

2021-2022

# STUDENT HANDBOOK



UNIVERSITY OF DELAWARE  
ENGLISH LANGUAGE  
INSTITUTE



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## Social Media



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[UniofDelaware](https://uniofdelaware.com)

## Websites

- |                               |   |
|-------------------------------|---|
| <b>ELI website</b>            | <a href="https://udel.edu/eli">udel.edu/eli</a>             |
| <b>Current Student Portal</b> | <a href="https://sites.udel.edu/csp">sites.udel.edu/csp</a> |

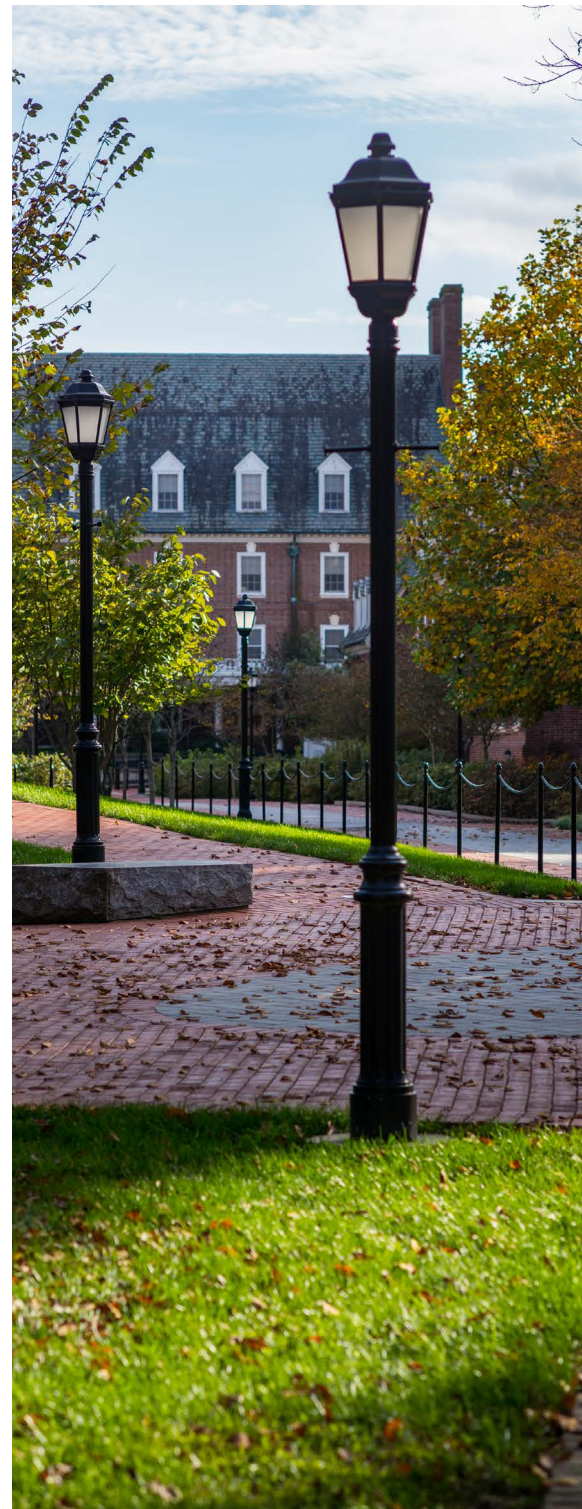
## Email

- |                               |  |
|-------------------------------|--|
| <b>Main ELI</b>               | <a href="mailto:ud-eli@udel.edu">ud-eli@udel.edu</a>               |
| <b>Conditional admissions</b> | <a href="mailto:CAPadmissions@udel.edu">CAPadmissions@udel.edu</a> |
| <b>AT Academic advising</b>   | <a href="mailto:CAPadvisor@udel.edu">CAPadvisor@udel.edu</a>       |
| <b>ELI Housing</b>            | <a href="mailto:eli-housing@udel.edu">eli-housing@udel.edu</a>     |
| <b>ELI Financial Office</b>   | <a href="mailto:elibilling@udel.edu">elibilling@udel.edu</a>       |

## Address | Phone | Fax

189 West Main Street  
Newark DE 19716 USA

**Telephone:** +1-302-831-2674 | **Fax:** +1-302-831-6765



# WHAT IS IN THIS HANDBOOK?

<b>INTRODUCTION</b>	<b>4</b>	<b>ELI JUDICIAL SYSTEM</b>	<b>23</b>
Welcome message	4	<b>HEALTH AND MEDICAL INFORMATION</b>	<b>24</b>
Mission statement	4	Hygiene and grooming	24
Accreditation	5	What to do if you are sick	24
<b>YOUR FIRST WEEK AT THE ELI</b>	<b>5</b>	UD student health services	25
What will you do during Orientation	5	Medical insurance	26
Entrance Assessment	6	Dentist information	26
Billing and financial questions	6	<b>HELPFUL THINGS FOR STUDENTS TO KNOW</b>	<b>26</b>
Housing	6	Bank accounts	26
<b>IMPORTANT CONTACTS FOR STUDENTS</b>	<b>7</b>	Housing	26
Telephone numbers	7	Dining	26
Staff directory	8	Bad weather	26
<b>ACADEMIC INFORMATION AND RESOURCES</b>	<b>11</b>	Driving in the United States	27
Check your program details	11	Drinking alcohol and driving	27
What is on your schedule	11	Alcohol in the United States	28
Courses	11	How to get around in Delaware	28
Textbooks	11	How to get to other cities	29
Taking the TOEFL exam	11	Parking your car at the ELI	29
Tutoring	12	Shopping in the United States	30
Listening laboratory	12	Size, weights and measures	31
Advising services	12	U.S. currency	31
<b>STAY INFORMED</b>	<b>14</b>	Sending mail: U.S. Postal Service	32
<b>STUDENT VISAS AND I-20 FORMS</b>	<b>15</b>	<b>APPENDIX: CEA STANDARDS</b>	<b>33</b>
<b>BILLING INFORMATION</b>	<b>16</b>	Accreditation standards related to students	33
<b>GETTING INVOLVED AT THE ELI</b>	<b>17</b>	<b>WHAT TO DO IN AN EMERGENCY</b>	<b>BACK COVER</b>
<b>ADMINISTRATIVE POLICIES AND INFORMATION</b>	<b>18</b>		
Late arrival/early withdrawal	18		
English-only policy	18		
Code of conduct	19		
<b>ACADEMIC POLICIES AND INFORMATION</b>	<b>20</b>		
Attendance & academic policy	20		
Student grade reports	21		
Certificates	21		
Multiple repeater policy	21		
Academic dishonesty policy	22		

# INTRODUCTION

## WELCOME MESSAGE

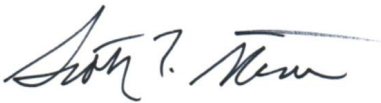
You have been accepted to the ELI because of your interest in a very strong and serious English program. We have many high expectations of you:

- That you will complete all of your work to the best of your ability;
- That you attend all ELI academic classes on time every day, and participate in class activities;
- That you will make every effort to join cultural activities to increase your awareness of the United States, make new friends and improve your English;
- That you will work hard to achieve your goal, whatever it might be;
- That you will speak English in and out of the class.

Please remember that we are here to help you. We will challenge you and give you much work, but we will also help you with problems, and offer our friendship.

We hope you find your time at the ELI useful, rewarding and enjoyable.

Dr. Scott Stevens



Director, English Language Institute

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## Mission statement

(noun) something that states the purpose or goal of a business or organization

*Learnersdictionary.com*

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## MISSION STATEMENT

Through an unwavering commitment to excellence and renewal, the ELI faculty and staff endeavor each day to enhance our reputation as a leader among intensive English programs. Our leadership is based on a clear understanding of our goals and the means to achieve them.

As teachers, tutors, administrators and staff, we strive to:

- Meet or exceed our students' expectations for developing their linguistic, academic and professional skills.
- Contribute to international understanding by engaging students in meaningful intercultural exploration.
- Provide our students with the support and services they require to make the transition from their own countries to life in the United States.
- Meet the ordinary and extraordinary needs of our students, ensuring that their experience at ELI is productive and fulfilling.
- Recruit only the most talented and experienced English language specialists and staff and promote their continued professional growth.
- Assume personal responsibility for solving problems, value each other as highly as we do our clients, and support each other in our work.
- Manage our resources, attaining financial viability without compromising the outstanding value of an ELI education.
- Enrich the University of Delaware and the local community, fostering cross-cultural communication and interaction.

Adopted May 19, 1999

## ACCREDITATION

The University of Delaware ELI is fully **accredited** by the Commission on English Language Program Accreditation (CEA). The goal of CEA is to make sure programs like the ELI can meet accepted standards of the profession and show continuous improvement to meet the needs of students like you. CEA is officially recognized by the U.S. Department of Education. To learn more about CEA, please visit their website at [www.cea-accredit.org](http://www.cea-accredit.org).

In the appendix, you will find a summary of the CEA standards that we try every day to meet or exceed in service of our students. If you believe the ELI is not meeting any of the standards shown, please talk to Dr. Stevens or any ELI administrator or faculty member. We will do our best to address the problem and improve the program.

If, however, you believe we are not responding to

## YOUR FIRST WEEK AT THE ELI

You must complete New Student Orientation before you can begin classes. This **orientation** will introduce you to the ELI, the University of Delaware and the city of Newark.

### WHAT WILL YOU DO DURING ELI ORIENTATION?

During orientation, you will learn more about UD. We will also share information about some resources that can help you to achieve your goals—and have fun—at the ELI!

For students joining us on the Newark campus, you will also do your important business during orientation (e.g., get your UD student identification card, complete your student visa “check-in” process, pay your tuition bill, take a campus tour, etc.). It is important for you to follow the orientation schedule carefully so that you participate in all of the necessary activities.

### Orientation

(noun) the process of giving people training and information about a new job, situation, etc.

*Learnersdictionary.com*

## Accredit

(verb) to say that something is good enough to be given official approval  
adverb: *accredited* · noun: *accreditation*

*Learnersdictionary.com*

your concerns or that we are failing to fulfill the requirements of these standards, you may file a complaint in writing to CEA online at

[www.cea-accredit.org/about-cea/complaints](http://www.cea-accredit.org/about-cea/complaints).

We hope that your experience at the ELI will be enjoyable and successful. Together, our mission statement and the CEA standards represent our promise of caring and quality. Please let us know how we can do better.

## IMMUNIZATIONS

[www.udel.edu/eli/newstudents/immunizations](http://www.udel.edu/eli/newstudents/immunizations)

Students should try to get their immunizations in their home country before coming to Delaware; however, students who have not yet received the required vaccines prior to arriving at the ELI will be taken to UD Student Health Services to get them after they arrive. There might be a fee to pay for immunizations received in Delaware.

## PRESENTATIONS

During orientation, we will have presentations and show you some videos about important topics, such as:

- Tips for being successful in your ELI program
- How to access class resources online
- Who to ask if you need help or have questions
- Tips for staying safe in Newark when walking or riding your bicycle (including bike safety rules)
- Student visa regulations and how to maintain your visa status

These presentations and videos are very important.

## SCHEDULES

Students will view their schedules online in the UD Student Information System (UDSIS) at [www.udel.edu/eli/udsis](http://www.udel.edu/eli/udsis).

## TEXTBOOKS

After you receive your course schedule, it will be important for you to buy your textbooks.

## ENTRANCE ASSESSMENT

### HOW DOES THE ENTRANCE ASSESSMENT WORK?

All students take an entrance assessment when they first arrive at the ELI. We use this assessment to put you in a course that is at an appropriate level for your English ability. It is best for your courses not to be too easy or too hard for you; so we will place you in courses that are just a little more advanced than your current ability.

