



International Student Guide

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About the guide

The International Student Guide is a collection of information, tasks and case studies enabling the development of intercultural competences by the community of the Poznań University of Economics and Business.

The guide responds to the goals set in the project: "Improving the intercultural competences of PUEB academic staff and students and the university's potential in welcoming people from abroad. Go Global" and within the framework of PUEB's strategy for internationalization of the university, development of scientific and teaching staff, and support of the onboarding process of foreign students. It was created for both foreign students of the Poznań University of Economics and Business and those participating in programs supporting mobility.

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Jan Sokolovski

What does he think and feel?

Despite appearances, we are not the same. Poles are said to be very orderly, but my first train ride was delayed by 125 minutes (which rarely happens in Ukraine).

What does he hear?

Although our languages sound very similar, I quickly learned that the meaning of individual words is quite different. I once asked a lecturer to explain one thing to me and he said "zaraz"; and then walked away. It turned out that the meaning of the word is different than in Ukrainian (zaraz in Polish – in a moment; zaraz in Ukrainian – now).

What does he see?

There are many signs in Ukrainian, which definitely makes it easier to get around the city.

What does he say?

At PUEB all lecturers are very open, and the distance between us is less than in Ukraine.

Fears and frustrations:

Often, even when I know what I want to say, I'm afraid I won't be understood in the right way.

This makes me more closed and distant.

Benefits – wants and needs:

After graduation, I would like to return to Ukraine and share what I have learned.

Perhaps I'll even start my own company.

Nguyen Mai

What does she think and feel?

Before arriving, I read a lot about education in Poland and I'm impressed by the entrepreneurial spirit of Poles. Most of my friends from the year already have work experience.

What does she hear?

Although I had heard about
Polish being very difficult,
I was pleasantly surprised.
Polish grammar is logical, and
not counting the pronunciation
of some of the sounds,
it isn't that bad.

What does she see?

Walking around Poznań, you can find restaurants of different cuisines at every turn.

At first I had trouble finding a restaurant with Polish food.

I love żurek!



What does she say?

My friends talk a lot and use a lot of hand gestures. When they speak Polish I get the impression that they are constantly arguing.

Fears and frustrations:

I'm not comfortable when we are doing a last-minute project.

Benefits – wants and needs:

I would like to see less improvisation in the classes and more space for group work.

Sofia Grande Martin

What does she think and feel?

I like Poland very much. I feel almost at home. It's just a pity that's so cold.

What does she hear?

Poles love cursing, at first I thought they were normal words, but it soon became clear that it is better not to use them, especially at the university;)

What does she see?

People don't smile and don't seem to be in a good mood.

What does she say?

At the university I met many friendly young people, but I noticed that it takes a lot of time to establish closer relationships.

Fears and frustrations:

I don't know if I'll be able to hand in everything in on time. Here there are no lunch breaks at all, it seems that Poles only work or study.

Benefits - wants and needs:

I wish my Polish friends were more relaxed (not only after alcohol) and knew how to enjoy life.



What are your experiences?

Time for self-reflection!

Think about and write down what your perceptions were about Poles and studying in Poznań.

How did you prepare for leaving your country? What was frustrating for you upon arrival? And what was a pleasant surprise?





Acculturation in Poland

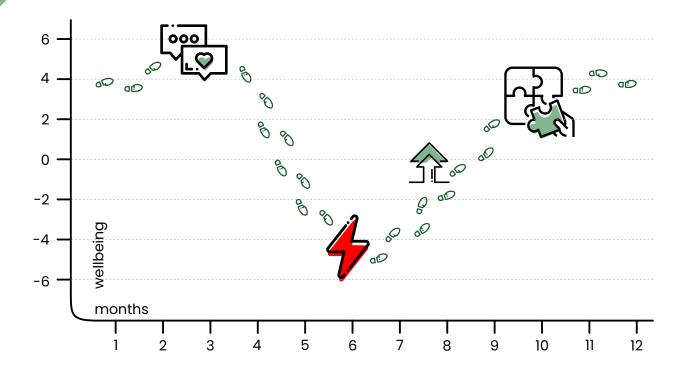
Culture shock

Any person experiencing prolonged contact with another culture, most often as a result of migration, is at risk of experiencing so-called culture shock.

"The mental, physical and social functioning of a person, is the result of difficulties encountered in the host culture, its essence is the experience of difficult emotions, which, accumulating, result in the deterioration of the overall well-being and satisfaction with life, and thus the overall functioning of a person."

