you can best assist the organization that has taken you on, and not on how much fun and stimulation the organization is providing you, or on how relevant the work is to your future career goals. The primary aim of the internship is to put you into an environment where you can make your way in a different culture, make a contribution to an organization, meet and interact with New Zealanders, and have some personal successes;

Internships are unpaid and you must pay for your own transportation to and from work. You should be prepared to pay transportation costs and to spend time commuting, though some internships may be very close to your accommodation;

You must read the Auckland Handbook and the Boston University Study Abroad Student Handbook carefully. The Handbooks sets out all of the expectations, grading criteria, assignments, and other details relevant to the internship and the internship course.

The Internship: Interview Process

SELF-ASSESSMENT

Once you have decided to undertake the internship program in Auckland, please take the time to conduct a self-assessment. What are your personal, academic, and career interests? What kind of a work environment might best suit you? What are your strengths, aptitudes, weaknesses, and limitations? Your campus career center will have a number of standardized self-assessment tools such as the Myers-Briggs test to help you to profile yourself objectively. Take time to write down the characteristics of a work situation that you would most enjoy. Would you prefer to work in a team environment or work independently on a project? Are you the kind of person who gets satisfaction from accomplishing a task and then moving on to complete another one? Do you enjoy a fast-paced environment or a less-pressured work setting? Do you enjoy close supervision or do you prefer to work more independently?

Realize that there will be many avenues to a valuable internship experience. Be realistic and honest with yourself about your skills, grades, and work experience as they relate to the internship, and set achievable objectives. Many organizations will accept only those candidates who have very specific skills and backgrounds while others might require a very high grade point average as a prerequisite for an interview. Some organizations may sound appealing but may not be enthusiastic about providing you with a satisfactory internship experience. Therefore, focus on having a rewarding experience and not on famous company names that might look good on your résumé.

As you go through the assessment process, try to remain open-minded about possible placements. The staff in Auckland is trained to seek out good opportunities and sound matches between placement organizations and interns. Trust them to have your best interests in mind as they work with you to find a great internship.

INTERNSHIP CONTRACT

You will be required to sign a contract that outlines in detail the rules, regulations, expectations, and realities associated with undertaking an internship in New Zealand. The Study Abroad office will send the contract with the pre-departure materials and it must be signed before the Auckland staff begins to seek out internship opportunities for you. Once you have entered the Internship Track you may not transfer to any other track.

ARRANGING THE INITIAL MEETING

Your Auckland internship advisers will carefully review your application to the program, paying particular attention to your essay and your internship questionnaire. They will then be in contact with you either in person in Boston, via e-mail, or by telephone to discuss internship options in detail. Once they have a good sense of your interests they will begin to make contacts with organizations that might offer the kinds of opportunities you are seeking. When you arrive in Auckland they will discuss with you the options available and arrange an interview with your first choice. Keep in mind that there may be only limited possibilities in your field of interest.

You may choose to go on your own to the interview or have one of your advisers accompany you. If you and your prospective employer both agree that you have a match, then the placement is confirmed. If you decide to decline an internship offer, you must immediately notify your interviewer; only then will a meeting with another organization be arranged. If the organization does not accept you, we will move on to other options.

PREPARING FOR THE INTERVIEW

Once an interview date has been set, prepare yourself well for the meeting. Read as much as possible about the organization and be up to date on any current issues affecting it. Make sure you know the name of the person you will be seeing, the location of the office, and how to get there. If there is a long period of time between the date the interview is scheduled and the actual interview date, call the office to reconfirm a day or two prior to the meeting. Refer to your self-assessment and think through how you will answer questions that might be posed to you. Be sure to prepare any questions that you would like to ask the interviewer about what he or she has in mind for you. Be neat and well groomed, erring on the side of overdressing as opposed to dressing casually. (See note on personal appearance below.) If you are nervous about the meeting, practice interviewing with a friend or with one of your advisers. Take with you an error-free copy of your résumé, your portfolio if you have one, and a pen and paper for taking notes. Arrive early for the interview and give yourself time to relax and collect your thoughts.

Note on personal appearance: Standards of acceptable appearance and demeanor vary dramatically from country to country, and even from business to business. Students seeking to participate in a Boston University Internship, Community Placement, or Teaching Practicum must understand that they are emissaries of the University and of the United States. Enrollment constitutes an agreement that they will attempt to live and work within the framework of local custom. Some personal choices of dress, hairstyle/color, body ornamentation, etc., that are acceptable at most United States campuses may make placement in a foreign country difficult, if not impossible. By enrolling in the program, students agree to make every effort to adapt their appearance to the generally accepted norms of the business community of the host country and understand that failure to do so may make placement impossible and result in a failing grade for the internship. Where dress, hairstyle, and body ornamentation are dictated by an individual's religion, race, national origin or ethnicity, every effort will be made to accommodate those needs consistent with our status as guests in a foreign country.

THE INTERVIEW

When you arrive for the meeting, be friendly with everyone you encounter. Greet the interviewer with a firm handshake and a smile. Be relaxed and attentive and listen carefully. Make direct eye contact. Speak clearly and avoid sloppy speech: "uh", "um", "ya know", "like", for example. In the interview you will want to communicate several important points:

- **Enthusiasm.** Your most important message will be that you are excited about the prospect of an internship with the organization.
- **Why the internship is of interest to you.** Be prepared to tell the interviewer how the internship would fit in with your academic or career objectives and why this type of work is appealing.
- **What you believe you can contribute as an intern.** Let your prospective internship provider know what skills and personal characteristics will make you a good match for the position.
- **Relevant previous experience.** Communicate how your past work or volunteer experience will make you more effective in this particular internship.

