

繕打 中文及英文 心得報告，應包含下列項目

(中文至少 1,000 字+英文至少 500 字。赴中國交換者不需撰寫英文心得。)

A. 學校簡介

Bolzano Free University 位於意大利北部的波查諾，課程主要以義大利語、德語和英語授課，反映了該地區的多語言文化背景，Bolzano Free University 有三個校區，Bolzano 校區、Brixen 校區、Brunico 校區，我選擇的 Faculty of Economics and Management 課程幾乎都在離宿舍最近的 Bolzano 校區，但由於交換生選課自由，若對其他校區不同系所的課程有興趣也都可以修習。我也有選了 Faculty of Tourism, Sport & Event Management 開的課程，主要是在 Brunico 校區上課。三個校區都有學餐，Bolzano 校區、Brixen 校區是在學生證裡儲值刷學生證結帳，Bolzano 校區的有現烤 Pizza 很好吃，Brunico 校區的學餐則不在學校裡，有點隱密，要透過當地學生帶路才找得到，但是聽說是跟教堂合作，餐點品質我覺得是最好的。因為學餐都有經費補助，一餐大約 3-4 歐，跟外面餐廳比起來超級便宜。

B. 國外研修之課程學習 (課內)，另外推薦受益最多/最喜歡的課程

交換生選課自由，若想選擇其他系所或其他校區的課程建議除了要衡量自身能力之外，也要注意交通的問題，Brixen 校區距離 Bolzano 搭大眾交通的時間約 1 小時、Brunico 校區約 2 小時，還要注意火車班次時間，來回會花費許多的通勤時間。此外，由於學校的課程安排並不是每一週都固定時間上課，有時可能一週要上三次，有時幾乎整個月都不用上課，每次上課的時間也都不太固定，看老師如何安排，要上學校的系統確認每次的上課時間與地點，若剛好一天中同時有兩個不同校區的課，可能會有趕不去另一個校區上課的問題，或也常有課程時間重疊的問題，不過學校學校的課程在註冊考試前都會區分 attending student 與 non attending student 若出席率無法達到一定比率，可選擇 non attending student 但在考試難易度或計分方式上可能會與

attending student 有所不同，不同的教授可能有不同做法，建議在一開始就詢問清楚。

推薦課程 - English Foreign Language - Communication and Presentation Skills in Specialized Language (Faculty of Tourism, Sport & Event Management)

由於當地學生須通過語言檢定才能畢業，每個學院都有開設提升語言實力的課程，與語言中心的語言課程不同的是，除了能增進語言實力，由於課程內容會與專業相關，故也對修習的該專業或想學習該領域知識的學生實用性較大，我修習的是 Faculty of Tourism, Sport & Event Management 開的課程，課程內容不會太難，但可以從中學習到很多關於 Tourism, Sport & Event Management 的知識，同時還能提升英文能力。

期末考有兩個部分，須先通過 writing exam 才有參加 oral exam 的資格，writing exam 總共要在 120 分鐘內寫兩篇文章，第一部分要寫一篇 report，第二部分則可能是書信、email 等，格式要求要按照老師上課教的方式，有點類似在考雅思，有準備基本上不會太困難，writing exam 的成績有達到標準之後才能參加 oral exam，oral exam 就是自己選相關主題的圖表做一份簡報用大約五分鐘描述說明圖表趨勢，比較特別的是，這邊的報告模式幾乎都是一對一報給教授聽，不是在大家面前報告，其他課程的同學有些也是這樣，是令我比較意外的。總體來說，這是一堂雖然輕鬆但也是可以學到東西的課，而且教授人很好，有什麼問題都很親切有耐心的回答，還會給你很多實用建議，也很樂於跟每個學生交流。

C. 國外研修之生活學習 (課外)

波札諾是個冬天滑雪夏天健行的觀光勝地，能感受到這裡的人們在不同的季節都積極從事著不同的運動，用不同的方式走入大自然，這似乎就是他們生活的一部分。雖然我來的時候雪季已經接近尾聲，但我還是把握季末的時間，一有空就去滑雪，來這裡是我第一次接觸滑雪，雖然一開始一直摔，但堅持不斷練習之後徹底愛上這項運動，剛好我修習的課程也有提到有關雪場的議題，