(Bochner, quoted from Olczak 2006, p. 42)

Culture shock





Honeymoon

(otherwise known as the tourist phase) is the stage of fascination with the new culture, in which everything seems.



Culture shock

a clash with reality,
causing strong stress
reactions, characterised by
increased longing for one's
own country and possible
hostility towards a foreign
culture.



Revival

The stage of improving self-perception and foreign culture.



Adaptation

a phase of reacceptance of a foreign culture as different from, but no less valuable than, one's own.

Symptoms of culture shock

sense of isolation	reduced productivity
anxiety	helplessness
sadness	decrease in energy
apathy	sleep problems
worrying	psychosomatic disorders

How do you deal with culture shock?

When faced with a difficult situation such as migration and the associated culture shock, there are a number of ways of dealing with the situation and your emotions. Which one you try is up to you, usually it depends on your personality and previous experiences. In order to better understand your new environment and your emotions, it is very important to create conditions for expressing your needs without judgment from others. Everyone has similar needs and emotions, only the culture of the country where we grew up has shaped in us different ways of showing them. That's why it's a good idea to give yourself the opportunity to express your feelings and to come up with a common solution to a given situation. (Lorenc, Berendt 2019, 233–236).

For this purpose, the Nonviolent Agreement model can be used (Kuczyńska-Krata 2020):

FACTS

describe the situation without judgments

EMOTIONS -

identify the emotions associated with the observed situation.

NEED

to become aware of the need associated with the emotion experienced

REQUEST/PROPOSAL

clearly and specifically suggest what needs to be done to meet the need

EXAMPLE -

"This university is stupid. I'm sick of it!"

FACTS: I can't find the room where my classes are held.

EMOTIONS: I am angry and annoyed.

NEED: Recognizing the problem and noticing the needs of foreigners.

REQUEST / PROPOSAL: I would like there to be signs in English at the university;

an app would also be useful.

When you talk to someone, your communication may be as follows.

EXAMPLE of expressing yourself with empathy

"This university is stupid. I'm sick of it!"

When you just said that the university is stupid and you are fed up with it (FACTS)

I felt anger and annoyance in your emotions (EMOTIONS)

Do you need help? (NEED)

Maybe we could talk and think about how I can help you? What do you think? **(REQUEST/PROPOSAL)**

Even if you can't read the emotion another person is feeling, they will guide us to what that emotion is and what they need in a given situation. Underneath many of the behaviours is primarily anxiety, anger, sadness or the need for close relationships.

How to deal with a difficult situation?

Time for self-reflection!

Think about and write down what difficult situation you've faced in the last week and how you can deal with it using the Nonviolent Agreement model.





Stereotypes vs reality

"Our ideas about reality are largely made up of other people's opinions, which aremost ingrained in our consciousness."

W. Lippman

You are finally in Poland. You have probably heard things about this country and its people. But is everything we read or hear true? Very often, when preparing to leave, we base our idea of a place on the stories and experiences of others, and then it is only a step away to making decisions based on stereotypes and discriminatory behaviour.

What is a stereotype?

A stereotype is an oversimplification, a generalization that refers to a particular group or specific members of a particular group. It involves attributing certain qualities, characteristics, traits to certain people simply because they belong to a particular group.

There are stereotypes of various kinds, such as those related to racial groups, nations, eye colour, physical appearance, health, a particular occupational group, and gender stereotypes.

Important!

We can't function without stereotypes, and we can't get rid of them completely, because they help us function by simplifying the world. On the other hand, the more we are aware of the stereotypes we have of others, the stereotypes others have of us, and the beliefs that guide our behaviour, the more our perspective expands and we can counteract hurtful opinions and behaviours. The unequal, inferior treatment of a person may be manifested, for example, by physical aggression, offensive slurs, jokes, gestures, or exclusion from the group.

The following diagram shows what leads to discriminatory attitudes.



Source: rownowazni.uw.edu.pl (accessed on 06.12.2022)

Poles complain a lot!

The Polish culture of complaining is known around the world, and even one of the campaigns depicting the most important achievements of prominent Poles ("Poland. Come and compain") was based on it. Studies show that complaining fulfills important functions in social life, allowing both to establish and maintain relationships and to portray oneself as an experienced person. Therefore, if you ask: "how are you doing?" in response you may often hear that things could be better, that the other person is tired or that the weather is horrible today. In Poland it is easier for people to talk about difficulties than about positive things. You can also observe this when asking someone, for example, for feedback after a project you have done.

Poles swear a lot!