At the conclusion of the interview you may receive an offer on the spot, or the interviewer may decide to get back to you at a later date. You will also have the option to either accept an offer there and then or take a day or two to think it over. Whatever the outcome, send a hand-written thank-you note or card immediately following the meeting.

The Internship: Living and Working in New Zealand

WORKPLACE GUIDELINES

A rewarding internship experience and a satisfactory final assessment of your work will depend upon a number of variables over which you have control. The following are some practical guidelines that will help you to be a successful intern.

- **Know the organization.** Don't go into the internship with no knowledge of it. Read up on the organization before you arrive at the office on the first day.
- **Make a good first impression.** Demonstrate in the first meeting that you are enthusiastic, eager to participate, anxious to learn, and that you take the internship seriously.
- **Learn the names of your coworkers.** You should be able to greet your fellow workers by name, regardless of their level of responsibility within the organization. A friendly "Kia ora, Mary" or "Good morning, Paul" goes a long way and is considered good etiquette.
- **Have a positive attitude.** Show that you are committed and willing to work hard. Help with routine tasks as required and become a player on the team.

- **Be punctual and professional.** Few things irritate an internship supervisor more than a lax approach to attendance. Attendance is mandatory (see the section below on Grading). There is no time off for travel or other activities unless the BU administration has made arrangements with the host organization. In case of illness, or on any day you will not be attending your internship for whatever reason, you must notify your internship provider and a member of the BU staff.
- **Dress appropriately.** Dress and personal appearance matter. While the definition of “appropriate” dress may vary across organizations, identify the standard for your organization and dress accordingly. Always err on the side of being overdressed until you are comfortable with the norms for the office.
- **Take initiative.** When you have finished an assigned task, ask for another one. Share ideas you may have that might help the organization. Offer to pitch in when you see that coworkers have a lot to do.
- **Communicate.** Ask questions when things are unclear or when you want to learn more about some aspect of your work. If something is not going well, discuss it with your on-site supervisor first. If you cannot resolve a problem on the job, don’t let it get worse. Contact your BU adviser and seek advice.
- **Be reliable.** Demonstrate that once a task is handed to you it is as good as done. Once an employer knows he or she can depend on you, you may receive more challenging assignments.
- **Be patient.** Your supervisor does not know you and your abilities and will need time to assess you. Develop realistic expectations about the internship experience. Do your best to show what you can do in the early going, and don’t expect major assignments at the beginning. Internship supervisors will often start you off with small jobs. Performing them well and with enthusiasm will most often earn you greater responsibility.
- **Try to exceed expectations.** Get a sense of what is expected of you and try to deliver a bit more. It’s one of the best ways to draw attention to your talents.
- **Thank people who help you.** Expressions of appreciation can be simple verbal “thank you”, but in some cases, where someone has gone well out of his or her way to assist you with something, it may be appropriate to present a small gift. It’s not a bad idea to bring along some small gift items from the US just to have on hand for such occasions.
- **Remember that the internship is also a course.** Keep up with your academic assignments and don’t leave things until the last minute. All assignments are to be delivered on time, professionally presented, and conform to the BU Code of Student Responsibilities.
- **Keep a notebook.** Make sure that you have all the contact details for the key people in your office, including titles, e-mail addresses, phone numbers, fax numbers, and addresses. Use the notebook to record thoughts relevant to your academic assignments. Also, keep a record of

meetings you attend and tasks and assignments you receive. You may well have multiple tasks to perform at times, and a notebook can help to keep you organized.

- **Pay your way.** Work colleagues occasionally go out socially together for lunch or after work. It is likely that you will be invited along on such outings and you should make sure to offer to pay your share. Insist on taking a turn if the individuals in the group take turns paying for meals or drinks.
- **Keep in touch.** After a few months on the internship you’ll have made some friends and acquaintances. Don’t let them fall by the wayside when you return home. Your supervisor and coworkers will appreciate hearing from you from time to time. They’ll have invested a good deal of time and effort in helping you through the internship and they deserve the occasional word from you.

A STEP OUT OF YOUR COMFORT ZONE

Experiencing life and work in any country other than you own will be exhilarating, intense, and often emotionally challenging. You will be stepping out of your comfort zone and you can expect to be aboard an emotional roller coaster during your first few weeks or months in New Zealand. There is a well-documented cycle that travellers to new destinations are likely to experience. It begins with the excitement and euphoria that comes with arriving in a new and a very different place. You will be discovering beautiful places, meeting people from overseas, starting new relationships, and doing things you have not done previously. You will probably have a general sense of well being, be full of positive energy, enthusiasm, and anticipation.

After perhaps three to six weeks the intensity of the excitement will begin to fade. The realities of having to be a student will begin to set in. There may be some disconcerting discoveries or unexpected surprises about the new culture in which you are living, and you may begin to miss friends and family. This emotional “trough” is a common occurrence and one that you will want to plan for and recognize when it happens to you.

Be encouraged, though, that the low should pass after a week or two. You should begin to feel more at home, more confident about operating in a new country, and more knowledgeable about how to fit in and how to get around. As you begin to exit the “trough” you should get a sense of stability and regain some of the faded optimism that you had on arrival.

If you do experience what feels like depression or lack of enthusiasm, talk with one of your advisors. They will be able to help you to work through things. Most importantly, remember that you are not alone, and that this phenomenon is extremely common.

UNDERSTANDING YOUR INTERNSHIP COLLEAGUES

While we would be hard pressed to predict the kinds of interactions you are likely to have with your New Zealand work colleagues, a bit of background may help you to understand the dynamics of the workplace.

The term “multicultural” sounds trite and overused, but New Zealand exemplifies a society in which several strong and distinct cultures operate cooperatively and very visibly in everyday life. While the indigenous peoples in most major cities of countries such as the United States or Australia are, sadly, neither visible nor terribly influential in those societies, the Maori of New Zealand are a major force and a powerful presence in the life of the country. The Maori language can be seen all around you, and many Maori words and concepts have made their way into everyday parlance. Failure to learn some of the most common words and expressions may leave you in the dark about the sense of a conversation or a newspaper article.

