



THE UNIVERSITY OF ARIZONA  
COLLEGE OF HUMANITIES

# Center for English as a Second Language

## STUDENT HANDBOOK



**CENTER FOR ENGLISH AS A SECOND LANGUAGE  
at THE UNIVERSITY OF ARIZONA**

P.O. Box 210024  
1100 E. James E. Rogers Way  
Tucson, Arizona, USA 85721-0024  
[www.cesl.arizona.edu](http://www.cesl.arizona.edu)

## Welcome from the Director



Dear Students,

Welcome to the Center for English as a Second Language (CESL) at the University of Arizona (UA) in Tucson, Arizona. We are happy that you are joining CESL and the University of Arizona family. CESL is considered one of the best English language teaching and learning centers in the United States. You are joining an extensive family consisting of current and past students dating back to 1968. CESL students have finished our program and gone on to become doctors, lawyers, government leaders, researchers, and teachers. We are proud of this family of CESL graduates and look forward to you also reaching your goals in learning English to go on to becoming the person you want to be in the future. Study hard and attend class, but don't forget to participate in our other activities, like the music club, the Independent Reading Program, the Program for Intentional Learning, and the Director's Award Program—and soon you will be amazed at your progress.

At CESL you will meet students from all over the world and you will become interculturally competent. In order to do so, get out and meet your colleagues. To help you make your transition to CESL and to give you a preview of our program and activities, our team has put together this Student Handbook for you. Should you have any questions, please do not hesitate to ask any CESL teacher or office staff. My office is in CESL 100, and my email is [nmferdin@email.arizona.edu](mailto:nmferdin@email.arizona.edu).

Welcome to the CESL family! We're proud that you have left your family back home to join ours. Most importantly, enjoy your studies on the road to reaching your goals!

Sincerely,

A handwritten signature in black ink, which appears to read "Nicholas M. Ferdinandt". The signature is written in a cursive style and is positioned above the printed name.

Nicholas M. Ferdinandt, Ed.D.  
Director

## Table of Contents

About CESL	4
CESL People	5
CESL Mission Statement	6
CESL Orientation	7
CESL Student Values	10
CESL Student Services: Admissions	11
CESL Student Services: Academic Support	13
CESL Student Services: Activities	15
CESL Facilities	17
CESL Policies	19
About CESL's Academic Programs	27
CESL Endorsement	41
CESL Curriculum	41
Social Media and Computer Lab Policies	41
Useful Links	44
Emergency & Crisis	44
Immigration	45
Health, Safety, & Medical Insurance	47
Formal Student Grievance Form	52

## About CESL



<http://cesl.arizona.edu>

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

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

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

## CESL People

### IMPORTANT CONTACTS

Everyone at CESL welcomes you and will answer your questions. Go to our website and meet our Faculty and Staff. Please make an effort to meet them and talk to them.

<https://cesl.arizona.edu/people>

Director	Nick Ferdinandt	C100
Associate Director of Program Administration	Sumayya Granger	C100
Associate Director of Finance & Administration	Carmen Ortiz	C101
Associate Director of Academic Programs	Steve Randall	C208
Associate Director of Admissions, Immigration & Student Services	Amber Tetreau-Segura	C101
Assistant Coordinator of Academic Programs	Jay Pence	C208
Part-Time Programs Coordinator	Javier Fuentes	C200
Teacher Training Coordinator	Mariana Menchola-Blanco	Harvill 239
Admissions Coordinator	Maria Corrales	C101
Admissions Specialist Sr.	Jade De Moulin	C101
Student Activities Coordinator	Jeremy Lee	C200
Assessment Coordinator	Eddy White	Harvill 239
Library and Information Services Coordinator	Mike Lindsey	C201
Marketing & Media Coordinator	Danni Bian	C100
Principal Applications Systems Analyst	Eric McCune	Mod Lang
IT Support Analyst Sr.	Chris Todd	Mod Lang
Business Manager	Cara Lazazzera	C101
Administrative Associate	Melissa Weber	C101
Administrative Associate	Renee McDonald	C100
Administrative Associate	Lauren Lazazzera	C100
Learning Advisor	Veronika Williams	C200
Learning Advisor	Aziz Yuldashev	C200