Vulgarisms are often among the first words that foreigners coming to Poland remember, hence the belief that Poles love to swear. Is it true? Research (from 2013) confirms that swear words are quite common, and are most often used by men, on the street and in means of transportation (e.g., on a bus or train). They can also be seen on the Internet, and in recent years they have appeared in politics. Keep in mind that although they can be heard in public, they are still considered something offensive, against current social norms, so it's better to avoid them, especially when you're at university.

No one smiles in Poland!

A common observation is that Poles don't smile in public and don't express their emotions. Smiling at someone you don't not know is often seen as fake and sometimes treated as suspicious. So when you pass a person who doesn't smile back, remember that their behaviour is not due to dislike or hostility, but rather to the attitude that it's not worth pretending, and if we don't feel like it, we shouldn't hide it. The Polish norm of being natural refers not only to words, but also to nonverbal communication, especially facial expressions.

Poles drink a lot of alcohol!

According to the OECD (Preventing Harmful Alcohol Use, 2021), the average alcohol consumption in Europe is 11.3 liters of pure alcohol per person per year. In Poland, people drink on average 11.7 liters per year, so we do not stand out significantly compared to other countries. What distinguishes Poles is the consumption of strong alcohols such as vodka. However, it is not true that Poles drink vodka for breakfast or at every social gathering.

Poland is an intolerant country!

Unfortunately, there is a lot of truth in this! Poland is a homogeneous country. About 97% of people living in Poland are Polish, and 96% of the population describe themselves as Catholic (2021), so many people are just learning what diversity in society is. Unfortunately, once again in 2021, Poland ranked last among European Union countries in ILGA Europe's ranking, which measures equality for the LGBTQIAP+ community.

However, don't worry about your rights or be discouraged. Poznań is an open city with more than 10,000 foreigners. More and more people speak English, and if you have any unpleasant experiences, you can seek help from the Rector's Representative for Equal Treatment at our university.

Polish is the most difficult language in the world!

Polish very often appears in rankings of the world's most difficult languages. However, remember that they are subjective, and a lot depends both on the native language (a person who has never encountered an inflectional language will look at Polish differently) and the individual linguistic awareness of the users. Therefore, don't be afraid of learning Polish. The basic expressions "dzień dobry" ["good day"] and "dziękuję" ["thank you"] break the ice, even in interactions with lecturers.



What are the stereotypes about your country?

Time for self-reflection!

Think about and write down how your country of origin is perceived.

How are people from your country seen by others?
Which stereotypes are true and which are not?
How can you represent your country while living in Poland?





First steps in Poznań

What you need to know!

The PESEL number is an eleven-digit numeric symbol that allows for easy identification of a person. The PESEL number contains the date of birth, sequence number, gender designation, and a check number. It is used when dealing with various institutions and in legal circulation, e.g. when receiving medical care or opening a bank account.

If you are a foreigner living in Poland, you can register your place of residence – then you will automatically receive a PESEL number. If you can't register and someone requires a PESEL number from you – apply at any "urząd gminy" [municipal office].

Getting a PESEL number is free of charge!

PESE

MORE INFORMATION

https://www.gov.pl/web/gov/uzyskajnumer-pesel-dla-cudzoziemcow

NFZ - MEDICAL CARE

MORE INFORMATION

https://www.nfz.gov.pl/



Student ID card

Everyone studying at the Poznań University of Economics and Business receives an ID card certifying their student status. The pass is issued and renewed automatically in October and is valid until the end of the next calendar year.

A student ID card gives you access to the library and discounts on public transportation, cinemas and even certain restaurants.



Once you have your ID card, don't forget to activate the electronic version!

mLegitymacja [mStudent ID] is the student ID card on your phone. This document can be activated using a QR code or an activation code received at the university.

mLegitymacja works just like a traditional document. By showing it on your smartphone screen, you will confirm that you are a student and will have access to discounts. You can also confirm your data to an mWeryfikator [mVerify] app user. The authorized user will confirm your name, surname and see your low-resolution photo from the document, among other things. They can also check the validity of your mLegitymacja.

mLEGITYMACJA -

MORE INFORMATION

https://www.gov.pl/web/mobywatel-w-aplikacji/mlegitymacja-studencka





Poznań Electronic Agglomeration Card (PEKA)

The Poznań Electronic Agglomeration Card is a personal card with which you can:

- buy or top up a season ticket for a route or transport network,
- top up the tPortmonetka account used to pay for one-time trips,
- take part in the bonus program.

