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University of Idaho
International Programs Office

**FRIENDSHIP FAMILY PROGRAM
HANDBOOK
POLICIES AND PROCEDURES**

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Welcome to the Friendship Family Program!

It is my pleasure to extend a warm welcome to you! Thank you for your interest in the Friendship Family Program. We appreciate your commitment to the University of Idaho's international community and for being a part of building bridges to mutual understanding across the Moscow community. As local friendship families, this is a fantastic way to better understand our world, build cross-cultural understanding, and offer hospitality to those who are far away from their home countries. As international students and scholars, this is a fabulous way to adjust to and experience life in the United States and get involved in the Moscow community. This handbook has been developed to provide you with information about the Friendship Family Program to ensure you all have a wonderful experience. Thank you for your contribution to this program! This program is not possible without you.

Warm regards,

Mimi Kestle

Program Coordinator | International Programs Office

Program Overview

Mission:

The Friendship Family Program is an initiative by the International Programs Office (IPO) that matches international students and scholars with a family in the Moscow area to build relationships and share cultures.

Program Objectives:

- Foster positive intercultural relationships between new international students and scholars, and the Moscow community.
- Provide important social support for and extend hospitality to international students and scholars during their initial adjustments to life in America.
- Offer all students an opportunity to learn about new cultures and how to communicate in a diverse society.
- Encourage American students to study abroad to gain additional cross-cultural understanding and new perspectives.
- Raise international awareness, promote international education and contribute to the university's comprehensive internationalization efforts.
- Provide international students and scholars a support network, as engagement in extracurricular activities increases student retention rates.

University of Idaho's International Community

Each year, hundreds of international students and scholars make the brave decision to leave their home countries and everything they are familiar with to further their education at the University of Idaho. U of I is a home away from home for international students and scholars from more than 60 countries. The Friendship Family Program aims to give international students and scholars a sense of belonging to the University of Idaho upon arrival. Our relationships and connections are broadened by learning more about our global community. Thus, the program strives to facilitate global engagement among members of the Moscow community to help everyone gain a broadened understanding of the world.

Program Details

Application Process

Participant Requirements

- Friendship families must meet with their matched international partner for at least 2 hours once a semester throughout their commitment to the program for a full year.
- It is recommended to meet or communicate at least once a month, especially during the new international partner's first semester at the University of Idaho to assist with any needs they may have.
- All participants must attend the Welcome Back Picnic hosted by the International Programs Office at the beginning of the fall semester.
- All participants must complete the Connectivity Report (found in Appendix B) during the middle and end of each semester.

Application

Friendship Families can include university staff, faculty members and residents from Moscow and nearby towns. Furthermore, Friendship Families may be individuals, couples, partners, or families with children of various ages. International partners can be international students and scholars. Applicants can apply to be in the program by completing the online form on the website:

www.uidaho.edu/friendshipfamily.

The Program Coordinator will review applications and select applicants according to the eligibility requirements and application responses to see if they fall in line with the mission of the Friendship Family Program.

Matching Process

Friendship families and international partners are matched based on preferences indicated on the applications. International partners rarely match every preference, so preferences are prioritized in the following order:

1. Gender and family preferences (single, couple, or family)
2. Country or language preference
3. Diet restrictions, pet preferences, and sociability
4. Interests

Once a potential match has been identified, the Program Coordinator will email a description of the friendship family to the international student/scholar. If the student/scholar is interested in the match, the Program Coordinator then emails the student/scholar and family to inform them of the match and provide them with one another's contact information. In the event that a specific request or preference cannot be fulfilled, the Program Coordinator will contact the family and/or the international partner to explore other options.

First Steps

First Meeting and Conversation Starters

Starting a conversation with someone from a different country can be a little overwhelming! You might be scared, nervous, unsure of appropriateness, or afraid of accidentally offending. We have provided the following list of conversation starters that can help. One of the purposes of the Friendship Family

Program is for all participants to learn about each other's cultures, so ask away! The best way to learn is to ask!

Interests and Hobbies

- What do you do in your spare time?
- What are your favorite movies, books, sports and type of music?
- Are you involved in any clubs, organizations or groups?
- What are the most popular sports in your home country?
- What leisure activities do families enjoy?
- Does your family go somewhere special on vacation?

Food

- What kinds of food do you like to eat? How do you make it?
- What is the main meal of the day in your culture?
- What dietary restrictions do you have? Are there special reasons for them?
- What foods do you miss from home?

Family

- What is your family like?
- What responsibilities do different members of your family have in the home?
- What kinds of activities do families do together in your culture?
- Describe your extended family.

Daily Life

- What is an average day like where you're from?
- How do you travel to work or school? How long does it take?
- What do people in your country typically do after a long day at work or school?

Goals and Aspirations

- What would you like to accomplish in your lifetime?
- What career would you like to pursue? Why?
- What goals do you have with your time in Moscow or with this program?

Education and Work

- Are you a student? If so, what are you studying?
- What is your favorite subject?
- Do you currently work? What is your favorite part of your job?
- What is the educational system like in your country?
- What language(s) are you required to learn in school?
- Describe a typical day at school; how is it scheduled?
- What are the educational backgrounds of your family members?

Experience

- What are some experiences or events that have made a big impact on your life?
- Can you help me with finding information or resources?
- What are some differences that you have found between your home and America?
- What are some things that are unique about living in America?
- Where have you travelled to?
- How do you celebrate holidays in your culture?
- Is there anything you want to do or see in the US?

