



**ENGLISH
LANGUAGE**
INSTITUTE ORLANDO

Student Handbook

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Welcome Letter:

Dear Students,

Congratulations and welcome to the English Language Institute Orlando! We are thrilled to have you join our community. Here at English Language Institute Orlando, you will have the opportunity to grow your passions, discover new interests, and form lasting friendships.

To help you succeed, we would like to share our policies and important information. Please take the time to read this handbook carefully. It will be your go-to resource for understanding our policies and maximizing your experience at ELI Orlando.

We wish you a year that is both challenging and successful. Your journey at English Language Institute Orlando begins now, and it will be everything you choose to make of it!

Best regards,

Mel Saadi
English Language Institute Orlando
Director

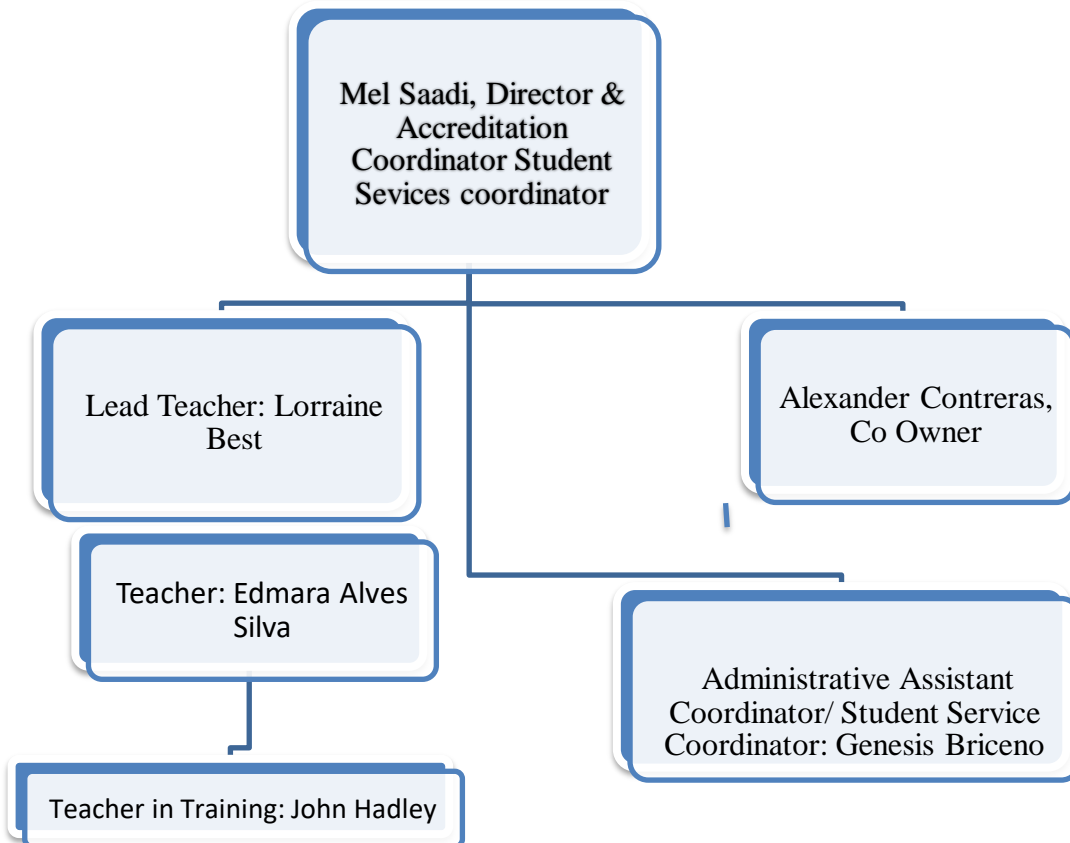
Mission Statement

- Our mission at English Language Institute Orlando is to help international and local students succeed in their academic and professional goals by offering programs that enhance their English language skills and cultural competence.
- English Language Institute Orlando faculty and staff strive to serve as a model for the advancement of professional standards while offering quality instruction in intensive English programs.
- English Language Institute Orlando staff and faculty are committed to providing support services essential to the student's adjustment in the United States.

