Welcome from the Director

Dear Students,

Welcome to the Center for English as a Second Language (CESL) at the University of Arizona in Tucson, Arizona. We are happy to finally meet you in Tucson. CESL is one of the best English language and teaching centers in the United States. We are most proud of our students and how much learning they do with us. Former CESL students have finished our program and gone on to become doctors, lawyers, government leaders, researchers, and even teachers. Be sure to study hard and attend class, but also participate in our after class activities, like the music club, the Independent Reading Program, the Program for Academic Student Success, and the Director’s Award Program—and soon you will be amazed at your progress.

This session you will meet students from all over the world. We anticipate that you will enjoy meeting so many other citizens of the world and learning about their cultures. To give you a preview of our program and activities, our team has put together this Student Handbook for you. I hope you will find the information very helpful. Should you have any questions, please do not hesitate to ask any CESL teacher or staff. My office is in CESL 100, and my email is 1

Welcome to CESL! Enjoy your studies!

Sincerely,

Suzanne Panferov, Ph.D.

CESL Director

Follow CESL on:
http://www.facebook.com/uacesl
https://twitter.com/uacesl
http://www.youtube.com/user/uacesl
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About CESL

http://www.cesl.arizona.edu

All programs at the Center for English as a Second Language meet high standards of excellence, as CESL has been fully accredited by the Commission on English Language Program Accreditation. Accreditation by CEA signifies that an English language program has met nationally-accepted standards of excellence and assures students and their sponsors that the English language instruction and related services will be of the highest quality.

We are located in the heart of the University of Arizona campus. CESL students have full use of all University facilities, including one of the largest Student Unions in the US, numerous computer facilities, the Campus Health Center, the Campus Recreation Center, and a wide range of other recreational and entertainment facilities available to all University students. The University of Arizona is a Research One University, with many nationally-ranked departments and ranks in the top 100 in the world.

There are many reasons that CESL is the best choice for English language study. We have celebrated more than 40 years of excellence in ESL, and we offer our students many advantages. For current events at CESL, visit the CESL calendar: http://www.cesl.arizona.edu/activities
## CESL People

### IMPORTANT CONTACTS

Everyone at CESL welcomes you and will answer your questions. Go to our website and meet our Faculty and Staff. Please make an effort to meet them and talk to them. [http://www.cesl.arizona.edu/people](http://www.cesl.arizona.edu/people)

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<th>Position</th>
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<tr>
<td>Director</td>
<td>Suzanne Panferov</td>
<td>C100</td>
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<td>Associate Director</td>
<td>Nick Ferdinandt</td>
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<td>Associate Director of Finance &amp; Administration</td>
<td>Carmen Ortiz</td>
<td>C101</td>
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<td>Assistant Director of Global Programs</td>
<td>Linda Chu</td>
<td>Harvill 239</td>
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<td>Assistant Director of Student Success</td>
<td>Robert Cote</td>
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<td>Assistant Director of Academic Support</td>
<td>Sumayya Granger</td>
<td>C208</td>
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<td>Assistant Director of Admissions, Immigration &amp; Student Services</td>
<td>Amber Tetreau-Segura</td>
<td>C101</td>
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<td>Intensive English Program Coordinator</td>
<td>Steve Randall</td>
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<td>Intensive English Program Assistant Coordinator</td>
<td>Rachel Kraut</td>
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<td>Evening Program Coordinator</td>
<td>Mariana Menchola-Blanco</td>
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<td>Teacher Training Coordinator</td>
<td>Angel Steadman</td>
<td>Harvill 239</td>
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<td>Academic Bridge Programs Coordinator</td>
<td>Rebecca Noreen</td>
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<td>Maria Corrales</td>
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<td>Student Activities Coordinator</td>
<td>Jeremy Lee</td>
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<tr>
<td>Special Programs Coordinator</td>
<td>Manuel Medrano</td>
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<td>Marketing and Recruitment Coordinator</td>
<td>Luis Castillo</td>
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<td>Assessment Coordinator</td>
<td>Eddy White</td>
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<td>Library and Information Services Coordinator</td>
<td>Mike Lindsey</td>
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<td>Fernanda Ortiz</td>
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<td>Applications Systems Analyst</td>
<td>Eric McCune</td>
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<td>IT Support Analyst Sr.</td>
<td>Chris Todd</td>
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<td>Admissions Specialist Sr.</td>
<td>Ingrid Cote</td>
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<td>Andrea Yen-Duncan</td>
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<td>Business Manager</td>
<td>Cara Lazazzera</td>
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<td>Melissa Weber</td>
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<td>Renee McDonald</td>
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<tr>
<td>Administrative Associate</td>
<td>Lauren Lazazzera</td>
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<tr>
<td>Learning Advisor</td>
<td>Karyn Light-Gibson</td>
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<td>Learning Advisor</td>
<td>Camille Richter</td>
<td>C200</td>
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### IMPORTANT PHONE NUMBERS

<table>
<thead>
<tr>
<th>Category</th>
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<tbody>
<tr>
<td>CESL Main Office</td>
<td>+1-520-621-3637</td>
</tr>
<tr>
<td>CESL Fax</td>
<td>+1-520-621-9180</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:cesl@email.arizona.edu">cesl@email.arizona.edu</a></td>
</tr>
</tbody>
</table>

| Emergency                                     | 911                             |
| UA Police, non-emergency                      | +1-520-621-6490                 |
| Campus Health Service Urgent Care             | +1-520-621-6493                 |
| UA Escort Service SAFE Ride                   | +1-520-621-SAFE                 |
| Parking and Transportation                    | +1-520-621-3550                 |

Mission Statement
http://www.cesl.arizona.edu/excellence

The mission of the Center for English as a Second Language (CESL) at the University of Arizona is threefold:

1. **To provide superior English language instruction** to native speakers of other languages through quality teaching and a curriculum that provides a rich and engaging learning environment to prepare students for academic and professional success at the University of Arizona as well as for other academic, professional, and social settings.

2. **To serve the linguistic and professional development needs** of the University of Arizona and the greater global community by reaching out to professional global and local communities, supporting research in language learning, networking with language teaching professionals, and mentoring teachers.

3. **To encourage respect for cultural and linguistic diversity** through intercultural competence, professionalism, and collaboration both on and off campus in an effort to promote cultural understanding.

C  CEA Accredited
E  Exclusive Conditional Admission agreements with the University of Arizona (in lieu of TOEFL/IELTS)
S  Specialized customized group programming
L  available
   Language specialist faculty and a dynamic curriculum

CESL - The Best Choice in Intensive English Instruction!

The Center for English as a Second Language at the University of Arizona is accredited by the Commission on English Language Program Accreditation for the period April 2009 through April 2019 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as the nationally recognized accrediting agency for English language programs in the U.S.

CESL and CESL faculty & Staff are a member of the following professional organizations:
NAFSA National Association of International Educators
TESOL Teachers of English to Speakers of Other Languages
UCIEP Consortium of University and College Intensive English Programs
English USA American Association of Intensive English Programs
CESL ORIENTATION

FIRST WEEK AT A GLANCE

The following activities are required for completing your first week at CESL

☐ Complete the payment of your tuition and fees
☐ CESL Check-in and Registration
☐ Show proof of MMR Immunization
☐ Show your passport, I-20 or DS-2019, and I-94 (full-time students only)
☐ Take Placement Test (IEP ONLY)
☐ Register for your UA NetID
☐ Get your CESL ID card
☐ Attend Orientation
☐ Take Campus Tour
☐ Take the Lab Orientation in CESL Computer Lab Room 210
☐ Take the Arrival Survey
☐ Get your Class Schedule at CESL Room 208

The following activities are required for completing your first week at CESL

☐ Get your CatCard at the Student Union
☐ Register your computer to access the internet on UA campus
☐ Register your cell phone to receive text messages from the University in case of an emergency.
   http://alerts.arizona.edu
☐ Buy your textbooks at the University Bookstore
CESL REGISTRATION AND IDENTIFICATION

Measles, Mumps, and Rubella Immunization All students born after December 31, 1956, must provide proof of measles, mumps and rubella immunity. Measles can be a serious and life threatening illness. Arizona state law requires these immunizations for all students as a public health measure to protect students and the community alike. You must have two MMR (measles, mumps and rubella) vaccines. One of the vaccinations must be after December 31, 1979. If you did not bring the proof with you, you will need to be vaccinated for a fee at the Campus Health Center before you can register at CESL. You will not be allowed to register without proof of immunization.

Immigration Document Check (full-time students only) At registration, we will collect your passport, I-20 or DS-2019, and I-94. We will make a copy of the first page of your I-20 or DS-2019, passport biographical page, the student visa and your arrival date and port of entry. We will keep these copies in your CESL file. You should also keep a copy of your passport in a safe place at home in case you ever lose your passport. We will also ask you to give us your local address. We will use your passport and immigration information to register you into the SEVIS database. You will need to carry your passport and I-20 with you at all times.

Tuition and Fees Payment All tuition and fees must be paid in full by the first day of class. You may pay with a check, traveler’s check, credit card or cash. If you pay with cash, check or traveler’s check, you must go to CESL 101. If paying by credit card, call your bank in advance to approve the transaction and you can choose to pay online. Review the refund policies. (Payment for Academic Bridge Programs may differ.)

Identification When you first arrive, you can use your passport for identification to open bank accounts, rent apartments, etc. After you have enrolled at CESL, you will have two more identification cards: the CESL ID card and the University Cat Card. You must carry them both with you.

CESL ID Card When you register and pay your CESL fees, you will receive a CESL ID card. This shows that you are enrolled in the CESL program. It also has emergency information on it. You should carry it with you always. You must show it at the Campus Health Center to see a doctor and you will need it to use the CESL computer lab. Do not lose the CESL ID Card. It will cost you $25.00 to replace it.

Cat Card This is the University of Arizona identification card. You should always carry it with you. It shows that you are enrolled at the University of Arizona and allows you to use UA facilities. It will be your primary photo identification card. When you have your Cat Card, you can use it for other University facilities such as purchasing a bus pass, parking permits, and the Campus Health Services.
**How to get your Cat Card** After you have your CESL ID card, go to the Cat Card office, first floor of the Student Union building (1303 E. University Blvd.) to get your Cat Card. You will need: Your UA Netid, CESL ID card, $25.00, and your passport. Do not lose your Cat Card. It will cost you $25.00 to replace it. If you continue your studies at the University, go to the Cat Card office so that they can update your status.
CESL Student Values

CESL students feel that in order for us to succeed, it is paramount that we challenge each other to be a strong community.