A personal PEKA Card can be obtained free of charge:

- by applying online this is the most convenient and simplest method.
 All you need to do is fill out the application, attach a photo in jpg or png format, and then pick up the card at any ZTM Customer Service Point,
- by submitting an application at a ZTM Customer Service Point.



karta PEKA

MORE INFORMATION

https://www.peka.poznan.pl/web/portal



The jakdojade app

In the free **jakdojade app** you can check timetables, bus routes, use the map, and buy tickets.



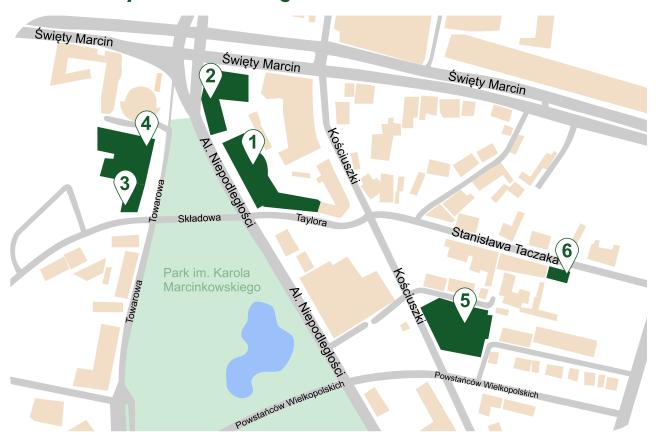




Welcome to the University

The Poznań University of Economics and Business was established in 1926 and is one of the top Polish economic universities. It owes its reputation to its high quality of education and its position as one of the leaders in economic science research. The university's strength is its scientific potential, its educational conditions, and its orientation towards cooperation with business.

The university owns 6 buildings in the centre of Poznań.



Building A, ul. Niepodległości 10

- university administration
- auditorium
- -lecture halls
- Foreign Relations Department
- computer labs
- cafe

Building C ul. Towarowa 53

- lecture halls
- public medical centre
- Student Parliament



- Main library:

II floor - reading room

III floor – magazines/books

- lecture halls
- cafeteria (1st floor & 9th floor)



Building B ul. Niepodległości 12

- lecture halls
- student organizations
- Quiet Room

CEUE Building ul. Towarowa 55

- lecture halls
- computer labs
- connection with Building C
- cafe



Center for Practical Foreign Languages ul. Taczaka 9 (TA)

- lecture halls for languages
- lecturers' rooms





6 buildings owned by the University











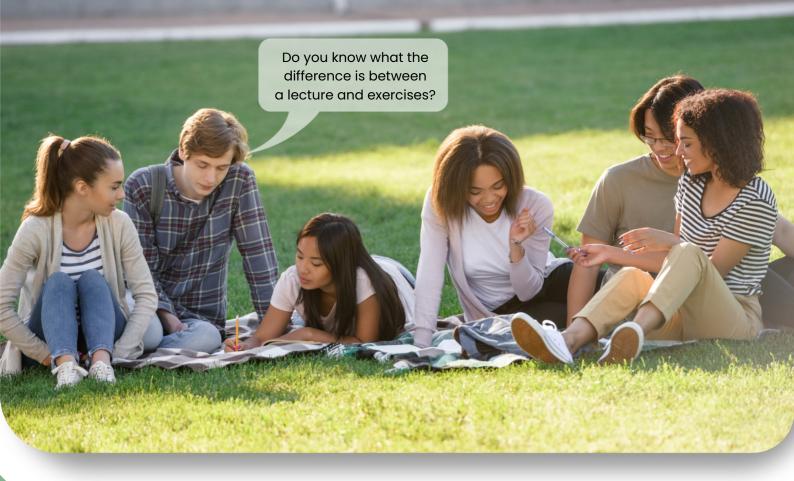


photos Google Street View, accessed on 20.01.2023

Quiz

- In which building is the library located?
- Where can you find the dean's office?
- Where is the Quiet Room located?
- Where is the Auditorium?





Schedule

Types of activities

Many students are confused about the types of classes and which ones must be attended to pass the subject.



⊘!Lecture

The lecturer presents theoretical knowledge and you have the opportunity to ask questions. Attending lectures is not mandatory, but it is worth it to be able to pass exams without any problems.



Exercises

Practical activities, often complementing the lecture. Exercises are compulsory. According to university rules, you can only be absent twice during the semester!



⊘|Laboratories

Practical classes, during which students carry out tests and experiments using lab equipment or research apparatus (e.g. computer classes, language classes). Laboratories are compulsory. According to university rules, you can only be absent twice during the semester!