History

English Language Institute Orlando is an independent language institution that has been offering ESL courses since 2017. Our mission is to deliver high-quality English as a Second Language programs. Using a communicative approach, we focus on teaching all four English language skills: speaking, reading, writing, and listening. We take pride in serving students from diverse nationalities and cultures, striving to provide an exceptional learning experience.

Organizational Structure



Admission Policies:

International students' admission requirement:

- Applicants must be at least 17 years of age *
- Hold a High School diploma or equivalent
- Must be able to read and write the Roman alphabet

General English Admission requirement:

- Must be at least 17 years old *
- Must be able to read and write the Roman alphabet

*English Language Institute Orlando must receive written permission from the legal guardian in order to enroll a student under 18.

Enrollment Procedures:

General Part Time English:

- Fill personal information form
- Take placement test
- Pay tuition fee

Full Time English:

Steps to apply as International student (F1 and J1 Visa):

- Fill Online Application, and Pay \$250 application fee
- Submit a copy of passport identification page(s) (must show picture, name, date of birth, passport expiration date, and passport must be valid for at least 6 months)
- Submit financial statements:
 1. Bank statement or verification letter showing that the student or his/her sponsor has the required number of funds available for student use during the course of study

2. Signed affidavit of support form

- Submit copy of High school diploma, or college/ technical school transcript
- Pay SEVIS fee
- TOEFL or IELTS scores (Optional)
- Proof of immunization

Pre Arrival:

Once you are accepted and have paid the proper fees, an acceptance packet will be sent to the address you have provided in your application.

Acceptance packet will include:

- Acceptance Letter from ELI Orlando
- I-20 document
- ELI Orlando Information sheet

Once you receive your acceptance packet, you can schedule your visa interview appointment:

The general steps to obtain a student visa are:

- Acceptance & Application Fee
- Completion of the Certificate of Finances (COF)
- Receipt of Certification of Eligibility (Form I-20 or Form DS-2019)
- Payment of SEVIS fee
- Application for visa at American Embassy
- Entry to the U.S.

Arrival:

Please check your arrival date on your I-20 and, do not plan to enter the USA before the arrival date shown.

Carry the following items when entering the US:

- Valid passport
- I-20
- Financial statement
- ELI Orlando acceptance letter

- Address where you will be staying in Orlando

Arriving students must contact ELI Orlando within 10 days of entering the country to:

- Request airport pick up (optional)
- Check in at the administrative office
- Attend student orientation
- Take the placement test
- Register for class
- Receive your textbooks

Academic Calendar 2024:

Academic Calendar			
ESL Intensive English (Full Time) Program			
Fall & Winter 1 Session 2024			
			Program
Fall I	Beginning and End Dates	August 05, 2024 – October 10, 2024	9 weeks
	Through August 2, 2024	Registration for classes	
	August 2, 2024	New Student Orientation	
	September 2, 2024	Labor Day	
	October 10, 2024	Class Ends	
Fall II	Beginning and End Dates	October 14, 2024 – December 12, 2024	9 weeks
	Through October 10, 2024	Registration for classes	
	October 11, 2024	Orientation	
	October 12, 2024,	Class Start	
	October 27-28, 2024	Thanksgiving holiday Break	
	December 12, 2024	Class Ends	

Academic Calendar			
ESL General English (Part-Time) Program			
Fall/Winter Session 2024			
			Program
Fall 2024	Beginning and End Dates	August 05, 2024 – December 12, 2024	18 Weeks
	Rolling	Registration for classes	
	Rolling	New Student Orientation	
	August 5, 2024	Class Start	
	November 28, 2024	Thanksgiving Holiday – No classes	
	December 12, 2024	Class Ends	

- **Deadlines:**

Application Deadlines:

Fall : May 1st
Spring: October 1st
Summer: March 1st

Tuition and Fees

Intensive English Program (18 Hours Per week/ 9 weeks)	\$1500
Intensive English Program (18 Hours per week), Residents.....	\$1500
General English Part Time (6 Hours per Week)	\$250
Textbook fee	\$ 100
Health Insurance.....	\$0
Late payment fee.....	\$50

Refund Policy

- Application and shipping fees are non-refundable
- Any time prior to the first day of class.....100%
- First day of class, or after.....0 %
- If class is cancelled before it starts.....100%
- If F1 visa application was denied.....100%

Financial payment policy and consequences of non- payment:

Students are responsible for tuition payments and textbook fees before the session starts, If a student fails to pay his/her tuition and fees by the first Wednesday of the session, his / her registration will be cancelled, and late payment fee of \$ 50 will be applied, in order to re-register. If a student fails to pay, he/she is considered not enrolled in the class, and may have consequences such as losing his or her immigration status if they do not re-register. Students who have a late payment should meet with a DSO or PDSO immediately.