Arrival Period

- Encourage your international partner to call or email home and/contact family/friends in other places.
- Jet lag: For those who have traveled abroad, you know that jet lag can be difficult to overcome. Be flexible with your international partner and accommodate their jet lag during their first week here.
- English fatigue: some students may get tired of listening and speaking English all the time. Be understanding and try not to overwhelm them on arrival.
- Diet changes: ask the student about food preferences and dietary restrictions before preparing food for them.
- Relationships take time to build. Be patient in getting to know your student, and always let the Program Coordinator know if you have any issues.

Establishing a Sense of Place

- For those who are matched with a student/scholar who is brand new to the area, it helps to provide the following when they arrive:
 - o A tour of the university and Moscow
 - o Discuss transportation options: bus, bike, rides.
 - o Campus life concerns: ask your international partner about their concerns, anxieties, expectations and questions. Talk about how it might be for them to live in an on-campus residence hall or apartment here.
 - o Listen to your international partner to find out about other concerns or questions.

First Few Outings

- Grocery stores, Wal-Mart, Target, Goodwill, The Hope Center, Phung Mart, the Halal Store in Pullman, etc.
 - o Dorm room or apartment furnishings (bedding, supplies, etc.)
- Local restaurants
- Hiking trips
- Family favorite locations
- Family dinner or game night

Responsibilities & Expectations of International Partners

Although you are new to American culture, you also have an important role to play in this partnership. While your Friendship Family will initiate contact with you at the beginning of the semester, you should also show commitment to the partnership by responding to your friendship family's communication and initiating contact later in the semester. You also fulfill a teaching role in this program: You are able to share about your culture with an American who may have never traveled to that region of the world. Your friendship could be the most exposure to another culture your partner has experienced. With these things in mind, here are a few expectations the Friendship Family Program has for its international participants:

- **Be a friend.** Treat your friendship family as you would treat your friends back home. While developing friendships across cultures can seem uncomfortable at first, with time and effort from you and your friendship family, your friendship will become stronger.
- **Engage with your friendship family.** Don't hesitate to ask your friendship family questions, as they wouldn't have signed up for the program if they didn't want to be a source of support as you adjust to life in America. Feel free to invite your friendship family to activities you normally do (dining, shopping, campus activities, etc.) Along with that, it is important to be open to experiencing another culture and recognizing that one's perceptions may grow and change over time. The more you interact with your friendship family by asking questions, sharing concerns and inviting them into your life, the more likely they are to do the same for you.
- **Represent your culture.** Your friendship family will likely be curious about your home country, its traditions, language and culture. Share pictures, stories and any information about your home that your partner might want to know. Take this partnership as an opportunity to share the pride you have in your home country.

Additional program expectations:

- Commit to one full year of participation in the Friendship Family Program.
- Respond to your friendship family's initial contact within 48 hours of receiving it.
- Attend the Welcome Back Picnic and other events throughout the semester as you and your friendship family are able.
- Complete the Connectivity Report to provide feedback about the program.
- Maintain regular communication with your friendship family. Even if you only meet in person once a semester, check in to see how they are doing at other times.
- Contact the Program Coordinator if you have any questions or concerns related to the program.

International Partners Are Not Responsible For:

- Performing any kind of service or work for their friendship family (e.g., house-sitting or childcare)

Responsibilities & Expectations of Friendship Families

As a friendship family, it is important to remember that this semester might be your international partner's first time in the United States. Your partner might not know many traditions, values and perspectives that are commonly known among people familiar with American culture. Remember to be patient as you introduce your partner to various aspects of American life and to remember that you also have the opportunity to gain an in-depth understanding of another culture. With these things in mind, here are a few expectations of our Friendship Families:

- **Be a friend.** Even people from different cultures can tell if you are not genuine in your commitment to get to know them and be a friend. This partnership is a good opportunity to practice empathy, thinking of yourself in another person's situation. Your international partner may be homesick from time to time and facing challenges that go with living abroad. Try to treat them as you would want to be welcomed in a new place far from the comforts of home.
- **Share resources.** You are likely much more familiar with the University of Idaho campus and Moscow community than your international partner, so share resources you know that might be helpful to them. Teach them where to go to find things to do on campus, events you like to attend, your favorite places to dine and venture, etc. These resources will help make your home a home to international students/scholars as well.
- **Represent your culture.** Be prepared and willing to explain cultural difference between American culture and the culture from which your partner comes. As a program participant, you are an ambassador of American culture. Think about the attitudes and values you want to present within American culture, but be open to learning about other ways of thinking from your partner.

Additional program expectations:

- Commit to one full year of participation in the Friendship Family Program.
- Contact your assigned international partner within the first week of receiving their contact information.
- Initiate at least the first two meetings between you and your partner.
- Attend the Welcome Back Picnic and other events throughout the semester as you and international partner are able.
- Complete the Connectivity Report in the middle and end of each semester to provide feedback about the program.
- Maintain regular communication with your international partner. Even if you only meet in person once a semester, check in to see how they are doing at other times.
- Contact the Program Coordinator if you have any questions or concerns related to the program.

Friendship Families Are Not Responsible For:

- Money matters (please refer your international partners to the UI Financial Aid Department)
- Providing any immigration advice (please refer your international partner to the International Programs Office for information on visas, work permits, etc.)
- Academic counseling or ensuring class attendance.
- Providing information on registration procedures and payment of tuition.

Events and Activities

WELCOME BACK PICNIC | Thursday, September 7th from 3 – 6pm at Ghormley Park

The Welcome Back Picnic is a mandatory event for all Friendship Family participants. It is a great way to meet fellow friendship families, other international students, scholars, staff, faculty, departmental partners, and the IPO staff.

Please sign up to attend here: https://uidaho.co1.qualtrics.com/jfe/form/SV_8eTLJ2ADdMQgxOC

Please see Appendix C for the Academic Calendar and Events for a list of upcoming events.