CESL Main Office  
CESL Fax  
Email

+1-520-621-3637  
+1-520-626-5950  
[cesl@email.arizona.edu](mailto:cesl@email.arizona.edu)

### IMPORTANT PHONE NUMBERS

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

## CESL Mission Statement

<https://cesl.arizona.edu/about/CESL>

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

1. To provide superior English language instruction to native speakers of other languages through excellent teaching, an engaging curriculum, and programs which support learning, collaboration, and community-building. Our activities prepare students for academic and professional success at the University of Arizona and in broader local and global contexts.
2. To serve the linguistic and professional development needs of the University of Arizona and the greater community by offering high-quality professional development for teachers, supporting research in language learning, providing program evaluation services, and developing and delivering curriculum in different contexts through collaborations with students, educators, and partners locally and globally.
3. To encourage respect for cultural and linguistic diversity through intercultural competence, professionalism, and collaboration both on and off campus in an effort to promote cultural understanding and overall student success.



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

CESL and CESL faculty & staff are a member of the following professional organizations:

**NAFSA** National Association of International Educators

**TESOL** Teachers of English to Speakers of Other Languages

**UCIEP** Consortium of University and College Intensive English Programs

**English USA** American Association of Intensive English Programs



## CESL Orientation

### FIRST WEEK AT A GLANCE

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

- Complete the payment of your tuition and fees
- Show proof of MMR Immunization
- Show your passport, I-20 or DS-2019, and I-94 (full-time students only)
- Take Placement Test (IEP ONLY)
- Register for your UA NetID
- Get your CESL ID card
- Attend Orientation
- Take Campus Tour
- Take the Lab Orientation in CESL Computer Lab Room 210
- Take the Arrival Survey
- Get your CatCard at the Student Union
- Register your cell phone to receive text messages from the University in case of an emergency.

<http://alerts.arizona.edu>

## CESL REGISTRATION AND IDENTIFICATION

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



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

**Tuition and Fees Payment** All tuition and fees must be paid in full by the first day of class. You may pay with a check, traveler's check, credit card or cash. If you pay with cash, check or traveler's check, you must go to CESL 101. If paying by credit card, call your bank in advance to approve the transaction and you can choose to pay online. Review the refund policies (Payment for University Track Programs may differ) at <https://cesl.arizona.edu/discount-cancellation-and-refund-policies>.



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

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

**Cat Card** This is the University of Arizona identification card. You should always carry it with you. It shows that you are enrolled at the University of Arizona and allows you to use UA facilities. It will be your primary photo identification card. When you have your Cat Card, you can use it for other University services such as purchasing a bus pass, parking permits, and the Campus Health Services.



**How to get your Cat Card** After you have your CESL ID card, go to the Cat Card office, first floor of the Student Union building room 142 (1303 E. University Blvd.) to get your Cat Card. You will need: Your UA Netid, CESL ID card, \$25.00, and your passport. Do not lose your Cat Card. It will cost you \$25.00 to replace it. If you continue your studies at the University, go to the Cat Card office so that they can update your status.



## CESL Student Values

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

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

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

You support these values when you

- Speak English (It's our only common language and you will improve faster.)
- Are friendly, smile and say "hello"
- Take turns speaking in class
- Are tolerant of differences
- Ask questions, are curious about other cultures
- Don't laugh at classmates' opinions or mistakes



## CESL Student Services: Admissions

### Application and Reapplication to CESL

**New Student Application** The CESL online application for new students is on the CESL webpage at <https://ceslapp.arizona.edu/admissions/iep/>.