Students in the CESL Student Council have identified the values of respect, community, and effort as their guiding principles.

We pledge to embrace these values for students, to guide our time here.

You support these values when you

- Speak English (It’s our only common language and you will improve faster.)
- Are friendly, smile and say “hello”
- Take turns speaking in class
- Are tolerant of differences
- Ask questions, are curious about other cultures
- Don’t laugh at classmates’ opinions or mistakes
CESL Student Services: Admissions
http://www.cesl.arizona.edu/student-services

Application and Reapplication to CESL

New Student Application The CESL online application for new students is on the CESL webpage at http://www.cesl.arizona.edu/apply-now

Reapply to CESL Students who continue their studies at CESL must complete the Extending Student Application on our webpage at: http://ceslapp.webhost.uits.arizona.edu/student/extension/ext_index.php
This application must be completed each session the student plans to continue studying.

Tuition Discounts CESL's tuition is competitively priced, and we are among the lowest cost ESL programs on a University campus. However, CESL offers the following.

- Early Bird Discount It ends 30 days before the next session’s intake start date. Students, who reapply to extend their I-20/DS-2019 and pay their tuition by the discount deadline, will receive a 10% discount on the tuition paid.
- UA Student & Dependents Discount This is a 10% tuition discount for students who are affiliated with the UA. You must show your Cat Card. Tuition must be paid prior to the start of classes.

Late Arrival CESL discourages new or continuing students from arriving late for class. Therefore, students are expected to report and register at CESL on the I-20/DS-2019 report date. If you cannot arrive on the arrival date, please contact the CESL admissions office for advice.

Late students are subject to the same attendance and student regulations as those who arrive on time. Absences begin to accrue starting the first day of the session, not the first day of enrollment. This means that students who arrive late will have already accumulated absences corresponding to the number of classes missed as if they had been enrolled from day 1 of the session. Late arrival may also affect the course grade and lessen chances to advance to the next level. Students who do not attend the full 8-week full-time session are not eligible for endorsement.

Students arriving late are subject to late fees:
- Late Placement Test $75.00, (IEP ONLY)
- Late Orientation $50.00
- Late Registration and Tuition Payment 10% of tuition
STUDENT RECORDS

The University of Arizona values academic excellence and the work that you do at CESL. Performance in an academic program such as CESL contributes to providing documentation of a student's interest in and willingness to study and work hard in academic pursuits.

FERPA All student records regarding performance, progress, attendance, and other personal data, such as address, phone number or email, are considered under law as privileged information according to the provisions established under the "Family Educational Rights and Privacy Act of 1974," (FERPA). The purpose of this legislation is to afford students certain rights with regard to their respective education records. In essence, these rights are: (1) the right to inspect and review education records, (2) the opportunity to challenge the contents of education records, and (3) the right to exercise some control over the disclosure of information from education records.

In accordance with FERPA, student records cannot be released to other parties without the student's written permission. If parents, spouses, or friends request such information, the student will be asked to sign an Authorization for Release of Information Form: https://www.registrar.arizona.edu/sites/default/files/Authorization%20for%20Release%20of%20Information.pdf

Sponsored students will sign this form when they arrive so that progress reports can be sent to their sponsoring agency.

Consent to use written work You will be asked on the registration form to is gives us permission (or not) to use your written work in different ways.

Transcripts If you need a report about your English language, you must go to the CESL website and request a transcript, which includes all your grades. It is mailed directly by the CESL Admissions office. Teachers cannot write letters about your English proficiency.

You can find the forms to request letters of attendance, transcripts or endorsement on the CESL record request webpage. http://ceslapp.webhost.uits.arizona.edu/student/records/index_start.php

CESL Grades and CESL Endorsement CESL endorsements are sent directly to the UA admissions offices. CESL grades do not transfer to or contribute to UA grades or your overall UA GPA.
CESL Student Services: Academic Support

CESL Co-curricular Academic Programs
CESL offers a variety of academic co-curricular activities and support for CESL students. Use these resources to more rapidly improve your English. Co-curricular programs are a critical part of your CESL experience and we offer a diverse range of programs and services to support your student success. We offer programs that complement the learning that takes place in the classroom and enhance your overall educational experience.

Independent Reading Program (IRP)  
http://www.cesl.arizona.edu/library
You choose the books. You choose how many books you want to read. You control your reading future and maybe even win some prizes! Because the more you read, the faster your English proficiency grows. This helps to improve your vocabulary and your reading speed. Because reading is fun!

Program for Intentional Learning (PIL)  http://www.cesl.arizona.edu/pilprogram
CESL students enjoy many free workshops on a variety of topics that provide techniques and strategies to help and support students’ success. The common denominator is an intensive, interactive experience that aims to give participants concrete skills to use independently. In addition, students can meet with CESL’s Learning Advisors to develop individualized plans for success.

Tutoring  http://www.cesl.arizona.edu/tutoring
CESL has individual tutoring as well as small-group instruction. The tutoring may be on general skills, or may focus on one particular area, such as pronunciation, grammar, or test preparation. If a group of 2-5 students wants tutoring in the same skill area, they may form a small group Skill Intensive Workshop and share the instructional cost. Tutoring takes place at CESL or on the UA campus and has flexible scheduling, Monday through Friday. Students interested in tutoring should see the Tutoring Coordinator.

Student Hours
CESL teachers and tutors are available for free drop-in conversation and questions in the Student Learning Center at many times during the week. Please consult the current schedule for hours.

Computer Lab
CESL’s Computer Lab has a variety of programs to help you with your English for all skills and levels. Please see the computer lab workers for more information.
Conditional Admission
Students may meet the University's English language requirement for Conditional Admission in one of four ways:

1. TOEFL [http://www.toefl.org]
2. IELTS [http://www.ielts.org]
3. CESL Endorsement [http://www.cesl.arizona.edu/endorsement]

CESL offers **TOEFL and IELTS Preparation** courses including techniques and strategies for the exams. Go to CESL 101 to apply.

Tests and Testing Office
The Testing Office is located on the University of Arizona campus in Tucson, Arizona.
1600 E. 1st Street at the University of Arizona, Tucson, AZ 85721
Office: 520 621-7589 / Fax: 520 621-3993
[http://www.testing.arizona.edu](http://www.testing.arizona.edu)

Just a note: Preparing for and repeatedly taking standardized tests used for University admission, such as the TOEFL [http://www.toefl.org] IELTS [http://www.ielts.org] or the GRE [http://gre.org] and GMAT [http://gmat.org], can cause a great deal of anxiety for students. All students have some test anxiety; however, sometimes anxiety about succeeding on the test can overwhelm your life. The Campus Health Center can help you feel better and get some control over your anxiety. Go to CAPS on the 3rd floor of the Campus Health Center. Take your Cat Card and talk to someone. If it is your first time there, you should go between 1pm and 4pm, Monday-Friday.
CESL Student Services: Activities
http://www.cesl.arizona.edu/activities & http://www.cesl.arizona.edu/calendar

You came to CESL to study English in the classroom, and you will study with the best teachers using the most effective techniques, but you must practice English in many different situations. At CESL, we want you to learn as much as possible about life and customs in the United States. Please take advantage of the many opportunities CESL provides for you to meet people and practice English. You may earn awards given at the closing ceremony and be eligible for awards if you participate in a number of activities.

**CESL Activities Assistants** Activities Assistants act as your cultural counselors and also plan a variety of fun activities on or near campus, within walking distance or an easy bus ride, including visits to the laser show at the Planetarium, dinners, or campus activities. Occasionally, the Activities Assistants will plan a sightseeing trip out of town at an additional cost to the students who participate. These trips might include Sabino Canyon, Kitt Peak, Biosphere II, Mt. Lemmon, and other local places of interest.

**Weekly Activities and Clubs**

**Music Club:** Students meet weekly to practice English by singing and learning songs

**CESL Soccer Team:** The soccer team plays with other intramural campus teams.

**Volunteer Club:** Students get together to practice English and help our local community.

We have more clubs offered depending on student interest: Hiking Club, Knitting Club, Dinner Club, Movie Club and others! Please be sure to check the current schedule on our website.

**The CESL Student Learning Center** in CESL 212 is a place for students to have fun practicing English. We encourage all current CESL students to use it as a place to meet friends and feel at home. The lounge will host many weekly activities during the day such as conversation tables, movies, board games, art projects, and club meetings.

**Class field trips**

Local School visits: CESL receives invitations for CESL students to visit local elementary, middle and high schools. Children are fun, and being with them lets you practice your English and teach them about your country.
Class exchanges
Every semester several university classes invite CESL students to visit. CESL students meet UA students and learn more about the United States.

Social Events
Enjoy CESL’s social occasions, including the fall and spring picnic, and the CESL closing ceremony – held at the end of every semester.

International Festival
Students share their cultures and talents with the CESL faculty and the UA community during the International Festival in the spring.

Cosmopolitan Toastmasters
It is a university group for international faculty and students who meet and help each other improve their leadership and public speaking skills.

CESL Awards
Practice English and earn awards. We have the
- Ernestine Neff (CESL’s First Director) Award
- Director’s Award
- Global Citizen Award

CESL also tries to plan at least one outreach event during the year to introduce the Tucson and campus communities to our students.
CESL Facilities

**Access to CESL Facilities** (including Lab 210, Library 202-1, Student Learning Center 212, and Study Rooms 201, 202, 203, 205, 211, 213, and 215) is limited to current CESL students (with current CESL IDs), staff, and approved visitors. Visitors must check in at Room 101 before accessing CESL Facilities.

**CESL Library** The CESL Library is room 202-1. The CESL Library Coordinator, maintains the audio, visual and internet resources available to CESL students. These resources and materials can be found on the Library page of the CESL web site. [http://www.cesl.arizona.edu/library](http://www.cesl.arizona.edu/library). On this page you will find information about the CESL library, its hours and how it will help you with your study. The CESL Library Coordinator also maintains the CESL Student Resource page which links to many ESL sites where you can practice your English language skills. It is a good idea for you to practice using these sites and the materials available there.

**Student Learning Center (SLC)** The CESL SLC is equipped with, desks, and tables. Students can study, use their computers, or enjoy speaking with each other. We have three rules:

1. Clean up after yourself and help keep the lounge tidy and clean.
2. Do not leave backpacks or personal items unattended.
3. Speak only English!

**Vending Machines** There are no vending machines in CESL because of the high volume of traffic on the first floor. On the second floor, fire regulations demand that the hallways not be obstructed. The nearest machines are candy and snack machines on the first floor or the Cesar Chavez building just east of CESL and in the Communication building south of CESL.