Possible activities to engage as a Friendship Family:

- Signing up for UI Events.
- Cook a meal together.
- Go hiking.
- Take a trip to Spokane or Coeur d'Alene.
- Visit the Moscow Farmer's Market.
- Eat at a local restaurant together.
- Attend a sporting event together.
- Relax at a coffee shop downtown.
- Get ice-cream at Panhandle Cone & Coffee.
- Take a walk in the UI Arboretum.
- Attend a local festival.
- Visit a pumpkin patch in the fall.
- Carve pumpkins.
- Go bowling.
- Play miniature golf.
- Host game nights.
- Throw birthday parties or holiday celebrations.
- Go ice-skating, sledding, snowshoeing, or enjoy other winter sports.
- Make a snowman in the winter.
- Celebrate holidays together.

Cultural Adjustment

In many cases, this is the first time our international students/scholars have been to the United States. They have left the comfort of their homes to begin an exciting and overwhelming journey. When they first arrive, they may face challenges adjusting to American culture. They may experience culture shock, which is a feeling of disorientation or confusion that often occurs when a person leaves a familiar place and moves to an unfamiliar one. Many internationals are often surprised when they arrive in Moscow, Idaho. They will likely experience a multitude of different things: the rural area, buildings, stores, nature, lack of public transportation, food and even smells. It may be difficult for them to express their wants, needs and personalities to Americans. This can result in feelings of discomfort and isolation, leading them to withdraw or even doubt their decision to come to America. Some students may be more affected by culture shock than others.

Symptoms of Culture Shock

Nervousness	Depression	Irritability
Anxiety	Loneliness	Loss of Appetite
Fatigue	Physical Illness	Lethargy
Lack of Sleep	Uneasiness	Insomnia
Frustration	Homesickness	Headaches
Anger	Unhappiness	Self-Doubt

Cultural Adjustment Periods

Here are some stress periods to watch out for that incoming international students/scholars may experience over the course of their first year here:

<p>August</p> <ul style="list-style-type: none"> - Pre-departure anxiety: Internationals may often feel overwhelmed with details and may be nervous about leaving family and friends for so long. - Some internationals may experience stress with figuring out their living situation, dining situation, how to find an on-campus job, how to set up their phones and bank accounts, public transport, etc. 	<p>September</p> <ul style="list-style-type: none"> - Honeymoon Stage: Internationals may find cultural differences intriguing. They are still protected by close memory of their home culture. - Value crisis: Internationals are confronted with questions of conscience over values and social expectations. Conflicted about how to handle cultural differences. - Feelings of inadequacy and inferiority develop because of the discrepancy between high school status and grades or between their home country's education vs. US system. - Internationals may feel confused and vulnerable. - Surface Adjustment: Internationals may have settled into a routine by now and have befriended some peers. 	<p>October</p> <ul style="list-style-type: none"> - If your international partner is a freshman, they may begin to realize that life at college is not as perfect as they were led to believe by parents, teachers, and counselors. - Loneliness may begin to set in as they may still be finding a close group of peers to connect with. - Mid-term exam and class pressures may lead to feelings of failure and loss of self-esteem. - Some may feel limited in their desire to seek out social interactions. As a result, this could create negative feelings about their ability to be successful in their new environment.
<p>November</p> <ul style="list-style-type: none"> - Academic pressure is beginning to mount because of procrastination, difficulty of work, and lack of ability. - Depression and anxiety may increase because of feelings that one should be adjusted to the college environment by now. - Economic anxiety: funds from parents and summer earnings may begin to run out. - Some students may stop attempting to make new friends beyond two or three relationships. 	<p>December</p> <ul style="list-style-type: none"> - Extracurricular time strain, seasonal parties, and service projects may drain students' energies. - Anxiety, fear, and guilt may increase as final examinations approach and papers are due. - Pre-Christmas depression may set as their American peers may start to head home to be with their nearby families, while they are left in Moscow. - Financial strain because of holiday gifts and travel costs. 	<p>January</p> <ul style="list-style-type: none"> - For many J-term students, the beginning of this semester signals the start of the home stretch. - Vocational choice may cause anxiety and depression. - Depression may increase for those who have felt as though they have failed to establish social relationships or achieve a moderate amount of recognition. - Re-integration stage: Some internationals may realize how much they like their home country in comparison to this new culture. It is a way for them to reconnect with what they value about themselves and their own culture.
<p>February - April</p> <ul style="list-style-type: none"> - Financial pressures may set in as they plan for spring break. - Academic pressure increases. - Mid-term exam and class pressures may lead to feelings of failure and loss of self-esteem. - Seniors may face an existential crisis – must I leave school? Is my education worth anything? Was my major a mistake? Why go on? - Autonomy Stage: Some internationals may begin to accept differences and similarities. They may feel more relaxed and confident as they are familiar with more situations. 		
<p>May</p> <ul style="list-style-type: none"> - Academic pressure may begin to mount because of so many outside distractions. - Final exam pressures - Some may feel stressed with coordinating travel plans and housing for the next year. - Summer job pressures - Seniors may experience job panic. 	<p>June - July</p> <ul style="list-style-type: none"> - Some internationals may be back visiting family in their home countries during this time, while some are travelling within the US. - Re-Entry Shock/Adjustment: Those travelling back home over summer may experience challenges re-entering their home country. - Others might be working on summer jobs and internships, and could always appreciate checking in with - There are several internationals who remain in Moscow to work during the summer, it is great idea to plan some events and outings together. 	