真實體驗過雪場生活也讓我更能深刻理解相關知識。

D. 交換/研修之具體效益 (請條列式列舉)

1. 獨立自主，問題解決能力大幅提升
2. 視野更加開闊，心態更加開放
3. 語言能力溝通能力提升

E. 海外生活期間是否曾遭遇困境，及是否解決問題？如是，請說明如何解決問題;如未解決，請說明事件最大的啟發及思考未來可以怎麼解決？

按規定來說，一到義大利 8 天內一定要送出居留證申請，但申請居留證的每一道手續都經過重重順困難，花了許多時間與金錢，最後也拿不到居留證就要回國了。首先是要到郵局拿到一包申請資料的表，但附近郵局到處缺貨，還常面臨溝通問題，不斷給我們另一間郵局的地址要我們去詢問，當時與同樣需要申請的交換生朋友四處奔走了快兩個禮拜才終於拿到申請表，填完送出後花了約 100 歐的申請費，拿到申請的收據，接下來就是等到收據上的指定日期去警察局蓋手印，但到蓋手印當天警察一直不讓我進入，不斷讓我在外等待叫名字，從一開門就去等到關門，等了一整天遲遲沒有叫到，中間也不斷去詢問溝通，都不讓我進入，後來又收到一個日期叫我去一次，仍然遇到同樣的問題，被擋在門外，根本無法辦理。詢問過其他國的交換生有些人也遇到這樣的問題，有些人有成功蓋到手印了，但通知可以去領居留證的日期通常大家都回國了，所以大家都沒領到，好像也不會有關係。

F. 海外生活期間是否曾遭遇文化衝擊，您如何去面對及適應？

體會過義大利的行政效率真的會讓人更加感受到台灣有多便利，只能調整自己的心態，才能讓自己過得比較開心。

G. 海外生活歷練是否為您人生帶來不一樣的改變或者個人特質上的轉變，最大的成長是什麼？

在海外生活的日子，我更懂得把握時間嘗試各種不同的活動，體驗各種生活模式，藉此更加了解自己。除了變得更獨立自主，也學會勇於爭取自己的權利，需要協助時也會即時開口尋求協助。

H. 感想與建議

對於喜歡戶外運動、喜歡大自然的人來說，在 Bolzano 生活的日子每天都可以被這邊的風景療癒身心，不過對於喜歡大城市、想要常常出國旅行的人來說，這裡可能就不太適合，因為 Bolzano 到機場的通勤時間蠻久的，也沒有大城市的繁華，但我很享受這邊愜意的生活，舒服的步調與優美的風景，附近的多洛米蒂山脈有許多值得探索的地方，也有很多可愛的小鎮值得一去。

I. 英文心得(包含學校簡介、課程學習、生活學習、具體效益、心得感想等等) 500 字以上 赴中國交換者免填英文心得

School Overview

Bolzano Free University is located in Bolzano, northern Italy. The courses are primarily taught in Italian, German, and English, reflecting the multilingual cultural background of the region. Bolzano Free University has three campuses: Bolzano, Brixen, and Brunico. The courses I chose in the Faculty of Economics and Management were mostly at the Bolzano campus, which was closest to my dormitory. However, due to the flexibility exchange students have in course selection, it's also possible to take courses in other campuses and faculties if interested. I also took courses from the Faculty of Tourism, Sport & Event Management, which were mainly held at the Brunico campus.

All three campuses have cafeterias. At the Bolzano and Brixen campuses, you can load funds onto your student card and use it for meals. The Bolzano campus offers freshly baked pizza that is delicious. The cafeteria at the Brunico campus is not located within the university itself; it's a bit hidden and requires guidance from local students to find it. I've heard it's operated in collaboration with a church, and I think the food quality there is the best. The meal costs are subsidized, making it very affordable, around 3-4 euros per meal, which is significantly cheaper than eating at restaurants outside.

Course Learning Abroad (In-Class), and Recommendation of the Most Beneficial/Favorite Course

Exchange students have the freedom to choose courses, and if you want to select courses from other faculties or campuses, it's essential to consider your own abilities as well as

transportation issues. The Brixen campus is about an hour away from Bolzano by public transportation, and the Brunico campus is about two hours away. It's also important to check train schedules, as commuting can consume a lot of time. Additionally, the school's course schedule is not fixed weekly; sometimes you might have three classes in a week, while other times, there might be almost no classes for a whole month. The timing of each class varies depending on the instructor's arrangement, so you need to check the system for the exact class times and locations. If you happen to have two classes on the same day at different campuses, it might be challenging to get to the next class on time, and overlapping class times are also common. However, the school distinguishes between "attending" and "non-attending" students before registering for exams. If you can't meet the required attendance rate, you can opt to be a "non-attending" student, but the difficulty level and grading method might differ from that of attending students. Different professors may have different approaches, so it's recommended to clarify this at the beginning.