⊘|Seminar

Classes that appear in the higher years. These classes prepare students to write a thesis independently. Seminars are compulsory. According to university rules, you can only be absent twice during the semester!



Holidays celebrated in Poland



off a night of celebrating; there are no classes at the university that day. Free day!

6.01. Epiphany - a religious holiday, during which in many cities in Poland the Epiphany procession is organized, there are no classes at the university that day. **Free day!**

21.01. i 22.01. Grandmother's Day and Grandfather's Day

- a holiday during which you visit your grandparents, giving them small gifts. **Note:** these are not days off from classes.

January also marks the Grand Finale of the Great Orchestra of Christmas Charity, Poland's largest charity event, which raises money, primarily for the purchase of equipment for hospitals. Free concerts and other events are also held throughout Poland then. The hallmark of the Orchestra is the red heart (a sticker that can be obtained in exchange for a donation). You can check the exact date of the Finale in a given year online! **Note:** this is not a day off from classes.



14.02. – Valentine's Day – on Valentine's Day, lovers spend time together, often giving each other gifts. **Note:** this is not a day off from classes.

Fat Thursday – the last Thursday before Lent (usually in February, although sometimes in January or March). On this day, everyone eats donuts, which are a must-try. Check the exact date of Fat Thursday in any given year online!

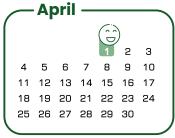
Note: this is not a day off from classes.



8.03. – Women's Day – an international holiday; on this day women receive flowers or other small gifts.

Note: this is not a day off from classes.

Easter – in March or April; it is a religious holiday spent with loved ones; two days of festivities: Sunday and Monday – the so-called "śmigus-dyngus", when, according to tradition, we pour water on each other. **These are days off from classes.**



1.04. – April Fool's Day - on this day we make practical jokes on our family and friends that no one will be offended by.

Note: this is not a day off from classes.



1.05. – Labor Day – a day off from classes.

2.05. – **Flag Day**; it is not a day off from work, but often there are no classes at universities on this day, and the period from 1.05. to 3.05. is called "majówka" [the May Long Weekend]. Many people travel and spend time outdoors during this period.

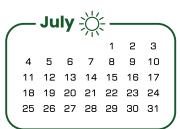
Note: be sure to check if you have classes that day!

3.05. – May 3 Constitution Day; it was on May 3, 1791 that the Polish Parliament adopted the world's second and Europe's first constitution. On this day you will see Polish flags in many public places. It is a day off from classes.

18.05. – International Night of Museums – on this day, museums and galleries across Poland can be visited until late hours for free. Note: there is no day off after this special night.

26.05. – Mother's Day- this is an opportunity to give your mother a symbolic gift. **Note:** However, it is not a day off from classes.













1.06. – Children's Day; on this day children receive gifts from their parents and grandparents. **Note:** this is not a day off from classes.

23.06. – Father's Day; on this day, dads receive symbolic gifts.

Note: this is not a day off from classes.

Corpus Christi – a Catholic holiday celebrated 60 days after Easter. It is usually in June, and is symbolized by solemn processions through the streets of cities and villages. Note: check the exact date of Corpus Christi in a given year online! There are no classes on this day. Day off.

July, August and September

In July and August, children are on holiday (they return to school on September 1), students often have to wait until mid-July for time off (until the session ends), but September for most students is also a time of rest (unless you have to re-take any exams). However, sometimes the first classes start in September.

Note: be sure to check this to know when to show up at the university!

15.08. – a day of two holidays the Polish Army holiday and Assumption of the Blessed Virgin Mary; this is a public holiday, so stores and often restaurants and cafes will be closed on that day. This is a day off from classes.

October



October is the month when the academic year begins. However, sometimes the first session is already in September, so always remember to make sure when you have classes!

1.11. - All Saints' Day, commonly known as the Day of the Dead.
This is the time when we visit cemeteries and light candles.
This is a day off from classes.

11.11. - Independence Day - on November 11, 1918, after more than 100 years, that Poland regained its independence. It is a very solemn holiday and a day off from work.

29.11. St. Andrew's Day (often celebrated on 30.11.) - an evening of fortune telling (the most popular of which is the pouring of wax) and St. Andrew's Day parties. **Note:** this is not a day off from classes.



6.12. – St. Nicholas' Day - a time when children receive gifts from Santa Claus (hidden under their pillows, in their socks or in their shoes). Note: this is not a day off from classes.