Ways to Help Culture Shock

Here are some ways friendship families can help as their international partners undergo culture shock:

- Encourage your international partners to interact with others. Focusing on someone outside of themselves can help relieve feelings of discomfort and loneliness.
- Suggest that they surround themselves with familiar things from home (food, music, TV shows, etc.)
- Help them slow down and relax to allow their emotions to catch up with the newness around them.
- Encourage them to develop patterns and daily routines to increase their sense of familiarity.
- Encourage them to call or Zoom friends and family in their home country.
- Encourage them to express themselves! Let them know it is okay to laugh, cry, sing, pray, draw, etc.
- Practice English skills together.
- Let them know that you want to be a support and are open to talking through anything with them. Be a listening ear and provide understanding to your international partner.
- It can help if you are up to date on current affairs in their home country.
- Encourage students to be patient and assure them that culture shock does eventually pass.
- Encourage students to care for themselves by eating well, getting enough rest, and exercising to prevent physical illness for exhaustion.
- If difficulties persist, encourage them to seek counseling at UI's Counseling and Testing Center. This is a great service, and it is free for all UI students. As a reminder, individuals do not have to have a mental illness to get counseling, and many people in America seek counseling for help with adjustment or difficult life circumstances.

Cultural Considerations for International Partners

Language

Don't let language barriers intimidate you as it will get easier with lots of practice. Speaking louder does not necessarily help. Try to speak slowly and clearly and don't be afraid to ask your friendship family directly if they understand.

Timeliness

In America, many people expect you to arrive for a meeting at the time you agreed upon, and it is considered rude to arrive late. Arriving 5-10 minutes early is usually considered polite. Keep this in mind when scheduling meeting times with your Friendship Family. Try to be respectful of them and arrive at the designated time you scheduled with them.

Religion

Religion is an important part of American culture for some families, so your friendship family may invite you to religious activities as a way of experiencing American culture. You can feel free to attend if you want to, but you are not obligated to. If you do not want to attend, just politely decline the invitation.

Gifts

While in some cultures it is considered polite to refuse an offer two or three times before accepting, it is fine to accept an offer the first time in America. If your friendship family offers a gift/food/refreshments/etc., you can say yes the first time. They usually will not offer again.

Paying

Your friendship family is not expected to pay for your meal or ticket if you attend an event together, so you should plan on paying for things yourself. However, if your family offers to pay for your meal or ticket, it is fine to accept their offer.

Pets

Many American families have pets. Although we will try our best to pair families with no pets with students who are not fond of pets, there may be circumstances that you may interact with a pet. If you are not used to pets, let your friendship family know.

Weather

If you are from a warmer climate, Idaho winters may be challenging. Ask your friendship family for suggestions about suitable clothing to stay warm.

Seven Lessons Toward Cross-Cultural Understanding

Step 1	Don't assume everyone is the same.
Step 2	Don't assume behaviors mean the same thing in every culture. For example, giving someone a "thumbs up" in America indicates approval, but in other countries, the gesture may be insulting.
Step 3	Don't assume that what you think is "normal behavior" is normal in every culture. A lot of behavior is universal, but certainly not all of it!
Step 4	Don't assume that what you meant is what was understood. Check for signs like body language or facial expressions to ensure the other person understood you correctly.
Step 5	Don't assume that you understand what your partner meant. You hear others' words through the medium of your own culture. You know what those words mean to you, but they may mean something different to the person speaking them.
Step 6	You don't have to like "different" behavior, but understanding where it comes from may help you respond more sensitivity.
Step 7	Most people do behave rationally; you just have to discover the rationale!

Storti, C. (1994). Cross-Cultural Dialogs: 74 Brief Encounters with Cultural Difference, Intercultural Press. Retrieved from <https://studentaffairs.duke.edu/sites/default/file/u110/IFPhandbook111213.pdf>

Areas of Consideration for Friendship Families

Please be sensitive to and respectful of:

- The international partner's cultural differences in the way they express their feelings, their approach to situations, and understanding of personal relationships.
- Gender differences: please be aware that some cultures delineate gender roles and that things such as an evening meal together between a male and a female can be seen as a date.
- Names: Have your international partner help you practice pronouncing their names until you have mastered it. This will be encouraging to them. Do not settle for an Americanization. Ask how your international partner prefers to be addressed.
- Answering questions about your country and culture without arrogance or defensiveness and helping with problems they may have encountered upon their arrival.

Possible Issues of Concern

Reassure your international partners that cultural adjustment is normal. Take some time to discuss some of the struggles that the students have faced or may encounter. The following is a list of some areas where difficulty may arise:

- Academic difficulty stemming from the American university system.
- Misunderstandings due to cultural and language barriers.
- Political, religious, and social conflicts that may arise among their fellow nationals and those of the U.S.
- Discrimination
- The impact of developments and changes in their home countries.
- Social isolation, homesickness and culture shock.
- Stressful situations (i.e. finances, housing, roommates, communicating with professors, life balance, travelling permits, etc.)
- Anxiety about returning home.

Education Concerns

The American university system is very different than school systems in other countries. If you encounter questions that you cannot answer, guide the students to meet with their academic advisors or other Academic Support Programs (listed in Appendix A). Encourage international students to do well in their studies and make yourself available as a resource. If your international partner is a graduate student or scholar, the (course of) work will be different than that of an undergraduate. Answer questions and concerns as well as you can – *remember, you don't have to know everything*. Education systems are a good discussion topic between Friendship Families.

Religious Concerns

Be respectful of others' religious, spiritual, and scientific beliefs. Religion can spark great dialogue and reveal other viewpoints; it is nevertheless a sensitive topic. Be aware how you approach the subject and your Friendship Family's attitude and emotions when religion is discussed. Discuss your beliefs, but do not force your beliefs onto others. If you notice anyone uncomfortable talking about religion and spirituality, discontinue the topic. Another time may be better for this subject matter.