**CESL Web Page** The CESL web page [http://www.cesl.arizona.edu](http://www.cesl.arizona.edu) includes all information in this handbook. It also has much more information for you. You may have already become familiar with the Pre-Arrival and Application information provided on the web. However, now you will use the Student Services page, where you will find much information including the Arizona Driver’s License Manual and information about applying to universities in the U.S. [http://www.cesl.arizona.edu/student-services](http://www.cesl.arizona.edu/student-services)

**Copying** All University of Arizona students must follow U.S. copyright laws. Copyright laws protect authors of textbooks and other learning materials by making sure these items are not illegally copied and distributed. It is illegal to copy textbooks, workbooks, and other course
materials for your CESL courses. You must buy the original textbooks, workbooks, and course materials required for your classes at CESL.

**Copy and Fax** Students can access copying and faxing services for a fee in the Student Union copy center as well as at Kinko’s and other copy shops.

**CESL Computer Lab**

CESL 210 is a computer lab. The lab is open for individualized use and study during your free hours. CESL also has a great deal of language learning software in the lab. You will find a list of materials available in the labs on the Resources for Students web page at [http://www.cesl.arizona.edu/language-study](http://www.cesl.arizona.edu/language-study) Open hours will be posted on the door. Please, pay attention to the following lab rules:

- You must show your CESL ID card to the lab monitor when you enter the lab.
- No food or drinks are allowed.
- Computers are used only for English language enhancement.
- Do not download from the internet.
- Log out of desktop before leaving.
- Do not shut down computer.
- Return all software.
- Take your own flash drives with you.
- Clean up your area when you are finished.

**Lab Monitors** When the computer labs are open, the lab monitors are available to help you with whatever you need from finding the IP address on your PC to using the language learning software. If you do not know how to type, the lab monitors can show you how to use the typing tutor; they will also help you find the materials to practice for the TOEFL test or prepare your homework. Please ask them to help you.

**Printing** Students should plan ahead and print their documents during open lab hours. In the lab, only course-related documents should be printed. Scanning and printing textbooks is not permitted.

**UA NetID and Email Accounts** You need a NetID to register your computer for access to the campus wireless network and obtain a Cat Card. You will receive information to activate your NetID at registration. To activate your NetID, go to [https://netid.arizona.edu](https://netid.arizona.edu)

**Computing on Campus** To use the University WIFI on campus and in the residence halls your computer must be registered. You can register the computer yourself, but you need to get a NetID first. When you have created your UA NetID, you may register your computer at [http://dhcp.arizona.edu](http://dhcp.arizona.edu) You will need to enter the 12-digit hardware address from your computer. To help you find the address, go to [http://uits.arizona.edu/services/dhcp-service](http://uits.arizona.edu/services/dhcp-service) or ask the lab monitors to help.

**Campus Computer Labs** There are many computer labs on campus that are accessible to CESL students. You will need to show your Cat Card to use the labs. The nearest labs are in Gila Hall and the Engineering Building. CESL students may also use the Integrated Learning center located under the UA Mall in front of the Main Library.
CESL Policies

ADMISSION AND DISMISSAL FROM CESL

Eligibility for admission All student applicants for the CESL English program must
1. Be at least 17 years old and a high school graduate
2. Be literate in their first language
4. Be full-time students for those in F-1 and J-1 student status; part-time students are limited to 11.5 hours per week and do not need to show proof of status, and
5. Demonstrate ability to meet financial obligations of their program
6. Bridge Program applicants must also submit a copy of an IELTS (5.0) or TOEFL (59 iBT) score
7. Students who have obtained an undergraduate or graduate degree from an institution where the language of instruction was English are not eligible for admission to CESL.

Note: Students with conditional admission to the University of Arizona who wish to directly transfer upon obtaining the required TOEFL/IELTS score or CESL Endorsement must be continuously enrolled at CESL or return home and obtain a new I-20 from the UA.

Conduct All CESL students are subject to the University Code of Conduct and the University of Academic Integrity Policy. Please see the University web page for full information and disciplinary procedures.
   a) http://deanofstudents.arizona.edu/studentcodeofconduct
   b) http://deanofstudents.arizona.edu/codeofacademicintegrity
   c) http://deanofstudents.arizona.edu/studentdisciplinaryprocedures

Involuntary Dismissal Students may be involuntarily dismissed in the following situations:

1. False documentation on your CESL application
2. Documented drug or alcohol abuse
3. Failure to maintain immigration status – see the section on Immigration Orientation
4. Failure to maintain minimal academic progress – see the section on Academic Probation and Do Not Readmit
5. Cheating or academic misconduct in any CESL course or test administered by the university.
6. Disruptive or threatening behavior – review university definitions; CESL policy is below.
   a. http://deanofstudents.arizona.edu/accountability/disruptive-student-behavior

Students may be dismissed or not readmitted because of poor attendance, lack of academic progress, cheating, disruptive or threatening behavior. In these cases (poor attendance, lack of academic progress, cheating, and disruptive behavior) students will be given one written warning and the opportunity to correct the error. If the correction is not made, the student will be warned again and dismissed. If a student accumulates more than one academic or behavioral warning, the student may forfeit endorsement eligibility and may be dismissed.
Students who are dismissed from CESL are not eligible for current refunds, compensation for classes missed, certificates or future enrollment. Students who receive warnings in any of these categories may not be eligible for CESL grades or university endorsements and may be subject to probation for a limited period of time. They may be ineligible to transfer to another school in status with immigration.

Students who are dismissed from CESL for disruptive or threatening behavioral issues will not be readmitted to CESL. Students who are dismissed from CESL for attendance or academic issues can petition the Director for readmission for a session that will begin a minimum of 6 months from when they were dismissed.

Students with conditional admission to the University of Arizona whose CESL I-20 has been terminated, are ineligible to transfer to the UA. They will be required to return home and apply to the University.

**Instructional Rules** and expectations for the classroom should be established by the instructor and communicated to the students via the syllabus and classroom discussion at the outset of the course. Such rules may contain reasonable restrictions and may vary depending upon the educational context. Instructional rules may include, but are not limited to, prohibitions on cell phone use, refusing to be seated, talking during lectures, sleeping, eating, reading the newspaper, entering the classroom late or leaving early without authorization.

**Disruptive Behavior** is conduct that materially and substantially interferes with or obstructs the teaching or learning process. Disruptive behavior includes conduct that distracts or intimidates others in a manner that interferes with instructional activities, fails to follow the instructor's appropriate classroom rules or instructions or interferes with the normal operation of the class or departmental events. Students who engage in disruptive behavior may be directed by the instructor to leave the class for the remainder of the class period. Any violation of the University of Arizona technology policies is considered disruptive behavior. If the behavior continues, the student may be dismissed from CESL. Inappropriate behavior outside of class may also be grounds for dismissal, including but not limited to pressuring teachers or staff for preferred grades or proficiency scores.

**Threatening Behavior is Prohibited** “Threatening behavior” means any statement, communication, conduct or gesture, including those in written form, directed toward any member of the University community that causes a reasonable apprehension of physical harm to a person or property or legal status. A student can be guilty of threatening behavior even if the person who is the object of the threat does not observe or receive it, so long as a reasonable person would interpret the maker’s statement, communication, conduct or gesture as a serious expression of intent to physically harm. CESL students who engage in threatening behavior will be dismissed from CESL.

**Friendship with CESL Faculty and Staff** Friendships are very important to all of us. Friendships with people from other cultures can be very rewarding but also sometimes difficult to navigate because we have different expectations. Romantic relationships can be even more difficult to understand sometimes. As you have come to the United States to study, know that as a general rule, it is never appropriate for a student to date his/her teacher. At CESL, teachers and staff are never permitted to date or be romantically or sexually involved with CESL students. This is not allowed at CESL because
it is unfair for certain students to have special privileged relationships and the teacher may lose
his/her job according to university policy. If you ever have a question about the appropriateness of a
romantic relationship or this policy, please ask a teacher or administrator. We will be happy to talk
with you confidentially.

**Dress Code** Students are expected to dress in an appropriate and culturally sensitive manner.
Students wearing clothing that is offensive (vulgar images/statements), or too revealing, will be
asked to go home to change.

**Smoke Free Campus** The University of Arizona has a strictly smoke free policy. There is **NO** smoking
anywhere on the UA campus. Smoking on campus is considered to be a misconduct violation. CESL
employees, students, and visitors shall refrain from consuming any tobacco products on the
University of Arizona campus, including e-cigarettes.
STUDENT EVALUATION OF CESL

At CESL, we value student opinion. We really want to know what you think about us. Your opinions will help us plan a better program and improve student services. We want you to be happy with your experience so that you will recommend CESL to your friends and relatives! You can tell us what you think in many ways.

**Surveys**  We have 2 formal surveys where we will ask you to evaluate our services. The first survey will be at the end of orientation week and the second when you are ready to leave, we will ask you to tell us what you thought of the program.

**The Student Council** is the voice of the students. Council members are a means for suggestions, ideas and concerns to be transmitted from students to the CESL administration. Council members are one of the first groups encountered by visitors and new students. Council members show a commitment to making CESL as good as it can be for students and for people visiting the program.

The responsibilities of the council members are to

- Regularly ask students in advising class for ideas and suggestions, and be prepared to discuss them at the next meeting
- Make recommendations about activities
- Serve as hosts/guides for CESL visitors, e.g. International Festival
- Serve as ambassadors for new students
- Be a model for keeping the SLC clean and tidy
- Report room rules to class
- Gather volunteers to assist with minor straightening up as needed
- Report problems in the SLC to the CESL Student Activities Coordinator
- Serve as hosts at the Closing Ceremonies
- Read and understand CESL grievance procedure and be prepared to advise students as needed
- Note any complaints and bring them to a member of the CESL administration or advise students to use the CESL grievance procedure, depending on the nature of the complaint

The CESL administration may ask the Council to do additional things occasionally. Participation in the Student Council gives members a chance to demonstrate leadership skills and practice English.

**Course Evaluations** At the end of each session, you will be asked to evaluate each course and instructor. The results of these evaluations are tabulated and given to the instructor and director, and your opinions will help the CESL plan a better class in the future.
COMPLAINTS & GRIEVANCE PROCEDURE

If you are really unhappy about something at CESL and you are not able to talk to us about it, or you have talked to us and you are not happy with the solutions offered, you may follow a formal grievance procedure.

If you believe that you have been treated unfairly in any area, or are dissatisfied with something at CESL, you should first discuss the problem with the person most directly involved: teacher, student worker, support staff, or administrator. Talking directly with the person involved is the quickest way to a solution. We will listen to your problems and/or complaints, and we will make every attempt to resolve the issue in a satisfactory way.