AT students should refer to the AT Student Handbook.

The assessment activities and their range of scores are shown in the chart below.

Listening/speaking	Reading/writing
An interview with an ELI teacher <i>Scored from Basic to Level 6</i>	A written essay <i>Scored from Basic to Level 6</i>

### HOW WILL I LEARN THE RESULTS OF THE ENTRANCE ASSESSMENT?

You will learn the results of the entrance assessment when you receive your schedule. The schedule shows your levels and classes. AT students: See the AT Handbook for details on AT placement.

Note: It is possible for you to be in a different level for each class (e.g., level 3 in listening/speaking and level 4 in reading/writing).

### WHAT IF I AM NOT SATISFIED WITH MY SCORE?

Our entrance assessments have been used at the ELI for many years, and they are reliable and accurate. Over 95% of the ELI's students are happy with their placement into their ELI classes.

If you have questions, contact Tanya Kang, at [tkang@udel.edu](mailto:tkang@udel.edu). You can also discuss your score with your academic advisor.

## BILLING AND FINANCIAL QUESTIONS

[www.udel.edu/eli/financials](http://www.udel.edu/eli/financials)

Some of the information that you may need about billing matters, payments, meal plans, etc. can be found on page 16 of this handbook. We also always keep the most updated information online.

To speak with an employee of the ELI Financial Office, please email [eli-billing@udel.edu](mailto:eli-billing@udel.edu) or call +1-302-831-6528 to make an appointment.

## HOUSING

[www.udel.edu/eli/housing](http://www.udel.edu/eli/housing)

Much of the information that you need to know about housing can be found online. You will also receive more information when you move into your new home. Here are a few more things to know:

- If you have not reserved housing for your first session at the ELI, please contact [eli-housing@udel.edu](mailto:eli-housing@udel.edu).
- Housing request forms are sent to students by email about 1 month prior to orientation.
- If there is a problem when you move into your housing, it is important to tell someone about it immediately so that we can fix it before it becomes worse (and so that you will not be held responsible for causing the problem).
  - If you live in an apartment, contact the leasing office immediately and tell them that there is a problem.
  - If you live with a homestay host, then speak with the host or contact the ELI Homestay Coordinator, Stacey Leonard, at [eli-homestay@udel.edu](mailto:eli-homestay@udel.edu).
  - If you live in the INNternationale, then contact Randy Becker in the front office of the INNternationale or by email at [randybecker@theinternationale.org](mailto:randybecker@theinternationale.org).
  - If you live in the residence halls (i.e., dormitories) on campus, contact your resident advisor (RA).

# IMPORTANT CONTACTS FOR STUDENTS

## TELEPHONE NUMBERS

### EMERGENCIES

Emergency information and instructions can be found on the back cover of this handbook.

### ELI DIRECTORS (HOME NUMBERS)

Dr. Scott Stevens ELI Director	+1-302-369-4432
Dr. Karen Asenavage Associate Director, Director of ELI Academic Programs	+1-267-456-3185

### NON-EMERGENCY POLICE PHONE NUMBERS

Newark Police (off campus)	+1-302-366-7111
University Police (on campus)	+1-302-831-2222

### OTHER IMPORTANT TELEPHONE NUMBERS

On Campus	
ELI Office	+1-302-831-2674
International Students and Scholar Services (ISSS)	+1-302-831-2115
UD Residence Life and Housing	+1-302-831-4663
UD Dining Services	+1-302-831-6761
Student Health Center	+1-302-831-2226
University Student Centers	+1-302-831-2792

Off Campus	
U.S. Post Office	+1-302-737-5771
Telephone number information	411



## STAFF DIRECTORY

Who works at the ELI?

The ELI keeps a photo directory online to help students contact the right teacher or staff member to help them.

[www.udel.edu/eli/fsdirectory](http://www.udel.edu/eli/fsdirectory)

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### DIRECTORS

**Dr. Scott Stevens**

ELI Director

Location: 189 West Main Street

[sstevens@udel.edu](mailto:sstevens@udel.edu)

*Dr. Stevens can help you with emergencies and major concerns.*

**Dr. Karen Asenavage**

Associate Director, Director of ELI Academic Programs

Location: 108 East Main Street

[kasen@udel.edu](mailto:kasen@udel.edu)

*Karen oversees ELI academic advising services, Academic Transitions, the Graduate Conditional Admissions Program, and the International Teaching Assistant Program.*

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### FRONT OFFICE STAFF

189 West Main Street

**Lynn Robinson**

Administrative Assistant

Dr. Stevens' Executive Secretary

[clrobins@udel.edu](mailto:clrobins@udel.edu)

108 East Main Street

**Laura White**

Administrative Assistant

[lauwhite@udel.edu](mailto:lauwhite@udel.edu)

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### RECRUITMENT, MARKETING AND COMMUNICATIONS (ORMC)

189 West Main Street | [eli-ormc@udel.edu](mailto:eli-ormc@udel.edu) | [www.udel.edu/eli/ormc](http://www.udel.edu/eli/ormc)

**Chang "Emily" Liu**

Interim Administrator

**Leah Jane Davidson**

International Recruiter

**Tabitha Groh**

Communications

Coordinator

**Lin McDowell**

International Project

Coordinator

[linbmcd@udel.edu](mailto:linbmcd@udel.edu)

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### ADMISSIONS OFFICE

189 West Main Street | [ud-eli@udel.edu](mailto:ud-eli@udel.edu) | [CAPadmissions@udel.edu](mailto:CAPadmissions@udel.edu)

The ELI Admissions Office helps students with their applications to the ELI. You probably spoke with a member of the Admissions team before you started at the ELI! They can help you to apply for conditional admission to the University, or they can help your friends and family members to apply to the ELI. They can also answer questions about your student visa status.

**Kirsten Brown**

Assistant Director, ELI Admissions

**Jeanine Feltner**

Admissions Coordinator



## FINANCE AND BILLING

189 West Main Street | [elibilling@udel.edu](mailto:elibilling@udel.edu) | [www.udel.edu/eli/financials](http://www.udel.edu/eli/financials)

The ELI Financial Office helps students with billing and financial services and signing up for cultural trips.

**Dru Arban**  
ELI Business Administrator

**Rebecca Usher**  
Financial Coordinator

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## STUDENT LIFE

108 East Main Street | [eli-housing@udel.edu](mailto:eli-housing@udel.edu) | [www.udel.edu/eli/housing](http://www.udel.edu/eli/housing)

The Student Life Team is responsible for organizing new student orientation, placing students with housing, providing counseling services to students, helping students with special problems, and planning social and cultural events.

**Rebecca Boyle**  
Student Life Coordinator  
[beccalee@udel.edu](mailto:beccalee@udel.edu)  
+1-302-831-7493

**Callie Zimmerman**  
Student Engagement Coordinator

**Stacey Leonard**  
Homestay Coordinator  
[eli-homestay@udel.edu](mailto:eli-homestay@udel.edu)

*Note: Rebecca can help you find confidential counseling services if you are facing a stressful problem.*

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## ELI REGISTRAR'S OFFICE

189 West Main Street | [eli-registrar@udel.edu](mailto:eli-registrar@udel.edu) | [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq)

The ELI Registrar's Office is responsible for any updates or changes to your student record while you are enrolled at the ELI. This includes scheduling courses, choosing/changing classes, providing enrollment verification letters for sponsors or the DMV, managing intention forms, providing travel/vacation approvals, and more.

**Sue Walton**  
ELI Registrar

**Bridget Casterline**  
Associate Registrar

**Alexis Carr**  
Assistant Registrar

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## SPECIAL PROGRAMS AND GROUPS

189 West Main Street | [ud-eli@udel.edu](mailto:ud-eli@udel.edu)

The ELI offers customized programs for international professionals, university and high school students with concentrations in business, law, food and nutrition, health, education, government, gaming, science and technology—to name a few.

**Baerbel Schumacher**  
Assistant Director, International  
Projects  
[baerbel@udel.edu](mailto:baerbel@udel.edu)

**MariaJosé Riera**  
Program Coordinator  
[mjriera@udel.edu](mailto:mjriera@udel.edu)

**Kate Copeland**  
Khbrat Coordinator  
[copekd@udel.edu](mailto:copekd@udel.edu)

## COHORT PROGRAM

Program that helps students to develop academic, social and cultural skills through activities, community service and participating in campus events with experienced UD student mentors.

**Sharon Mitchell**

Undergraduate Coordinator  
slmitch@udel.edu

**Leslie Connery**

Graduate Coordinator  
lconnery@udel.edu

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## ACADEMIC ADVISING TEAM

Academic Success Centers | 108 East Main Street

The Academic advising team helps students to meet their academic goals. They track student performance, help students choose the right classes, and often work in the ELI Academic Success Centers.

**Blythe Mibury-Steen**

CAPadvisor@udel.edu  
*Academic advisor for  
Academic Transitions (AT)  
students*

**Terri Goode**

CAPadvisor@udel.edu  
*Academic advisor for  
Graduate CAP students*

**Ross Fenske**

CAPadvisor@udel.edu  
*Assistant Academic  
Advisor*

**Robbie Bushong**

rbushong@udel.edu  
*Academic advisor for  
students in the Intensive  
English Program (IEP)*

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## TUTORING CENTER

108 East Main Street | [www.udel.edu/eli/tutoring](http://www.udel.edu/eli/tutoring)

The ELI offers private and cluster tutoring to students in nearly all programs. The Tutoring Center staff is responsible for managing all tutoring business, including creating/changing your tutoring schedule.

**Ken Hyde**

Tutoring Center Manager  
kenny@udel.edu

**Lori Fisher**

Assistant Tutoring Center Manager  
lofisher@udel.edu



# ACADEMIC INFORMATION AND RESOURCES

## CHECK YOUR PROGRAM DETAILS

Did you know? The ELI offers several programs simultaneously each session. This means that some of the friends that you will meet during orientation and in social activities may not be enrolled in the same ELI program as you. Each ELI program has instructional components that make it special. It is important for you to know what to expect in your specific program. Though we have some basic information in this handbook, we highly recommend that you visit our website at [www.udel.edu/eli/programs](http://www.udel.edu/eli/programs) to see details about your program.

## WHAT IS ON YOUR SCHEDULE?

You will see your schedule online in the University of Delaware Student Information System (UDSIS) at [www.udel.edu/eli/udsis](http://www.udel.edu/eli/udsis). Your online schedule includes your courses, instructors, days/times, textbooks, cohort and listening lab sessions. Eligible students can make class changes. Most questions that you may have about selecting or changing classes can be found on the Registrar's FAQ web page at [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq).

## COURSES

ELI courses are normally organized into 2 categories: listening/speaking and reading/writing. Students may have both classes in the morning, or they may have one course in the morning and another in the afternoon.

- Morning classes are held every morning from Monday to Friday.
- Afternoon classes are held from Monday to Thursday (we normally do not have classes on Friday afternoons).

Class times are shown on your schedule in UDSIS. Classes usually begin at 8:15 a.m. (Newark time); however, in some sessions, courses may begin at a different time. For example, students are sometimes placed in afternoon classes, when necessary. Classes for programs other than the Intensive English Program and Accelerated University English Program may meet outside of this schedule. It is important to follow the information on your schedule and to pay attention to any announcements from the ELI about changes in class times.

It is possible to change your courses during Week 1 of the session; however, not all students are eligible for this service. For more information, visit [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq).

## TEXTBOOKS

You can purchase books and supplies at the University of Delaware Barnes & Noble bookstore. Some books may currently not be available. Textbooks are also available digitally and information is obtained from student schedule. You should bring all assigned books to class every day. You must purchase a separate notebook to be used for writing work.