**Reapply to CESL** Students who continue their studies at CESL must complete the Extending Student Application on our webpage at:

[http://ceslapp.webhost.uits.arizona.edu/student/extension/ext\\_index.php](http://ceslapp.webhost.uits.arizona.edu/student/extension/ext_index.php)

This application must be completed each session you plan to continue studying.

CESL does not discriminate on the basis of any identifier. The UA policy is available on the webpage, <http://equity.arizona.edu/information/statements>

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

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

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

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

### Students arriving late are subject to late fees:

- Late Placement Test \$75.00, (IEP ONLY)
- Late Orientation \$50.00
- Late Registration and Tuition Payment 10% of tuition

## STUDENT RECORDS

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

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

In accordance with FERPA, your student records cannot be released to other parties without your written permission. If parents, spouses, or friends request such information, you will be asked to sign an Authorization for Release of Information Form:

<http://www.registrar.arizona.edu/sites/registrar.arizona.edu/files/documents/Authorization%20for%20Release%20of%20Information.pdf>

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

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

**Transcripts.** If you need an official report about your final course grades across all courses you have taken at CESL, you must go to the CESL website and request a transcript. This report will show all final and approved grades for all completed CESL courses. It is mailed directly by the CESL Admissions office. Teachers cannot write letters about your English proficiency.

You can find the forms to request letters of attendance, transcripts or endorsement on the CESL record request webpage.

Records: [http://ceslapp.webhost.uits.arizona.edu/student/records/index\\_start.php](http://ceslapp.webhost.uits.arizona.edu/student/records/index_start.php)

Transcripts: [https://ceslapp.arizona.edu/student/transcript/index\\_start.php](https://ceslapp.arizona.edu/student/transcript/index_start.php)

Endorsement: <https://cesl.arizona.edu/endorsement>

**CESL Grades and CESL Endorsement** CESL endorsements are sent directly to UA admissions. CESL grades do not transfer to or contribute to UA grades or your overall UA GPA. However, if you are enrolled in a university class as part of the University Track, your final grade in the university class will be part of your UA record.

## CESL Student Services: Academic Support

### CESL Co-Curricular Academic Programs

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



### Independent Reading Program (IRP)

<https://students.cesl.arizona.edu/resources/irp>

You can choose the books and how many books you want to read. You control your reading future and maybe even win some prizes! Reading is a fun way to improve your vocabulary and reading speed. Most importantly, the more you read, the faster your English proficiency grows!

### Program for Intentional Learning (PIL) <https://students.cesl.arizona.edu/resources/pil>

As a CESL student, you can enjoy many free workshops on a variety of topics that provide techniques and strategies to help and support your success. The common denominator is an intensive, interactive experience that aims to give participants concrete skills to use independently. In addition, you can meet with CESL's Learning Advisors to develop individualized plans for success.

### Tutoring <https://cesl.arizona.edu/learn/tutoring>

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

### Computer Lab

CESL's Computer Lab has a variety of programs to help you with your English for all skills and levels. Please see the computer lab workers for more information.

## Conditional Admission

Students may meet the University's English language requirement for Conditional Admission in one of three ways:

1. TOEFL <http://www.toefl.org>
2. IELTS <http://www.ielts.org>
3. CESL Endorsement <https://cesl.arizona.edu/endorsement>

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

### Tests and Testing Office

The University of Arizona Testing Office is located at:

220 W 6<sup>th</sup> St, B116

Tucson, AZ 85701

Office: 520 621-7589

<http://www.testing.arizona.edu>

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





## CESL Student Services: Activities

<https://students.cesl.arizona.edu/connect/events>

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



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

### Weekly Activities and Clubs

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

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

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

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

### Class field trips

**Local School visits:** CESL receives invitations for CESL students to visit local elementary, middle and high schools. Children are fun, and being with them lets you practice your English and teach them about your country.



### **Class exchanges**

CESL teachers often coordinate with university classes that CESL students can visit. CESL students meet UA students and learn more about the United States.