Forms of Payments:

The School accepts cash, major credit and debit cards, US Personal Checks, Cashier's Checks, Money orders, and bank wire transfers.

Student Files:

A file is kept for each student, which includes the application, placement test (unless it is stored electronically), F-1 documentation (if applicable), and all academic information, including any probation letters.

Frequently Asked Questions

How many levels are there at English Language Institute Orlando?

- There are 6 levels at English Language Institute Orlando.
- Each Level is 9 week
- ELI Orlando's curriculum offers integrated courses that connect the teaching of reading, writing, listening, and speaking skills, and English learners are matched with 6 proficiency levels to best fit their language needs

How do I know my level?

- All students entering the ELI Orlando are required to take a placement test. This test is designed to help us assess each student's English proficiency. Students will be placed into the most appropriate level based on their test scores. All students will sit for the placement test before the first day of class. Students will be placed in the course that fits their overall score on the placement test.

How much homework should I expect?

- In general, you should expect about 6-7 hours of homework weekly for the intensive 18 hour program. In the part time general English, you should expect 2-3 hours of homework weekly.

How many classes do I have to attend?

- 80% attendance is required to pass the class.

How do I pass my class?

Students are assessed throughout the term, and they can move to the next level if they:

- **have a minimum overall average grade of 70% on your graded tests, quizzes, and projects.**

Important: If students do not have an overall grade average of 70% they will be placed on academic probation, will be required to repeat the level and have a meeting with an academic advisor about their progress. If students fail the same level 2 times, they will be asked to leave the program.

How will I get my grades?

- Students will be informed of their final grades in their Student Grade Reports, which are handed to students on the last day of class.
- Student can request their grades from the administrative office any time during the course.

If I must be absent, what should I do?

- Call the school as soon as possible.

If I have a question about...?

Subject	Who you can talk to ?
Class assignments, homework and Grades	Your Class Teacher
General Attendance	Academic Director
Missing a class	Your teacher
Payments	Administrative Staff
Immigration Status / I-20	School Director
Application to college or university	Academic Director or Advisor
Serious complaint	School Director
Housing & Medical Insurance	Student Services Coordinator

Passing Criteria for Classes

To pass the class, students need to achieve a score of 70% or higher. Both for Full time or part time programs.

Attendance Policy:

Students are expected to attend all their classes, and required to attend 80% of class hours. Regular attendance is important for achievement and progress. Students who are often absent miss learning opportunities and active practice of English skills. They have more difficulty completing their assignments, being prepared for classes, understanding the materials taught, and improving their overall proficiency.

ELI Orlando expects students to attend all classes and students are required to attend a minimum of 80% of class time . Excused absences are not allowed.

If you need to be absent, call the administrative office; you will still be counted absent.

All students are required to attend at least 80% of class time.

Students cannot miss more than 5 ½ days in any full time 9 week program (28 hours)

Students who fail to maintain 80% attendance will be placed on attendance probation and will sign a letter promising to meet the attendance requirement for the remainder of the class. If the student maintains attendance of 80% until the end of the current class, the student will return to normal status. If the student attends less than 80% of the current class, they will be dismissed from the program.

Students are responsible for homework and any assignments they may have missed while absent.

- Late to class absences - You will be marked absent for one hour if you come to class more than 15 minutes late.
- Leaving early: you will be marked absent for one hour if you left class 15 minutes or more before the end or during class.

