

# Multicultural Preparation

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## Personal Responsibility:

### Before Leaving

- Pre-departure meeting
  - Senior Design group members, guide, and Dr. Hensel
  - Study abroad students
- Download software before departure
  - Tortoise and set up project folder for group (test set-up)
  - RIT VPN address
  - Skype
    - Accept group members and faculty
    - Bring mobile microphone( if possible)
    - Confirm mic and video functionality
  - MATLAB and Solidworks (if possible)
- All members must have a Google email account (g-mail)
  - Link members Google calendars
    - Abroad members must change their calendars time zone
  - Share documents through Google docs
- Confirm MyCourses access to MSD documents
  - Confirm video and PowerPoint access to MSD lectures

### Ongoing

- Copy all group members on all MSD related emails
- Acknowledge emails
- Use thumbs up to signal understanding in Skype meetings
- Upload files a day or two before meetings
- Update Tortoise project folder every time before opening
- Check e-mails at least twice daily (early in the morning and late evenings)

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## RIT & Dubai Faculty Responsibility:

### For MSD Team:

- Set up faculty guide in Dubai for MSDI & MSDII
- Set up video conferencing equipped room
  - Get “real time” screen sharing using smart boards
  - At least two smart boards in a room for presentation purposes
- Create purchasing procedure for supplies
  - Include procedure for taxi reimbursement
- Schedule appropriate classes earlier (before 5pm) in Dubai and later in Rochester (not before 11am)
- Manually add Dubai members into same MSD class as Rochester students on MyCourses
- Reserve room for MSD class time/meetings
- Ensure one DPM member in Dubai

### For Dubai RIT students:

- Request convenient and reliable bus schedule from Etisalat (regular intervals throughout the day)
- Request bus schedule from Etisalat to RIT for weekend (Friday and Saturday)
- Obtain cell phones for students, hand out on arrival (part of study abroad fee)
- Provide programs equivalent to those at RIT Rochester (ie: LabVIEW, Solidworks, MATLAB)
- Provide separate wireless at Etisalat for RIT Dubai Students (diff username and password)
- Provide RIT Dubai Informational Package upon arrival
  - Malls and Locations (with corresponding grocery store)
  - Contact information
    - RIT faculty/Emergency
    - Etisalat office & contact person
    - Taxi
  - Schedules (ie: class, school bus, public bus, metro, recreational facilities)
  - Facts about Dubai with Arabic language package
  - Etisalat Academy Facts

Issue	Solution
<b>Personal Initial Issues</b>	
Confusion about MSD, expectations, class instruction, and location	Pre-departure meeting with all group members, guide, and Dr. Hensel
Difficulty finding rooms for weekly meetings between Rochester and Dubai	Rochester – Reserve the Alumni Room Dubai – Get an appropriate room and reserve for the quarter
Skype is not available to download in UAE	Download Skype while in US
Uncertainty sharing documents	Use Google docs for working documents, Tortoise SVN for other files, and upload finished format documents to EDGE weekly.
Trouble scheduling meetings	All team members get google email and use/share google calendars
<b>RIT Faculty/Staff Initial Issues</b>	
Dubai members get automatically placed in separate course on mycourses and unable to see content	Manual override of mycourses by admin
Access to videos of lectures	Get all members access to Adobe Pro to share videos (contact Jessica Hooper at RIT Library)
Dubai staff unaware a MSD course was taking place	Get a faculty guide for Dubai
Internet is unreliable at Etisalat	Set up separate wireless network for RIT
RIT Dubai doesn't have video conference room	Add video conference room in Dubai
No purchasing procedure in Dubai	Create purchasing procedure for future teams. Include easier method of taxi reimbursement
Problems getting to campus	Ensure Etisalat offers adequate bus schedule for students to get to campus when needed

Lack of support for Dubai team members	Make sure at least one Dubai member has taken DPM and get a faculty guide for Dubai as well
Trouble scheduling meetings	Schedule appropriate classes earlier (before 5pm) in Dubai and later in Rochester (not before 11am)
Dubai computers do not have all the necessary programs	Install Matlab, LabVIEW, SolidWorks, etc on campus computers
Dubai students not given proper orientation	Provide proper orientation and information needed to begin living in Dubai
Problems communicating with team members in Dubai	Provide cell phones to all study abroad students as part of the orientation fee
<b>Ongoing Issues</b>	
Gap in communications when using single contact member for Dubai & Rochester	Copy all team members on emails related to MSD to ensure everyone is informed
Skype lags during meetings	Allow breaks in conversation and use thumbs up to show understanding.
Internet is unreliable at Etisalat	Hold Skype meetings on campus
People not getting documents before meetings	Send out and documents for meetings the day before
Problems getting to campus when bus is unavailable	Get prior approval and receipt for taxi reimbursement
Gaps in communication from not confirming understanding of emails and action items	Confirm understanding of all emails
Difficulty hearing people during Skype meetings	Use mobile mic that can be passed around
During presentations in Dubai the board is used to present information and laptop is used to visually see other group presenting	Use a room with two smart boards to show work presented by both groups simultaneously