### **Social Events**

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

### **International Festival**

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

### **Cosmopolitan Toastmasters**

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

### **CESL Awards**

Practice English and earn awards. We have the

- Ernestine Neff (CESL's First Director) Award
- Director's Award
- Global Citizen Award

Connect with CESL through:

<https://www.facebook.com/uacesl>

<https://twitter.com/uacesl>

<http://www.youtube.com/user/uacesl>

<https://www.instagram.com/uacesl/>

Connect with the University of Arizona Activities and Clubs:

<http://www.wildcat.arizona.edu>

## CESL Facilities

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



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

**Student Learning Center (SLC)** The CESL SLC is equipped with computers, desks, and tables. You can study, use your computer, or enjoy speaking with others. We have three rules:

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

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

**CESL Web Page** The CESL web page <https://cesl.arizona.edu/> includes all information in this handbook. It also has much more information for you. Please utilize the current students section of the CESL website for all of your needs while at CESL, <http://www.cesl.arizona.edu/current-students>.

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

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

### **CESL Computer Lab**

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

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

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

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

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

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

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

### **CESL Policies**

## ADMISSION AND DISMISSAL FROM CESL

**Eligibility for admission** All student applicants for the CESL English program must

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

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

**Conduct** All CESL students are subject to the University Code of Conduct and the University of Academic Integrity Policy. Please see the University web page for full information and disciplinary procedures.

- a) <http://deanofstudents.arizona.edu/student-code-conduct-student-faqs>
- b) <http://deanofstudents.arizona.edu/codeofacademicintegrity>
- c) <http://deanofstudents.arizona.edu/studentdisciplinaryprocedures>

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

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

Students may be dismissed or not readmitted because of poor attendance, lack of academic progress, cheating, disruptive or threatening behavior. In these cases (poor attendance, lack of academic progress, cheating, and disruptive behavior) students will be given one written warning and the opportunity to correct the error. If the correction is not made, the student will be warned again and dismissed. If a student accumulates more than one academic or behavioral warning, the student may forfeit endorsement eligibility and may be dismissed. Note that for students in levels 8 or 9, if their GPA falls below 1.0 at midsession or at the end of the session (based on 2 grades or more), they will



be dismissed from CESL.

Students who are dismissed from CESL are not eligible to receive a refund for tuition and fees for the current session in accordance to the CESL Refund Policy <https://cesl.arizona.edu/discount-cancellation-and-refund-policies>. Students who receive warnings in any of these categories may not be eligible for CESL grades or university endorsements and may be subject to probation for a limited period of time. They may be ineligible to transfer to another school in status with immigration.

Students who are dismissed from CESL for disruptive or threatening behavioral issues will not be readmitted to CESL. Students who are dismissed from CESL for attendance or academic issues can petition the Director for readmission. See “Petition for Readmission” below.

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

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

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

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

**Friendship with CESL Faculty and Staff** Friendships are very important to all of us. Friendships with people from other cultures can be very rewarding but also sometimes difficult to navigate because we have different expectations. Romantic relationships can be even more difficult to understand sometimes. As you have come to the United States to study, know that as a general rule, it is never appropriate for a student to date his/her teacher. At CESL, teachers and staff are never permitted to



date or be romantically or sexually involved with CESL students. This is not allowed at CESL because it is unfair for certain students to have special privileged relationships and the teacher may lose his/her job according to university policy. If you ever have a question about the appropriateness of a romantic relationship or this policy, please ask a teacher or administrator. We will be happy to talk with you confidentially.

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

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



**Childcare** Many students choose to bring their spouses and children with them when they study in the U.S. CESL does not offer child care options for students, and children are at no time permitted to be present in classes or in CESL facilities. However, there are many child care options available in the Tucson community.