- Absent: If you are absent for 1 whole class day, you will be marked absent for 4 and ½ hours
- Students attending the IEP 9 week program, who miss 10-20 % of class time will be placed on attendance probation.
- Student attending the IEP 9 week program, who miss more than 20% of class time will be issued a warning, and must meet with the School Director.
- Students who will miss class for an extended period of time (more than 7 days) must obtain records showing the reason for their absence and immediately contact the DSO.
- Failure to alert the school can result in being automatically dismissed from the program, which can lead to losing your status with DHS
- Attendance is reported daily by the instructor, and turned to the administrative office.
- The Administrative office reports attendance via DHS SEVIS website every Thursday.
- Instructors and Administrative staff are not allowed to give permission to a student to be absent or tardy.
- Students shall be given a complete attendance history upon request at any time. Total attendance percentages will be listed on the student grade report.

General Part Time English Attendance Policy:

All students are required to attend at least 80% of class time. However, there are no penalties regarding absences in the General Part Time English program. Students who are often absent miss learning opportunities and active practice of English skills, and struggle to complete their assignments, being prepared for classes, understanding the materials taught, and improving their overall proficiency which is needed for advancement to a higher level of study.

Rolling admission policy:

ELI Orlando offers 6 start dates each year in the Full Time English Program and 3 start dates in the Part Time English Program. If a new student misses the first 4 or more classes (the first week of class), they may enter the course, If they pass the class with a combined grade of 70% or higher, they may progress to the next level and are newly eligible to earn a completion certificate.

If a student wishes to enter a course between weeks 2 and 4, they may enter the class level that the placement test has indicated. If the student wishes to join a class after week 4, they must pass the midterm exam with a score of 70% or higher. If the student fails the midterm exam, they may enter the program one level below their current level.

Medical emergencies and leave of absence:

Documented, written evidence for non-attendance due to medical or exceptional emergency circumstances needing a leave of absence should be provided to the PDSO for review.

According to the Code of Federal Compliance:

The DSO may authorize a reduced course load (or, if necessary, no course load) due to a student's temporary illness or medical condition for a period of time not to exceed an aggregate of 12 months while the student is pursuing a course of study at a particular program level. In order to authorize a reduced course load based upon a medical condition, the student must provide medical documentation from a licensed medical doctor, doctor of osteopathy, or licensed clinical psychologist, to the DSO to substantiate the illness or medical condition. The student

must provide current medical documentation and the DSO must reauthorize the drop below full course of study each new term, session, or semester. A student previously authorized to drop below a full course of study due to illness or medical condition for an aggregate of 12 months may not be authorized by a DSO to reduce his or her course load on subsequent occasions while pursuing a course of study at the same program level. A student may be authorized to reduce course load for a reason of illness or medical condition on more than one occasion while pursuing a course of study, so long as the aggregate period of that authorization does not exceed 12 months.

To maintain compliance with this code, students who require medical leave must:

- Provide documentation from a licensed medical doctor, doctor of osteopathy, or licensed clinical psychologist
- Renew this documentation at the start of every class term
- Alert the PDSO/DSO immediately if they are able to return to school during medical leave

Students have access to their attendance report, and may request it anytime from the administrative office.

Maintain F1 and J1 Visa:

It is extremely important for international students to maintain their immigration status while in the United States.

- International students must be enrolled full time (18 Hours/ week) to maintain their legal status.
- F1 students must maintain a good attendance records. A minimum of 80% attendance is required.
- F1 students must pass their classes with a grade of 70% or better
- Report change of address to ELI Orlando within 10 business days

Failure to maintain the terms and conditions of F-1 or J-1 status may be grounds for removal from the United States and may cause difficulty re-entering the U.S. in the future.

Enrollment and Academic Probation policy:

In order to maintain full time course enrollment:

- A minimum of 80% attendance is required.
- The student must have a minimum overall average grade of 70% for course work
- Students must make reasonable academic progress, which means not failing a course more than 2 times. Students who fail a class are placed on academic probation and will have a meeting with their academic advisor. If they pass the class after repeating it, they are removed from academic probation. If they fail the class while repeating it, they will be dismissed from the program.

Student Obligations

Study full time, with an attendance record of 80% or higher
Keep immigration documents in a safe place
Keep passport up to date and valid for at least 6 months
Report change of address to ELI Orlando within 10 days of the change
Do not work while studying at ELI Orlando
If you are planning to travel outside the US between semesters and return to ELI Orlando, you must alert the PDSO/DSO for a review of your SEVIS documents

Annual vacation and summer break

F1-visa students must study full time during fall and spring semesters. English Language Program students are allowed to take an annual vacation. During an annual vacation, full-time students on an F-1 visa can choose to take the semester off or study part time. Annual vacation is only permitted for students planning to attend an ELI Orlando program full time in the following fall semester. Students on academic probation are not permitted to take vacation.