## Etisalat Academy:

### Rules in Dorms

- Boys are NOT allowed on girls floor
- Girls ARE allowed on boys floor as long as they remain in the lounge area or hallway (bedrooms are off limits)
- Must show Etisalat card to get into gated community

### Room Information:

- Card access to rooms and active lights
  - Any card will work to active lights, doesn't have to be room card
- Private bathrooms for each room
  - Toilets have a bidet
- Provisions:
  - Electronics: Minifridge, TV, phone, and electric boiler
    - Adapter can be provided by main desk
  - Linens: Bedding, pillows, and towels
  - Furniture: Closet, dresser, and desk that need to be shared, individual night stands
- Two sets of washer and dryer are located at the end of each hallway. They are free to use.

### Cafeteria:

- Buffet style open three times daily (see cafeteria schedule)
- Cost: Breakfast is 15 dhs and Lunch/Dinner are 25 dhs

### Gym/Recreational Center:

- Three weight rooms, one is set aside specifically for women only
- Outdoor: track around soccer field, beach volleyball, basketball and tennis courts, pool
  - Won't turn on lights unless 10+ people are on the field
- Indoor: Table tennis, squash court, gymnasium with badminton, Jacuzzi, sauna, and steam room
  - Can take exercise classes for a fee
- Facility open from 8:00am to 11:00pm
- Closed to students from 6:00pm – 9:00pm
- Men not allowed in pool/spa until 5:30pm and women not allowed in evenings after 8:30 during weekdays. Mix on Weds after 3:30 and weekends anytime

### Transportation:

- Private Bus:
  - Arrives at front door and goes to school and malls
- RTA Bus:

- Bus stop outside Etisalat Academy Gates
- Taxi:
  - Can call personally or go to main desk and ask them to call. Much cheaper than in US.
    - Call ahead usually involves a small “booking fee” and is higher on the weekends
- Metro:
  - “Green line” metro planned to be completed by Summer
  - “Red line” is a 16dhs taxi ride or 4dhs bus ride away

### **Fun Places to Visit:**

- Global Village
- Ski Dubai
- Dubai Creek Golf Club
- Burj Khalifa
- Atlantis
- Meydan Horse Race/Track (free)
- Chill Out Café (Café made of ice)
- Beaches
  - JBR
  - Jumeirah Beach Park
  - Jumeirah Public Beach (no fee)
  - Snoopy Island (near Sandy beach resort-Fujairah)
- Souks
  - Madinat Jumeirah Souks
  - Spice, Textile and Gold Souks around Dubai Creek
- Waterparks
  - Aquaventure
  - Wild Wadi
- Cities
  - Al Ain (zoo, camel market, oasis)
  - Hatta (climbing and hiking)
  - Abu Dhabi
  - Fujairah (hiking, snorkeling)
  - Dibba (climbing and hiking)
  - Ras Al-Khaimah (climbing)

## Appendix A – Additional Information

### Mall Information:

#### Mirdif City Centre

Link: <http://www.mirdifcitycentre.com/mcc/Default.aspx>

Supermarket: Carrefour

#### Festival City

Link: <http://www.festivalcentre.com/storedir.aspx>

Supermarket: Hyperpanda

#### Arabian Center

Link: [http://www.arabiancenter.ae/media\\_center\\_lals.htm](http://www.arabiancenter.ae/media_center_lals.htm)

Supermarket: Worldmart Hypermarket

#### Uptown Mirdiff

Link: <http://www.uptownmirdiff.ae/main/index.aspx>

Supermarket: Spinneys

#### Deira City Centre

Link: <http://www.deiracitycentre.com/dcc/>

Supermarket: Carrefour

#### Dubai Mall

Link: <http://www.thedubaimall.com/en>

Supermarket: Waitrose, Organic Foods & Cafe

#### Emirates Mall

Link: <http://www.malloftheemirates.com/moe/Default.aspx>

Supermarket: Carrefour, Lulus (next to mall but not attached)

#### Ibn Battuta Mall

Link: <http://www.ibnbattutamall.com/>

Supermarket: Giants

## Sample Schedules as of Winter Quarter:

### Sample School Bus Schedule:

From Etisalat Academy	From RIT Campus
7:30	12:30
8:30	15:45
10:00	16:40
11:45	17:15
15:45	20:15
17:00	