CESL teachers are always open to suggestions. Please ask your teacher if you need help, if you have a question or concern about the class, or if you want suggestions about the best way to learn English. It is best to speak with the teacher outside of class during office hours. Each teacher’s office hours are posted near their desks and should be printed on the class syllabus.

If talking to the teacher cannot solve the problem (or if you really do not want to talk to the teacher yourself), you should then discuss the problem with the Associate Director. If the problem still remains unsolved, the Associate Director will help you with other grievance options.

In summary, if you have a complaint or a problem, follow these steps:
1. Discuss the problem with the person most directly involved: teacher, student worker, staff or administrator.
2. If this is not possible, discuss the problem with the Associate Director.
3. Finally, if the problem continues, the Associate Director will tell you what other options are open to you.

Written Grievances If you would like to make a written grievance, please complete the formal grievance form and give it to one of the administrators listed on the form. All written grievances will be forwarded to the Director with documentation of any action taken. The Director will keep a file of grievances and their resolutions.

Privacy Statement: All grievance information is shared only with those people concerned and kept on file available to the CESL Director and Associate Director.

Petition for Readmission Students who are dismissed for academic or attendance reasons are eligible to petition the Director of CESL to reapply at least 6 months from the date of dismissal. The student must write a letter to the Director which includes the following information: demonstration of academic success during the period of absence (include name of school, grades and attendance) and a description of the student’s plan for improvement at CESL in the future. The Director will then review the petition for admissibility. The formal request must be submitted to cesl@email.arizona.edu.
ABSENCES, TARDIES, ILLNESS & EMERGENCY

Absences Please note that excessive absences in CESL’s programs can have serious consequences. Students in a regular 8 week session who miss more than 15 total classes at CESL (bringing their total to 16 or more) will be dismissed from CESL. Students in shorter programs will be subject to lower absence limits.

The following absence rules apply to all classes at CESL.

- Attendance rules apply to students in all immigration statuses (including U.S. citizens and permanent residents). If the student is in F-1 or J-1 status with CESL, CESL will terminate the I-20 or DS-2019. If you are in F-1 or J-1 status and your record has been terminated, you will be required to depart the United States immediately. Students in F-1 status may be admitted to an institution that will accept students in terminated status so you can pursue reinstatement of your immigration status.

<table>
<thead>
<tr>
<th>Maximum number of absences allowed in one session prior to receiving warnings. 3 tardies=1 absence</th>
<th>Maximum number of absences allowed in one session</th>
</tr>
</thead>
<tbody>
<tr>
<td>All students</td>
<td>7</td>
</tr>
</tbody>
</table>

Note: Any student absent for a total of 16 absences in any one session will be immediately dismissed from the program.

- If a student misses an entire class, s/he is absent.
- The University of Arizona has an official Religious Accommodation Policy, http://policy.arizona.edu/human-resources/religious-accommodation-policy, which provides that all students, faculty, and staff at the UA have a right to expect that the UA will reasonably accommodate their religious observances, practices and beliefs. Students who anticipate being absent from class due to the observation of a religious observance must provide notice of the date(s) to the Assistant Director of Admissions, Immigration and Student Services in CESL room 101 prior to the absence. An interfaith calendar is available online, http://www.interfaithcalendar.org/.
- Students must pay tuition and fees in full prior to attending class. Students paying late will be marked absent for all classes that occur prior to full payment of tuition and fees.

As a student, it is your responsibility to understand the attendance policy at the beginning of each session and to track your own status in the Jupiter database. There will be consequences for any missed class time. Please also note that all absences will be reported by teachers regardless of the reason.

Attendance Warning Letters: It is the student’s responsibility to update their email address in Jupiter and with the Student Services Office (CESL room 101). Students must read all email correspondence sent to them by CESL. Once you have reached 7 absences in a session (from complete absences or combined tardies), you will receive a weekly attendance letter detailing your absence count and the consequences of excessive absences. Upon receipt of a warning letter, it is recommended that students see the program coordinator or the Assistant Director of
Admissions, Immigration and Student Services. A copy of the attendance warning letter will be forwarded to the student’s sponsor (if applicable).

Absence from one more classes after the final warning will result in termination of the student’s I-20 or DS-2019 (if applicable). The student will be required to return home immediately or request to transfer to another school that is willing to assist them with reinstatement. The student may submit an appeal to be considered for readmission 6 months after the date of their dismissal.

Arriving late and leaving during class=absences and tardies. Arriving late and leaving during class is disruptive to the class. You must be in your seat and ready to learn at the beginning of each class. If you are not in class at the scheduled start time, you will be marked ‘tardy’ (late) in the Jupiter Grades system. If you are more than 10 minutes late, you will be marked absent for the day and will not be permitted to enter class. After the start of class, you should only leave class for emergency situations. If you leave class for more than 10 minutes, you will be marked absent and will not be permitted to re-enter the class. Every 3 tardies you accumulate will count as 1 absence. Absences that result from multiple tardies will count toward your absence total for the session.

Absence policy for final exam days. During final exams, the following rules will apply:
- If you do not come to the final exam at all, you will be marked absent.
- If you come up to 30 minutes late, you will be permitted to enter the exam but with no added time. If you are more than 30 minutes late, you will not be permitted to enter the exam, and will be marked absent for the day.
- If the final exam is appointment-based (for example, interviews or small group finals) and you are tardy, make-up of the exam will only be allowed at the discretion of the teacher based on availability and in consultation with the IEP coordinator. In most cases, make-up exams are not possible.
- Unless your teacher has additional activities planned after the exam, upon completing a final exam, you will be permitted to leave without penalty.
- Any absences/tardies that occur on final exam days still count towards overall total absence count for the session. Students exceeding the absence limit will not be permitted to continue the next session.

Not following class rules. If you do not follow your teacher’s class rules, which are stated on the syllabus, the teacher may dismiss you from class. This dismissal will count toward your absence total. If you fail to leave class after a teacher has asked you to, you will still be marked absent, and you may be subject to dismissal from CESL.

Sessions. CESL IEP runs continuous 8 week sessions throughout the academic year. Students are expected to continuously attend sessions while learning English. In order to learn English you must continue to practice. CESL Bridge Programs run 10 week sessions throughout the year.

Vacations. CESL has two scheduled breaks – winter (mid-December – January) and late spring (mid-May –June). Otherwise, all F-1 and J-1 students are required to study continuously during all regularly scheduled sessions. Students may choose to take a leave of absence from one
session, but they must depart the U.S. and return on a new I-20 and pay the SEVIS fee again. Bridge Program students must check their schedule for applicable break periods.

**Illness.** You must inform CESL about all emergencies such as accidents or hospitalizations for serious and extended illness. The Director and staff will assist in notifying sponsoring agencies, embassies, and families.

If you are sick, you should email your instructors. If you are sick for more than one day, you should consider going to the Campus Health Service or another doctor. If you need help going to the Campus Health Service, call the CESL administrative offices (520-621-3637). We will arrange to help you. Doctor’s notes and other documentation for extended absences should only be submitted to the CESL Admissions Office when you have been absent, or will be absent, for 3 days or more in a row. **PLEASE NOTE THAT DOCTOR NOTES OR OTHER DOCUMENTATION DO NOT CANCEL OR EXCUSE ANY ABSENCES.** If you miss class, your teacher will decide if you may make up any work you missed. See your teacher’s syllabus for the rules about making up work.

You can ask the Campus Health Service or any other doctor for verification that you were there and for the exact duration of classes that you will miss. Bring a letter signed by a M.D., D.O. or licensed psychologist to CESL, to room 101.

If you are so sick that you must be absent from class for an extended period of time, CESL will likely recommend that you go home, recover and return on a new I-20. Students who show symptoms of drug or alcohol abuse will be advised to go to the Campus Health Service Counseling and Psychological Services (CAPS).
Length of Intensive English Program

CESL offers up to 8 levels depending on the number of students enrolled. Students are placed in class by the placement test or performance in their previous levels. Students may study in different levels in different skills.

**Basic English – Levels 1-3** Students progress from survival English toward conversational English, including basic reading and writing skills.

**Intermediate English - Levels 4-5.** Students develop more proficiency in listening, speaking, reading, and writing and begin to concentrate on academic skills.

**Advanced English – Levels 6-7.** Students concentrate on advanced skills with an intensive academic focus.

**Academic Bridge Program** – This program combines CESL and University classes for advanced-level students. Please see [http://www.cesl.arizona.edu/abp](http://www.cesl.arizona.edu/abp) for more information.

CESL students at the advanced levels may also, under certain conditions, visit university classes or take one class for non-degree credit.

- **University Class Visits.** Students at the advanced level choose and regularly attend a University class. If this interests you, see the IEP Coordinator to get a permission form. CESL students who visit UA classes receive only CESL credit, and the class must not conflict with regularly scheduled CESL classes.

**Hours per Week** Immigration requires that students in F-1 and J-1 status be enrolled in classes full-time. CESL’s full time schedule ranges from 18-22 class hours a week.

**Elective Classes** Full-time IEP students may also add any evening or part time classes such as TOEFL or business writing to their schedule for additional minimal fees (courses not available in summer). See the web page for Evening Program classes. [http://www.cesl.arizona.edu/evening](http://www.cesl.arizona.edu/evening)

**Sessions** CESL classes run in 8-week sessions year round, with two in the fall, two in the spring, and one in the summer. Therefore, to maintain your F-1 immigration status as a full-time student, you must be enrolled in each successive session. You will receive grades at the end of each 8-week session and advance to a higher level in each class in which you have at least a C grade.
ACADEMIC PROMOTION

Grades Students receive letter grades A-E as final grades for each course; there are no plus or minus grades. Your teacher’s grade policy is clearly stated in the syllabus on the first day. You should be aware of your own progress at during the courses that you take. You will be able to do this through the online grade book system called JupiterGrades that CESL teachers use for each course. Teachers will explain this gradebook system to you, and will post grades to it so you can regularly keep track of how you are doing in your courses. CESL grades are based on students’ achievement of the learning outcomes that they are expected to reach for each course. The following grading system is used:

A  Excellent. 90-100% on exams and assignments. Student achievement of course learning outcomes is very high, demonstrating expected knowledge and skills clearly and effectively. The student will pass to the next level.

B  Good. 80-89% on exams and assignments. Student achievement of course learning outcomes is high, demonstrating most of the expected knowledge and skills. The student will pass to the next level.