Health Coverage:

Health services are extremely expensive in the United States, so ELI Orlando strongly recommends that all students get health insurance coverage. For help with questions about health insurance after orientation, ELI Orlando's Student Services Coordinator can meet with student to help explain how health insurance coverage works in the United States. There is also information available at the front desk. ELI Orlando does not endorse a specific health insurance company or plan, but we are available to help students navigate the language and cultural differences in the US health care system.

In case of an emergency, dial 911.

Student with disabilities:

Persons with disabilities who desire accommodation should contact the PDSO.. ELI Orlando abides by the Americans with Disabilities Act (ADA).

Orientation:

New student orientation takes place before the first week of classes. The orientation introduces new students to ELI Orlando programs and services and provides an opportunity for new students to interact and ask questions to teachers, administrators and staff.

During orientation, new students also take the placement test, receive academic advising and register for classes.

Orientation sessions cover essential and important F1 visa status and immigration policies.

All new students are required to attend an orientation program prior to enrolling in the fall, spring or summer session.

New student orientation is mandatory for all new students!

After orientation, students will be emailed a copy of all the orientation materials for review.

Students may also view copies of orientation materials at the front desk.

Email Communication:

ELI Orlando informs students of their electronic communications during orientation.

Housing:

ELI Orlando does not offer housing; However, the Student Services Coordinator will answer any questions and provide suggestions regarding housing options in the area.

Apartment	Phone Number	Monthly payments
Ancora Apartments	(407) 240-3900	\$1190-\$1469
Citi Lakes Apartment	(407) 568-8492	\$1150-\$1500
Adelaide Apartments	(407) 239-7533	\$725-\$1205
Westwood Suites	(407) 238-9500	\$951-\$1226
The Vining's at Westwood	(407) 239-7512	\$990-\$1699
Cumberland Park Apartments	(407) 775-4758	\$951-\$1695
Discovery Palms	(407) 842-6000	\$973-\$1750

Curriculum

- **Placement Test**

All students entering ELI Orlando are required to take a placement test before the first day of class. This test is designed to assess each student’s English proficiency, and place students into the correct class level

The placement test has four parts:

PLACEMENT TEST LEVEL RECOMMENDATIONS		
Placement Test score <i>without</i> Listening section (50 items: 1 point per item)	Placement Test score <i>with</i> Listening section (60 items: 1 point per item)	Recommended level of <i>Stand Out</i>
Below 12 points	Below 14 points	<i>Stand Out Basic</i>
13 – 20 points	15 – 22 points	<i>Stand Out 1</i>
21 – 28 points	23 – 32 points	<i>Stand Out 2</i>
29 – 37 points	33 – 42 points	<i>Stand Out 3</i>
38 – 46 points	43 – 54 points	<i>Stand Out 4</i>
Above 47 points	Above 55 points	<i>Stand Out 5</i>

Oral Placement Test Administration, Scoring, and Levels:

Oral Placement is an interview-based Oral Placement Test. This test consists of conversational prompts to be read by the examiner and is accompanied by scoring guidelines to help examiners determine the appropriate level of the learner.

The Placement test measures a variety of factors when evaluating the interviews, including whether the student is able to:

- Speak fluently without undue hesitation
- Use colloquial expressions appropriately
- Use complete sentences and phrases appropriately
- Pronounce words and phrases clearly.

Students who wish to see the speaking or writing scoring rubric can do so by request at any time.