### Cafeteria Schedule:

Meal	Time
Breakfast	6:00-10:00
Lunch	12:30 - 4:00
Dinner	7:00 - 11:00

### Bus Schedule from Etisalat to Malls:

Day of Week	Mall
Sunday	Dubai Mall
Monday	Dubai Festival City
Tuesday	Deira City Centre
Wednesday	Dubai Mall
Thursday	Dubai Festival City
Friday	None
Saturday	Deira City Centre



## **Useful Contact Information:**

### **General:**

Tel: +971 04 371 2000

Email: [dubai@rit.edu](mailto:dubai@rit.edu)

Website: [www.rit.edu/dubai](http://www.rit.edu/dubai)

### **Emergencies**

Police (non emergency)	04 229 2222
Police (emergency)	999
Fire	997

### **RIT Dubai Staff**

VP - Student Affairs – Dr. Tom Raco	04 371 2002
Student Services - Michelle Vaz	04 371 2031
RIT Dubai Main	04 371 2000

### **Travel**

Dubai Taxi	04 208 0808
Dubai Int'l Airport	04 224 5555
Hertz	04 282 4422
Thrifty (Car Rental)	04 337 0743

### **Couriers**

Aramex	60 0544 000
DHL	800 4004
FedEx	800 4050

### **Hospitals**

Al Wasl Hospital	04 324 1111
American Hospital Dubai	04 336 7777
Iranian Hospital	04 344 0250
Welcare Hospital	04 282 7788

### **Directory Enquiries**

International telephone enquiries	151
Directory enquiries	1

## Reality of Dubai:

### UAE Lifestyle

- Dubai is 9 hours ahead of New York (ex: when it is 7:00 am in NY it is 4:00 pm in Dubai)
- Currency for Dubai dirhams and 3.75 dhs = 1 US dollar (so divide everything here by 3 or 4)
  - Don't pay taxes in Dubai
- Weekdays are Sunday – Thursday and Weekends are Friday and Saturday
- Dubai is one of the cleanest and safest cities in the world
- Use the metric system (weights are in kg, temperature in Celsius and speed limit in km/hr)
- Outlets are mainly type G (used in UK) and some ungrounded type C (used in Europe)
- People are used to lower class workers picking up their mess
- No refunds for recycling cans
- No separation of church and state
- All toilets here have a bidet

### Food

- Common foods are Arabic, Indian, and American
- All water is bottled and not recommended to drink tap water
- Not expected to tip servers

### Transportation

- Prime forms are taxi, metro and buses for students (walking is very limited)
  - Do not have to tip taxi drivers
  - Small call ahead fee (this happens if you call ahead from Etisalat)
  - Larger beginning fees for taxis on weekends (6 dhs) and from airport (25dhs)
  - Allow about half hour to an hour wait for taxis on the weekends
- Majority of vehicles are high end brand names only a few years old
- Good maps and most online map programs are very inaccurate for Dubai
- Locations do not have address here, instead cross streets and landmarks are used
- Must be 21 to rent a car, keep in mind that it is not allowed to rent a car if the visitor's visa is in its extension period

### Entertainment

- Public display of affection and intoxication are strictly prohibited
  - Although, bars do serve alcohol
- Hulu, Megavideo and Pandora are all blacked unless using RIT VPN
- Unable to stream anything online (ie: CBS, NBC, MTV etc) unless using RIT VPN

## Suggestions:

- Purchase Dubai Entertainment Book to receive coupons/discounts on goods and services
- Sign up for an HSBC checking account so withdrawals from the ATM are free
  - It is free and there is no minimum balance required
- Call bank and make them aware that your card will be used in the UAE
  - Also mention places you might go (ie: Egypt, Oman etc)
- Bring/buy silverware and dinner ware, along with some containers to pack food for campus
- Bring reusable water bottle
- Most importantly, do your research and read some culture shock books

Former RIT Dubai Student	Blog Website
<b>Maddie Burke</b>	<a href="http://madiganburke.blogspot.com">madiganburke.blogspot.com</a>
<b>Steve Rugg</b>	<a href="http://steверugg.wordpress.com">steверugg.wordpress.com</a>
<b>Kristin Roberts</b>	<a href="http://krobertsindubai.wordpress.com">krobertsindubai.wordpress.com</a>
<b>Dylan Connole</b>	<a href="http://climbtheglobe.wordpress.com">climbtheglobe.wordpress.com</a>
<b>Allison Schneider</b>	<a href="http://allieschneider.wordpress.com">allieschneider.wordpress.com</a>
<b>Andy Thistle</b>	<a href="http://athistle.wordpress.com">athistle.wordpress.com</a>