Standards of Behavior

(Excerpted from Learning Community: Peer Handbook, 2012, Wayne State University)

As a Friendship Family, you have big responsibilities. You must always stay professional and be a positive role model in terms of integrity and ethical behavior. You also must maintain appropriate boundaries with your partner.

Confidentiality

The relationship of a Friendship Family is based on developing an open and caring relationship based on trust. As a Friendship Family, you will be befriending international students/scholars who are often new to the idea of opening up to anyone. The importance of confidentiality and maintenance of trust is the basis for the development of the relationship.

Information shared between a Friendship Family cannot always be confidential. In some specific instances, maintaining that bond of trust means that you need to share information with others. Information that your international partner discusses with you about a situation that could result in self-harm or harm to others, it is your responsibility to report that information immediately to the Program Coordinator. If the student/scholar has a condition that is beyond your ability to assist with (serious neurosis, alcohol, drug problems or depression), it is in their best interest that you share that information as well. Friendship Families also have an obligation to report any information received regarding sexual harassment, discriminatory harassment, or sexual violence. If there is the need for further intervention, and the Program Coordinator will pass the information along to relevant professional staff, you may be asked to discuss the situation. That is appropriate as long as it is done in a professional manner.

Integrity

Integrity is the foundation for a solid and successful Friendship Family. All participants must display a consistent and positive self-concept including strong values and a respect for the policies and procedures of the Friendship Family Program.

All Friendship Family participants must:

- Be vigilant of their role as a representative of the Friendship Family program.
- Be vigilant of their role as a representative of the University of Idaho.
- Exhibit a level of professionalism while still maintaining a welcoming relationship with their partner.

Responsible Reporting

All Friendship Family participants are responsible for submitting Connectivity Reports throughout the academic year. [Connectivity Reports](#) will be submitted [online](#) in the middle and end of each semester. This will allow the Program Coordinator to stay updated on how the program is going for all participants. *We welcome your suggestions to build the most successful Friendship Family program as we can.*

At the University of Idaho, we work together to solve problems and offer support to students, faculty and staff. Support teams are available across campus to offer guidance, helpful resources and solutions to any issue that may arise involving student conduct, academic integrity, concerning behavior, discrimination and safety.

Friendship Family: FAQs

How do I go about contacting my international partner for the first time?

Once a potential match has been identified, the Program Coordinator will email a description of the friendship family to the international student/scholar. If the student/scholar is interested in the match, the Program Coordinator then emails the student and family to inform them of the match and provide them with one another's contact information. It is important that both parties contact each other immediately and explain who you are and express your interest in meeting with each other. If you have any problems making contact, please inform the Program Coordinator as soon as possible so they can help!

What if I invite my international partner and they decline the invitation?

Ask again! It is important to remember that your international partner's primary responsibility is to their academic studies, and they may be very busy. Don't give up after the first attempt but continue to invite them to meet with you.

What if my international partner continually declines or does not respond to my invitations?

Please contact the Program Coordinator so they can help. We will also contact them and if we cannot resolve this, we can try to match you with a new international partner.

How often do I meet with my international partner?

As often as your schedule and your international partner's schedule allows, we ask that you at least keep communication with your international partner once a month if you cannot meet frequently.

Am I responsible for providing transportation for my international partner?

No. It is okay to provide your international partner with transportation, but it is not required. If your international partner does not have transportation, you will need to take that into consideration when planning activities.

Does my international partner live with me?

No, they do not live with you, nor do you provide any financial assistance.

What other ways can I communicate with my international partner?

Call, text, email, social media, WhatsApp, etc. These are all great ways to check in with your international partner between meetings.

Can I host multiple international partners at a time?

Yes! We encourage this as it can relieve some of the awkwardness as you first get to know each other.

If I host more than one international partner, do all our activities have to include each student?

No. Some students/scholars may like different activities, so you may prefer not to do every activity together. That is up to you and your international partners!

What do I do if there is an emergency with my international partner?

If there is an emergency, please call 911. During orientation, students/scholars are provided with local emergency phone numbers, but feel free to go over these with them to check their understanding. Each student/scholar is required to have health insurance, so this should be of no concern.

What if I no longer wish to participate in the program?

That's okay, this is a voluntary program! Just let us know that you would like to withdraw from the program so they can match your international partner with a new friendship family.

What if I have a question or concern about my international partner?

Please contact the IPO Program Coordinator at ipoprograms@uidaho.edu or call 208-885-7744. We welcome any and all questions.



Contact Us

The Friendship Family Program would like to thank you for your participation! The program has been very beneficial to many international students, scholars and families over the years and we hope this continues.

Feel free to email the Program Coordinator at ipoprograms@uidaho.edu with suggestions from program improvement or to share any comments or concerns you may have. We want you to get the best experience for our program.