Auckland is also a major center for Polynesian culture with large communities of immigrants from the Cook Islands, Samoa, Tonga, and other Pacific Island groups. New Zealand maintains close political and cultural ties with many of the Pacific Island nations. You may well be working with people from these cultures.

Over approximately the past twenty years, new waves of Asian and European immigration have served to enrich New Zealand culture, and the influences of these new arrivals appear in the cuisine, in the arts, and in the workplace.

The Union Jack prominently displayed on the New Zealand flag bears testimony to a close identity with Britain, and you may pick up a flavor of genteel sophistication and “Britishness” in your interactions with New Zealanders. You may also find the reporting structure at your internship to be less hierarchical than would be the case in a North American context, a legacy perhaps of the flight from class oppression that motivated some of the early emigration from England to New Zealand. But do not mistake an egalitarian, “laid back” atmosphere for a lack of industry. New Zealanders work hard and will appreciate hard work from you.

New Zealanders enjoy a good chat, and many conversations focus on the topic of sports. Unfortunately, the sports in question – cricket, rugby, sailing, netball – may not be familiar to most North Americans. Be prepared to learn about some new sports and the strong rivalry on every sort of sporting field with the Australians.

This background may help you to get off to a good start with your workplace colleagues. New Zealanders are generally a friendly, fair, and approachable people, and we have every expectation that you will enjoy working alongside them.

The Internship: Workplace Portfolio

The Workplace Portfolio will contain the sum of the written work you will complete in satisfaction of the internship course requirements. It represents a comprehensive record of your internship experience, including descriptions and observations of the placement organization, results of field research you conduct, and critical analysis of the overall experience. The following guidelines for production of the portfolio will help you to actively observe, reflect upon, analyse, critique, and document your internship experience.

FORMAT

The Portfolio should consist of four parts: Job Description, Twice-weekly Reports, Work Product and Field Research, and Analysis and Conclusions. It should be presented in a binder using dividers to mark off the sections, with your name clearly displayed on the outside. The work should total no fewer than 20 double-spaced, typed pages. Because you will be adding to the portfolio throughout the semester, choose a system such as a ring binder to allow for easy addition of material.

Build your Portfolio over the course of the semester methodically and diligently to avoid having to throw something together at the last minute. Keep the contents confidential. This will allow you to include any observations or thoughts that your internship host might regard as critical of the organization or of individuals with whom you work. Pay close attention to grammar and spelling, as both content and presentation will be taken into account in the grading. The following are guidelines on how to produce each section of the piece.

PART 1: JOB DESCRIPTION

A job description can be a useful tool for outlining the understanding reached between you and your employer about the internship duties, goals, expectations, and criteria for evaluation of your performance. It can serve as a de facto “memorandum of understanding” about what the internship entails and help you to avoid misunderstandings that could stem from a more haphazard, unstructured approach to getting you up and running at the internship site. In cooperation with your on-site supervisor, you should produce a job description that covers the following areas:

- your name and the date;
- name of the organization, work site address, phone, fax, e-mail, and website address;
- name and all contact details for your supervisor;

- a brief synopsis of the organization's mission, structure, and important constituencies;
- your reporting relationship(s);
- your daily duties, long- and short-term project work;
- standards of performance against which you will be evaluated;
- work schedule, including days and hours each week;
- your permanent address, or address where you can be reached after the internship has concluded.

Once you have completed the job description, leave a copy with your on-site supervisor and bring your portfolio or a copy of the job description with you to the first required meeting with your BU advisor. You will also draw heavily from this material for your initial presentation to the group.

Group Presentations

The first presentation takes place during the first few weeks of the program. It is meant as an expository exercise where the interns share with the rest of the group a description of their placement and the organization to which they have been assigned. The job description will serve as a good reference point for preparation of this initial presentation.

The final presentation should concentrate more on an analytical assessment of the internship, in which students discuss whether they have achieved their original goals and make observations about cultural, structural, and operational aspects of the placement. It is also a good time to reflect on personal responses to the experience, including challenges you have faced, personal growth you have achieved, and discoveries you have made.

PART 2: TWICE-WEEKLY REPORTS

This section of the portfolio is a week-by-week record of your activities, assignments, observations, thoughts, feelings, and reactions at the placement. Pay particular attention to cultural differences you observe at the workplace. You should record and date entries in this section no less than twice per week. Some entries may be lengthy while others may simply describe a day's activities. Be as detailed as possible about what transpires at the placement. The final product should be a comprehensive summary of the internship experience.

PART 3: WORK PRODUCT AND FIELD RESEARCH

In this section you will present and describe the work you have produced on site along with research you have compiled either on the internship organization itself or on a related topic negotiated with and approved by the Auckland program director. Examples of work product include reports, meeting notes, press releases, surveys, presentations, spreadsheets, letters, memos, and speeches that you may have created during the course of the internship. You should

include with each piece of work you present a short description of the context in which it was generated and its significance for the organization. Your commentary on these pieces should demonstrate a thorough understanding of the organization, its structure, and how individuals and departments relate to one another.

The field research component is an essay about your internship organization, the industry in which you are working, or on a broader topic that relates directly to the field in which you are working. It could cover the organization's history, structure, how it promotes its products and services, and/or its strategies for success. You could present and comment on brochures, annual reports, press releases, advertisements, internal memoranda, media stories about the organization, and material from the organization's Web site.

Ideally, however, it would be possible to choose a research project whose results would be of direct benefit to your host internship organization. Plan to discuss possible topics for this exercise with your on site supervisor and with the Auckland program director.