## TAKING THE TOEFL EXAM

[www.udel.edu/eli/toefl](http://www.udel.edu/eli/toefl)

The University of Delaware provides an onsite location for the internet-based TOEFL Test (iBT) located on the second floor of Alison Hall at 240 Academy Street, Newark DE (Room 218). For additional information on TOEFL iBT, contact the Computer Based Testing Center at 302-831-6717, or the CBTC coordinator at [mpierce@udel.edu](mailto:mpierce@udel.edu). The test must be scheduled through the ETS website, and note that the "Newark" test location is Alison Hall as above. Remember: Students who are enrolled in Academic Transitions (AT) or the Conditional Admissions Program (CAP) are not required to take a TOEFL or IELTS exam! You must complete your studies at the ELI in order to meet English requirements for admission to the University.

## TUTORING

[www.udel.edu/eli/tutoring](http://www.udel.edu/eli/tutoring)

The ELI is one of the only ESL centers in the U.S. that offers private tutoring as a central part of its programs. Most ELI programs include private tutoring (usually for 2 hours each week). Tutoring is an excellent way to improve your English!

### INDIVIDUAL TUTORING

In tutoring sessions, students work with their tutors to make an instructional plan which might include:

- Help with class assignments
- Work on individual programs with English
- Questions about American culture
- Conversation skills practice

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Students in Academic Transitions 1 (AT1), the Graduate Conditional Admissions Program (Graduate CAP) and students who are sponsored by a government organization are **required** to attend tutoring.

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### CLUSTER TUTORING

The ELI also offers “cluster tutoring” (i.e., tutoring that is done in small groups) to students in most of its programs. Cluster tutoring is a terrific option to help small groups of students to learn about a specific subject or theme. Cluster topics can be related to:

- Academics (e.g., grammar)
- Culture (e.g., Kitchen Class, idioms)
- Professional activities (e.g., presentations, networking)
- Test preparation (e.g., IELTS, GMAT)

Clusters are usually offered for 2 hours per week (and they replace 1 hour of private tutoring)—and they are free! We encourage you to try a tutoring cluster while you are studying at the ELI. We are confident that you will find the experience useful and enjoyable!

To learn more about tutoring clusters, visit the tutoring website.

## LISTENING LABORATORY

The Listening Lab is an online practice page created for students in levels 1-4 which helps them to improve their English listening skills by using games, videos, practice quizzes, and other activities.

There are many skills students can practice in the lab, such as understanding main ideas, listening for vowel and consonant sounds, understanding native speaker pronunciation, and more. Each level has a Canvas lab page that is designed specifically for extra practice in the skills that are used in that level in order to maximize learning.

## ADVISING SERVICES

The ELI offers a variety of advising services to students.

### ADMISSIONS ADVISING

If you are planning to attend a university program in the U.S. after you complete your English studies, the ELI’s Academic Advising Team can support you! We help students to better understand the admissions process at U.S. universities and to learn about the resources available to help them choose a university.

For more information about this, contact your academic advisor (see Academic Advising).

For questions about conditional admission to the University of Delaware (or to one of our partner colleges or universities) via Academic Transitions (AT) or the Graduate Conditional Admissions Program (Graduate CAP), contact Jeanine Feltner, Admissions Coordinator, at [CAPadmissions@udel.edu](mailto:CAPadmissions@udel.edu).

## ACADEMIC ADVISING

The ELI has an excellent team of academic advisors that work hard to help students achieve their goals in our programs. These advisors are here to help you if you are having difficulty in your classes or if you simply want to make sure that you are “on track” (i.e., making progress in your program).

The lead academic advisors for the ELI are:

- **Blythe Milbury-Steen:** Academic advisor for students in AT | [CAPadvisor@udel.edu](mailto:CAPadvisor@udel.edu)
- **Terri Goode:** Academic advisor for students in Graduate CAP | [CAPadvisor@udel.edu](mailto:CAPadvisor@udel.edu)
- **Ross Fenske:** Assistant Academic Advisor | [CAPadvisor@udel.edu](mailto:CAPadvisor@udel.edu)
- **Robbie Bushong:** Academic advisor for students in the Intensive English Program (IEP) | [rbushong@udel.edu](mailto:rbushong@udel.edu)

## ACADEMIC SUCCESS CENTERS

[www.udel.edu/eli/asc](http://www.udel.edu/eli/asc)

The Academic Success Center (ASC) is a “one-stop shops” that provide students with a variety of advising services, including:

- Assistance with schedule planning and class changes
- Assistance with making a plan to complete big projects and assignments
- Advising about conditional admissions requirements
- Information about the admissions process and how to apply to American universities
- Tips for writing application essays, statements of purpose and resumes required when applying to American universities

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### Fellowship

(noun) a friendly relationship among people

*Learnersdictionary.com*

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Students who do not need traditional advising services can come to the ASC to study during designated “quiet hours”—or to simply have a coffee and some **fellowship** with their peers and advisors.

## VISA ADVISING SERVICES

The UD Office for International Students & Scholars (OISS) is the department that issued your I-20 Form (or DS-2019 Form). OISS handles all details concerning visa regulations.

The OISS Immigration Services Advisor for ELI students is Vina Titaley. If you need to see her, please make an appointment in advance. You can contact (302) 831-2115 or send an email to [titaley@udel.edu](mailto:titaley@udel.edu).

For more information about visas, see page 15.

## COUNSELING

We want to support student academic, personal, and psychological wellness. Any student experiencing a personal crisis, serious cultural adjustment, or just a need to talk through a problem with an understanding person can see ELI Student Life Coordinator Rebecca Boyle at [beccalee@udel.edu](mailto:beccalee@udel.edu).

Rebecca can direct you to you to additional campus resources for support. Students can also contact UD’s Center for Counseling and Student Development Support (CCSD). The CCSD is open virtually and can be reached Monday through Friday, 8 a.m. to 5 p.m. at 302-831-2141. After hours or when the phone line is busy, you may be connected with the UD Helpline, which is a nonstop counselor on call service that is always available to you at 302-831-1001.

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### Counseling

(noun) advice and support that is given to people to help them deal with problems, make important decisions, etc.

*Learnersdictionary.com*

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# STAY INFORMED

At UD, we share information primarily by email. Important deadlines and information about your I-20 Form and student visa status will be sent to you by email. You must start checking your UD email each day as that will be our primary method of communicating with you.

## HOW TO GET NEWS AND INFORMATION

There is always something happening at the ELI! Whether it is an activity or an important deadline or announcement, the ELI always has news to share with students. It is very important for you to know how you can get information while you are enrolled at the ELI so that you do not miss anything!

### SET UP YOUR UD EMAIL

Just before orientation, you will receive an email instructing you to set up your UD email address. You will need your UD email address for several important reasons. For example, you will need it to access UD WiFi, see your course schedule in UDSIS or to use Canvas in your courses. Please set up your UD email address and be sure to check your email every day. If you have difficulties, please email [ud-eli@udel.edu](mailto:ud-eli@udel.edu).

### ELI MAIN WEBSITE

[www.udel.edu/eli](http://www.udel.edu/eli)

Anyone who is interested in the ELI, including our students, staff, the University community, sponsors, homestay families, and more can see announcements. Here, you will see important news about UD, information about holidays, news about the ELI closing in bad weather, a schedule of upcoming activities for this session, and more.

### ELI CURRENT STUDENT WEBSITE

[www.udel.edu/eli/csp](http://www.udel.edu/eli/csp)

The ELI current student website has much of the information that you need in order to manage your student life while you are studying with us. Some of the important information on this website includes:

- Student forms
- Visa regulations and I-20 Form information
- Academic resources
- ELI policies
- Vacation policy
- How to get a driver's license

We strongly encourage you to learn what information is shared on this website as early as possible during your time in the ELI.

### SOCIAL MEDIA | #UDELELI

We share pictures, interesting information, and announcements about upcoming events or promotions via social media.

- **Facebook:** [www.facebook.com/UDelELI](http://www.facebook.com/UDelELI)
- **Twitter:** [www.twitter.com/UDelawareELI](http://www.twitter.com/UDelawareELI)
- **Instagram:** [www.instagram.com/udel\\_eli](http://www.instagram.com/udel_eli)



# STUDENT VISA AND I-20 FORMS

## RESOURCES TO LEARN MORE ABOUT MAINTAINING YOUR VISA STATUS

[www.udel.edu/eli/csp/visas](http://www.udel.edu/eli/csp/visas)

Visit the Current Student Portal visa pages for more information about:

- Extending your I-20 Form (or DS-2019)
- Requirements to maintain your visa status
- Visa status violations
- Vacation, travel and leave of absence
- Transferring to another school

Please take a moment to look at the information on that website. It may help you to keep your visa status out of trouble!

[www.udel.edu/academics/global/iss](http://www.udel.edu/academics/global/iss)

The ISSS website is full of information for all international students and scholars at UD. You can find news about changes/updates to visa **regulations**, information about campus resources and activities for international students and instructions/procedures related to maintaining your visa status. Be sure to check this website regularly.

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## Regulation

*plural: regulations*

*(noun)* an official rule or law that says how something should be done

*Learnersdictionary.com*

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## VISA ADVISING SERVICES

ISSS is the department that issued your I-20 Form (or DS-2019 Form). Their advisors handle all details concerning visa regulations. The ISSS Advisor for ELI students is Vina Titaley. If you need to see her, please make an appointment in advance. You can contact (302) 831-2115 or send an email to [titaley@udel.edu](mailto:titaley@udel.edu).

## DEPARTURE FORMS

Before you leave the program, you must complete a Departure Form and return it to the ELI. This form contains important information that is used by the ELI and ISSS to manage your visa status.

## HOW POOR ATTENDANCE OR GRADES CAN AFFECT YOUR VISA STATUS

Most ELI students have either an F-1 visa or a J-1 visa. Federal regulations require student visaholders to make normal academic progress in their program and to follow the attendance policy at their school. Students who do not meet the ELI's academic and/or attendance requirements may be dismissed; this means that their visa status will be **terminated**. This has serious consequences.

For more information about the ELI's attendance and academic requirements, please see page 20 or speak with your academic advisor.

For more information about how dismissal can badly affect your visa status, contact your immigration advisor at ISSS.

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## Termination

*(noun)* an act of ending something - *formal*  
*Learnersdictionary.com*

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## CHANGE OF CONTACT INFORMATION

At the start of each session, you will receive an email requesting your local address and local phone number. You are required to submit the form each session. If you later change your address, phone number or email address, you are required to notify the ELI and ISSS within **5 days** of the change by completing the online Contact Update form: [www.udel.edu/eli/csp/contactupdate](http://www.udel.edu/eli/csp/contactupdate). UD is required to notify the U.S. government any time you have a change in contact information.

## TRAVEL OUTSIDE OF THE U.S.

[www.udel.edu/eli/csp/travel](http://www.udel.edu/eli/csp/travel)

Most ELI students have a multiple-entry student visa, which allows them to leave the U.S. and come back more than one time. If you travel outside of the U.S. you must have your I-20 Form (or DS-2019 Form) signed by an advisor at ISSS before you leave.

If you do not follow this procedure, you may not be allowed to re-enter the U.S. To apply for travel authorization, you must complete a Travel Request Form at [www.udel.edu/eli/csp/travelform](http://www.udel.edu/eli/csp/travelform).

# BILLING INFORMATION

[www.udel.edu/eli/financials](http://www.udel.edu/eli/financials) | [elibilling@udel.edu](mailto:elibilling@udel.edu)

## WHEN DO STUDENTS RECEIVE THE BILL?

Bills for tuition and other fees are emailed to students before the session begins.