C  Satisfactory. 70-79% on exams and assignments. Student achievement of course learning outcomes is average, demonstrating achievement in enough of the expected knowledge and skills for the course. Student performance is satisfactory, achieving most learning outcomes in an acceptable manner. The student will pass to the next level.

D  Weak. 60-69% on exams and assignments. Student achievement of course learning outcomes is limited, with a low level of performance overall. Student does not meet the minimum standards of achievement, and must repeat the course again.

E  Poor. Below 60%. Student achievement of course learning outcomes is very low, with little or no demonstration of the expected knowledge and skills to be learned in the course. Student's performance and work are unacceptable. Student must repeat the course again.

R  Repeat class, due to extenuating circumstances. An “R” grade designation will only be issued by the IEP Coordinator after consultation with the Admissions and Student Services Manager based on substantial evidence provided by the student. This grade designation will not affect the GPA, and will only be issued if the student has completed the session.

You should ALWAYS know your grade in each class, how your progress is being measured, and how you can improve your performance in class. If you are uncertain of your grade or performance in class, ASK your teacher. Final grades are not negotiable; grade changes are made only because of an error in calculation.

You are expected to complete all the work for a class and take the final exam before you leave. If you leave before the end of a session, you are responsible for all work. Not taking the final exam will lower your grade or result in a failing grade. Final exams are never given early.
**Academic and Graduate Bridge Programs** Please see your program handbook for advancement and dismissal information.

**Calculation Of Grade Point Average (GPA)** Each letter grade is assigned points as follows:

- A = 4 points
- B = 3 points
- C = 2 points
- D = 1 point
- E = 0

The point value of the grade is multiplied by the number of hours per week of the course. These numbers are totaled and the total is divided by the sum of the hours of class per week. The quotient is the GPA.

For example

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 5 Oral Communication</td>
<td>7.5</td>
<td>A</td>
<td>4 x 7.5 = 30</td>
</tr>
<tr>
<td>Level 5 Written Communication</td>
<td>7.5</td>
<td>B</td>
<td>3 x 7.5 = 22.5</td>
</tr>
<tr>
<td>Level 5 Reading Skills</td>
<td>3.75</td>
<td>B</td>
<td>3 x 3.75 = 11.25</td>
</tr>
<tr>
<td>Level 5 Grammar</td>
<td>3.75</td>
<td>C</td>
<td>2 x 3.75 = 7.5</td>
</tr>
</tbody>
</table>

Total = 71.25/22.5 hours = GPA = 3.17

**Study at level 7 in the Intensive English Program.** Level 7 is the most advanced and final level in the IEP. Completion of level 7 with average grades of C or above (GPA = 2.0) constitutes completion of CESL’s IEP program and eligibility for the Academic Bridge Program (http://www.cesl.arizona.edu/esl-bridge-programs). Students with average grades of B or above (GPA = 3.0 or higher) are also eligible to apply for CESL’s Undergraduate English Language Endorsement (http://www.cesl.arizona.edu/endorsement-students). A student is considered to be in level 7 when 2 or more of their classes are at level 7.

Students are not allowed to repeat level 7, regardless of their course grades.

In certain times of the year, students successfully completing level-7 curriculum will be allowed to extend their studies to take level 7X courses for one additional session only if:

- the Academic Bridge Program is not available the next session
- they earn at least a 2.0 in Level 7

Please note students who are enrolled in 7X and will be expected to meet additional learning outcomes, and also to complete more and longer assignments. After one session in 7X, students may not continue in the IEP.

Students who have completed either level 7 or 7X have a number of options:
- Enroll in CESL’s Undergraduate or Graduate ESL Academic Bridge Program (http://www.cesl.arizona.edu/esl-bridge-programs) at the next opportunity. Check the CESL website (www.cesl.arizona.edu/abp) for dates and details.

- Begin university study at the next opportunity. See http://studyinthestates.dhs.gov/students for rules about transferring to study at the University of Arizona or any other U.S. university.

- Return home

**Students earning lower than a 2.0 GPA in level 7 may not continue at CESL.**

**Grade Appeal**

**Promotion** A student must earn at least a C grade to advance to the next level in any class. You may advance in one class, such as Oral Communication, but remain in the same level in Written Communication. Students who do not make sufficient progress overall may not be promoted or re-admitted.

**Retention and Academic Probation** Students who receive D, E or R grades will continue to study in the same level. Students who receive failing grades that equal a GPA below 2.0 will not receive a certificate for the current session; students with GPAs less than 2.0 will be placed on academic probation for the next eight weeks. Copies of probation letters will be sent to sponsoring agencies and, in the case of minors, to parents or guardians.

Any student who has a GPA below 2.0 for two consecutive sessions in which he or she is enrolled at CESL will not be readmitted to the program. Students will be informed by letter at mid-session of their probationary period that they will not be readmitted unless they pass the current session. Students who are on probation at the beginning of a semester will be readmitted for eight weeks only. Copies of the letter denying readmission will be sent to sponsoring agencies and, in the case of minors, to parents or guardians. A student denied readmission may appeal to the CESL Director for reconsideration after 6 months. Students who fall into academic probation two or more times may not be eligible for endorsement.

**Not Admissible** Students who fail all classes (0.0 GPA) are ineligible to return to CESL. A student denied readmission may appeal to the CESL Director for reconsideration after 6 months. To request probationary eligibility to return to CESL, the student must write a letter of intent to the Director and submit documentation explaining the reasons for low grades the previous term.
Grades, Promotion and Academic Probation in the IEP.

<table>
<thead>
<tr>
<th>Color</th>
<th>Condition</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>GPA = 0.0</td>
<td>Do not continue at CESL next session</td>
</tr>
<tr>
<td>Red</td>
<td>Second consecutive academic probation</td>
<td>Do not continue at CESL next session</td>
</tr>
<tr>
<td>Yellow</td>
<td>GPA &lt; 1.0</td>
<td>No certificate</td>
</tr>
<tr>
<td>Yellow</td>
<td>GPA &lt; 2.0</td>
<td>Academic probation next session</td>
</tr>
<tr>
<td>Green</td>
<td>C, B or A grade</td>
<td>Go to the next level</td>
</tr>
</tbody>
</table>

Promotion to next level
Attend all classes
Grade of A, B, C

Do not readmit
GPA = 0.0 or 2nd AP

Academic Probation
GPA = <2.0 or D, E, K grade

Skipping Levels

Starting Fall 1, 2015, students will be given the chance to jump a level with a test. Most sessions, this test will be on Friday of week 8; check your email during the session for information. To take the level jump test, you must:

- be in level 1, 2, 3, 4, or 5
- have 3.5 GPA at the end of the session

If you have a 3.5 GPA at the end of the session and want to take the test, go see the IEP Coordinator in CESL 208 at the end of the session to get permission to take the test; there will be a fee of $45 payable in CESL 101.

The test is optional. If your score is very good, you could jump one level. If your score is not enough to jump a level, you will not move down, and will be placed in the subsequent session based on your grades.
ACADEMIC INTEGRITY

Students are expected to hand in their own new original work. Recycling assignments from previous classes is not permitted. This is the only way that a teacher can identify problems and help students improve. Use of outside sources must be quoted properly or paraphrased and be clearly documented. No form of cheating or plagiarism will be tolerated. Such behavior may lead to a failing grade on the assignment in question or for the course. For further details on the University of Arizona Academic Code, please refer to: http://deanofstudents.arizona.edu/academicintegrity

Americans with Disabilities Compliance: CESL strives to comply with the provisions of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Students with disabilities requiring special accommodations must notify the instructor or the Program Coordinator of this need.

Withdrawal From Class: In cases of emergency, it may be necessary to return home and withdraw from CESL before the end of a session. If you withdraw from CESL and you are in F-1 or F-3 status, you must depart the U.S. within 2 weeks; you are ineligible for the 60 day grace period. In order to withdraw, you must complete the withdrawal form at http://www.cesl.arizona.edu/refund-policy. Sponsored students may withdraw only with permission of the sponsor. No withdrawals will be permitted once final exams begin.

D2L Access: Any CESL student who stops attending class during a session will lose privileges to access D2L and may be removed from all classes in the D2L environment at the discretion of the program coordinator.

Policy for Part-time Student Advancement in the Intensive English Program:
In order to advance to the next level in the IEP, part-time students must complete one of the following combinations of coursework:

- Pass both Oral Communication and Written Communication classes at the current level within one calendar year (e.g. within 5 consecutive sessions)
- Pass either Written Communication or Oral Communication & two “short” classes at the current level (e.g. Reading Skills, Grammar) within one calendar year
- (for advanced levels) Pass either Written Communication or Oral Communication and one 60-hour advanced course (e.g. Bridge or Advanced University Skills) within one calendar year

Students who are unable to meet these requirements for advancement will be advised of their options by the IEP Coordinator and the Admissions Office. If the part-time student’s personal schedule is such that they are unable to take courses required for advancement at the times offered, they can:

- Arrange alternative coursework in other programs with approval of the IEP coordinator.
- Delay enrollment/advancement to a later session.

Note: Any student wishing to change from part-time to full-time status must retake the placement exam to ensure that they have acquired the necessary skills for full-time study at the level in which they intend to study.
**Teacher Qualifications**

- CESL faculty average 20 years’ experience teaching ESL, both in the U.S. and abroad.
- All faculty members meet a minimum requirement of a Master's Degree in ESL or related field.
- Key faculty members possess doctorates.
- CESL faculty and staff have published more than 38 textbooks
- CESL has a full-time student advisor to help students succeed in their studies

**CESL Placement Test**

After registration in the IEP, you take the placement test. You are tested in 5 areas: listening, grammar, reading, writing, and speaking. It takes about 2 hours to complete. Test results help us decide which classes are best for you. New students are placed into classes according to the placement test scores. Students who return to CESL, and who have been gone more than 6 months must retake the placement test. Part-time students, who wish to enroll in the full-time IEP program, must retake the placement exam.

Continuing students are placed according to their CESL grades in previous sessions and, in general, are not allowed to change class.

**Re-placement Policy for Students Placed in the Wrong Level**

The CESL Placement Test (CPT) puts students into the same level for all classes, based on their overall performance on the five parts of the test (Listening, Reading, Grammar, Writing, and Speaking). New IEP students who believe they have been placed in the wrong level should speak with the Intensive English Program (IEP) Coordinator in the first 2 days of class. The IEP Coordinator will explain the student’s results on the CPT and answer any questions. If their first overall placement result is close to the benchmark score for placement in a different level, they will be allowed to retake the CPT on the 2nd or 3rd day of class. This re-test process will include a minimum of three CPT sections (the computer-based sections of Reading, Listening, and Grammar), and may include Writing and Speaking sections also depending on the number of test re-takers, and room/teacher availability.