The balance between how much you present as work product and the length of your research project will, to a large extent, be dictated by your particular work situation. If you are in an internship where you produce a large amount of written work, it makes sense that the work product component should be emphasized more prominently. If, however, you produce little or no written work on the job then you should spend more effort on the research section of the portfolio.

Note on confidentiality: Before submitting any material about the organization that may be confidential, check with your on-site supervisor for permission to include it. The Workplace Portfolio will not circulate beyond the Boston University staff in Auckland.

PART 4: ANALYSIS AND CONCLUSIONS

In the final section of the Portfolio you should reflect back on the internship experience, analyze the organization, your work, and your research, then offer some recommendations and come to some conclusions. You should cover the following points, though not necessarily in this order, and you may not wish to limit yourself to these:

- summarize your work for the organization during the internship period;
- compare New Zealand work practices, policies, approaches, or attitudes with those you have become familiar with in the US or your home country;
- discuss your experience of the Maori, European, and international cultures in the workplace;

- report on your perception of the strengths and weaknesses of the organization;
- note any ways in which world affairs have made an impact on the organization or your experience of the internship;
- acting in the role of consultant, make any recommendations for improvements at the organization;
- refer to the goals set out at the beginning of the internship and rate your success in achieving them; discuss what you have learned and how this experience might affect decisions you make in the future about your academic program or your career.

Be sure to address all the points required in the assignment. Use footnotes and cite all sources, including any interviews you conduct. Protect the anonymity of clients and be careful about reporting any sensitive information about the company or its employees.

Note: The Workplace Portfolio is like any other piece of written work, and all academic conduct rules apply to it. All students are responsible for having read the Boston University statement on plagiarism, which is available in the Academic Conduct Code. Students are advised that the penalty against students on a Boston University program for cheating on examinations or for plagiarism may be "...expulsion from the program or the University or such other penalty as may be recommended by the Committee on Student Academic Conduct, subject to approval by the dean."

The Internship: Grading

GRADING SYSTEM

The grade assigned for the Internship Course will be based on a combination of how you perform at the placement (as determined by an on-site supervisor's evaluation), the quality of your presentations to the group, and the work you produce for the Workplace Portfolio. The percentage breakdown of the grading is as follows:

5%	Part 1 of the Workplace Portfolio
10%	Group Presentations
20%	Part 2 of the Workplace Portfolio
20%	Part 3 of the Workplace Portfolio
20%	Part 4 of the Workplace Portfolio
25%	On-site supervisor's evaluation

The evaluation of your written work will take into account both content and presentation. We will deduct points for improper grammar, misspellings, incorrect punctuation, and missing or incorrect footnotes and citations. The content of the work should be well structured, clear, concise, well researched, and should address the points set out in the assignment. You should back up statements of fact or opinion with evidence and argue your points intelligently and thoroughly.

All grading penalties will be imposed after the final grade for the course has been calculated. The following will serve as a guideline for what to anticipate for failure to comply with the program attendance and performance regulations:

Late assignment:	5 points deducted from the final grade
Late arrival to meeting or group session:	3 points deducted from the final grade
Unexcused absence from the internship:	10 points deducted from the final grade
Travelling during internship time:	20 points deducted from the final grade
Requesting time off from the internship:	10 points deducted from the final grade
Failure to submit an assignment:	Failure of that portion of the assignment
Misleading a supervisor:	Failure of the course
Being fired from the internship:	Failure of the course

The following table specifies the point ranges for each grade category:

Letter Grade	Honor Points	Percent Range	Definition
A	4.0	93-100	Excellent
A-	3.7	89-92	
B+	3.3	85-88	
B	3.0	81-84	Good
B-	2.7	77-80	
C+	2.3	73-76	
C	2.0	69-72	Satisfactory
C-	1.7	65-68	
D	1.0	60-64	Low Pass
F	0.0	<60	Fail

The Internship: Setting Goals & Managing Expectations

Expectations

Along with a sense of anticipation for what lies ahead, you certainly have expectations, however vague, relating to the internship. What are yours? Are they realistic? What are your supervisor's expectations of you? How will you know? In this exercise list five expectations you have about the internship and speculate about five expectations the employer may have of you. We will discuss your responses in a group session and refer back to them again later in the semester.

Your expectations

-

-

-

-

-

Your employer's expectations of you

-

-

-

-

Setting Goals for the Internship

"People without goals are at the mercy of people with goals." (Anonymous)

Setting goals will take you out of the hazy and uncertain world of expectations and give you a more focused context in which to experience the internship. It will be important to set goals and to monitor your progress toward them as the semester unfolds. Pay attention to how your goals change; review them from time to time and again at the end of the program.

Once you set a goal do not worry if you find out later that you want to modify it, substitute another goal, or simply drop it as impractical or no longer of interest. You may well find that the actual experience of the internship will lead you into new directions.

Furthermore, some goals and objectives cannot be achieved without help. If you want to accomplish something that requires the cooperation of your on-site supervisor or someone else in the organization, discuss it with that person and engage his or her assistance in making it happen.

List up to eight initial goals that you would like to achieve during the course of your internship along with some strategies for achieving them. Be sure to discuss these with your internship supervisor when you put together your job description, and save this page for the final discussion at the end of the semester.

1.

2.

3.

4.

5.

6.

7.

8.

Extracurricular Goals

For most of you, this is a new part of the world and one you probably know little about. It's easy to wake up in six months and discover you have not seen half of what you thought you'd see during your time in New Zealand and the South Pacific. Challenge yourself to get out and see the city and the region by writing down up to ten places, activities, or attractions you would like to experience. Give yourself a score at the end of the program.

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Your oral presentations will be judged on organization, content, and skill of delivery. You will lose points for using jargon and “mall speak”, e.g., “ya know”, “uh”, “really cool”, “kinda”, “like”.