Name: _____

Date: _____

ORAL PLACEMENT TEST

Language Function	Speaking Prompt	Score
Stand Out Basic		
Give personal information	<ul style="list-style-type: none">What's your name? What country are you from? What is your address? What is your telephone number?	1 2 3 4 5
Talk about dates	<ul style="list-style-type: none">When is your birthday?What's the date today? What day is it?	1 2 3 4 5
Talk about schedules/routines	<ul style="list-style-type: none">Tell me about your day. What time do you usually get up? What do you usually do in the evening?	1 2 3 4 5
Describe housing	<ul style="list-style-type: none">Do you live in a house or an apartment? Tell me about it. Where is it? How many rooms does it have? Who do you live with?	1 2 3 4 5
Stand Out 1		
Describe people	<ul style="list-style-type: none">Tell me about your child (or brother/sister). What is his/her name? How old is he/she? What does he/she look like?	1 2 3 4 5
Talk about eating habits and meals	<ul style="list-style-type: none">What kind of food do you like? What food don't you like? Do you like to eat dessert?	1 2 3 4 5
Talk about illnesses; describe symptoms	<ul style="list-style-type: none">If someone has a cold, how do they feel? Do you get colds often? What do you do when you have a cold?	1 2 3 4 5
Talk about past and present jobs	<ul style="list-style-type: none">Where do you work now? What do you do? What was your job in your country? How long did you do this job? What did you do?	1 2 3 4 5
Stand Out 2		
Give directions	<ul style="list-style-type: none">How do I get to your home from here if I am walking (or driving)?	1 2 3 4 5
Describe skills and abilities	<ul style="list-style-type: none">What skills do you need for your job? How did you learn those skills?	1 2 3 4 5
Describe past experiences	<ul style="list-style-type: none">What did you do on your last vacation? Where did you go? How long were you there?	1 2 3 4 5
Describe educational systems	<ul style="list-style-type: none">How many years did you go to school in your country? What did you like about your school? What didn't you like about your school?	1 2 3 4 5
Stand Out 3		

Student placement appeals:

ELI Orlando encourages students to appeal their placement when they believe it is incorrect. Students who believe that a mistake has been made with their placement decision should fill out a Placement Appeal Form at the front desk by Thursday at 5pm the first week of classes.

Student Grade and Progression Appeals:

ELI Orlando encourages students to appeal grades and/or progression decisions when they believe it is incorrect.

Students who believe that a mistake has been made with a grade and/or progression decision should fill out a Grade Appeal Form at the front desk within 5 working days.

- **Levels**

ELI Orlando’s curriculum offers integrated courses that connect the teaching of reading, writing, listening, and speaking skills, and English learners are matched with 6 proficiency levels to best fit their language needs. Courses in the Intensive English Program meet for 18 hours per week for 9 weeks. The Part time Program meets for 6 hours per week for 18 weeks. Our creative assessment designs offer students the chance to demonstrate their progress in a number of formats appropriate for each level, including giving speeches and academic presentations, writing paragraphs or essays, and practicing with traditional written and oral exams. Each level’s curriculum focuses on the increasingly complex language students will encounter in their daily lives, and teachers use cutting-edge communicative language teaching methods to ensure that students actively use English at every opportunity. Below are the course descriptions for our 6 levels.

Level Basic:

Students will begin the Stand Out program by reviewing basic communication skills necessary for actions like introductions and filling out forms. The rest of the course focuses on skills necessary for living in the United States, such as purchasing food and clothing, describing an illness, and identifying common jobs and community locations. The class ends with a final unit about study habits to prepare students for the rigors of Level 1.

Level 1:

Students in Level 1 will deepen key skills necessary for living in the United States, such as comparing prices of food and clothing, reading prescriptions, interpreting housing advertisements and giving a short job interview. The class ends with a final unit about setting personal and professional goals to help students identify pathways to success.

Level 2:

Students in Level 2 will continue to expand on the skills they have learned to live comfortably in the United States, such as deepening employment skills, budgeting basic finances, and calling for help in medical, fire, or police emergencies. The class ends with academic and vocational goal-setting with a focus on independent learning to prepare students to broaden their understanding of lifelong education.

Level 3:

Students in Level 3 will deepen their linguistic and cultural knowledge by practicing skills like writing formal letters, interviewing for jobs, solving time management issues, and supervising workplace safety procedures. The class ends with an exploration of U.S. geography and government structure to inform students about regional living differences and common local political discussions.

Level 4:

Students in Level 4 will strengthen their communication and persuasion skills by writing persuasive letters and speeches, resolving job-related ethical issues, and learning how to get involved in community health and wellness. The course culminates in an exploration of the electoral process and common civic responsibilities such as jury duty and voting.