Recommended Course – English Foreign Language - Communication and Presentation Skills in Specialized Language (Faculty of Tourism, Sport & Event Management)

Local students must pass language proficiency tests to graduate, so each faculty offers courses to enhance language skills. Unlike language courses offered by the language center, these courses not only improve language proficiency but also provide practical knowledge relevant to the professional field, making them more useful for students studying or interested in that specific area. I took a course from the Faculty of Tourism, Sport & Event Management, which was not too difficult, but I learned a lot about Tourism, Sport & Event Management, and improved my English skills at the same time.

The final exam has two parts: you must pass the writing exam first to qualify for the oral exam. The writing exam requires you to write two essays within 120 minutes: the first part is a report, and the second part could be a letter, email, etc., with the format needing to follow the guidelines taught by the instructor. It's somewhat similar to taking the IELTS, and as long as you are prepared, it shouldn't be too difficult. After passing the writing exam, you can take the oral exam, where you select a relevant chart and present it in about five minutes, explaining the trends. Interestingly, the presentations are almost always done one-on-one with the professor rather than in front of the class. Some of my classmates in other courses also experienced this, which was a bit surprising to me. Overall, this is a relatively easy course where you can still learn a lot, and the professor is very kind, patiently answering any questions and providing practical advice. They are also very willing to engage with each student.

Extracurricular Learning Abroad

Bolzano is a tourist destination known for skiing in the winter and hiking in the summer. You can feel that people here are actively engaging in different sports during different seasons, immersing themselves in nature, which seems to be a part of their daily life. Although the snow season was nearing its end when I arrived, I still made the most of the late season and went skiing whenever I had free time. It was my first time skiing, and although I kept falling at first, I fell in love with the sport after persistent practice. The courses I took also covered topics related to ski resorts, and experiencing life at a ski resort firsthand helped me better understand the related knowledge.

Specific Benefits of the Exchange/Study Abroad (List)

1. Greater independence and significantly improved problem-solving skills.
2. Broader perspective and more open-minded attitude.
3. Enhanced language and communication skills.

Did you encounter any difficulties during your time abroad, and how did you resolve them? If not resolved, what was the biggest lesson learned, and how would you approach similar situations in the future?

Upon arrival in Italy, it was required to submit an application for a residence permit within eight days, but the process was full of challenges, taking a lot of time and money, and in the end, I didn't receive the permit before I had to return home. First, I needed to obtain an application form from the post office, but the nearby post offices were out of stock, and there were frequent communication problems. We were constantly directed to different post offices, and it took almost two weeks of running around with fellow exchange students before we finally got the forms. After submitting the forms and paying about 100 euros for the application fee, we received a receipt. Next was the fingerprinting appointment at the police station on the date specified on the receipt. However, on the day of the appointment, the police wouldn't let me in, making me wait outside all day until they closed, without ever calling my name. Even after repeatedly inquiring, I was not allowed to enter. I later received another date for the fingerprinting but encountered the same problem, being left outside again. I asked other exchange students from different countries, and some faced similar issues, with some successfully completing the fingerprinting but still not receiving their permits before returning home. It seems this situation doesn't have any major consequences.

Did you experience any cultural shock during your time abroad, and how did you deal with and adapt to it?

Experiencing the administrative efficiency in Italy really makes one appreciate how convenient life is in Taiwan. Adjusting your mindset is key to making yourself happier.

Did your overseas experience lead to any personal growth or changes? What was the most significant growth?

During my time abroad, I learned to seize the moment and try various activities, exploring different lifestyles, which helped me understand myself better. Besides becoming more independent, I also learned to assert my rights and seek help when needed.

Thoughts and Suggestions

For those who love outdoor activities and nature, living in Bolzano is a daily treat for the soul, with its beautiful scenery. However, for those who prefer big cities and frequent international travel, it might not be the best fit, as commuting to airports from Bolzano takes a long time. I thoroughly enjoyed the leisurely lifestyle here, the relaxed pace, and the stunning landscapes. The nearby Dolomites offer plenty of places to explore, and there are many charming little towns worth visiting.