We will ask your on-site supervisor to evaluate your performance across a number of criteria, including reliability, work ethic, motivation, initiative, punctuality, flexibility, adaptability, accuracy, creativity, team skills, and overall attitude.

GRADING PENALTIES

The above percentile breakdowns of the grading system assume compliance with the basic rules and etiquette expected of all students on the program. Anything less than perfect attendance and daily on-time arrival at the internship will incur a grading penalty, except in the case of a documented illness or emergency about which you have promptly notified both your on-site supervisor and a member of the Boston University staff. We expect you to be on time for all meetings and group sessions as well. Penalties will also be imposed for late work, unless prior permission has been obtained for late submission of an assignment.

It should be clear that we take the internship and the related internship course seriously. Please take them seriously yourself, be respectful of others at all times, and be grateful to those who have worked to make your experience of New Zealand a rewarding one.

The Internship: FAQs

Q: My parents/girlfriend/brother is coming to visit. Can I get a few days off to travel with them/her/him if I make up the time?

A: No. When you agree to accept an internship you agree to all the terms outlined above. Penalties for non-attendance will be imposed as outlined. Schedule any travel on weekends, during the breaks, or at the end of the program.

Q: My brother is getting married and I have to go back to the US for a week during the internship period. Is that O.K.?

A: No. If you failed to inform anyone about a planned event prior to departure from the US, and also failed to receive written permission in advance, this is not a legitimate argument for an absence.

Q: There was not much to do at work this week. It's getting boring. What should I do?

A: It is common for any organization to experience slow periods. If you are just starting out in the internship and you find you have little to occupy your time, it may relate to a number of factors. Work may just be slow. Check to see if others also have little to do. It may be that your supervisor is looking for you to take some initiative. Look around for things you might offer to do for the organization and ask your supervisor directly if he or she could give you a task or a project. Ask other colleagues in the office if they need help with anything. Once an organization sees what you are capable of, you tend to get more work and more challenging work. If the problem persists, talk with your BU adviser and ask for intervention.

Q: It's a considerable commute to the internship. Can I get some relief on the travel expenses?

A: No. There is no subsidy for travel expenses, either by the program or by BU. When you accept an internship you also accept the travel costs that come with it.

Q: My supervisor asked if I have a valid driver's license. Can I drive a company vehicle?

A: No. Because of serious accidents that have occurred in the past, the program does not allow students to drive company vehicles in the course of the internship. If you are asked to drive please notify your Boston University adviser, who will intervene with your on-site supervisor.

Q: A work colleague has invited me to his/her home for dinner. What protocols should I follow?

A: Above all, do not arrive at the event empty handed. Bring along a bottle of wine, flowers, or another appropriate gift. On receiving the invitation ask what you can bring. If the answer is “Nothing, just come” bring something anyway. If the answer is “Bring a plate” that means you're expected to prepare a dish for the event. It is not inappropriate to ask your host what kind of a dish your host would prefer you to bring.

Q: My supervisor and work colleagues are taking me out to lunch to celebrate a successful internship. How should I prepare?

A: Don't arrive empty-handed. Bring along some gifts, however small, for those who worked closely with you during the placement period. It's a good idea to bring along some gift items from the US in anticipation of occasions like this.

What to Bring

HANDBOOKS

It is important that you bring this handbook with you to Auckland, as it contains information that will be of use to you during your time in New Zealand. Those in the Internship Track should read and bring along the Auckland Internship Handbook, which makes up the second part of this book. We will use it extensively throughout the semester.

DOCUMENTS

Passport and Visa

You must have a valid passport and a student visa to participate on an Auckland program. If you do not have a passport, please apply for one immediately. Shortly after the Auckland office of Boston University has been informed that you have paid your non-refundable program deposit, and has received the materials from your file required for official admission to The University of Auckland or The AUT University, you will receive a letter confirming your admission to the University, along with a Letter of Certification from BU Study Abroad which confirms your tuition payment. These will serve as the basis for your application for a student visa to study in New Zealand, which you will file with the Embassy of New Zealand or one of its consulates in the US. Please be sure to apply for your visa as soon as you receive your admission letter. It may take several weeks to process the application.

Because you may travel outside of New Zealand at some stage during your stay, it is important that you inform the consular officials that you will be leaving New Zealand and returning during the period of your student visa. You should request a multiple entry visa, which will allow you to travel outside New Zealand and re-enter the country during the period of your stay. You will also be required to bring your return ticket to the US with you when travelling outside of New Zealand.

It is a good idea to make two copies of the identification page of your passport, leaving one in the US and bringing one along with you, in the event that you lose your passport. It will make the process of reissue much easier.

Student Identification

Bring your student identification card with you. You may also wish to obtain an International Student Identification Card in the US, which provides some limited student discounts and insurance benefits. The University of Auckland or The AUT will also issue student credentials to all students participating on the program. These will be provided on your arrival in Auckland.

PHONES AND PHONE CARDS

US phone cards are not recommended. You will find a range of phone cards in Auckland with very reasonable rates for calls to the US and other countries. Shop for the one that best suits your requirements. We recommend that you purchase a mobile phone upon arrival. Further information about this will be covered during the on-site orientation.

CLOTHING

When packing, remember that the Northern and Southern Hemisphere seasons are reversed. Because your stay in New Zealand will span at least two seasons, bring clothing that will serve for both very warm and cold weather. New Zealand gets its share of rain, too, so pack a raincoat and shoes that work well in inclement weather. If you plan to go “tramping” on some of the country’s world-famous tracks, we recommend a pair of sturdy hiking boots. New Zealanders tend to wear dress shoes and casual shoes as opposed to sneakers and running shoes when going out, so you may want to plan accordingly. Make sure whatever footwear you bring is comfortable, because you will do your share of walking around campus and beyond.