If the student takes the placement test a second time and that new overall score suggests a different level of placement, the student’s level will be changed. If the result does not suggest a different level, the student will have to stay in their initial placement level.

**Students may only retake the CPT once: at the time of their initial placement into the IEP. There will be a fee for re-taking the test, which must be paid prior to re-taking the test. Students who arrive late or after the session start date will only be allowed to take the initial placement test, and will not be permitted to re-test.**
CESL IEP classes are scheduled from 8:00 AM to 6:30PM. As a full-time student in F-1 student status, you may have classes at any time during these hours. Check your program schedule for specific class times.

**CESL does not allow schedule changes for students who want different teachers. This rule is communicated on the bottom of the schedule you receive every session.**

**Curriculum** The CESL curriculum is flexible and challenging, productive and responsive to student needs. CESL’s experienced faculty members are sensitive to the personality and cultural factors that affect learning. Our curriculum reflects the needs of our students and the expertise of our faculty; our administrative reporting system assures that students who need academic help can get it quickly. At CESL, your classes will be student-centered. This means that your teachers will select classroom activities that give you opportunities to practice English in a full range of real situations and social settings.

**Academic and Graduate Bridge Programs** Please see your program handbook for your curriculum guide and academic information.
Sample Syllabus
For every class, you will receive a syllabus. The syllabus is an agreement with the teacher about what you will learn in the class and how you will be evaluated. It is very important to understand and follow every syllabus.

<table>
<thead>
<tr>
<th>Instructor: Wilmur Widdecke</th>
<th>Office: CESL 206</th>
<th>Office Hours: Student Lounge Wed 3-4pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email: <a href="mailto:widddeck@email.arizona.edu">widddeck@email.arizona.edu</a></td>
<td>Phone: (520) 621-4582</td>
<td></td>
</tr>
</tbody>
</table>

Requirements:
- Pre-Intermediate, 2nd Edition, Heinle
- Course Learning
- Textbook, notebook, and folders

Course Description: Level 1A Oral Communication
This class is designed to prepare students for improving speaking and listening skills through a focus on basic communication skills and vocabulary. The class will focus on understanding of simple, widely used words and answer questions with basic phrase order, complete sentences in language activities on everyday topics.

Learning Outcomes from this Course:
- On completing this course, students will be able to:
  - answer questions using everyday words
  - communicate using simple phrases or whole sentences
  - make a short presentation to the class (approximately 1 minute long)
  - listening:
  - show understanding of personal questions, simple requests, and short talks
  - show understanding of and use daily words in speech
  - find the main idea in short listening activities

Class Rules:
1. English is the only language we all speak, so use it.
2. Show respect and treat your classmates as you want to be treated.
4. Come to class on time and stay the entire class period. If you leave during class, you may be marked either late or not there, depending on how long you are out of class. If you arrive more than 10 minutes, you cannot come back to class that day.
5. No electronics in class. Turn off cell phones.
6. Do your homework. Do NOT copy the homework of other classmates!
7. Please ask me if you do not understand something or feel I am having trouble

CESL Attendance Policy:
See [http://www.cesl.arizona.edu/cesl-enrollment-policy](http://www.cesl.arizona.edu/cesl-enrollment-policy) for details.

Absence Policy:
Attendance is important to your success in this class. If you miss class, no make-ups. Do not miss more than 10 minutes of class (beginning, middle, or end). If you miss more than 10 minutes, you will be absent for the day. All late arrivals and absences are recorded. The reason why doesn’t matter. Tell your teachers if you know you will be absent. There will be no make-up quizzes.

Arriving late to class:
Coming late to class is considered “tardy.” Leaving the classroom for more than 3 minutes is also considered “tardy.” If you miss more than 10 minutes, you will be marked absent and cannot enter the class. See [http://www.cesl.arizona.edu/cesl-enrollment-policy](http://www.cesl.arizona.edu/cesl-enrollment-policy) for more information on attendance.

Grading: (Based on a 100 point scale)
- 40 pts. Speaking assessments: short speeches
  - Presentation 1 = 20 pts.
  - Presentation 2 = 20 pts.
- 60 pts. Quizzes, tests, and exams on textbook topics under-class assignments
### Grade Description

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>K</th>
<th>E</th>
<th>D</th>
<th>C</th>
<th>B</th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade 85%</td>
<td>0-59%</td>
<td>60-69%</td>
<td>70-79%</td>
<td>80-89%</td>
<td>90-100%</td>
<td></td>
</tr>
</tbody>
</table>

**Level of Performance**

- **Failing**
- **Weak**
- **Satisfactory**
- **Good**
- **Excellent**

**Achievement Level**

- **Incomplete**
- **Very Low**
- **Low**
- **Average**
- **High**
- **Very High**

**Definition of Achievement Level**

- **Student needs more practice**
- **Homework is due the day before class**
- **Shows no/limited expected knowledge and skills are limited**
- **Shows enough of the expected knowledge and skills for advancement**
- **Shows most of the expected knowledge and skills**
- **Shows expected knowledge and skills clearly and effectively**

**Status in Program**

<table>
<thead>
<tr>
<th>Required course at current level</th>
<th>Advance to next level in program</th>
</tr>
</thead>
</table>

**Note:** No early final exams will be given to students.

**Honesty**

It is important that you do your own work. You will learn more if you make mistakes and correct them. Ask questions and get help from me, the teacher! The University of Arizona Academic Integrity policy is described at: [http://dosandstudents.arizona.edu/integrity](http://dosandstudents.arizona.edu/integrity)

**Note on Grading and Grade Reports**

The University of Arizona values academic excellence and the work that you do at CESL. Performance in an academic program such as CESL contributes to providing documentation of a student's interest in and willingness to study and work hard in academic pursuits. CESL course grades and attendance reports for all full-time CESL students transferring directly to the University of Arizona will be sent to the UA Admissions Office. Grades and attendance will be sent both for students meeting the condition of English for admission with CESL Endorsement or those receiving appropriate TOEFL or IELTS exams for admission. Please note, CESL grades do not transfer to or contribute to your overall UA GPA.

**UA Students**

If you have been admitted to the UA please notify your teachers.

**Americans with Disabilities Compliance**

CESL strives to comply with the provisions of the Americans with Disabilities Act and Section 4 of the Rehabilitation Act. Students with disabilities requiring special accommodations must notify the instructor or the Assistant Director of this need.

**Photocopying Policy**

U.S. law does not permit photocopying of textbooks or any text in excess of 10% of the total document without copyright authorization. You are not permitted to use a photocopied version of any CESL course textbook for this course.

### Sample Weekly Schedule

#### Weekly Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Chapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Holi</td>
</tr>
<tr>
<td>2</td>
<td>The Classroom</td>
</tr>
<tr>
<td>3</td>
<td>The Family</td>
</tr>
<tr>
<td>4</td>
<td>At Home</td>
</tr>
<tr>
<td>5</td>
<td>I'm Talking on the Phone</td>
</tr>
<tr>
<td>6</td>
<td>My City</td>
</tr>
<tr>
<td>7</td>
<td>Downtown</td>
</tr>
<tr>
<td>8</td>
<td>Review</td>
</tr>
<tr>
<td>9</td>
<td>Money</td>
</tr>
<tr>
<td>10</td>
<td>Transportation</td>
</tr>
<tr>
<td>11</td>
<td>Clothing and Weather</td>
</tr>
<tr>
<td>12</td>
<td>Daily Life</td>
</tr>
<tr>
<td>13</td>
<td>Job</td>
</tr>
<tr>
<td>14</td>
<td>A Visit to the Doctor</td>
</tr>
</tbody>
</table>

**Weekly Schedule Notes:**

- Friday Quiz #1
- Friday Quiz #2
- Friday Quiz #3
- Friday Quiz #4
- Friday Quiz #5
- Friday Quiz #6
- Friday Quiz #7
- Friday Quiz #8
- Review
- Review
- Review
- Review

**Thank you for choosing to study English with us. We value you as a student!**
**CESL Endorsement**

Students may fulfill the University of Arizona’s English language requirement in 3 different ways:

1. Obtain the necessary English proficiency test (TOEFL iBT, IELTS, or PTE) score for full admission to the university (http://admissions.arizona.edu/freshmen/entrance-requirements-and-guidelines or http://grad.arizona.edu/admissions/admissions-requirements/international-students/proficiency-in-english)

2. Obtain CESL’s English Language Endorsement into undergraduate or graduate study. Visit http://www.cesl.arizona.edu/endorsement-students for details. (*Note: graduate students will need pre-approval verifying that endorsement will be accepted in their intended department – ask the IEP Coordinator for details. *Effective Fall 2015, graduate endorsement will only be available from the Academic Bridge Program*)

3. Undergraduate only: Enter the Undergraduate ESL Bridge program and earn Cs or higher in English 107 AND English 108

Students who receive CESL’s endorsement must transfer into their university program or CESL’s Academic Bridge Program (http://www.cesl.arizona.edu/bridge-programs) as soon as possible after receiving endorsement. Students who receive endorsement may not continue study in the IEP.

If the student is on a student visa and their University of Arizona program starts within 5 months of receiving CESL’s endorsement, the student may stay in the United States until their program starts as long as they complete the formal transfer process to the University of Arizona from CESL within the 60 days immediately following the end of the session in which they receive endorsement. If not, the student must return home and come back to the University of Arizona when their program begins. Students who receive CESL’s endorsement may not continue studying in the Intensive English Program.

**CESL Curriculum**

At CESL, we believe our greatest assets are the competence and creativity of our teachers. Our curriculum functions as a guide, a framework for experienced, trained professionals to assure that students have ample opportunity to master essential concepts, while continually engaging with new and challenging language.

Specifically, it reflects the integrative approach we currently use to teach the skills of English. The learning outcomes for each class, at each level, give definition to the learning goals and provide the measure that determines advancement.

**Curriculum Philosophy**

CESL offers a rich and challenging curriculum to academically motivated students who come from various socio-cultural, ethnic, and language backgrounds. CESL’s curriculum philosophy is based on student learning, the pedagogies we practice in response to these understandings, the ways we assess learning, and the language skills and qualities of character we encourage our students to develop. The curriculum is designed as a continuum of language-appropriate learning experiences through levels of proficiency. The following four principles establish a basis of CESL’s curriculum design:
1. Integrated Curriculum
CESL believes that students learn best when their ideas, skills, and experiences are reinforced across the language skills and through the proficiency levels in a connected curriculum. Teachers design courses that establish connections for students between classroom learning and their own experience; these courses build on students’ prior knowledge and set the groundwork for their future learning.