24.12. – Wigilia - this is not a holiday, but a festive dinner spent with loved ones. After the dinner, presents appear under the Christmas tree, which are brought by Santa Claus (and in the Wielkopolska province – Gwiazdor). It is not a day off from classes, but it is common for students at universities to have this day off. Note: make sure to find out what it is like for you.

25.12 i 26.12. – Christmas - holidays spent with family; days off from work and classes.

31.12. – New Year's Eve - a celebration of the new year, and although it is not a holiday, **Note:** there are usually no classes at universities then.

What are your experiences?

Time for self-reflection!

Think about and write down what your favorite holiday celebrated in Poland is.

When is it celebrated? What are its characteristics?

Do you have a similar tradition in your country?

And which holiday from your culture would you like to tell your foreign friends about?

It's a great way to integrate and break the ice.





How to avoid faux pas at the university?



\varnothing , How to address lecturers:

Pan - Mr

Pani - Mrs

prof. dr hab. - say Pan / Pani Profesor

dr hab. - say Pan / Pani Doktor

dr - say Pan / Pani Doktor

mgr - say Pan/Pani or Pan/Pani Magister (less common)



Writing in capital letters in Poland is perceived as shouting.

Try to avoid it.

When contacting lecturers, remember to introduce yourself (by name), and say what your group is and your subject.

Give the lecturer at least three business days to reply. Do not expect a response in the evenings or duirng weekends and holidays.



In Poland, punctuality is very important.

You are allowed to be late a maximum of 15 minutes (the so-called academic quarter hour). It is also a good idea to enter quietly and without making an unnecessary fuss.

If you come to class then stay until the end, it is rude to leave early (without consulting the lecturer).



Participation in activities

Attending the first and last classes does not guarantee you will pass your exams. Check the conditions for passing, and if in doubt, ask your lecturers.



Prohibition of alcohol and smoking

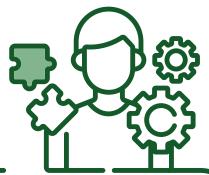
Smoking cigarettes and drinking alcohol is prohibited on the premises of the university. You can go to a bar after your classes!

What are your experiences?

Time for self-reflection!

Think back and write down if you made any faux pas while studying in Poland.

What type of situations were they?
Where did they take place?
How did you find out that you did something wrong?
What did these situations teach you?



My culture shock in Poland

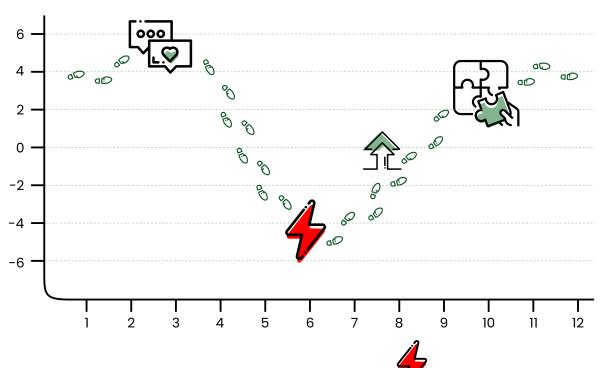
You've already learned a lot about Poland and the customs at the university. The moment you decided to come to Poland was the beginning of your new path. Many things may surprise you, but with an open mind and curiosity about the world, you can meet interesting people and experience an amazing adventure.

Even if Poland and studying at the Poznań University of Economics and Business is just a stop on your journey, remember that the acculturation process is natural and you will experience it in every new place you move to. Its intensity depends on your approach and experience.

What are your experiences?

Time for self-reflection!







Honeymoon

What was your first day in Poland like?
What surprised you?

And what fascinated you?

Did you notice any symptoms of culture shock in yourself?

How did they manifest themselves?

What emotions did you experience?

What was the most difficult situation for you?

How did you cope?



Revival

What was the breakthrough in your approach?

Who supported you in finding your way in Poland?



Adaptation

What do you like to do in Poznań?
What is your favorite place?

Do you have any friends from Poland?

How do you feel here and what are your future plans?

We hope our tips will be useful and help you find your way around Poland and the university. We all go through a similar process, so it's helpful to talk about what we experience, both the nice moments and the difficulties.



Remember that you can always ask for help if you have any questions or difficulties.

The Foreign Relations Department will assist you.



Room 120 A (Main Building)
ul. Niepodległości 10
for students of English majors
(full-time students)



Room 218 A (Main Building)
ul. Niepodległości 10
for foreign exchange students