You can bring fewer clothes if you remember color coordination and layering. Bring items that coordinate with others and include lightweight windbreakers and shells as part of your travel wardrobe. Auckland is full of adventure clothing and wool outlets, which will give you the opportunity to purchase any outdoor wear that you do not already own.

For students on the Internship Track, be sure to pack dress clothing, including a blazer or sport coat, ties, and dress shirts for men, and skirts, dresses, and dress pants and blouses for women.

COMPUTERS

The University of Auckland and AUT University have excellent computer facilities that should be adequate for all of your computing needs. However, the convenience of having access to e-mail and the Internet from your room cannot be overlooked, so we recommend that you bring a laptop to Auckland. Our housing provider makes in-room Internet connections available for a reasonable monthly fee. Further details will be covered during the on-site orientation.

If you will be bringing a laptop with you, as we recommend you do for the sake of convenience, please follow these steps:

- Make a complete backup of all the information and software on your computer. Bring along the computer system maintenance and systems operation disks.

- Take out an insurance policy on your computer and its peripherals (see www.safeware.com and www.nssinc.com for insurance ideas).
- Invest in a security kit (see www.kensington.com and www.targus.com) for security information.
- Be sure your computer has a built-in transformer that can handle both US and New Zealand voltage currents, and bring a plug adapter. If you have an older model that requires an external transformer, these are readily available in appliance shops in Auckland.
- Make sure you are entirely familiar with the workings of your computer and its programs, as technical support may be difficult to access.
- Ensure that your computer is loaded with up-to-date anti-virus software. Boston University students can download the free software for both Mac and PC laptops, which is available at www.bu.edu/tech, or visit Common @ Mugar to configure their laptops. Non-BU students should check with the computer/tech support department at their home schools.
- Do not pack your computer in your checked luggage; carry it with you on the plane.

OTHER ITEMS

Students requiring prescription medications while in New Zealand should bring along a sufficient supply of those items or check with their doctors to ensure that the medications can be easily obtained in New Zealand.

Plan to bring along or purchase the following items on site:

- A battery-operated alarm clock
- A camera
- A sewing kit
- Sun block, sun glasses, and a wide-brimmed hat (essential for the strong New Zealand sun)
- A transformer and voltage converter with plug adapter for any US appliances (US voltage is 110 while New Zealand is on 220)
- Basic first-aid items
- Good walking shoes if you plan to hike around New Zealand
- A sleeping bag and beach towel if you plan to camp during your travels
- A supply of your favorite toiletries (soap, shampoo, toothpaste) if you are particular about what you use

Apart from a smaller range of brands than are available in the US, New Zealand shops will probably have all items that you normally require.

Money Matters

PROGRAM FEES

For information about the program fee and personal budgeting guidelines visit: www.bu.edu/abroad/aid/finances.html.

Textbooks and Course Materials

What you spend on books will depend to a large degree on the courses you choose to take at the University of Auckland or AUT University. In general, you can expect to spend in a range comparable to what you would pay for a semester's books at your home university, or a bit less.

CASH FOR ARRIVAL AND DEPARTURE

It is a good idea to have some New Zealand currency or traveller's checks with you when you arrive in Auckland. Also, any time you leave New Zealand there is a departure tax of NZ\$25 charged at the airport. Other countries in the region also charge departure fees. In New Zealand you may pay your departure tax with a credit card if you wish.

CURRENCY

New Zealand currency operates on the decimal system, with 100 cents equalling one NZ\$. Coins come in 5-, 10-, 20-, and 50-cent pieces, as well as \$1 and \$2 denominations. Bills (referred to as notes) come in \$5, \$10, \$20, \$50, and \$100 denominations. Each denomination is a different size and color for easier identification.

BANKING AND MONEY MANAGEMENT OPTIONS

Banking costs in New Zealand are high; most banks charge monthly account-keeping fees and a fee for each withdrawal, and they pay little or no interest. Since most US checking and savings accounts are accessible via ATMs in Auckland, your best option for managing money might be to withdraw funds directly from a US account via the ATM when you need cash, and pay for all other purchases with a credit card. Your US bank will probably charge between \$2 and \$3 for each ATM withdrawal, and funds will be exchanged on withdrawal at the going rate of the day.

Visa and MasterCard are widely accepted in New Zealand, even for small purchases at coffee shops, the post office, and convenience stores. American Express is accepted less widely, but American Express cardholders may cash personal (US) checks for a fee at any American Express office. Westpac, a popular Australian bank, has many branches in Auckland. They have a partnership with Bank of America that allows those with Bank of America accounts to withdraw cash without incurring a fee.

Check with your US bank about credit card service charges and be sure that your credit card and checking accounts are accessible from New Zealand ATMs. The Plus and Cirrus networks are widely available throughout New Zealand.

Traveler's checks are another easy and safe way to bring money overseas. Follow the instructions for managing traveller's checks that will be given to you when you purchase them so that you can easily recover your money if they are lost or stolen. Banks generally charge a flat fee for cashing traveller's checks, so it is best to change them in larger denominations. US dollar-denominated checks will clear immediately in New Zealand.

Wires are another way to move money overseas, but US banks usually charge about \$45 per transaction and you must have an account set up in New Zealand to receive the funds, for which another fee will be charged on top of the usual account-keeping fees. In an emergency, this can be an expedient way to get funds within 2 to 5 days.

Personal checks are not a practical way to access your money, as it can take up to one month to cash one. To be safe, you should not keep large amounts of cash in your room or on your person. Keep your cash holdings to a minimum.

Arrival

GROUP FLIGHT

BU Study Abroad has arranged for an optional group flight from Los Angeles at a group rate. Information on the flight will arrive under separate cover. If you choose to take the group flight you must make arrangements with the travel agency directly. Auckland staff will meet the flight at the airport and arrange for transfers to The Quadrant.