## WHEN MUST BILLS BE PAID?

Bills must be paid before the end of orientation. The due date is on the bill.

## HOW DO I PAY MY ELI BILL?

### Payment by credit card

You may pay your bill by credit card online using the website address that is on the bill.

### Payment by bank/international funds transfer

To pay your bill by international funds transfer/bank transfer, visit the website address that is written on the front of the bill. Instead of picking the payment by credit card option, pick international funds transfer. You will then receive instructions via email on how to transfer the funds.

### Payment by cash or check

If you want to pay your bill by check or cash, you must go to the UD Cashier's Office at the Student Services Building located at 30 Lovett Avenue.

## WHAT IF I HAVE A QUESTION ABOUT MY BILL?

Please email [elibilling@udel.edu](mailto:elibilling@udel.edu) for all billing related questions.

## REFUND POLICY: TUITION AND FEES

The ELI follows the University of Delaware refund policy. The ELI's refund policy is online:

[www.udel.edu/eli/financials/refund](http://www.udel.edu/eli/financials/refund).

Refunds are only available if you officially drop or withdraw from courses during the first week of classes (the "drop/add" period). No refunds will be given after "drop/add."

### Things to know about refunds for two-session bills

- The refund policy also applies to students who have requested a two-session discounted bill.
- If you decide that you want to change back to a one-session bill, you must do so before the end of "drop/add." No refunds will be given after "drop/add."

- No full or partial tuition refunds will be given if a student withdraws from the first session, does not continue in the second session, or changes programs.

## REFUND POLICY: TRIPS

When students pay for a trip at the ELI Cashier's Window, any approved refunds for trips will be made as follows:

- If you paid by credit card, your refund will be made directly to the same credit card.
- If you paid by cash or check, you will receive a refund through a UD check. It may take as long as 4-5 weeks from the time you request the check refund until you receive it.

In addition, any student who wants to request a refund must do so before the Wednesday before the trip.

## HOW DO I PAY FOR HOUSING?

The housing payment process depends on which housing type you live in.

- **ELI Global Community.** If you have been placed in the ELI Global Community, you will receive a separate bill by email, which will contain your housing fee.
- **Homestay.** If you live with a homestay host, you will pay your host directly.
- **Apartments.** If you live in an apartment off campus, you will pay your rent in the leasing office when you move in.
- **UD dorms.** If you live in the residence halls on campus, you will receive a separate bill by email, which will contain your fees.



# GETTING INVOLVED AT THE ELI

Ways for students to have fun (and practice their English) in Delaware!

[www.udel.edu/eli/activities](http://www.udel.edu/eli/activities)

## SIGNING UP FOR ACTIVITIES

The ELI has activities each session. These activities are a valuable part of your experience here in the United States, so you should take advantage of them.

### PRICE FOR ACTIVITIES AND TRIPS

- Nearly all ELI activities are free!
- Some trips may require a cash deposit, which will be returned to you when you depart for the trip.
- Some trips require advance payment. If a trip has a price, we will publish the price when we advertise the trip so that you know it in advance.

The ELI has a trip refund policy (see page 16).

### LIMITED SPACE/SIGN-UP DEADLINES

Seating on any trip may be limited. If you want to go on an ELI trip, please reserve your ticket as soon as possible. The last day to sign up for a trip is typically the Monday before the trip date. If your trip is on a Friday or Saturday, you must register for the trip before the deadline or you will not be able to go.

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## AMERICAN HOST PARTNER PROGRAM

[www.udel.edu/eli/ahpp](http://www.udel.edu/eli/ahpp)

The American Host Partner Program (AHPP) is an opportunity for UD students and international students to build cross-cultural friendships. American hosts are current UD students who are passionate about welcoming and hosting an ELI student as a visitor and guest to the UD campus and community.

### ELI GUITAR CLUB

If you enjoy music, then this is the club for you. Learn to play the guitar, practice your own instrument or simply sing along. It is a great opportunity to learn American songs—and even teach your peers some songs from your country!

### ELI WOMEN'S GROUP

[www.udel.edu/eli/wlsg](http://www.udel.edu/eli/wlsg)

The Women's Group supports women of diverse cultural backgrounds transition to American culture. We share conversations about cultural identity and challenges faced in daily life. The group provides a safe space to build cross cultural friendships. All female students from ELI and UD are welcome.

## INTRAMURAL SPORTS

Sign up to play sports with friends from the ELI and UD students through the Intramurals program. Some of the sports offered in the program include soccer, American football, basketball, or volleyball.

## UNIVERSITY OF DELAWARE CLUBS

There are over 400 registered student organizations (RSOs) at UD, and many of them welcome ELI students. RSOs give you excellent opportunities to meet American students and share cultural experiences with them.

### Where to find information about RSOs:

- Check the UD Student Central website ([studentcentral.udel.edu](http://studentcentral.udel.edu)) for general information about each RSO, as well as upcoming events and news.
- Ask the ELI orientation staff.
- If you are starting your program at the ELI in the fall or spring semester, you can attend the Involvement Fair at the beginning of the semester.

## UNIVERSITY OF DELAWARE EVENTS

[studentcentral.udel.edu](http://studentcentral.udel.edu) | [events.udel.edu](http://events.udel.edu)

There are always activities happening at UD, including sporting events, guest lectures, art exhibits, plays, etc. We highly recommend that you visit UD Student Central and the UD Events Calendar in order to keep track of activities that you may want to join.

## USING UNIVERSITY FACILITIES

With the University ID card, you have the same access to many UD facilities and the same privileges as UD students. The ELI encourages you to take advantage of everything the University of Delaware has to offer. You can use your ID for:

- **Academic facilities** such as the Morris Library, the Educational Resource Center, and UD computing sites.
- **Sports facilities** like the Carpenter Sports Building and the UD Ice Arena. The sports buildings are great places to meet UD students in a relaxed environment. You can make friends while playing basketball, swimming, or exercising. ELI students also receive free admission to UD football and basketball games, and reduced admission prices for other sporting events.

- **Cultural facilities** such as the University Gallery, Music Department practice rooms, and student activities centers. The UD Art Department hosts several exhibitions each year and maintains a permanent display in the Old College gallery. The Music Department presents concerts every few weeks with student, faculty, and visiting performers. The university also has two student centers that host films and other programs that can give you great exposure to American culture.

## ADMINISTRATIVE POLICIES AND INFORMATION

Be aware of important policies so that your time in Delaware will stay positive and enjoyable!

### LATE ARRIVAL/EARLY WITHDRAWAL

ELI sessions for most programs are 7-8 weeks in length. Academic Transitions (AT) is based on 4-month semesters. You must arrive by the first day of each session or you may be asked to wait until the next session (and this would have an affect on your visa status). In rare cases, an exception may be made for new students. New students who need to arrive late must make special arrangements with the ELI Admissions Office before arriving in Delaware. The ELI Admissions Office can be contacted at [ud-eli@udel.edu](mailto:ud-eli@udel.edu).

The ELI offers no refunds for late arrival, early withdrawal or dismissal. For more information, see the refund policy at [www.udel.edu/eli/financials/refund](http://www.udel.edu/eli/financials/refund). New or returning students who do not check in by the first day of the session will be marked absent and will not be able to change classes.

### ENGLISH-ONLY POLICY

In the past, we surveyed our students regarding the use of English at the ELI. Here are the results of the survey:

- Nearly 40% of students reported that they did not use English very often outside of class.
- More than 50% of students thought it rude and uncomfortable when students around them spoke a language they could not understand.
- More than 92% of students reported that they remember English vocabulary and grammar better when they use English frequently.
- Nearly 90% of students said they would speak English more frequently if those around them used English.
- Finally, 77% of students agreed or strongly agreed with a proposed new policy to enforce an English-only policy for all ELI spaces.

As a result of that survey, we created the English-only policy at the ELI. This means that only English may be spoken in ELI buildings, on ELI property, and in any building where ELI classes and activities are being held.

## WHY IS THIS IMPORTANT?

You and/or your sponsor are spending a great deal of time and money on your English language education. The more you use English, the more quickly you will learn it. This policy will help you meet your English goals faster and graduate from the ELI sooner.

All of us—faculty, staff, and students—work hard to create an international community of learning where students can study and make friends with people from around the world. Using your native language in the presence of others may send the message that they are not welcome in your group; it works to divide, rather than unite, the ELI student body.

## CODE OF CONDUCT

[www.udel.edu/eli/studentconduct](http://www.udel.edu/eli/studentconduct)

The ELI Code of Conduct is designed to help you know what kinds of behavior American college students find acceptable. To avoid trouble, know and follow these policies.

Below is a list of Code of Conduct violations that can lead to disciplinary hearings, possible dismissal from the ELI, or even criminal charges. Please note that this list is not exhaustive. The UD Student Guide to University Policies contains very detailed descriptions of all conduct and housing violations, including felonies. This document is available on the University of Delaware website at [www.udel.edu/stuguide](http://www.udel.edu/stuguide).

## DISCIPLINARY HEARING VIOLATIONS

### Academic dishonesty

- Stealing an exam
- Giving another student an answer during a test
- Handing in work or papers written by someone else
- Posing as someone else to take a test for them

### Attendance problems

- Arriving late to class more than three times
- Missing too many classes

### Cheating

- Stealing an exam (either physically or electronically)
- Giving another student an answer during a test
- Handing in work or papers written by someone else
- Posing as someone else to take a test for them
- Copying an answer from another student's paper/test
- Peeking at notes when notes are not to be used during an exam

### Disruptive classroom behavior

- Talking to another student while class discussion is going on or while the teacher is speaking to the whole class
- Making other distracting noises or gestures
- Talking too much (so that no other student has time to talk)
- Verbally or physically threatening another student or the teacher

### Plagiarism

- Stealing another person's idea or illustration and

using it as one's own without giving credit to the original author or source

- Copying sentences of paragraphs directly from an article or book to use in an essay without giving credit to the original author

## CRIMINAL CHARGES AND/OR VIOLATIONS OF THE UNIVERSITY CODE OF CONDUCT

### Alcohol and drug violations

- Possession or use of alcohol by a minor (person under the age of 21)
- Providing alcohol to a minor
- Carrying an open container of alcohol in a common or public area
- Driving under the influence of alcohol or drugs
- Possession of a controlled substance

### Sexual harassment

- Persistent, unwelcome flirtation, requests for dates, advances or propositions of a sexual nature
- Unwanted touching such as patting, pinching, hugging or repeated brushing against an individual's body
- Repeated degrading or insulting comments about an individual's sexuality or sex
- Sexual assault

### Driving violations

- Speeding, reckless or careless driving
- Failure to obey traffic signals

# ACADEMIC POLICIES AND INFORMATION

Be aware of the policies that affect your enrollment in our programs and your visa status.

## ATTENDANCE & ACADEMIC POLICY

It is very important that you attend class to be in good standing at the ELI and to maintain your visa status.

