中文心得報告

A. 學校簡介

國立杜林大學（University of Turin, UniTO）創立於 1404 年，是義大利最古老且最負盛名的公立大學之一。而我本次交換的 SAA 商業與管理學院（SAA School of Management），則是 UniTO 旗下專門培養商業、管理與財經人才的菁英學院。學院坐落於杜林的 Via Ventimiglia 校區，環境幽靜且專業學術氛圍濃厚。SAA 歷史悠久，並與歐洲及全球的企業界保持極為緊密的合作關係，其教學方針高度重視實務與應用，提供來自世界各地的國際學生一個充滿活力的學習平台。

B. 國外研修之課程學習（課內），推薦受益最多/最喜歡的課程

我最推薦、也最有收穫的是「生態觀光管理」(Tourism Eco-Management)。課程除了有完整的理論架構，也結合許多永續發展與綠色經濟的實務案例。期末的 Podcast 專案雖然具有挑戰性，但透過跨文化溝通與團隊討論，我們順利完成成果，我也在這門課取得義大利學制滿分 30/30。

C. 國外研修之生活學習（課外）

除了課堂上的學習，課外探索也是交換生活中很重要的一部分。交換期間，我利用假期走訪義大利多座城市，從威尼斯、佛羅倫斯、羅馬一路到拿坡里，也前往冰島感受冰川與火山交織的自然景觀。六月底，我還規劃了一趟跨國陸路旅行，途經米蘭、維洛納與杜洛米蒂山脈，最後抵達斯洛維尼亞及克羅埃西亞。

這些旅程不僅提升了我規劃交通、住宿與預算的能力，也讓我更加喜歡用攝影記錄各地的風景與文化。一路上的所見所聞拓展了我的國際視野，也讓我學會以更開放、包容的角度欣賞不同文化與生活方式。

D. 交換/研修之具體效益（請條列式列舉）

- **跨文化溝通與合作：**在分組討論中與不同國家的同學合作，學會理解多元觀點，並在意見分歧時協助溝通與協調。
- **問題解決與應變：**面對行政手續、跨國旅行及手機遺失等突發狀況，逐漸學會冷靜判斷並主動尋找解決方法。
- **實務商學能力：**透過「Tourism Eco-Management」課程，將財金與管理知識運用於實際案例，提升分析與企劃能力。
- **語言能力提升：**在全英文的學習與生活環境中，英文聽說能力更加自然，也學會基礎的義大利文日常用語。

E. 海外生活期間是否曾遭遇困難，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？

在一次通學的路上，上公車時車內很多人有些擠，等車子開動後才發現手機不在口袋了。尤其隔天我已經安排好去其他城市的旅行，手機不見當下感覺天都塌了

解決過程：

1. 尋求協助與安全防範： 我先聯絡家人，登入雲端帳戶鎖定遺失的手機，並更改所有重要金融與社交密碼。
2. 行政通報與重置： 我前往當地警局報案並取得遺失證明，同時寄信給課程教授說明情況以避免影響課程進度。
3. 替代方案執行：當地購買備用機，並花費了數日逐一重新驗證各大金融帳號與雙重驗證系統。

啟發與未來預防： 這次事件對我而言是極大的警鐘。它啟發了我，在海外生活必須具備「風險備援思維」。未來不論到哪裡旅經過這次經驗，無論是旅行還是日常生活，我都養成了幾個習慣：隨身攜帶重要聯絡資訊與護照影本、定期確認雲端備份是否正常，也會更加留意身邊環境，妥善保管重要財物，避免讓它們離開自己的視線。

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？

在義大利生活，最讓我不習慣的就是當地的辦事效率和生活步調。和台灣講求快速、準確的習慣相比，無論是啟用學校的 UniTO 系統、申請居留證，還是到郵局或公家機關辦事，往往都需要經過漫長又繁瑣的流程。

一開始，我常因為擔心事情被耽誤而感到焦慮，但生活一段時間後，我慢慢理解，這樣的步調其實也反映了義大利人對生活品質的重視。我不再只是著急催促，而是學會提早準備、預留更多時間，也試著用簡單的義大利文和對方打招呼，讓溝通更自然。這段經歷讓我變得更有耐心，也真正體會到什麼是入境隨俗。