Level 5:

Students in Level 5 will complete the Stand Out program by solidifying skills necessary for continuing on successful academic and career paths such as researching online for informative and persuasive essays and presentations, organizing complex personal finances, and conducting product comparisons. The class focuses on practicing different styles of formal essays and presentations so that students have a firm grasp of different organizational patterns commonly used in both academic and professional settings.

- **Student Learning Outcomes**

For a complete list of course goals, objectives, and student learning outcomes, see the Curriculum Guide at the front desk

Records of Student Progress

- **Assessments and advancement:**

Students need to demonstrate successful achievement of the student learning outcomes in their current level of the IEP before they can be promoted to the next level.

Course grades will reflect a student's achievement of the learning outcomes.

Students are assessed throughout the term, and promotion is confirmed using the following criteria:

- The student must have a minimum overall average grade of 70% for course work.
- The student who does not have an overall average of 70% for course work will be placed on academic probation and will be required to repeat the level.
- If a student is failing, Teacher will schedule a one on one meeting with the student, and create a progress plan.
- Students will be informed of their final grades in their Student Grade Reports.
- **Student Syllabus:**

On the first day of class, students will receive a written course policy statement containing learner outcomes, class requirements, and grading procedures.

Text Books:

Students are required to have a copy of the textbook and workbook for each class. All students must have their books by the first day of class. Students who do not have new books after the first three days of class WILL NOT be allowed to attend class. Students cannot borrow or photocopy other students' books. Students need their own. Students will not be allowed to use "used books" unless they are repeating a class. These books must be free of answers.

Grade Grievance and Appeal:

Students who feel that an error has been made in their promotion decision can fill a Grade Grievance Form; the academic director will schedule a meeting within 2 weeks, and follow grievance policy process and timeline.

Certificate of Completion:

Students may obtain a certificate of completion for their studies. The request should be made one week in advance at the Front Desk.

How to apply for University admission?

Students who are seeking admission to college or university may meet with their Academic Advisor to discuss their interests, options, and learn about college application procedures.

Student Services:

• Personal advising:

Personal advising includes helping students adjust to living in the United States, by providing information regarding housing, health insurance options, shopping, and transportation options, or any nonacademic procedures. Students can check with the student services coordinator to learn about student activities at English Language Institute Orlando. Student will be referred to qualified professionals or services when the students' needs exceed the resources and expertise available at English Language Institute Orlando.

• Immigration advising:

Immigration advising includes providing international students with accurate immigration information, enrollment policies, and visa requirements. The Student Services Coordinator (Immigration) monitors and track student immigration status, and Attendance.

• Academic Advising:

Academic advising includes providing students with comprehensible written information regarding academic expectations, attendance policy, repeating levels, advancement and dismissal. Academic advisor will also be responsible for tracking student progress, schedule progress meetings and issue academic probation letters. The Academic Advisor is responsible for helping student understand the college and university system in the United States. The Academic advisor can assist the student with college applications.

• Social and recreational activities

Social activities are posted on the activities calendar located in the Hall.

ELI Orlando encourages students to be involved in extracurricular activities, by organizing, planning and participating.

Students are encouraged to suggest ideas for social and recreational activities through the suggestion box.

Students have a chance to rate the social and recreational activities via student surveys.

• Policies regarding school trips:

Student will need to complete the following:

- 1) Field Trip/ Liability Agreement Form,
- 2) Emergency Medical Authorization Form
- 3) Field Trip/Photo/Video Permission Form

Students should be advised to do the following:

- Have the trip leader's phone number
 - Take only the necessary amount of cash, checks, credit cards, identification cards, etc. Valuable items and important documents should be left at home.
 - Attach wallets or purses to their bodies at all times, and be aware of the people sitting or standing near them in public places.
 - Keep a small amount of cash in their pockets to pay for buses, trains, admission fees, snacks or drinks, etc. in order to avoid opening and closing their wallets or purses in public places.
 - Know exactly where they are going, and how they'll arrive there. Take free copies of bus schedules and maps, if that helps them to understand the travel plans.
 - Call their field trip leader or school if they get lost or left behind, in order to report their location. They should never accept a ride in a car with a stranger!
 - Locate their field trip leader or a public official or worker for help if they find themselves in a suspicious situation. Dial 9-1-1 for police help in an emergency.
-
- **Student Code of Conduct:**

It is the student's responsibility to conduct themselves in a proper and respectable manner while at school.