INDEPENDENT TRAVEL

Independent travellers should plan to arrive around the same time on the same day as those on the group flight. For an extra fee, you may be able to make individual arrangements to move into residence early. The quadrant would bill you directly. It is possible that your room will not be ready before the program start date, eliminating this as an option. The most economical option for transferring from the airport to The Quadrant is to use one of the shuttle services that you will find at the taxi departure area outside the arrival lounge at Auckland airport. The charge is approximately NZ\$35, but you may make several stops before arriving at The Quadrant. There are per-person discounts available for groups of 2 or

The Quadrant Address and Phone Number

The Quadrant
10 Waterloo Quadrant
Auckland 1010 New Zealand
Phone: 011-64-9-984-6000

Use the "011-64-9-" portion of the number only when dialling from the US. Use "09-975-9500" if dialling from Auckland.

more. A taxi will cost approximately NZ\$60. The ride from the airport takes about 40 minutes by taxi, longer on the shuttle.

LATE ARRIVAL

You should make every effort to arrive on the appointed day. Students unable to check in on that day must obtain permission from the BU Study Abroad office to arrive on a later day and must make their own arrangements for airport transfer. They must also inform The Quadrant of their arrival times and make arrangements to be met at the accommodation.

ORIENTATION

On-site orientation begins at approximately 10:00 a.m. on the day of your arrival and extends through the weekend. The Quadrant, The University of Auckland or AUT University, and Boston University Auckland Programs will put together an extensive program covering housing issues, academics, rules and regulations, and an orientation to the city, including some recreational activities. We will set aside time for you to do any necessary shopping, and we will be available to answer questions and to make sure you settle in smoothly. Plan to stay awake for as long as you can on arrival day. It will speed up the process of your regaining your usual sleeping pattern.

FREQUENT FLYER PROGRAMS

We recommend that you sign up with the mileage program of the airline on which you will be flying. You will earn nearly 10,000 miles just for the one-way flight to Auckland.

Housing

THE QUADRANT

All Boston University Auckland Programs students will be assigned a bed in a double room in a 2-bedroom apartment at the The Quadrant. Staff at The Quadrant will conduct a comprehensive orientation to the facility upon your arrival in Auckland. Bedding and kitchen supplies are provided by The Quadrant. Please view <http://www.vrhotels.co.nz/hotels/auckland-city/the-quadrant> for comprehensive information about the amenities offered at The Quadrant.

ROOM ASSIGNMENTS

The staff at BU Study Abroad will assign you to a suite with students whose Housing Questionnaires indicate that they, as closely as possible, share your interests and living habits. Because of the special nature of the Boston University program, most students will be housed together in suites, but the suites themselves will be scattered throughout the accommodation to facilitate easy interaction with local and other international students.

RULES AND REGULATIONS

Students must abide by the terms of the Boston University Auckland Residence Agreement and The Quadrant's policies. Students are also responsible for compliance with the terms of the Code of Student Responsibilities as they relate to living in the residence. Boston University and The Quadrant reserve the right to dismiss any student for failure to maintain a satisfactory academic record, for failure to abide by the rules and regulations as set out in the above-referenced codes of conduct, for unacceptable personal behavior, or for other reasons relating to the health, safety, or welfare of individuals or the community at large.

SAFETY AND SECURITY

Your safety and security are Boston University's primary concern. The Quadrant facility itself is under 24-hour video surveillance, and the building is accessible only with a personal security access tag. External entry doors are on automatic closers and are electronically monitored. Personal security alarms are available for loan.

Compared with other international cities, Auckland is relatively safe. However, you should take common-sense measures in any major urban area to avoid becoming vulnerable to crime or to accidents. The following are some precautions all students should take:

- Do not jay walk. Cross the street at designated intersections only. Traffic in New Zealand travels on the opposite side of the road from what you are used to, and it is easy to step out into oncoming traffic while looking in the wrong direction;
- Lock the door to your room even if you are leaving only for a short time;
- Do not let anyone in if you do not know the person or if he or she is not your guest. If a person is looking for another resident, contact that person to escort the visitor into the building;
- Do not walk alone at night, remain in well-lighted areas, avoid dangerous short cuts, and travel in groups whenever possible;
- Stay in control by not becoming intoxicated;
- Do not hitchhike;
- Report any suspicious behavior to a member of the residential staff;
- Comply with The Quadrant's policies, which have been developed with your safety in mind;
- When you travel, or when you will be away overnight, let someone on the Boston University staff and the residential staff know where you are going by filling out an Absentee Travel Form. This will assure that we can reach you in case of an emergency;
- We strongly advise that Boston University students should not drive motor vehicles while overseas. The rules for driving in New Zealand are different, and traffic flows on the opposite side of the road. Choose one of the many other means from getting around the country and the region.

Current world events have made some popular travel destinations unsafe for travel by US citizens and others. Check with a member of the BU staff or with the US Consulate in Auckland before booking any overseas travel destination. The US State Department issues regular cautions and warnings to US citizens living abroad, and the BU staff will pass on any such information to all students as soon as it arrives.

Following these established guidelines will help to ensure that you have a safe and an incident-free stay in Auckland and beyond.

Personal Property Insurance

Each student is encouraged to review his or her family's personal property insurance coverage. Boston University or any of its officers, agents, or representatives shall not be liable directly or indirectly for loss and/or damage to personal property by fire, theft, or other cause.

Life in Auckland and Beyond

DINING IN AND DINING OUT

If you prefer not to prepare your own meals in your suite or in the community kitchen, Auckland has a fantastic variety of ethnic, continental, and seafood restaurants. Many of these are within easy walking distance from the residence – downtown, at Princes Wharf, and at Viaduct Harbour. You will want to make sure to set aside a night or two per week to explore some of the excellent dining opportunities around town.