Physical Address:

901 Paradise Creek St.
LLC Bldg. #3
Moscow, ID 83844

Email:

ipoprograms@uidaho.edu

Phone:

208-885-7744

Appendix A: Resources

Academic Resources	
Academic Support Programs Idaho Student Union Building 306 208-885-1021	ASP consists of the following programs: Tutoring & College Success --provides free tutoring for all students on campus, Academic Coaching , and peer-led study sessions for certain courses
American Language & Cultural Program Administration Bldg 204 208-885-7183	The mission of the American Language and Culture Program (ALCP) is to provide non-native speakers of English with the linguistic, academic, social and cultural skills necessary to successfully navigate university environments in the United States.
Career Services Idaho Student Union Building 334 208-885-6121	Career Services helps students with job and internship placement, CV review, career exploration advising, and many other helpful career development resources.
Center for Disability Access and Resources (CDAR) Bruce M. Pitman Center, Suite 127 208-885-6307	The Center for Disability Access and Resources (CDAR) provides services and support to ensure individuals with disabilities are able to access and participate in all of the opportunities available at the University of Idaho.
Math Center/Polya Brink Hall 300 208-885-6742	From their website click Polya Math Center link, click on the link specific to your math course and you'll find tutor information (these are private tutors who charge for the service).
Statistics Assistance Center Idaho Student Union Building 329 208-885-4683	Tutoring and help with statistics coursework.
Student-Athlete Support 208-885-1021	Student-Athlete Support Services is committed to the education and success of student-athletes. They collaborate with cross-campus resources to support student-athlete academic progress, maintain NCAA eligibility and develop well-rounded, employable graduates.
University Honors Program Idaho Student Union Building 315 208-885-6147	The University Honors Program's mission is to engage highly motivated undergraduate students in challenging and creative academic experiences that explore and solve issues of today and tomorrow. They achieve this through diverse learning communities committed to academic excellence, creativity and innovation.
Writing Center Idaho Student Union Building 323 208-885-6644	During a writing conference, tutors help students clarify their thinking and develop their ideas. Tutors also help students find strategies for improving organization, grammar and punctuation.

<u>Campus Services</u>	
<u>Children's Center</u> 421 Sweet Avenue 208-885-6414	The UI Children's Center (UICC) offers a child-centered program in Moscow, Idaho. The best learning environment is one that honors each child. The feelings, thoughts, customs, and lifestyles of each child and family are validated by those that care for him or her.
<u>Dean of Students</u> TLC 232 208-885-6757	Information on Greek and residence life, national student exchange, veteran's advisor, student affairs information and much more.
<u>Fraternity & Sorority Life Office</u> 831 Ash Street 208-885-1114	The fraternity and sorority community at the University of Idaho is the largest and most vibrant community of students on-campus.
<u>Housing & Residence Life</u> Wallace Residence Center – 2 nd Floor 208-885-6571	Housing & Residence Life aims to offer a place to engage, thrive and succeed.
<u>Financial Aid</u> Pitman Center 118 208-885-6312	The Financial Aid office handles all financial aid questions. Every student has access to a financial aid advisor, assigned based on the first letter of the student's last name.
OIT (Office of Information Technology) Help Desk TLC Room 128 208-885-4357 (HELP) Email: helpdesk@uidaho.edu	Hours: Monday through Friday from 7 a.m. to 6 p.m. ITS works with students, faculty and staff to provide technical assistance with computer technology.
<u>Parking & Transportation Services</u> 1006 Railroad St., Room 135 208-885-6424	Learn which parking lots are closest to where you need to be on U of I campus, as well as which permit you need to park where and where to park overnight.
<u>Registrar's Office</u> Pitman Center 119 208-885-6731	Information on registration status and catalog language, etc.
<u>Student Accounts</u> Pitman Center 125 208-885-7447	Financial information for students.
<u>Vandal Food Pantry</u> Shoup Hall 105 208-885-6078	The Vandal Food Pantry (VFP) is a donation-based pantry that aims to serve those in our community who are facing short term food insecurity. We rely on your kind donations and food drives to keep our pantry stocked.

Safety, Health, and Wellness (Reporting Resources)	
Campus Security 208-885-7054 OR 208-874-7550 *Both numbers reach Campus Security directly. Second number can be used if first one is not working. security@uidaho.edu	The Campus Security Team is on patrol 24 hours a day, 7 days a week - including holidays and academic breaks. They provide crime deterrence through random patrols and watching for potentially hazardous situations and criminal activity, work in collaboration with Moscow Police, Fire and Paramedics, partner with the university's Facilities Department and Building Services; reporting maintenance issues, property damage and physical security concerns.
Counseling & Testing Center (CTC) Continuing Education Building, 3rd Floor 208-885-6716 (*24 hour crisis hotline)	Personal and group counseling for full-time students, testing for learning disabilities, stress/anxiety management program.
Gritman Medical Center* Off Campus, S. Main Street 208-882-4511	<i>*Gritman Medical Center will contact police and advocacy agencies but it is your decision if you want to speak with an agency representative.</i>
Nutrition Counseling 208-885-6717	Free cooking classes at the Student Recreation Center.
Office of Civil Rights & Investigations 530 Asbury St, Suite 5 208-885-4285	OCRI is responsible for ensuring compliance with federal and state laws related to discrimination or harassment based on a protected class. This includes retaliation when engaging in a protected process. We undertake necessary investigations and prepare recommendations and written reports. University of Idaho employees have a responsibility to report cases of discrimination and harassment.
QuickCare Walk-In Clinic 2500 W. A Street Suite 101 208-882-0540	Hours: Monday through Friday, 8 a.m. to 7:30 p.m. Saturday, 8 a.m. to 4:30 p.m. Sunday, 1 p.m. to 4:30 p.m.
SAFE Walk 1-208-885-SAFE (7233)	Safe Walk is a service provided by Campus Security Team (Moscow campus only) for University of Idaho students, employees and visitors. Call security when you need it. Security will have an officer meet you anywhere on campus—and will then walk you to your destination.
Student Health Center 831 Ash Street Moscow, ID 83843 208-885-6693	Hours: Monday through Friday, 8 a.m. to 5 p.m. Closed on U of I-recognized holidays
University Psychiatrist 208-885-6716 to schedule an appointment	Psychiatric services are available for students who may require medication for their mental health concerns. There is a fee of \$25 per visit which is charged to your student account.
Women's Center Memorial Gym Room 109 208-885-2777	The Women's Mentoring Program provides undergraduate level women of all years with a unique opportunity to create mentoring relationships with experienced students, staff and faculty on campus.