### HOW DOES THE ELI COUNT ABSENCES?

Absences are recorded as follows:

Action	Absences
If you do not attend a class/discussion	1 absence for each meeting missed
If you do not attend tutoring/cohort	One-half (0.5) of 1 absence for each meeting missed
If you do not check in on Opening Day	1 absence
If you are on your first probation and you do not attend the required Attendance Probation meeting	1 absence
If you arrive to class/discussion late, leave early, or take too many breaks (less than 15 minutes for any of these cases)	One-third (0.33) of 1 absence for each time you are late, leave early or take excessive breaks.
If you arrive to tutoring/cohort late, leave early, or take too many breaks (less than 15 minutes for any of these cases)	0.5 of 1 absence for each time you are late, leave early, or take excessive breaks
If you arrive to class/discussion late, leave early, or take too many breaks (more than 15 minutes for any of these cases)	1 absence for each time you miss more than 15 minutes
If you arrive to tutoring/cohort late, leave early, or take too many breaks (more than 15 minutes for any of these cases)	One-half (0.5) of 1 absence for each time you miss more than 15 minutes

In general, you must attend 80% of your class/tutoring/cohort meetings each session, or you will be placed on attendance probation. This means you will be placed on attendance probation if:

- The session is 7 weeks long and you miss 14 meetings
- The session is 8 weeks long and you miss 16 meetings
- Your Academic Transitions (AT) class is 16 weeks long and you miss more than 6 class/discussion/tutoring/cohort meetings in each 8-week period

If you have more than 20 absences in an 8-week period and/or you have more than one attendance probation, the ELI Student Conduct and Attendance Committee and ELI Director will discuss your case. You may be dismissed from the ELI.

**Note:** ELI and UD content course instructors may have more strict attendance policies in order for you to be successful in your program.

### HOW TO GET OFF OF ATTENDANCE PROBATION

To get off attendance probation, you must attend 85% of your class/tutoring/cohort meetings. This means:

- If the session is 7 weeks long, you cannot miss more than 10 class/tutoring/cohort meetings
- If the session is 8 weeks long, you cannot miss more than 11 class/tutoring/cohort meetings
- If your Academic Transitions (AT) semester is 16 weeks long, you cannot miss more than 5 class/discussion/tutoring/cohort meetings in each 8-week period.

## ACADEMIC PROGRESS REQUIREMENTS

It is very important that you make good academic progress to be in good standing at the ELI and to maintain your visa status. If the average of your grades is below a C at the end of a session, you will be on academic probation for the next session; however:

- Academic Transitions (AT) students must earn a C+ or higher in ARSC150, ARSC151 and ENGL110. If you do not earn the minimum grade of C+, then you will be placed on probation and you must repeat the course.
- Students that are required to take ARSC152 must earn a C+ or higher. If you do not earn the minimum grade of C+, then you will be placed on academic probation, and you must repeat the course.

## HOW TO GET OFF OF ACADEMIC PROBATION

To get off academic probation, you must pass all your classes with a C or higher (73%). If you do not do this, the ELI Student Conduct and Attendance Committee and ELI Director will discuss your case. You may be dismissed from the ELI.

AT students must earn a C+ or higher in ARSC150, ARSC151, ENGL110, and ARSC152. If you do not earn a C+ or higher you can take the course one more time. If you do not earn a C+ or higher the second time, you will likely be dismissed from AT and from the ELI.

## STUDENT GRADE REPORTS

We will issue student grade reports each session. Students who are graduating will receive their grade report at graduation. Students who are continuing at the ELI, can view their grades using UDSIS.

Please visit [www.udel.edu/eli/levelobjectives](http://www.udel.edu/eli/levelobjectives) for a detailed description of ELI level skills and learning objectives.

## CERTIFICATES

The ELI awards a certificate to each student who completes their ELI course in good standing. You need overall attendance of 85% and an average grade of C to qualify for a certificate.

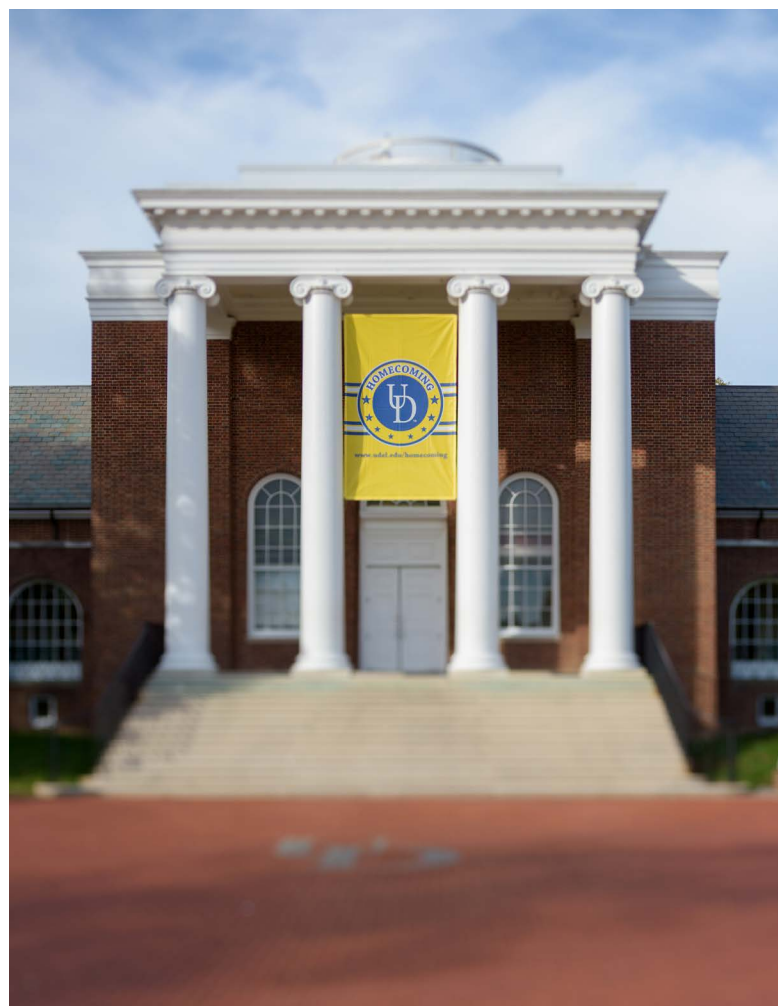
## MULTIPLE REPEATER POLICY

**A student has two sessions to pass\* at any given level.**

A student who fails or is retained at the end of the second session will take the placement test and be considered for replacement at a lower level (subject to administrative discretion in exceptional cases). If the placement test does not indicate replacement, the student may stay at the same level. If the student does not pass in the next (third) session (either at the same or lower level), the student will be dismissed, except by special permission of the Director or Associate Director in extraordinary circumstances.

\* "Passing" for Level 6 Graduate CAP students refers to meeting the program's matriculation requirements. Information about these requirements is available at [www.udel.edu/eli/cap/matricreqs](http://www.udel.edu/eli/cap/matricreqs).

"Passing" for AT students refers to meeting the requirements to move to the next AT semester or to matriculate after AT2 or AT3. Information about AT promotion and matriculation requirements can be found in the AT Student Handbook. If you have a question about these requirements, contact [CAPadvisor@udel.edu](mailto:CAPadvisor@udel.edu).



## ACADEMIC DISHONESTY POLICY

The relationship between a professor and their student is based on trust. Students trust professors to have mastery over their subject area and to create a positive learning environment. Professors trust students to be persons of integrity and to want to learn, expanding their mind and intellect by acquiring knowledge and by becoming critical thinkers and problem solvers. Learning can only take place when students stretch their minds by doing their own work.

At the University of Delaware, professors and students establish and ensure mutual trust by endorsing, upholding, and embracing UD's Student Code of Conduct. As an ELI student, you are responsible for knowing and following this code. For complete information, see [www.udel.edu/stuguide](http://www.udel.edu/stuguide).

*"All students must be honest and forthright in their academic studies. To falsify the results of one's research, to steal the words or ideas of another, to cheat on an assignment, or to allow or assist another to commit these acts corrupts the educational process. Students are expected to do their own work and neither give nor receive unauthorized assistance. Any violation must be reported to the Office of Student Conduct."*

If an instructor believes that you have violated the academic honesty policy, they will report the violation to the ELI Registrar. The instructor can assign a variety of penalties based on the nature of the violation and whether or not you have a previous violation. They may:

- Give you a warning and ask you to re-do the assignment;
- Reduce your grade for the assignment;
- Give you a failing grade for the assignment;
- Require you to meet with the Director of Academic Programs or AT Academic Advisor.

If you have previously violated the academic honesty policy, or if the violation is due to dishonesty rather than a skill deficiency, the penalty will be more serious. Severe or repeated violations will be reported to the UD Office of Student Conduct, and your case will go

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## Plagiarism

(noun) the act of using another person's words or ideas without giving credit to that person

*Learnersdictionary.com*

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## Egregious

(adjective) very bad and easily noticed

*Learnersdictionary.com*

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through the UD Student Conduct Process. This process can result in a failing grade, a permanent notation on your academic transcript, or suspension or expulsion.

## WHAT IS AN EGREGIOUS ACT OF PLAGIARISM?

Egregious acts of cheating or plagiarism include:

- Submitting the work of another as one's own
- Downloading a paper (in whole or in part) from the internet and submitting as one's own
- Stealing or copying an exam either physically or electronically
- Plagiarizing a paragraph or more from another source

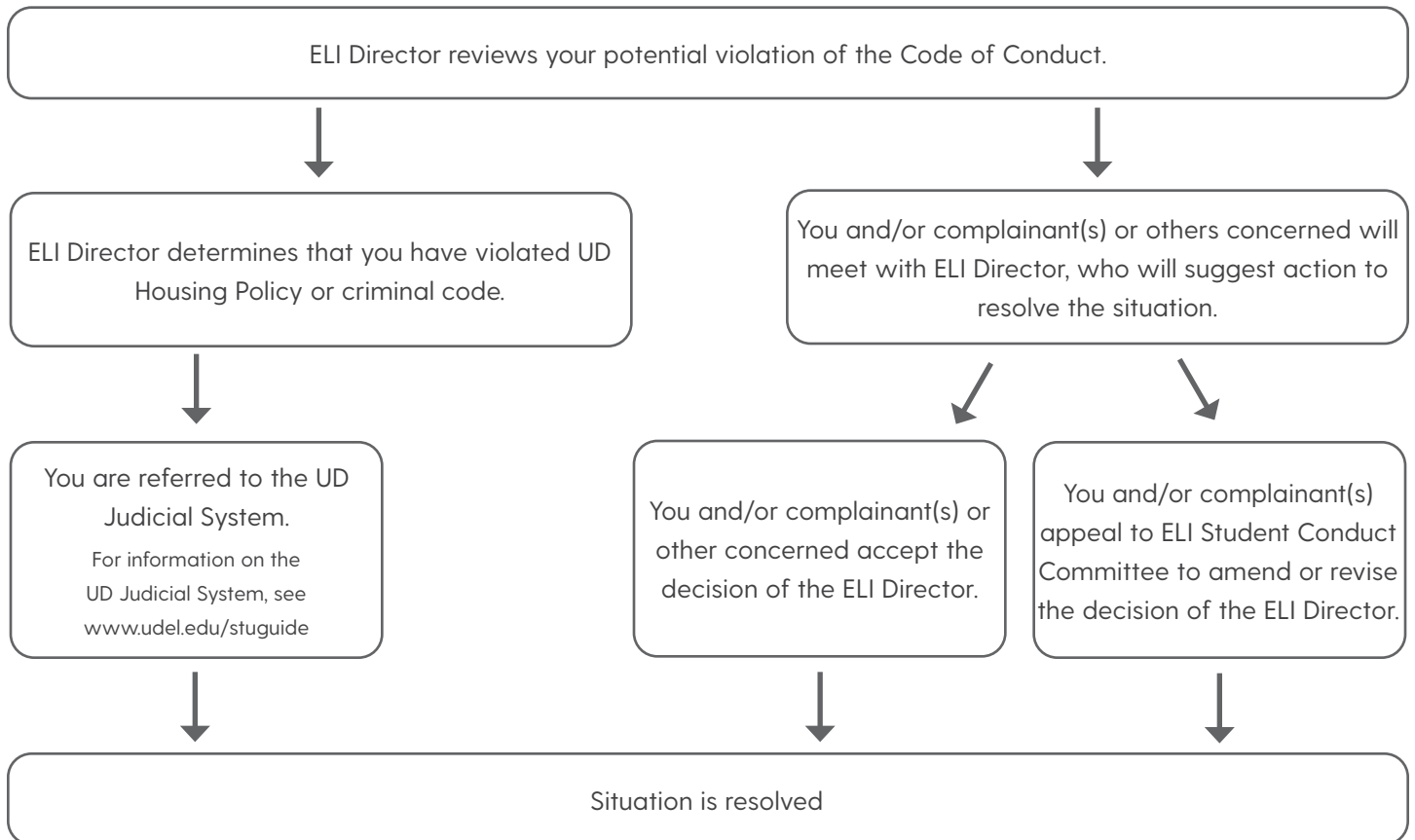
Egregious violations of ELI's policy will be immediately reported to the Student Attendance and Conduct Committee, which will make a record of the event and issue a letter of warning. If a second egregious act occurs, you would be asked by the Student Attendance and Conduct Committee to meet for a hearing to determine if you should be dismissed from the program and, if you are a conditionally admitted student, whether the University should withdraw its offer of conditional admission.