GETTING AROUND AUCKLAND

Central Auckland is relatively small and easily walkable from the residence and both Universities. You can also get to most of the more popular neighborhoods for shopping, nightclubs, restaurants, and sightseeing via the bus system. One bus line, called the Link, does a loop in either direction around the city and through the main suburbs. For NZ\$1.50 on the Link you can get to just about all the main areas of greater Auckland.

A ferry service to Waiheke Island and the North Shore suburbs of Devonport, Bayswater, and Birkenhead departs from the marina just a 10-minute walk from The Quadrant. With the ferry, you can also reach Rangitoto Island, a dormant volcano and a scenic reserve visible from many points in Auckland, as well as some of the more distant destinations such as Great Barrier Island.

SHOPPING

Central Auckland, Newmarket, Ponsonby, and Parnell all boast excellent shopping. New Zealand is famous for its high-quality wool products and has a burgeoning trade in possum fur products as well. Because of the extensive outdoor culture in the country, you will find many outdoor and adventure clothing and accessory outlets.

NEWSPAPERS AND OTHER PUBLICATIONS

The *New Zealand Herald* holds the spot as the leading newspaper in the country. Various neighborhoods produce local news publications, and various “gig guides” are available free of charge around the city and the university campuses. Some bookstores stock international newspapers and magazines, and publications such as *Time Magazine* are widely available.

TELEVISION AND RADIO

Television sets are provided at the residence in the various lounge areas. Auckland has 5 free-to-air TV channels that broadcast a mix of international programming, mainly from the US and the U.K., and local programming. A range of radio stations caters to just about every taste for music, news, and current affairs.

ENTERTAINMENT

Entertainment opportunities abound in Central Auckland and in the nearby suburbs. Dance clubs, cinemas, sidewalk cafés, pubs, nightclubs, theater, and opera are all within a short walk or bus ride from Bianco Off Queen. You will also find numerous festivals, outdoor markets, and other special events throughout the course of your stay in Auckland.

AUCKLAND AREA HOTELS AND HOSTELS

Auckland has a wide array of housing options for guests who may come to visit you. The Quadrant restricts the number and the length of stay of any overnight guests at the residence. There are several backpacker hostels, mid-range hotels, and luxury hotels all within convenient walking distance of the residence. Consult with the BU staff or Bianco Off Queen staff for recommendations.

EXTENDING YOUR STAY

Your student visa will be valid until the end of the university semester. If you would like to extend your stay in New Zealand to travel, you should consult with the New Zealand Department of Immigration, Level 3, 450 Queen Street, Auckland. You will need to prove that you have adequate funds to travel for the intended period, and you may have to produce proof that you have successfully completed your program of study. There may be a fee, and you must also have a valid airline ticket home.

Travel

PLANNING TO SEE THE COUNTRY

New Zealand is one of the most beautiful countries in the world, and you will want to take every opportunity to get out and see it. Prior to arriving in Auckland, take some time to read about the many destinations and activities available to you and make a list of those you want to fit in during your time in New Zealand. Because time to travel will be relatively short during the semester, look over the semester calendar, identify some likely travel dates, determine what your budget can bear, and be prepared to make travel bookings for some of your destinations shortly after your arrival in Auckland.

Plenty of travel planning assistance will be available to you when you arrive in the country as well.

Do not plan travel that conflicts either with course work or with an internship placement. Severe penalties will be assessed for unexcused absences from courses or from an internship.

USEFUL RESOURCES

You will find numerous books and Web sites dedicated to New Zealand travel. Most major bookstores and Web sites such as Amazon.com will have a wide selection of resources depending upon your individual interests. Here are some of the most popular books currently on the market:

- *Lonely Planet New Zealand*, 15th Edition, by Paul Harding.
- *Lonely Planet Tramping in New Zealand*.
- *Adventuring in New Zealand*, 2nd Edition, by Margaret Jeffries.
- *Eyewitness Guide to New Zealand, arrival in Auckland*. Plenty of travel planning assistance will be available to you when you arrive in the country as well.

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Names and Numbers

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c/o The Quadrant
10 Waterloo Quadrant
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The Connaught
4F/14 Waterloo Quadrant
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Home Office: +64-9-303-3663
Fax Number: +64-9-303-3664
Mobile: 027-273-7127
E-mail: kmartin@bu.edu

If calling from the US dial 011 before dialing the numbers above.

Emergency Telephone Numbers

Family members and friends should make note of the following numbers in case of emergency.

During weekday office hours, weekend and evening emergencies (there is voice mail on these lines if the program manager is not available):

+64-9-303-3663 or
+64-27-273-7127

For emergency assistance from the Boston Office:

1-617-594-3215

You will be notified of any changes in the emergency contact numbers.

Please remember the time difference. Auckland is 16 hours ahead of Eastern Standard Time. The actual time difference may vary if Daylight Savings is in effect in either country.



Boston University Study Abroad

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All of the foregoing information is subject to change without notice.

Tell us about your experience in Auckland!

Share your favorite photo, a link to your blog, or post your story directly on our **Facebook** fan page (note that you'll have to 'like' our page in order to post to it). And be sure to tag "BU Study Abroad" in all your great photos.

Let the rest of the BU community hear about your time abroad and upload your videos on **BUiverse**. Tag them as "study abroad."

Want to see your photo in our next study abroad catalog, on the website, or on a poster? Email, snail mail, or drop off a high-resolution copy (on a CD or flash drive) at the **BU Study Abroad office**, for the marketing department.

And don't forget to follow us on **Twitter** to learn about BU happenings around the globe as well as new developments in our study abroad programs.

Good luck next semester!

—BU Study Abroad