Appendix B: Connectivity Report

International Programs Office Friendship Family Connectivity Report

This [Connectivity Report](#) must be submitted online, emailed to ipopprograms@uidaho.edu, or dropped off at the International Programs Office in the middle and end of each semester. Friendship Family participants should be meeting and communicating at least once per month. Activities such as attending events or programs should be included in this report.

Full Name: _____

Vandal ID (if applicable): _____

Email Address: _____

Events/Activities Attended with Friendship Family:

List of Events/Activities	Time & Date	Location

How would you rate your experience with the Friendship Family Program so far?

	Extremely dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Extremely satisfied
Rate your experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What have been some of the highlights from your experience?

What have been some of the challenges you have faced?

Would you like to continue being matched with your current Friendship Family/partner?

- Yes
- No
- Other _____

Do you have any additional feedback or comments?

- No
- Yes _____

Are you still interested in being a part of the Friendship Family Program?

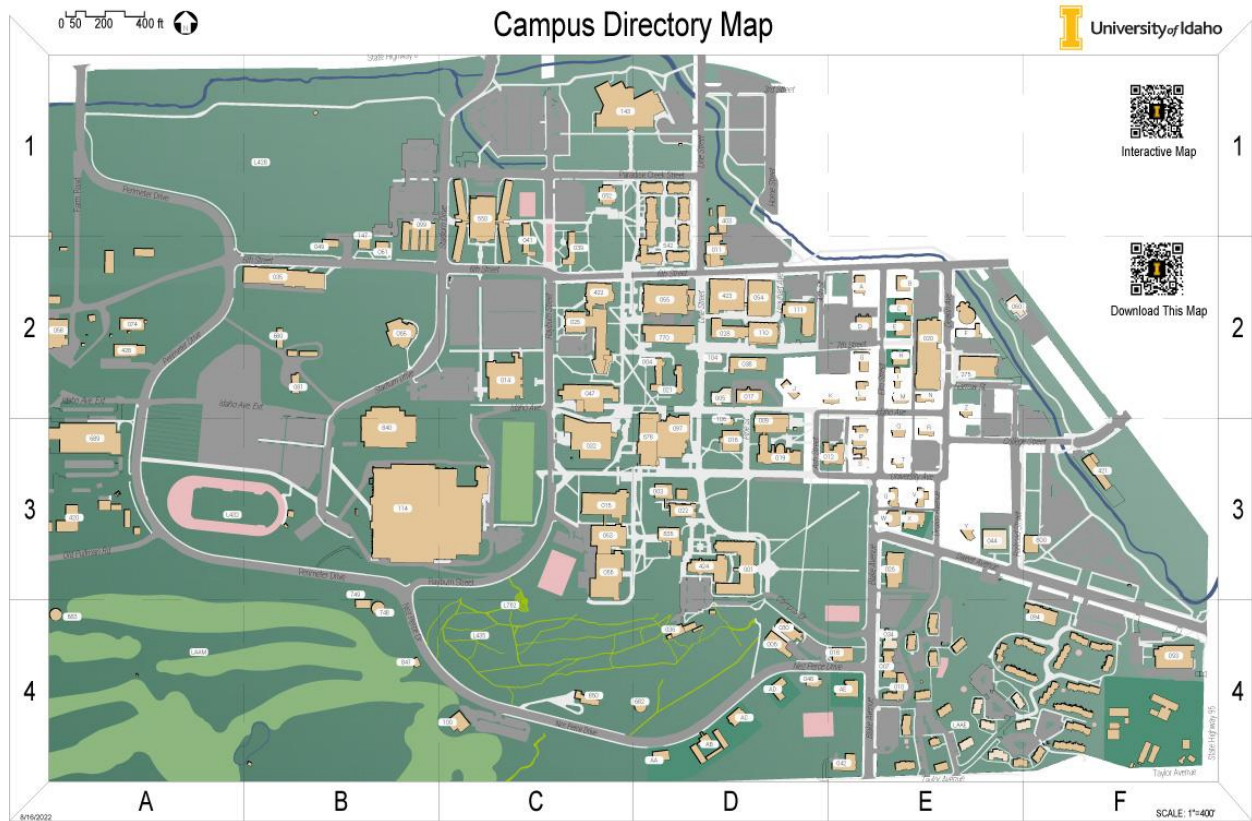
- Yes
- No
- Other _____

You can submit the form online, via email to ipopprograms@uidaho.edu or drop it off at the International Programs Office.

Appendix C: Academic Calendar and Events

Time	Event	Location
August 15, 2023 2 – 4 pm	International Peer Mentors Training	ISUB Crest-Horizon Room
August 17, 2023 8:30 pm	Screen on the Green	Theophilus Tower Lawn
August 18, 2023 1 – 5 pm	International Student Orientation	International Ballroom – Bruce Pitman Center
August 19, 2023 5:30 – 7:30 pm	Palousafest	Theophilus Tower Lawn
August 21, 2023	Fall Classes Begin	
August 24, 2023 8:30 pm	Screen on the Green	Theophilus Tower Lawn
September 7, 2023 3 – 6 pm	Welcome Back Picnic	Ghormley Park (S Home St, Moscow, ID)
September 13, 2023 4 – 5 pm	US Healthcare and Insurance Workshop	IPO Event Center
October 14, 2023 10:45am – 2pm	Phillips Farm Fall Festival	Virgil Phillips Farm Park, Hwy 95, Moscow, ID
October 25, 2023 3 – 5pm	Pumpkin Carving	IPO Event Center
November 13 – 17, 2023	International Education Week	University of Idaho campus
November 20 – 24, 2023	Thanksgiving Break	
November 23, 2023	Thanksgiving Day	
December 17 – January 10	Winter Break	
January 4, 2023 3 – 5pm	Ice-Skating	Palouse Ice Rink 2019 S Main St, Moscow, ID
March 3, 2024 11 am – 4 pm	Cruise the World	Bruce Pitman Center