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？

這半年的交換生活，讓我的個性有了不少改變。以前的我習慣待在熟悉、可掌握的環境裡，做任何事都希望按照計畫進行。但在國外生活，許多事情無法預料，也迫使我走出原本的舒適圈。

我最大的改變，是遇到問題時不再只顧著慌張或抱怨，而是會先問自己：「現在可以做的下一步是什麼？」無論是與不同文化背景的同學討論、在旅途中迷路，還是面對手機遺失，我都慢慢學會冷靜處理。這些經歷讓我更獨立，也更相信自己的能力。即使未來到了陌生的地方，我也有信心照顧好自己，找到適合自己的生活方式。

H. 感想與建議

杜林這座城市雖然不像羅馬或米蘭那樣充滿觀光氣息，但它卻有著最純正的義大利生活感，物價相對友善，且交通便利、四通八達。

給未來學弟妹的建議：

1. 提早辦理行政手續：義大利的行政效率較慢，強烈建議一收到入學通知就盡快辦理簽證，且抵達後要立刻處理居留證與 UniTO 帳號啟用。
2. 保持開放與包容的心：積極參與學校及 ESN（Erasmus Student Network）舉辦的活動，不要只待在華人圈，多與不同國家的學生交流。
3. 做好安全管理：歐洲治安與台灣不同，在通勤、人多的景點與搭乘大眾運輸時，務必看管好隨身物品，防範扒手。

英文心得報告

The University of Turin (UniTO), founded in 1404, is one of Italy’s oldest public universities. During my exchange semester, I studied at the SAA School of Management on the Via Ventimiglia campus. SAA focuses strongly on practical business education and maintains close connections with the corporate world. Its classes bring together students from many countries and often involve group discussions, presentations, and real business cases.

Among all the courses I took, the one I would recommend most—and learned the most from—was Tourism Eco-Management. The course provided a solid theoretical foundation while also introducing practical cases related to sustainable development and the green economy. Although the final podcast project was challenging, our team completed it successfully through cross-cultural communication and group discussion. I also received a final grade of 30/30, the highest possible grade in the Italian university system.

Outside the classroom, travelling became another important part of my learning experience. In early April, I visited Venice, Florence, Rome, and Naples. Soon afterward, I travelled to Iceland, where I saw glaciers and volcanic landscapes that were completely different from those of southern Europe. In early summer, I also planned a cross-border road trip through Milan, Verona, the Dolomites, Slovenia, and Croatia.

Planning transportation, accommodation, and expenses for these trips taught me how to manage details independently. Photography also became a way for me to record the landscapes, people, and everyday moments I encountered. These journeys gave me a better understanding of cultural differences and helped me see the world from a wider perspective.

My exchange semester was not always easy. Working with classmates from different cultural backgrounds sometimes meant dealing with different communication styles and opinions. Over time, I learned how to listen, explain my thoughts clearly, and find common ground within a team.

I also faced unexpected problems, especially when I lost my phone on the way to school. At first, I felt overwhelmed, but I soon focused on what I could do next. I secured my online accounts, reported the loss to the local police, and informed my professors about the situation. The experience reminded me of the importance of cloud backups,

copies of essential documents, and emergency contact information.

Another adjustment was getting used to the slower pace of Italian administration, sometimes described as the "Domani" spirit—leaving things until tomorrow. Procedures such as applying for a Permit of Stay and activating my UniTO account often took longer than expected. Although this frustrated me at first, I gradually learned to prepare early, leave extra time, and communicate more patiently. Learning some basic Italian also made everyday interactions easier and more enjoyable.

Looking back, my semester at SAA changed the way I deal with unfamiliar situations. I became more independent and learned that when something goes wrong, it is more helpful to focus on the next practical step than to panic or complain. I also gained practical knowledge of sustainable management and a stronger interest in working with people from different backgrounds.

For future exchange students, I would suggest starting administrative procedures as early as possible, including the visa application, Permit of Stay, and UniTO account activation. Joining activities organized by the Erasmus Student Network is also a good way to meet both local and international students. Finally, always keep an eye on your belongings, especially when using public transportation. These simple preparations can make exchange life much safer and less stressful.