AT students should see the AT Student Handbook.



# ELI JUDICIAL SYSTEM

The flowchart below explains how the ELI judicial system works. If you have any questions about this, contact Rebecca Boyle, ELI Student Life Coordinator at [beccalee@udel.edu](mailto:beccalee@udel.edu).



*At any stage in the judicial process, the ELI may call upon appropriate university or community resources (e.g., Office of the Dean of Students, International Student and Scholar Services, Center for Counseling and Student Development, UD Public Safety, etc.) for assistance.*



# HEALTH AND MEDICAL INFORMATION

## HYGIENE AND GROOMING

Ideas about hygiene can be very different between cultures. Since hygiene is such a personal subject, discussing it can sometimes be awkward and embarrassing.

Unfortunately, the perception of poor personal hygiene and grooming can have negative effects for people in the U.S. For example, sometimes, when a person is perceived to have poor hygiene, it can be difficult for them to make friends.

Another important negative impact to consider is that poor hygiene can make people very sick. At the ELI, we care about your health. To help you to stay healthy while you are studying in Delaware, we are providing you with some information about recommended hygiene practices.

## INFORMATION FROM THE U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

[www.cdc.gov](http://www.cdc.gov)

The CDC is a government organization that is responsible for protecting Americans from health risks. They provide us with information on many topics related to healthy living.

Here are a few links to helpful CDC web pages:

- Body, facial and dental hygiene: [bit.ly/CDChygiene](http://bit.ly/CDChygiene)
- Coughing and sneezing etiquette: [bit.ly/CDCcoughing](http://bit.ly/CDCcoughing)
- Keeping hands clean: [bit.ly/CDChands](http://bit.ly/CDChands)
- Hygiene-related diseases: [bit.ly/CDChyg-dis](http://bit.ly/CDChyg-dis)



This animated video discusses simple hygiene concepts. It is fun to watch for both adults and children!

[bit.ly/hygiene-video](http://bit.ly/hygiene-video)

## PREVENTING FOOD-RELATED SICKNESS

- Pack your lunch safely: [www.udel.edu/004008](http://www.udel.edu/004008)
- Keeping food safe in your home: [www.udel.edu/004009](http://www.udel.edu/004009)
- Protecting yourself and your family from food poisoning: [www.udel.edu/004010](http://www.udel.edu/004010)

## OTHER HYGIENE TIPS AND RESOURCES

- Laundry on campus: [sites.udel.edu/freas-aux/#laundry](http://sites.udel.edu/freas-aux/#laundry)
- Tips for doing laundry: [bit.ly/simplelaundry](http://bit.ly/simplelaundry) and [bit.ly/dothelaundry](http://bit.ly/dothelaundry)
- 6 tips for reducing body odor (from WebMD): [bit.ly/reducebo](http://bit.ly/reducebo)
- Wearing too much perfume and cologne is not recommended because it can cause serious allergic reactions and/or discomfort for other people.

## WHAT TO DO IF YOU ARE SICK EMERGENCY SITUATION

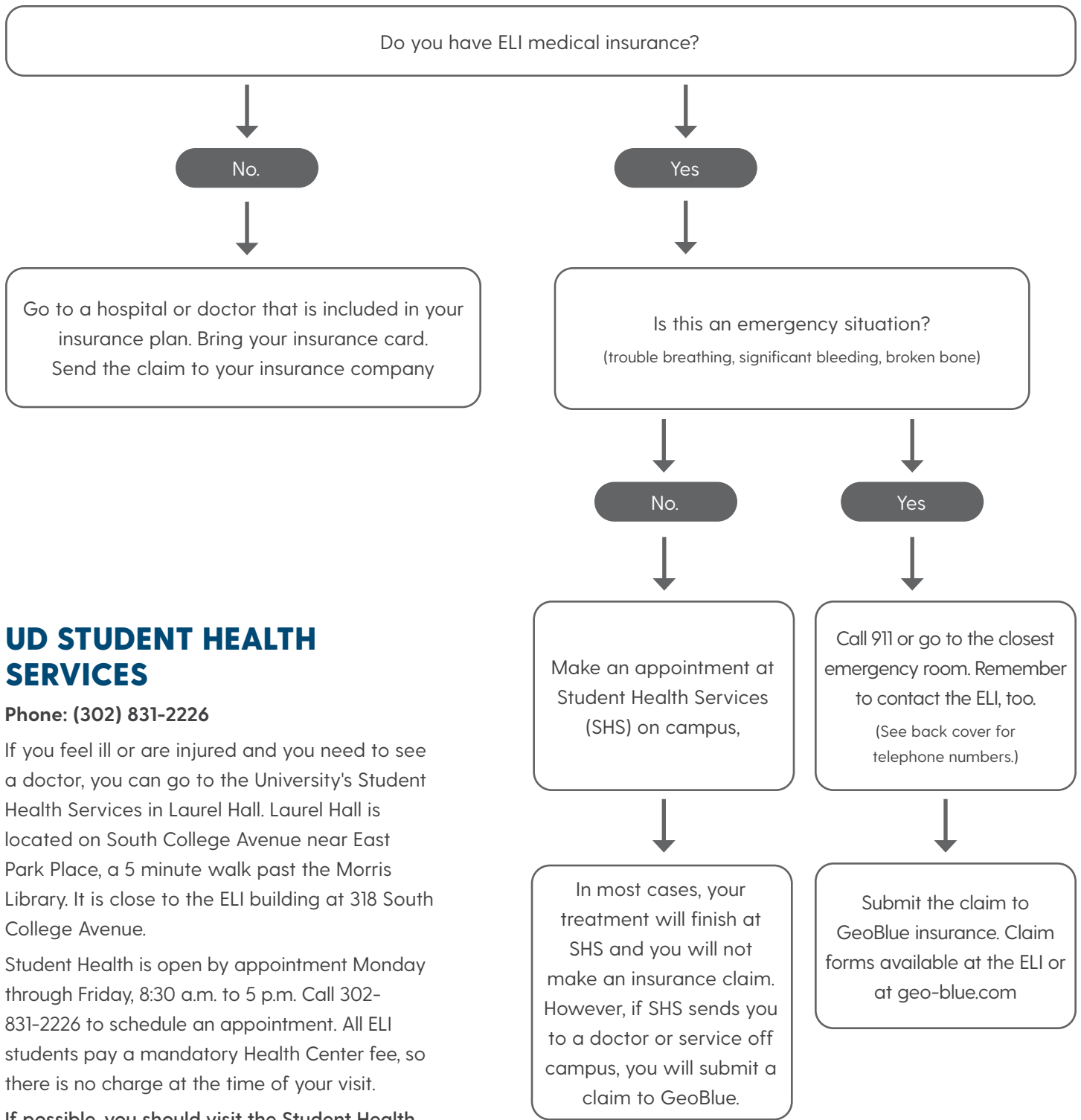
If you must go to the hospital, call 911 and ask for an ambulance. See the back cover of this handbook for details.

## NON-EMERGENCY SITUATION

If you are sick but it is not an emergency, you can get medical help right here on campus. All ELI students pay a health clinic fee with their tuition bill each session; this gives them access to the doctors and nurses in the Student Health Center on campus, which is open daily. Sponsored students whose governments provide them with medical insurance can also go to off-campus doctors that are included in their insurance plan.



## MEDICAL TREATMENT AND INSURANCE PROCEDURES



### UD STUDENT HEALTH SERVICES

Phone: (302) 831-2226

If you feel ill or are injured and you need to see a doctor, you can go to the University's Student Health Services in Laurel Hall. Laurel Hall is located on South College Avenue near East Park Place, a 5 minute walk past the Morris Library. It is close to the ELI building at 318 South College Avenue.

Student Health is open by appointment Monday through Friday, 8:30 a.m. to 5 p.m. Call 302-831-2226 to schedule an appointment. All ELI students pay a mandatory Health Center fee, so there is no charge at the time of your visit.

If possible, you should visit the Student Health Service first if you are not well. They will advise you if you need to go to the hospital or to a different clinic. This approach will also avoid problems with insurance payments.

## MEDICAL INSURANCE

All ELI students must have medical insurance. ELI students are required to purchase GeoBlue insurance coverage for the duration of their studies at the ELI, unless the student is sponsored by a government organization that provides him/her with a better insurance policy. Health insurance is included on students' tuition bills.

If you have questions about insurance, please contact Rebecca Boyle at [eli-housing@udel.edu](mailto:eli-housing@udel.edu) or by phone at 302-831-1174.

## INSURANCE PROVIDER: GEOBLUE HEALTH INSURANCE

Insurance coverage for ELI students is provided by GeoBlue Health Insurance.

You will receive an ID card with your name and insurance ID number on it during your first session at the ELI. If you need proof of insurance before you receive the card, you can email [elibilling@udel.edu](mailto:elibilling@udel.edu) to request a copy.

## DENTIST INFORMATION

In case you need to visit a dentist, the closest offices are:

- Newark Dental Associates on East Main Street ([www.newarkdental.com](http://www.newarkdental.com)), and
- Park Place Dental Care on West Park Place ([www.thedentalgroupofdelaware.com](http://www.thedentalgroupofdelaware.com)).

Your insurance has minimal dental coverage.

# HELPFUL THINGS FOR STUDENTS TO KNOW

## BANK ACCOUNTS

[www.udel.edu/eli/csp/banking](http://www.udel.edu/eli/csp/banking)

Many ELI students have bank accounts at the PNC Bank in the Trabant University Center on Main Street. To open an account, take your money and passport to the bank between 9 a.m. and 5 p.m. You can open checking and savings accounts and get a debit card to use to withdraw cash from bank machines (ATMs) all over the U.S.

## HOUSING

[www.udel.edu/eli/housing](http://www.udel.edu/eli/housing) | [eli-housing@udel.edu](mailto:eli-housing@udel.edu)

We offer several housing options to students; however, the type of housing that you can choose depends on the ELI program that you are doing. Before deciding where you want to live, consider your housing priorities and the housing policy related to your program. Details about housing options, terms and conditions and reservation instructions are online.

## DINING

[www.udel.edu/eli/dining](http://www.udel.edu/eli/dining) | [elibilling@udel.edu](mailto:elibilling@udel.edu)

In most ELI programs, meal plans are not required; however, we offer a variety of meal plans. Information about the different plans and their prices can be found online.