- **NAEYC** A great way to find child care is to visit the website for the National Association for the Education of Young Children (NAEYC). NAEYC is a professional membership organization which promotes high-quality early learning for all young children through age 8. To search for accredited programs in Tucson visit <http://www.naeyc.org/families/search>.
- **Quality First** A program of First Things First, Quality First partners with child care and preschool providers across Arizona to make quality improvements based on research proven to help children thrive. Visit <http://www.qualityfirstaz.com/search/> to search from Quality First programs near you.
- **TUSD** TUSD Infant and Early Learning Centers offer high-quality affordable childcare within the Tucson Unified School District. Tucson families are invited to enroll infants and children through 5 years of age. To learn more or to register your child, please visit <http://tusd1.org/contents/depart/earlylearning/index.asp>

## STUDENT EVALUATION OF CESL

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

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

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

The responsibilities of the council members are to

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

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

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

## **COMPLAINTS & GRIEVANCE PROCEDURE**

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

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

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

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

In summary, if you have a complaint or a problem, follow these steps:

1. Discuss the problem with the person most directly involved: teacher, student worker, staff or administrator.
2. If this is not possible, discuss the problem with an associate director.
3. Finally, if the problem continues, an associate director will tell you what other options are open to you.

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

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

**Petition for Readmission** Students who are dismissed for academic or attendance reasons are eligible to petition the Director of CESL to reapply at least one full 8-week session from the date of dismissal. U-Track students dismissed based on low grades at midsession may petition for re-entry in the next 8-week session.

The student must write a letter to the Director which includes the following information: demonstration of academic success during the period of absence (include name of school, grades and attendance) and a description of the student's plan for improvement at CESL in the future. The Director will then review the petition for admissibility. The formal request must be submitted to [cesl@email.arizona.edu](mailto:cesl@email.arizona.edu).

## **POLICY REGARDING ABSENCES, TARDIES, ILLNESS & EMERGENCY**

**Absences** Please note that excessive absences in CESL's programs can have serious consequences. Students in a regular 8-week session who miss more than 17 total classes in levels 1-9 (bringing their total to 18 or more) will be dismissed from CESL. Students in shorter programs will be subject to lower absence limits. If possible, students should not miss any classes during a session.

**Level 1 Attendance Policy.** Because Level 1 students have fewer classes in their schedule than other levels, their absence rules are different. Level 1 students who miss more than 10 total classes at CESL (bringing total to 11 or more) will be dismissed from CESL.

The following absence rules apply to all classes at CESL.

- Attendance rules apply to students in all immigration statuses (including U.S. citizens and permanent residents). Students in F-1 or J-1 status with CESL, CESL will terminate the I-20 or DS-2019. If you are in F-1 or J-1 status and your record has been terminated, you will be required to depart the United States immediately. Students in F-1 status may be admitted to an institution that will accept students in terminated status so students can pursue reinstatement of their immigration status.  
*Note: Any student absent for a total of 18 absences in any one session will be immediately dismissed from the program.*
- If a student misses an entire class, s/he will be counted absent.
- The University of Arizona has an official Religious Accommodation Policy, <http://policy.arizona.edu/human-resources/religious-accommodation-policy>, which provides that all students, faculty, and staff at the UA have a right to expect that the UA will reasonably accommodate their religious observances, practices and beliefs. Students who anticipate being absent from class due to the observation of a religious observance must provide notice of the date(s) to the Associate Director of Admissions, Immigration and Student Services in CESL room 101 **prior to the absence.**
- Students must pay tuition and fees in full prior to attending class. Students paying late will be marked absent for all classes that occur prior to full payment of tuition and fees.
- Students who have a medical emergency or ongoing illness that requires an absence of 3 days or more must speak with the Associate Director of Admissions, Immigration & Student Services. Medical reduced course load may be applicable. Students with medical notes from out of state must include a release of information. It is in the student's best interest to submit a request for medical reduced course load within a reasonable timeframe.