2. Independent thinking and learning
The CESL curriculum promotes individual self-expression and guides students toward independent critical thinking that encourages them to take increasing responsibility for their own learning. Students who take responsibility for structuring and assessing their own learning are likely to have a deeper understanding of what they have learned and establish a solid foundation of language skills to serve as a life-long basis for independent thinking.

3. Skills
CESL believes that skills—the learned processes and strategies needed to accomplish a task—are an essential part of our connected curriculum and should be taught explicitly. Skills are integrated into the curriculum in a spiraling model where they advance sequentially in a coordinated fashion across skill levels over time. The skills that students acquire at CESL serve as tools for life-long learning.

4. Participation in Global Communities
As a diverse community of teachers and learners, we recognize how important it is for students to remain rooted in their native culture. We also believe that it is vital for CESL students to understand the rich, dynamic cross-cultural forces which shape our world, forces that are also at work in their new learning environments. CESL recognizes that global consciousness—with the cultural sensitivity and awareness which that implies—is a vital component of students’ education. They need to be prepared to live and function in a multi-cultural world. The CESL curriculum encourages students to develop a sense of responsibility for the local, national, and international community in which they live.
CESL Social Media Policies and Best Practices

The following information is intended to supplement the official UA Social Media Guidelines available on the UA Human Resources website: http://www.hr.arizona.edu/social_media_guidelines. CESL abides by those guidelines and adds the following, creating its official policies and best practices:

1. Policies for students:
   a) Joining CESL Social media channels is voluntary.
   b) Respect the privacy of others.
   c) Respect the cultural differences of others.
   d) Use appropriate language.
   e) CESL reserves the right to restrict access and affiliation to its channels.
   f) Always ask if you are not sure whether or not something is permitted.
   g) It is the student’s responsibility to request that something be removed, in writing and these requests must be respected.
   h) The promotion of CESL events, activities, and programs incorporates social media in addition to other official means. For official, concrete, and up to date information, students need to visit the CESL website: www.cesl.arizona.edu

2. Policies for CESL staff and faculty:
   a) Respect the privacy of others.
   b) Use common sense when posting or using social media.
   c) Use appropriate language and tone.
   d) Always engage with students in a friendly and respectful manner.
   e) Social media is for casual and friendly communications, not as an official means of communication with students.
   f) Only CESL social media administrators can “follow” or request “friendships” with other social media users.
   g) The official and current social media channels are:

3. Best practices and suggestions for use:
   a) Respond and interact with users whenever possible
   b) Use social media channels for social interaction
   c) Determine your voice and tone before posting/sharing something
   d) If possible provide links to important news posted in the website instead of announcing the news in social media channels
   e) Keep communications short and use links to other sites if necessary
   f) Create brand awareness by using official/approved UA/CESL logos
   g) Share tactfully to avoid oversharing
   h) Be as transparent as possible
   i) Be proactive instead of reactive
   j) Respond to negative and positive feedback
   k) Keep internal communications confidential
4. Official CESL social media channels:
https://www.facebook.com/uacesl
https://twitter.com/uacesl
https://plus.google.com/+UACESL/posts
http://www.youtube.com/user/uacesl
http://www.pinterest.com/uacesl/
http://instagram.com/uacesl
TEFL Accounts:
https://www.facebook.com/ceslteachertraining
http://www.youtube.com/user/uacesltt
https://twitter.com/CESLUATEFL
Useful Links

For more information on the following topics, please go to the following websites:

- Learning English Efficiently
- CESL Awards
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/awards.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/awards.pdf)
- University Activities
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/university-activities.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/university-activities.pdf)
- Where to eat near CESL
- Application Procedures
  [www.cesl.arizona.edu/apply-now](http://www.cesl.arizona.edu/apply-now)
- University Study
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/university-study.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/university-study.pdf)
- University Class Visit
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/ClassVisitPermission.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/ClassVisitPermission.pdf)
- Concurrent Classes at CESL
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/concurrent_credit_courses.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/concurrent_credit_courses.pdf)
- Living in Tucson (Residence Hall, Home Stay, Apartment Living, Owning and Driving a Car, Stores in Tucson and Shopping, Weights and Measures)
- Money: Bank Accounts & Employment on Campus
  [http://www.cesl.arizona.edu/life-usa](http://www.cesl.arizona.edu/life-usa)
- Health and Safety
- Former Students: Alumni
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/former-students.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/former-students.pdf)
- Planning your Academic Study
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/planning-academic-studies.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/planning-academic-studies.pdf)
- Parking and Transportation
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/parking.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/parking.pdf)
- Culture Shock
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/culture-shock.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/culture-shock.pdf)
- Stress Busters & Study Tips
  [http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/stress-study-tips.pdf](http://www.cesl.arizona.edu/files/cesl/content_uploads/download_forms/stress-study-tips.pdf)
Emergency and Crisis

Emergency and Crisis Emergency information is listed on your CESL ID card. Dial 911 in an emergency. Use the blue light alert boxes on campus.

Campus Health Service 520-621-6493  
Campus Counseling 520-621-3334  
UAPD 520-621-HELP  
Dean of Students 520-621-7060

Students should
Register for UA text messaging http://alerts.arizona.edu/
Watch the local news
Check the UA and CESL web pages for more information
Call home so their family does not worry
Register with home country embassy or consulate in advance

Where can you get more information?
UA emergency information http://www.uapd.arizona.edu/
UAPD http://www.uapd.arizona.edu/
UA Dean of Students http://dos.web.arizona.edu
Tucson Police Department http://tpdinternet.tucsonaz.gov
KVOA http://www.kvoa.com
KGUN http://www.kgun9.com
KOLD http://www.kold.com
Immigration

Student Immigration Responsibilities

Continuing Students are on-going students whose I-20/DS-2019 is current and do not need to be extended. We must register you in SEVIS at the beginning of each new session. Continuing students do not need to attend orientation.

Extending Students All students in F-1 or J-1 status must have a current I-20/DS-2019. You must decide what you want to do before your current I-20/DS-2019 expires.

1. You may continue studying at CESL
2. You may transfer to another school, such as the University of Arizona or other university
3. You must go home within the 60 day grace period after your I-20/DS-2019 expires.

If you apply for the CESL I-20 and use it to enter the United States, you must attend at least one session at CESL. There is a $500 transfer fee if you wish to attend another school without enrolling at CESL.

If you do not reapply before your current I-20/DS-2019 expires, we cannot extend it. You will be required to reapply to CESL. You will then need to depart the U.S. and re-enter on your new I-20 to reactivate your F-1 status. We cannot assist you with this process.

Transfers When you finish studying at CESL and you want to attend another school or language center, you must get an I-20 from the new school.

1. Apply to the new school and get a letter of admission. The new school must be accredited.
2. Bring the new school’s admission letter & transfer form to CESL admission office.
3. Complete your CESL program.
4. CESL will complete the transfer form and transfer you in SEVIS after the CESL session ends.
5. When CESL completes the transfer in SEVIS, the new school will be able to issue you an I-20.

Returning Students If you leave CESL and return, we must issue you a new I-20. You must use the new student application and pay the full $105.00 application fee. You will also repay the SEVIS (I-901) fee on the new I-20 record.

Campus Employment F-1 Students whose classes are all level 5, 6 and 7 may be permitted to work on campus for no more than 20 hours per week as long as the work does not interfere with their study and the student is maintaining a GPA above 2.0. The student must secure their own employment and bring a letter of employment to the Assistant Director of Admissions, Immigration and Student Services to obtain a letter to request a Social Security Number.
Immigration Information for F-1 or J-1 Visa Holders

This information and the links to the U.S. government web sites are on the CESL immigration page http://www.cesl.arizona.edu/student-services and in the Student Handbook. There is also additional information available at http://studyinthestates.dhs.gov/students.

In order to maintain your immigration status you must do the following:

1. **U.S. Local Address:** You must report your new local address to immigration within 10 days of moving. If you move during the session please remember you are required by law to update your address in CESL 101.

2. **Academic Standing:** You must attend class regularly and continue to make progress even if you have to repeat a level or class here and there. If you are absent from class too many times, you will receive a warning letter/email. If you continue to be absent, you will be dismissed from CESL and your I-20/DS-2019 will be terminated. If your I-20 is terminated you must depart the U.S. immediately. You will no longer be eligible for your grace period.

   If you cannot continue to attend class for any reason, you must withdraw from CESL and leave the USA. Complete the withdrawal form on the CESL web page and bring it to CESL 101. Your SEVIS record will be terminated and you must leave the U.S. within two weeks.

3. **You must do something about your I-20/DS-2019 BEFORE it ends; you have 3 choices.**
   
   a. **Continue to study at CESL and extend your CESL I-20/DS-2019.** You must reapply to CESL before the end of your current I-20/DS-2019, and your new, extended I-20/DS-2019 will be ready on the last day of the session. We cannot extend your I-20/DS-2019 for CESL after the end date.

   b. **Transfer to another school.** Submit your admission letter and signed transfer form from the new school before the end of current classes. We will transfer you record 2 business days after classes have ended. Your immigration record cannot be released before the end of classes, but you should request it in advance.

   c. **Leave the U.S.** If you complete the regular session, you have a 60 day (F-1) or 30 day (J-1) grace period to depart the U.S. However, if you withdraw, are dismissed, are terminated or plan to leave before the end of the session, you must leave the U.S. immediately.

To maintain status and to extend your I-20/DS-2019, you must be enrolled continuously in our 8-week programs. The only “vacation” times for CESL I-20s/DS-2019S are May and December.

You must always keep your documents in order.

1. Your I-20/DS-2019 and passport must always be current.
2. CESL cannot advise you as to whether or not you need a visa to another country. It is your responsibility to verify this information.
3. You are ALWAYS responsible for your own immigration status. You must be aware of when your I-20/DS-2019 ends and plan accordingly.
4. Travel Internationally: To return to the U.S. you must have a valid passport, a valid visa AND your I-20/DS-2019 must be signed for travel by the CESL admissions office. ALWAYS bring your I-20/DS-2019 to the Admissions Office for approval several days before you leave for your trip.
Health, Safety and Medical Insurance

Stay safe

- If you feel sick during the day, go to the Campus Health Service. It is open Monday-Friday during regular business hours. Please check their current schedule online, https://www.health.arizona.edu/location.htm.
- Do NOT go to the emergency room in a hospital unless it is a real emergency. See below for a discussion of what is an emergency.
- Identify emergency call boxes on campus. They have a blue light. If you need help, pick up the receiver. The police will trace your call.
- If you feel that you are in danger, call 911 from any telephone. This will call the campus police or the Tucson Police.
- Do NOT keep large amounts of cash in your wallet or in your room or apartment.
- If you are under 21 years old, do not drink alcohol.
- If you drive a car, you must buy car insurance and register the vehicle with the State of Arizona.
- If you ride a bicycle, lock it securely with a U-lock.
- If you need help at any time or if you have a problem or a question, call someone at CESL. Emergency numbers are on your CESL ID card.