## BAD WEATHER

**Will the ELI be closed in bad weather?**

In case of very bad weather (e.g., a big snowstorm or hurricane), UD and the ELI may either have a delayed start or will simply close for the day. If either of these situations happens, the news will be shared with you in several ways:

- We will send out a message to all students by email (usually by 7 a.m.)
- We will post a message on the website [www.udel.edu/eli](http://www.udel.edu/eli)
- We will post a message on the ELI Facebook page [www.facebook.com/UDelELI](http://www.facebook.com/UDelELI)
- We will record a message on the ELI's answering machine; call (302) 831-2674

In addition, information about the University's closures is usually announced on the WVUD radio station (91.3 FM) between 6:30 and 7:45 a.m.

## DRIVING IN THE UNITED STATES

### RULES FOR DRIVING IN DELAWARE

Driving laws are different for each state, but the general rules are the same.

#### Seatbelts and child car seats

Many states, including Delaware, have mandatory seatbelt and child restraint laws. The driver and all passengers must always wear a seatbelt. In addition, small children (7 years old and under) must be restrained in an approved car seat or booster.

#### Using a cell phone while driving

In Delaware, it is illegal to use a cellphone while driving. If you are in your car and you need to use the phone, you must stop and park in a designated parking zone. You may also use a hands-free system to make/receive calls while driving.

#### Driving direction

Cars in the U.S. drive on the right side of the road. It is extremely important to remember this, even if you do not drive. Look both ways before crossing the street.

#### Other rules

There are many other rules for driving in Delaware. It is the driver's responsibility to know and obey all driving regulations.

### GETTING A DRIVER'S LICENSE

[www.udel.edu/eli/csp/driving](http://www.udel.edu/eli/csp/driving)

#### Do I need to get a driver's license in Delaware?

Delaware regulations indicate that you can drive in the U.S. for up to 60 days with a driver's license from another country; however, if you plan to stay in Delaware for more than 60 days, then you must obtain a Delaware driver's license within 60 days of your arrival.

If you do not have a license from another country, then you must get a Delaware license before you can drive.

#### Required documents to get a Delaware driver's license

To get a license you will need the following documents:

- Your I-20 Form (it must be valid for at least 60 days)
- Proof-of-residence verification letter from the ELI
  - It must be an original letter that is signed by the ELI Registrar.
  - Social Security Card
  - If you do not have a Social Security Card, you may request a "Letter of Ineligibility" from

the Social Security Administration (SSA).

To do this, you can visit the closest SSA Office at 300 Big Elk Mall, Elkton, Maryland 21921. Take your I-20 Form, your passport, and your I-94 card to them and request the "Letter of Ineligibility."

- Passport
- F-1 visa
- Two documents that show where you live
  - Examples: Your apartment lease, a utility bill, any piece of mail that shows your address

### WHERE TO GET A DRIVER'S LICENSE

[www.dmv.de.gov/home/locations](http://www.dmv.de.gov/home/locations)

Students can get a driver's license at an office of the Delaware Division of Motor Vehicles (DMV). Use the link above to see a map, addresses and hours of operation for each DMV.

### HOW TO GET THE DRIVER'S LICENSE\*

[www.dmv.de.gov](http://www.dmv.de.gov)

1. Go to the local DMV office
2. Complete a driver's license application
3. Take an eye exam to test your vision
4. Take the driver's license examination. This includes a written test about driver laws and a driving test.

If you live in Pennsylvania or Maryland, please visit the ELI's website at [www.udel.edu/eli/csp/driving](http://www.udel.edu/eli/csp/driving) for more information.

### DRINKING ALCOHOL AND DRIVING

Drunk driving is a serious crime in the U.S., and one of the leading causes of death of people under the age of 25 years. It can also badly affect your visa status.

Drivers are considered drunk if their blood-alcohol level is .08 (that is approximately 3 drinks in 1 hour).

If you are arrested for driving under the influence of alcohol (DUI), you will lose your license and you may go to jail. Also, any rental car insurance you may have purchased is invalid if an accident is alcohol-related.

\* This information is subject to change. Students are responsible for checking the website of the Delaware Division of Motor Vehicles (DMV) to ensure that they meet all requirements and bring all required documents. See <http://www.dmv.de.gov>.

## ALCOHOL IN THE UNITED STATES

American customs and laws regarding alcohol and drinking are probably very different than the laws in your country. Please read the following information and follow the rules. The University and local authorities are very serious when they enforce alcohol laws; saying “it is different in my country” is not considered an acceptable excuse.

### AGE RESTRICTION

You must be 21 years old to purchase and drink alcohol in Delaware. This law is very strict. It is very common for the store clerk to ask to see your “ID” (i.e., passport, driver’s license or state identification card) to prove your age when you are buying alcohol.

## HOW TO GET AROUND IN DELAWARE

### RENTING A CAR

Renting a car can be complicated, and most rental companies want you to have several of the following qualifications:

- You must pay a large deposit (e.g., \$400); you will get this money back when you return the car undamaged.
- You must be at least 25 years old.
- Some companies will allow you to rent a car at the age of 18 or 21 but may charge an additional fee.
- You must have a valid American or international drivers license.
- You must have a major credit or debit card.
- You must show your passport and student ID.

The closest car rental agency is Enterprise Car Rentals in Newark Shopping Center (next to the Main Street Movies 5). You should always buy the vehicle renter’s insurance that is offered by the company. This will help you to avoid major expenses if the car is damaged while you are responsible for it.

### UD SHUTTLE BUS SERVICE

[www.udshuttle.com](http://www.udshuttle.com)

The University offers a free shuttle bus service for all students during most periods of the year. You can use their website to get information about the routes and the buses’ current location. Note: schedules may change in the summer or winter sessions.

Students under the legal drinking age of 21 may not legally possess nor consume alcohol anywhere. If an underage student is drinking in your room, you will both be charged with an alcohol violation.

### LOCATION RESTRICTIONS

It is illegal for anyone, regardless of age, to possess an open container of alcohol in an area that is not licensed for alcohol consumption. This means that you may not carry an open can or bottle, for example, from your apartment to your friend’s house. It is also against the law to take an open container out of a restaurant or bar.

### DART BUSES (DELAWARE PUBLIC TRANSPORTATION)

[www.dartfirststate.com](http://www.dartfirststate.com)

Delaware Administration for Regional Transit (DART) buses serve most of New Castle County around Newark and Wilmington. There are over 20 different routes, most of which begin or end in downtown Wilmington.

#### Important bus routes for you to know

- Bus #33 or #34 travels from Newark to the Christiana Mall.
- Bus #6 travels from Newark to the Wilmington Amtrak Station on Kirkwood Highway (Route 2).

#### Bus schedules

The schedules may change slightly every six months. You can get a bus schedule from the front desk staff at ELI buildings, in the University Student Centers or at OISS. Bus schedules are also available online at [www.DartFirstState.com](http://www.DartFirstState.com).

There is no DART service on Sundays.

Ride sharing services are also popular options for students.

## HOW TO GET TO OTHER CITIES

### BUS SERVICES

Bus travel between cities in the U.S. is usually the cheapest mode of public transportation, but it is also the slowest. It is important to stay alert and pay attention in and around bus stations.

### TRAINS

Newark has a basic train platform on South College Avenue (under the South College Avenue railroad bridge). Here, you can take an Amtrak train ([www.amtrak.com](http://www.amtrak.com)) to New York or to Washington, D.C. You can also use the SEPTA train ([www.septa.org](http://www.septa.org)) to get to Philadelphia.

**Tip:** There is a bigger train station with more train route options in Wilmington, Delaware.

### TAXI CABS

There are a few taxi services that serve Newark. Taxi cabs can sometimes be very expensive.

Ride sharing services are also popular options for students.

## AIRPORT SHUTTLE SERVICE

[www.delexpress.com](http://www.delexpress.com) | (302) 454-7800

If you need transportation to the Philadelphia International Airport, consider making a reservation with Delaware Express. You can make a reservation by calling them or visiting their website. When you make your reservation, indicate where you want to be picked up and what time you need to be at the airport.

If you enter the student discount code (114906), you will get an 8% discount. The price includes the price of the trip plus a tip for the driver. It normally costs approximately \$50.

**Note:** Shuttle service to JFK Airport is very expensive; if you need to go to JFK you can take the train or rent a car.

## PARKING YOUR CAR AT THE ELI

There are several parking options in the area of the UD campus. Most parking in the area is not free, so please be prepared to pay for your parking. Some parking options on campus include the parking garages next to the Perkins Student Center and Trabant University Center. There are also parking meters on many of the roads around campus. Finally, you can buy a parking pass from UD Parking Services in the Perkins Student Center or online at [www.udel.edu/parking](http://www.udel.edu/parking).



## SHOPPING IN THE UNITED STATES

Shopping in the U.S. may be a new and different experience for you. Fortunately, Delaware has no sales tax! Here are some hints to help you in your shopping experience.

- Prices at retail stores are fixed; you cannot bargain for a reduced price. The only exceptions are car dealers and flea markets (second-hand markets);
- Remember, there is no sales tax in Delaware. Other states may charge you a sales tax.

### KNOW THE RETURN POLICY

No matter where you shop, you should always keep your receipt or sales slip and return the product's warranty card to the manufacturer. Ask the shopkeeper or salesperson about the store's return/refund and service policy. If you do not like the answer, shop somewhere else.

In the U.S., it is also very common to shop online. Most major stores give customers the ability to shop online or through a mobile app. There are also major websites like Amazon.com and ebay.com that sell items only online (i.e., they do not have a store that you can visit).

### PLACES TO SHOP

Main Street	Newark Shopping Center	Suburban Plaza	Christiana Mall
<b>UD Barnes &amp; Noble:</b> This is where you can get your textbooks. They also have an Apple Store and Starbucks.	<b>Dollar Tree:</b> This store sells many items for under \$5. The prices are low, but the quality is not the best.	There are many stores, restaurants and services in this plaza, including a grocery store, a pharmacy, hair salon, cell phone store and banks.	The mall has 4 department stores: Target (cheapest), JC Penney's, Macy's, and Nordstrom (most expensive).
<b>Walgreens:</b> This is a pharmacy where you can get many general items and medicine.	<b>Goodwill:</b> This store sells many used clothing and other items at a low price.	<b>ACME:</b> This is the closest grocery store that sells a wide variety of food and household goods.	It has over 150 different stores and many restaurants. It is a very popular place to shop.
<b>National 5 &amp; 10:</b> They have many school and household supplies at low prices	<b>Enterprise Rent-A-Car:</b> If you want more information on how to rent a car, see <a href="#">page 21</a> .	<b>Walgreens:</b> This is a pharmacy where you can get many general items and medicine.	To get there, take the DART bus #33. The fare is \$1.75 (one-way).

### WHEN SHOULD YOU LEAVE A TIP?

When eating at a restaurant it is customary in the United States to leave at least a 15%-20% tip. This is because the servers mostly get paid through tips, not through a salary. It is also appropriate to tip for good service in the following situations:

- When you get a haircut, manicure, pedicure, facial, or any other beauty service (15%-20%)
- When you take a ride in a taxi or ride share (10%-20%)
- When you stay at a hotel, you can tip the person who helps you carry your bags (\$1-\$3 per bag) or the person who cleans your room (\$2-\$5 per night)
- When you order food for delivery, you can tip the delivery person (a few dollars)

The tip amounts listed above are just suggestions. You can decide how much you want to tip for any service based on how happy you are with the service you received. For more information, you can do search online for "tipping etiquette in the U.S."

## SIZE, WEIGHTS AND MEASURES

The U.S. is one of the few nations of the world that has not adopted the metric system in daily life. The metric system is used only in scientific fields. The following information will help you convert U.S. measurements to metric measurements.