Students who fail to comply with the school code of conduct, may receive a written warning, Depending on the severity of the incident the student is subject to disciplinary action up to and including dismissal from the program.

Violence and illegal activities will be reported to the appropriate local authorities and students will be subject to expulsion from the school.

Sexual Harassment:

Sexual harassment of students and employees at ELI Orlando is unacceptable and will not be tolerated. Sexual harassment is defined as any unwelcome sexual advance, request for sexual favors, or other physical conduct or expressive behavior (verbal or nonverbal) of a sexual nature.

Harassment of a sexual nature is a violation of various state and federal laws that may subject the harasser to liability for any such unlawful conduct. ELI Orlando may report violators to the appropriate authority for civil or criminal action.

Non Discrimination Policy:

English Language Institute Orlando maintains a welcoming environment for all people and extends its welcome in particular to those who may be vulnerable to discrimination on the basis of their race, color, national origin, sex, religion, disability, age, marital or parental status, sexual orientation, military status, or other legally protected status.

Smoking:

Smoking (including but not limited to cigarettes, tobacco, and devices such as e-cigarettes, pipes, vaporizers) is prohibited at ELI Orlando.

Student Surveys:

Students will have an opportunity to rate their instructors at the end of every session. Students will also be asked to rate their experience in regards other departments at ELI Orlando, such as administrative office, student advising, facilities, extracurricular activities and housing.

Student Complaints:

Eli Orlando respects students' opinions, suggestions, and complaints and works to ensure that students receive a quality academic experience in a professional context.

If a Student at ELI Orlando is unhappy about something related to English program, academic achievement, personal comfort and safety, has two options to express his/ her discontent:

- Informal complaints: Verbal
- Formal complaints: In writing

Informal complaints and suggestions are verbal complaints that have no immediate effect on the student's academic achievement, personal comfort and safety, or his/her decision to continue studying at the school. Informal complaints are verbal and do not require a formal follow up. Students can talk to their teacher, office coordinator, or student services coordinator to discuss the issue. If this issue is not resolved, student can write a formal complaint form available at the front desk.

Formal complaints are of a more serious nature, and do require formal follow-up with an administrator. Formal complaints have an immediate effect on the student's academic achievement, personal comfort and safety, or his/her decision to continue studying at the school. Additionally, formal complaints must be made in writing (email, complaint form, letter)

For formal complaints and suggestions, students can see the Office Coordinator or Student Services Coordinator to ask for the Formal Student Complaint Form.. If students are not able to fill out the Formal Complaint Form on their own, the employee who takes down the complaint should fill out the form for the student and note this on the form.

Complaint Procedure: A meeting will be arranged between the student and an appropriate administrator within (3) working days of lodging the complaint. If the first meeting is not sufficient to produce an acceptable resolution, another meeting can be arranged between the student, the same administrator, and any other key personnel, within (3) working days of the first

meeting. If the student is not satisfied with the Administrator's decision after the second meeting, a final meeting will be arranged between the student and the Director within (5) working days of the second meeting. The Director's decision will be final, and the student will be notified within 48 hours.

Withdrawing from ELI Orlando Policy:

Students may withdraw or transfer from ELI Orlando at any time. Students who wish to exit the program must fill out a Withdrawal Form and give it to the PDSO/DSO for processing.

Classroom Etiquette:

- Do your best to speak English during class
- Do not use cell phones during class without permission from your instructor
- Complete all homework and project assignments on time
- Ask your teacher for help if you are confused

American Holidays

New Year's Day January 1st

Birthday of Martin Luther King Jr. 3rd Monday in January

Memorial Day Last Monday in May

Independence Day July 4th

Labor Day First Monday in September

Columbus Day* 2nd Monday in October

Veterans Day* November 11th

Thanksgiving Day 4th Thursday in November

Christmas Day December 25th

Immigration Resources

United States Citizenship and Immigration Services (USCIS)

<https://www.uscis.gov/>

U.S. State Department Visa Information (DOS)

<https://travel.state.gov/content/visas/en.html>

Foreign Embassies in the U.S.

<http://www.embassy.org/>

Education USA