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

**Attendance Warning Letters:** It is your responsibility to update your email address in Jupiter and with the Admissions/Student Services Office (CESL room 101). You must read all email correspondence sent to you by CESL and should check your email accounts at least twice daily during school days. Once you have reached 7 absences in a session (from complete absences or combined tardies), you will receive a weekly attendance letter detailing your absence count and the consequences of excessive absences. Upon



receipt of a warning letter, it is recommended that you see the program coordinator or the Associate Director of Admissions, Immigration and Student Services. A copy of the attendance warning letter will be forwarded to your sponsor (if applicable).

Absence from one more class after the final warning will result in termination of your I-20 or DS-2019 (if applicable). You will be required to return home immediately or request to transfer to another school that is willing to assist you with reinstatement. Students may submit an appeal to be considered for readmission. See "Petition for Readmission" section above.

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

**Absence policy for final exam days (levels 1-7 only).** During final exams, the following rules will apply:

- If you do not come to the final exam at all, you will be marked absent.
- If you come up to 30 minutes late, you will be permitted to enter the exam but with no added time. If you are more than 30 minutes late, you will not be permitted to enter the exam, and will be marked absent for the day.
- If the final exam is appointment-based (for example, interviews or small group finals) and you are tardy, make-up of the exam will only be allowed at the discretion of the teacher based on availability and in consultation with the IEP coordinator. In most cases, make-up exams are not possible.
- Unless your teacher has additional activities planned after the exam, upon completing a final exam, you will be permitted to leave without penalty.
- Any absences/tardies that occur on final exam days still count towards overall total absence count for the session. Students exceeding the absence limit will not be permitted to continue the next session.
- Final exams in levels 8 & 9 follow normal attendance rules. Please consult your class syllabus.

### **About CESL's Academic Programs**

CESL offers up to 7 levels in the IEP depending on the number of students enrolled. Students are placed in class by the placement test or performance in their previous levels. Students may study in different levels in different skills.

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

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

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

Upon completion of the IEP, students may advance to levels 8 & 9. These levels offer different tracks for students depending on their needs. The entry requirements for these tracks are outlined below.

*Undergraduate University Track* This track combines CESL and University classes for advanced-level students. Students must have conditional admission by the session’s deadline to be fully admitted. Please see <https://cesl.arizona.edu/learn/undergraduate-university-track> for more information.

*Advanced Track:* This track offers advanced-level students access to classes that better prepare them for university study or professional endeavors in English. As part of the curriculum in some sessions, students may visit a university class (not for credit).<sup>1</sup>

*Graduate University Track*—This track offers advanced ESL classes for graduate-bound students. As part of the program, students observe a graduate level class in their field of study. Please see <https://cesl.arizona.edu/learn/graduate-university-track> for more information.

The placement table below shows current entrance and exit proficiencies in the IEP and U-Track by level, as well as how long a student can expect to study at CESL based on their initial placement.

**CESL Placement Table – IEP and University Track**

Program	Proficiency Level	CESL level	CEFR (placement proficiency / end proficiency)	CESL Placement Test (ITEP) – (minimum score for placement in level)	TOEFL IBT – minimum Score out of 120 (minimum score for placement in level)	IELTS – minimum score out of 9 (minimum score for placement in level)	Time from beginning of level to completion of CESL and beginning of UA studies	
University of Arizona Study (Bachelor’s, Master’s, Doctorate)			C1-C2	Direct placement into the university - visit: <a href="https://admissions.arizona.edu/">https://admissions.arizona.edu/</a>				
CESL University Track (Pre-Undergrad & Pre-Graduate Preparation)	High Intermediate: University Track	Level 9	B2 / B2+	No direct placement	No direct placement	No direct placement	No direct placement	
		Level 8	B1+ / B2	3.8	59	5.0	2-4 Months	
CESL Intensive English Program (IEP)	Intermediate: Academic English	Level 7	B1+	3.4	55	4.5	4-6 Months	
		Level 6	B1 / B1+	3.0	50	4	6-8 Months	
	Introduction to Academic English	Level 5	A2+ / B1	2.7	43	3	8-10 Months	
		Level 4	A2 / A2+	<b>Students with scores below ranges above must take CESL Placement Test upon arrival.</b>				10-18 months
	Elementary English Skills	Level 3	A1+ / A2					
		Level 2	A1 / A1+					
Beginning English Skills	Level 1	Pre-A1 / A1						