### LINEAR MEASUREMENT

The most common unit of length is the “foot”. The foot is divided into 12 “inches.” Inches are divided into halves, quarters, eighths, sixteenths, etc. Some common equivalencies are shown below (including several ways of writing them).

12 inches (or 12” or 12 in.) = 1 foot (or 1’ or 1 ft.)

3 feet (or 3’ or 3 ft.) = 1 yard (or 1 yd.)

1 mile = 5,280 feet

Metric	U.S. System
2.54 cm	1”
1 cm	0.39”
30.48 cm	1”
1 m	39.4”
91.44 cm	1 yd.
1 km	0.62 miles
1.6 km	1 mile

### LIQUID MEASUREMENT

Metric	U.S. System
0.24 L	1 cup = 8 ounces (8 oz.)
0.47 L	1 pint = 2 cups = 16 oz.
0.95 L	1 quart = 2 pints
3.8 L	1 gallon = 4 quarts
1 L	1.05 quarts

### WEIGHT MEASUREMENT

Metric	U.S. System
228.35 g	1 oz.
454 g	1 pound (1 lb.) = 16 oz.
1 kg	2.2 lbs.
1 metric ton	2,200 lbs.

### TEMPERATURE

The U.S. uses the Fahrenheit scale for thermometers measuring body, cooking and air temperatures.

Science laboratories use the Celsius (also called “Centigrade”) scale.

Water freezes at 32°F (0° C)

Water boils at 212°F (100° C)

Room temperature is about 70°F (21.11° C)

Human body temperature is 98.6°F (37° C)

To convert Fahrenheit to Celsius: Use the online converter at <http://bit.ly/convert-temp>.

## U.S. CURRENCY (MONEY)

### BASIC THINGS TO KNOW

- The “dollar” is the basic unit of exchange. The dollar is divided into 100 “cents”
- One cent = 1 ¢ = \$0.01 = a penny
- Paper money is usually referred to as “bills”

A “dollar” is often referred to as a “buck” (e.g., \$10 is often called “10 bucks”).

### BILLS

- Nearly all bills are the same color and size, and they have similar designs; it is very important to pay attention to the denomination of each bill.
- A \$1 dollar bill is often called a “single” (i.e., a single dollar).
- Bills come in denominations of \$1, \$2 (rare), \$5, \$10, \$20, \$50, \$100 and higher.

### COINS

- Coins come in denominations of \$1 and smaller
- Coins are silver-colored except for the penny, which is copper-colored
- The size of the coin is not related to its value.



Penny  
1¢ (\$0.01)



Nickel  
5¢ (\$0.05)



Dime  
10¢ (\$0.10)



Quarter  
25¢ (\$0.25)

## Denomination

(noun) the value of a particular coin or bill

Learnersdictionary.com

## SENDING MAIL: U.S. POSTAL SERVICE

### LOCATIONS AND HOURS

The closest post office is at 110 East Main Street (next to the ELI building at 108 East Main Street). It is open from Monday to Friday (9 a.m. to 4 p.m.) and on Saturday (8 a.m. to noon).

There is also a larger post office at 401 Ogletown Road (on the corner of Library Avenue and Main Street/Route 273). It is open from Monday to Friday (7:30 a.m. to 6 p.m.) and on Saturday (8 a.m. to 1 p.m.). This is the main post office that serves our area; this is where you can pick up packages that could not be delivered to your home.

### POST OFFICE SERVICES

At the post office, you can buy mail supplies (e.g., postage stamps, envelopes, boxes). You can also buy money orders.

#### Receiving mail

You should arrange to receive all of your mail at your local home address. Large packages or sensitive mail can be sent to the ELI at 108 East Main Street (2nd floor), Newark DE 19711. Be sure that the sender includes your full name (as it appears on your passport) on the package. Mail is delivered to the ELI in the afternoon.

#### Sending mail

You can send mail from the post office, any public mailbox (often located on street corners or in commercial plazas) and from the ELI “outgoing mail” basket. You must include sufficient postage stamps and a return address (i.e., your address) on your envelope or package. If you are not sure how many stamps to put on a package, you should take it to the post office so that they can help you.

The USPS also has a helpful postage calculator tool on its website: [postcalc.usps.com](https://postcalc.usps.com).

Currently, it costs approximately \$1.20 to mail a regular letter (weighing 0.5 oz.) to another country. Delivery dates are different for each destination.

This is the correct format for addressing an envelope:

Your name	Place stamp here
Your address	
City, State ZIP code	
Recipient's name	
Recipient's address	
City, State ZIP code	



# APPENDIX: CEA STANDARDS

## ACCREDITATION STANDARDS RELATED TO STUDENTS

### MISSION STANDARD #1

The program or language institution has a written statement of its mission and goals, which guides activities, policies, and allocation of resources. This statement is communicated to faculty, students, and staff, as well as to prospective students, student sponsors, and the public, and is evaluated periodically.

### CURRICULUM STANDARD #1

The curriculum is consistent with the mission of the program or language institution, appropriate to achieve the organization's goals and meet assessed student needs, and available in writing.

### CURRICULUM STANDARD #3

The instructional materials and methodologies are appropriate and contribute to the mastery of course objectives. (See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional curriculum standards.)

### FACULTY STANDARD #1

Faculty members have education and training commensurate with their teaching assignments.

### FACULTY STANDARD #3

Faculty who teach English demonstrate excellent proficiency in English. (See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional faculty standards.)

### FACILITIES, EQUIPMENT AND SUPPLIES STANDARD #1

The program or language institution has facilities, equipment, and supplies that support the achievement of its educational and service goals; are adequate in number, condition, and availability; and are accessible to students, faculty, and administrators.

### ADMINISTRATIVE AND FISCAL CAPACITY STANDARD #2

The program or language institution has an administrative structure and a governance system that are effective in helping it achieve its mission and the

mission of the host institution, if applicable. Administrator and staff positions within that structure are adequate in number and staffed with individuals who have appropriate education, training, and experience. (See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional administrative and fiscal capacity standards.)

### STUDENT SERVICES STANDARD #1

Admissions policies are consistent with program objectives and with the mission of the program or language institution (and with the host institution if applicable), and are implemented by properly trained and authorized individuals. The admissions process ensures that the student is qualified to enroll in and benefit from the instructional program. Both the policies and the personnel who implement them adhere to ethical practices.

### STUDENT SERVICES STANDARD #2

The program or language institution provides academic and personal advising and counseling, as well as assistance in understanding immigration regulations. Such advice and assistance are provided in a timely and accurate manner by qualified individuals.

### STUDENT SERVICES STANDARD #3

The program or language institution provides pre-arrival and ongoing orientation (1) to support students in their adjustment to the program or institution (and to the host institution if applicable) and to the surrounding culture and community and (2) to help them understand immigration regulations and procedures, as well as health and safety issues.

### STUDENT SERVICES STANDARD #4

The program or language institution seeks to ensure that students understand policies regarding enrollment, registration, attendance, repeating levels or courses, and progression through the program of study.

**STUDENT SERVICES STANDARD #5**

Students have access to health insurance if required and, in all cases, students are informed about the need for adequate health insurance coverage.

**STUDENT SERVICES STANDARD #6**

Students have access to social and recreational activities that provide a cultural context for their language acquisition and other studies, as appropriate.

**STUDENT SERVICES STANDARD #7**

The program or language institution clearly states and fulfills its responsibilities regarding student housing.

**STUDENT SERVICES STANDARD #8**

The program or language institution clearly states and consistently provides the extent of student services described in any written, electronic, or oral promotional information or in agreements.

**RECRUITING STANDARD #2**

All written, electronic, and oral information used to describe or promote the program or language institution to students and other relevant parties is accurate and complete.

(See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional recruitment standards.)

**LENGTH AND STRUCTURE OF PROGRAM OF STUDY STANDARD #1**

The calendar states the number of terms per year, the number of weeks per term and the number of hours of instruction per week. The calendar is consistent with and supportive of the program or language institution's stated mission and goals.

**LENGTH AND STRUCTURE OF PROGRAM OF STUDY STANDARD #2**

The program or language institution's curricular design clearly indicates the levels of instruction and specifies how students progress through a full program of study.

**STUDENT ACHIEVEMENT STANDARD #1**

The program or language institution has a placement system that is consistent with its admission requirements and allows valid and reliable placement of students into levels.

**STUDENT ACHIEVEMENT STANDARD #2**

The program or language institution documents in writing whether students are ready to progress to the next level or to exit the program of study, using instruments or procedures that appropriately assess the achievement of student learning outcomes for courses taken within the curriculum.

**STUDENT ACHIEVEMENT STANDARD #4**

The program or language institution informs students of the assessment procedures used to determine placement, progression from level to level, and completion of the program, as well as their individual results.

(See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional student achievement standards)

**STUDENT COMPLAINTS STANDARD #1**

The program or language institution makes available to students, in writing, procedures by which they may lodge formal complaints. The program or language institution documents and maintains records of formal student complaints, as well as the resolution of any such complaints.

**PROGRAM DEVELOPMENT, PLANNING AND REVIEW STANDARD #1**

The program or language institution has a plan, in writing, for development of the program or language institution, including planning, implementation, and evaluation.

(See [www.cea-accredit.org/about-cea/standards](http://www.cea-accredit.org/about-cea/standards) for additional program development standards.)

**STUDENT COMPLAINT FORM**

Students are welcome to speak to any ELI staff member or teacher about any problems or concerns. Remember, the ELI staff is here to help you as well as teach you English. Students with questions and/or concerns about the program and the policies of the ELI should make an appointment to speak with the Director or Associate Directors.

The Student Complaint Form can be found online at [www.udel.edu/eli/csp/concerns](http://www.udel.edu/eli/csp/concerns).

# WHAT TO DO IN AN EMERGENCY

In the United States, contacting the emergency services (e.g., fire department, police, or paramedics) is very efficient. We have one number to call: 911.

## OFF CAMPUS EMERGENCY

Call 911 from any telephone. Tell the operator where you are and what kind of emergency you have (fire, injury, etc.). The operator will contact the appropriate emergency department for you.

## ON-CAMPUS EMERGENCY

Call 911 in an emergency. You can also call UD Public Safety (campus police) at (302) 831-2222.

### Blue light phones on campus

If you are on campus and have an emergency, you can also use the blue light phone boxes located all over campus. They are a direct line to the University police.

Just open the phone compartment and press the big button. Someone will answer you using the speaker.

If you do not know where you are, do not worry -- the phones are connected to a computerized map of campus, and the police will know where to find you if you stay near the phone.

## CONTACT THE ELI

If you have an emergency, contact the ELI at +1-302-722-6634.

## I AM SICK BUT IT IS NOT AN EMERGENCY

If you have a health or medical problem that is not an emergency, please see the information and instructions on pages 39-40 of this handbook.

## WHAT IF MY ENGLISH IS NOT GOOD ENOUGH TO USE IN AN EMERGENCY?

Take the orange ELI emergency card out of your wallet. It has the phone numbers of the ELI directors. It also helps to identify you as an ELI student. Give the card to anyone nearby and they can help you to call us.



UNIVERSITY OF DELAWARE  
**ENGLISH LANGUAGE  
INSTITUTE**



# CALL 911

in an emergency for  
the fire department, the  
police, or an ambulance.

### University of Delaware (ELI)

189 West Main Street  
Newark DE 19716 USA  
+1-302-831-2674  
[www.udel.edu/eli](http://www.udel.edu/eli)

### ELI EMERGENCY CONTACTS

#### Dr. Scott Stevens

Director

Home: +1-302-369-4432

#### Karen Asenavage

Associate Director

Home: +1-267-456-3185

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