Alcohol: You must be 21 or older to drink alcohol in the United States. It is illegal to buy alcohol for your friends if they are younger than 21. It is also illegal to drive if you have been drinking. If you get caught, you may be arrested and your license may be taken away.

Drugs (cocaine, heroin, marijuana, spice and others): These substances are illegal in Arizona. Marijuana is only legal in Arizona for people with serious medical problems and only a doctor can give you permission to get a medical marijuana license. Do no buy marijuana from someone who has a medical marijuana license. This is illegal.

There are many resources to help you with addictive behavior. CAPS is the first place to go. They will help you find other resources in Tucson. If you are afraid or embarrassed to get help on your own, please speak to one of your teachers, the Assistant Director of Student Success or the Assistant Director of Admissions, Immigration and Student Services.

What do you do if you don’t feel well?

Attendance is very important at CESL but your health is more important. If you feel sick, you should stay home. We don’t want you to infect other students. You must email your teachers to say that you are sick. If you are sick for more than 2 days you should go to Campus Health. Of course, if there is an emergency, you should telephone 911 or go to the hospital emergency.

Health Fees CESL students pay two health fees: the Campus Health Service fee and an insurance policy for health care. If you are a full-time CESL student, you may purchase this coverage. If you are an F-1 or J-1 student, this coverage is mandatory. It is a good idea to purchase medical insurance for your family. It is a good idea to buy traveler’s insurance to cover you while you travel to and from CESL. CESL Health Insurance begins on the day CESL begins.
The Campus Health Center

It is located on 1224 East Lowell St., next to the 6th Street Parking Garage. Campus Health Services is committed to promoting health, wellness and safety at the University of Arizona and in the surrounding community by providing quality medical and psychological care, providing quality health education, and assisting the institution in health-related policy development. Campus Health is accredited by the Accreditation Association for Ambulatory Health Care, Inc. Campus Health also has many special programs including programs to help you stay healthy. See: www.health.arizona.edu for more information.

Under your health insurance plan, Campus Health is your primary care provider. It is open Monday Tuesday, Thursday and Friday from 8:00 AM—4:30 PM, and Wednesday from 9:00 AM to 4:30 PM. The Campus Health Service is a clinic. It has doctors from many specialties.

- If you do not feel well, you should always go to Campus Health first.
- If you feel sick, make an appointment (621-9202) at Campus Health.
- For urgent problems, call 621-6490 or go in to Campus Health.
- Take your CESL ID car, a credit card or cash, as well as your medical insurance card.
- If possible, take a friend who speaks English well.

What Campus Health Covers

Campus Health Coverage includes clinical (medical) visits, lab, x-ray, medical supplies, and prescription drugs needed for any accident, injury or illness that **occurs only while the participant is actively enrolled in the CESL program.** Wellness exams and preventive care, as well as any pre-existing conditions diagnosed or treated (illnesses or injuries the CESL participants had prior to coming to the program) are not covered and will be offered on a fee-for-service basis, payable at the time of visit. Examples of services **not covered** are physical exams, chronic health conditions, STD screens, annual women’s health exams or birth control pills or devices, over the counter (OTC) medications and all immunizations.

Prescription drugs are only covered by this pre-paid plan if they are prescribed for an accident, injury or illness that occurs while the participant is **actively** enrolled in the CESL Program. Prescriptions will be dispensed in one-month increments, and only during the duration of eligibility. Over the counter items (OTC) are not covered under this program and will be offered on a fee-for-service basis, payable at the time of visit. Please contact the Billing and Claims office with any questions at 520-626-6889 or 520-621-6487.

Summary of Coverage

**Always Covered when associated with a NEW illness or injury**

- Medical visit to Physician/NP or Nurse
- Lab work
- X-rays
- Medical supplies
- Prescription drugs

**Never Covered whether a new illness or injury or a pre-existing condition - must pay fee-for-service at time of visit**

- Over the counter (OTC) items
- Mental Health conditions
Not Covered when associated with an illness or injury that is diagnosed or treated before coming to the CESL Program, - must pay fee-for-service at time of visit

Medical visit to Physician/NP or Nurse
Lab work
X-rays
Medical supplies
Prescription drugs

If you feel sick on the **weekend or in the evening** when Campus Health is closed, look below for some guidance on an emergency. In the United States, emergency rooms at hospitals are for emergencies, such as serious injury from accidents and sudden life-threatening illnesses. For non-life threatening conditions, please go to the closest urgent care facility. The urgent care that is closest to campus is NextCare Urgent Care at 501 N Park Ave Suite 110, Tucson, AZ 85719. This is at the corner of Park Avenue and 6th Street. Please check their website for the current hours. [http://www.nextcare.com/locations/az/tucson-park-ave/?utm_source=GoogleMaps&utm_medium=Local&utm_campaign=tucson_park_ave](http://www.nextcare.com/locations/az/tucson-park-ave/?utm_source=GoogleMaps&utm_medium=Local&utm_campaign=tucson_park_ave).

**Health Insurance** The health insurance will pay for specialist care if referred by Campus Health and for emergency care. If you use the emergency room or go to a specialist, don’t pay any money at the hospital; give the provider your insurance card with the insurance information. Then, wait for the insurance company to pay the hospital bills before you pay your part.

Your insurance company is provided by Aetna Student Health. Check the Aetna preferred provider list: [www.aetnastudenthealth.com](http://www.aetnastudenthealth.com).

**Nine good reasons to go to the Emergency Room**
1. Loss of consciousness
2. Intolerable and uncontrollable pain
3. Severe shortness of breath
4. Chest pain
5. Uncontrollable bleeding
6. Poisoning - Call Arizona Poison and Drug Information Center and ask for immediate home treatment advice: 1-800-222-1222
7. A major injury, such as a head injury or obviously broken bone
8. Severe or worsening reaction to an insect bite or sting or to a medication, especially if breathing is difficult.
9. Stupor, drowsiness or disorientation that cannot be explained

**Ten minor illnesses. You should go to Campus Health for these.**
1. Earache
2. Minor cut; bleeding controlled
3. Minor dog bite; bleeding controlled
4. Possible sprain
5. Blistered sunburn or minor cooking burn
6. Bee or insect sting or delayed swelling. If there is breathing difficulty, go directly to the Emergency room
7. Rash
8. Low fever. If there is a high fever or convulsion, go directly to the Emergency Room.
9. Sexually transmitted disease (STD)
10. Colds and cough, sore throat, flu

For these problems, you should go to the Campus Health Center as soon as possible and see a primary care physician.
Psychological (Mind) Assistance
Sometimes when people move to a new environment, they cannot handle the stress. Some of the most common problems are homesickness, loneliness, depression, anxiety, failing grades, alcohol and/or drug use or abuse, finances, questioning sexual orientation and roommate problems.

If you are having trouble dealing with problems such as these and need help for non-medical problems you should go to Counseling and Psychological Services (CAPS) located on the 3rd floor of Campus Health. Visit https://www.health.arizona.edu/caps.htm or call (520) 621-3334.

You do not need an appointment. You can just walk-in without an appointment. You will have to pay between $90 and $150 to use this services. CESL can assist you with the request for reimbursement with your medical insurance.

At CAPS, you will answer some questions about your problems, and you will be assigned a triage counselor. After the first visit the CAPS counselor will either assign you a Continuing Care Coordinator, a UA counselor for further sessions, or to a UA-approved psychologist. The psychologist will determine if you need to take medication. If you need medicine, you will be sent to a psychiatrist off-campus for further treatment.

Medical Insurance Vocabulary
Be sure you understand this vocabulary for health insurance. At registration; you received a pamphlet explaining your health insurance. You also received a card with the name and address of the insurance company. Carry this card with you to show to hospitals and doctors as proof of insurance.

Covered Expense: Any medical expense that the insurance company agrees to pay.

Deductible: The amount of money you must pay before the insurance company will pay the covered expenses.

Exclusions: Injuries, illnesses or treatments for which the insurance will not pay.

Maternity Care: This includes doctor visits, delivery of the baby, and related hospital charges.

Dental Care: CESL’s health insurance policy covers one standard cleaning a year. The CESL health insurance policy will not cover any additional dental work. Dental care in the United States is expensive. It is recommended that you take care of any dental needs prior to departing your home country.

Pre-existing Condition: A condition that you had and was diagnosed before this insurance policy came into effect

Preventive Care: medical care given to prevent illness, such as regular, routine check-ups.

Recognized Expense: the amount of the total bill that the insurance company determines is the average and usual cost for this procedure
Emergency: a medical problem that can’t wait until the Campus Health Service opens.

Urgent Care Facilities:

University of Arizona Health Network- Main Campus
http://www.uahealth.com/
1501 North Campbell Ave.
Tucson, AZ 85719
Tel: (520) 694-0111
Hours: Open 24 hours

Urgent Care Associates
http://www.urgentcaretucson.com/
Tel: (520) 795-8888

NextCare Urgent Care
http://www.nextcare.com/
Formal Student Grievance Form

Students who wish to file a formal grievance or appeal a dismissal decision should do so in writing by using the following form or by emailing a written description of the formal complaint to the AD of Admissions, Immigration & Student Services or AD of Student Success. A formal grievance is one that a student puts in writing and follows a formal procedure for resolution.

Student Name:____________________ CESL ID: __________________ Date: __________

Email: ___________________________________________________________

___ I am appealing a dismissal notice I have received for attendance (please explain how the record was inaccurate on the back of this form)

___ I am filing a complaint about an official CESL decision (please fill out information below).

___ This grievance is about a teacher or class (please fill out information below). Please list teacher name or level/section. __________________

A. Briefly describe the facts of this formal complaint.

B. Briefly describe what actions you recommend for successful resolution of this formal grievance.

For Administrative Use Only—below this line

This formal complaint form was received By:____________________________ Date:____________________

Instructions: Complete and file this form with the AD of Admissions, Immigration & Student Services or the AD of Student Success. A student can only submit a grievance on their own behalf. The form must then be submitted directly to the Assistant Director of Admissions, Immigration and Student Services for follow-up.