\* The "+" indicates the higher range for the level.  
 \* Students who submit a TOEFL or IELTS score from within the past year will be guaranteed initial placement into the level indicated. It may be possible to use other standardized test scores for direct placement. Contact [cesl@arizona.edu](mailto:cesl@arizona.edu) if you have questions.  
 \* Students with scores lower than those shown on the chart must take CESL's placement test upon arrival.  
 \* Students may receive CESL's English Language Endorsement from the University Track – see [cesl.arizona.edu/endorsement](https://cesl.arizona.edu/endorsement) for details.



<sup>1</sup> The availability of the Advanced Track depends on enrollment. In sessions where the advanced track is not available, students will be referred to an alternate schedule.

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

**Elective Classes** Full-time IEP students may also add part-time classes such as TOEFL or business writing to their schedule for additional minimal fees. See the web page for Part-Time Program classes.

<https://cesl.arizona.edu/learn/part-time-english-classes>

**Sessions** CESL runs five, 8-week sessions year round (Fall 1, Fall 2, Spring 1, Spring 2, and Summer) To maintain your F-1 immigration status as a full-time student, you should be enrolled in each successive 8-week session. At the end of an 8-week session, students may advance in classes in which they have a C or higher.

**Summer CESL** In the summer, the 8-week IEP session is divided into two, 4-week sessions to accommodate students with specific summer scheduling needs. New students may apply for a 4-week session if they wish to start their CESL studies in the summer. Continuing students must obtain permission to enroll in a 4-week session from CESL's Admissions office. In a 4-week session, students may advance in classes in which they have a B or higher. (Note\* University Track and Advanced Track students may not enroll for a 4-week program.)

## ACADEMIC PROMOTION

**Grades** Students receive letter grades A-E as final grades for each course. Your teacher’s grade policy is clearly stated in the syllabus you receive on the first day. You should be aware of your own progress during the courses that you take. You will be able to do this through the online grade book system called Jupiter Grades that CESL teachers use for each course. Teachers will explain this gradebook system to you, and will post grades to it so you can regularly keep track of how you are doing in your courses. CESL grades are based on students’ achievement of the learning outcomes that they are expected to reach for each course. The grading systems for CESL’s Academic Programs are explained below:

Grading System for Intensive English Program Levels 1-7			
Grade	Minimum Percentage	GPA Value	Explanation of grades
<b>A</b>	95	4.0	Student achievement of course learning outcomes is very high, demonstrating expected knowledge and skills clearly and effectively. The student will pass to the next level.
<b>A-</b>	90	3.7	
<b>B</b>	85	3.0	Student achievement of course learning outcomes is high, demonstrating most of the expected knowledge and skills. The student will pass to the next level.
<b>B-</b>	80	2.7	
<b>C</b>	75*	2.0	Student achievement of course learning outcomes is average, demonstrating achievement in enough of the expected knowledge and skills for the course. Student performance is satisfactory, achieving most learning outcomes in an acceptable manner. <b>The student will pass to the next level*.</b>
<b>C-</b>	70	1.7	
<b>D</b>	65	1.0	Student achievement of course learning outcomes is limited, with a low level of performance overall. Student does not meet the minimum standards of achievement, and must repeat the course again.
<b>D-</b>	60	0.7	
<b>E</b>	0	0.0	Student achievement of course learning outcomes is very low, with little or no demonstration of the expected knowledge and skills to be learned in the course. Student's performance and work are unacceptable. Student must repeat the course again.
<b>*Students must earn a minimum 75% (C) final grade to move up to the next course level in the IEP**.</b>			
Grading System for Tracks in Levels 8 & 9			
<b>A</b>	90	4.0	Excellent
<b>B</b>	80	3.0	Good
<b>C</b>	70	2.0	Average
<b>D</b>	60	1.0*	Poor
<b>E</b>	0	0.0	Failing

P	70	N/A	Indicates a score of “passing” based on a final course score of 70% or higher. The pass/fail (“P” or “E”) option is only issued in the CESL Support class in the Undergraduate University Track.
*Students whose GPA in level 8 or 9 falls below 1.0 at midsession or end of session will be dismissed.			