Appendix D: Campus Map



5/16/2022

SCALE: 1"=400'

Appendix E: Friendship Family Agreement

University of Idaho Friendship Family Agreement

This agreement made and entered into by and between the Board of Regents of the University of Idaho International Programs Office (“UI” or “IPO”) and the Friendship Family Volunteer (“volunteer”) establishes the guidelines for interactions in the Friendship Family Program. The purpose of this Agreement is to define the duties, responsibilities, and purpose of every volunteer participating in The Friendship Family Program.

The Friendship Family program is completely voluntary, on both sides, and is based upon mutual interest between the instructors and participants. While care is taken to screen the students and volunteers, the UI does not take any responsibility for any incidents arising due to this program.

This Agreement shall be effective as of the date of the last executed signature and shall remain in effect for one (1) calendar year, unless terminated sooner.

Whereas UI and volunteer have identified the Friendship Family program as a valuable and beneficial experience for volunteer, UI and students. The volunteer agrees to the following:

1. For the safety of the students and the integrity of the program, the participating Friendship Family agrees to adhere to the following expectations and responsibilities outlined in the Volunteer Application Form.
2. Volunteers shall not obligate or expect students to participate in any activity or event unless the student freely consents.
3. Volunteers will be sensitive to the cultural expectations and customs of the students to whom they are hosting.
4. Volunteers agree to attend Friendship Family events at the University sponsored by the International Programs Office.
5. Volunteers will maintain contact with the student at least once per month during the student’s first semester at the University of Idaho unless the student indicates otherwise, or the volunteer is directed to discontinue contact. Volunteers should contact IPO if the student does not respond or contact the volunteer within three weeks of arrival. Volunteers should provide opportunities to engage with and share a meal or other activities with the student.
6. After the student’s first semester, volunteers must meet for at least two hours per a semester with their student throughout their commitment to the program for a full academic year.
7. Volunteers must attend the Welcome Back Picnic hosted by the International Programs Office at the beginning of the Fall semester.
8. Volunteers must complete the Connectivity Report during the middle and at the end of each semester.
9. All questions and concerns should be directed to the Program Coordinator at the University’s International Programs Office. A volunteer shall contact IPO the volunteer believes a student is in danger or at risk of harm. If an immediate emergency, the volunteer shall contact an appropriate law enforcement agency.
10. Volunteers shall maintain contact with the appropriate IPO representative upon request while participating in the program. Failure to meet with an IPO representative may result in removal from the program.

11. Volunteers should not assist with the student's visa or immigration questions; ask or agree to the student house-sitting or childcare for the Friendship Family; or provide housing for the student or their visitors.
12. Volunteers are not expected to provide money or assist the student with academic, financial, or health problems.
13. All household members over the age of 18 must sign and return a copy of this agreement to IPO.
14. The University of Idaho has a policy of nondiscrimination on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity/expression, age, disability or status as a Vietnam era veteran. This policy applies to all programs, services, and facilities, and includes, but is not limited to, applications, admissions, access to programs and services, and employment.
15. Nothing contained in this agreement shall be construed as creating a joint venture, partnership, or agency relationship between IPO or the University and the volunteer. The volunteers participating in this program are engaging in a culturally beneficial experience and shall not be deemed in any manner as employees or agents of the University. The volunteer shall not have any third-party beneficiary rights arising out of the terms and conditions of this agreement.
16. Volunteer has completed the Volunteer Application Form through the University of Idaho International Programs Office and, under the terms and conditions of this Agreement, the volunteer has read and understands their obligations. Volunteers shall contact and inform the IPO of any changes to any status or condition indicated on their Volunteer Application Form and update their information.

By signing, I acknowledge that I have read and understand the terms of this Agreement and the following:

1. The references I have submitted with my application may be contacted by the program staff. In addition to those listed, other references may be contacted.
2. That no individuals in the Friendship Family household have been convicted of a misdemeanor or felony involving violence or sexual misconduct.
3. That all misdemeanor or felony criminal convictions have been disclosed to the program staff and I understand that such disclosures may prohibit me or my household members from participating in the program.
4. That the Friendship Family program is under no obligation to match me with a student.
5. That the University of Idaho is not liable for the acts or omissions of the participants (Friendship Family volunteers or international students) in any service or program that it supports. I agree to indemnify, defend and hold harmless the University and IPO from and against all claims arising out of this Agreement or performance thereof.
6. That I have answered the Family Friendship Application truthfully and completely.
7. That I am aware of the University's Vandal CARE resource to report concerns about a student and I know that it accessible online and located here: [VandalCARE: Report a Concern - DOS | University of Idaho \(uidaho.edu\)](#).
8. That my role in the Friendship Family Program is volunteer only and that I participate as a volunteer with no expectation of compensation from the University.

Name (print) _____ Date _____

Name (signature) _____

Bibliography

This handbook has been adapted from the following sources:

Ball State University - Rinker Center for International Programs. (2019). *Friendship Family - Student Handbook*. Ball State University. Retrieved May 26, 2023, from https://www.bsu.edu/-/media/www/departmentalcontent/rinkercenter/friendship/ff-handbook---student-edition-2019.pdf?sc_lang=en&hash=C4F9702203DD413445468024E429E92886D6F157

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