**R Repeat class.** due to extenuating circumstances. An “R” grade designation will only be issued by the Associate Director of Academic Programs after consultation with the Associate Director of Admissions, Immigration & Student Services based on substantial evidence provided by the student. This grade designation will not affect the GPA, and will only be issued if the student has completed the session. A student may only receive this grade in one session during their time at CESL. R grades cannot be issued in credit-bearing courses in the Undergraduate University Track.

**I Incomplete.** In rare cases, an incomplete may be issued. This typically means that a decision is pending regarding a grade appeal or that there is another matter which has delayed the issuance of a final grade in a particular course. An “I” grade will be replaced with a standard grade once the issue has been resolved. Students who receive an “I” grade in any class are ineligible to begin a new session or receive CESL’s endorsement until the matter has been resolved.

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

**How to see your grades.** When you log into the Jupiter Grades system and click “report card,” you will see your grades in progress. An example is shown below. Note that this is not the same as an official transcript. See the transcript section earlier in this handbook.



Center for English as a  
 Second Language

These grades may only be considered final and confirmed on an official CESL transcript. Access to this report card is for information purposes.

		<b>F118</b>
<b>(IEP) Level 7 Oral Communication</b>	Fernanda Ortiz	<b>92 A-</b>
<b>(IEP) Level 7 Written Communication</b>	Andy Holloway	<b>84 B-</b>
<b>(IEP) Level 7 Reading Skills</b>	Natalia Ralyk	<b>101 A</b>
<b>(IEP) Level 7 Grammar</b>	Veronika Williams	<b>94 A-</b>
<b>GPA F118</b>		<b>3.42</b>
<b>Attendance</b>		
<b>Absent</b>	12 classes this year	<b>12</b>
<b>Tardy</b>	0 classes this year	<b>0</b>

**Grade Key**

See your course syllabi, CESL Student Handbook (<https://cesl.arizona.edu/student-handbook>), and the "CESL courses" link at <https://cesl.arizona.edu/> for more information about the grades, learning outcomes, and proficiency scale in your classes.

You are expected to complete all the work for a class and take the final exam before you leave. If you leave before the end of a session, you are responsible for all work. Not taking the final exam will lower your grade or result in a failing grade. Final exams are never given early.

Please see your program handbook for advancement and dismissal information.

**Course Weighting** In CESL's Academic Programs, each course is assigned a weight based on the number of hours per week it meets. This weight is part of the grade point average (GPA) calculation explained under this table:

<b>Hours Per Week in Schedule</b>	<b>Weight in GPA</b>
3-5 hours	1.0
5.25-9 hours	2.0

**Calculation Of Grade Point Average (GPA)** Each letter grade is assigned points based on the table above. The point value of the grade is multiplied by the value of the course in CESL's course weighting system. These numbers are totaled and the total is divided by the sum of the hours of class per week. The quotient is the GPA. This table shows examples from both levels 1-7 and from levels 8 & 9.

### Sample IEP Grade Point Average Calculation

Course	Hours	Weight in GPA	Grade	Grade Value		Calculation
Oral Communication	6.25	2	A-	3.7	=	$2 \times 3.7 = 7.4$
Written Communication	6.25	2	D-	0.7	=	$2 \times 0.7 = 1.4$
Reading Skills	3.33	1	B	3.0	=	$1 \times 3.0 = 3.0$
Grammar	3.33	1	B-	2.7	=	$1 \times 2.7 = 2.7$

GPA CALCULATION =  $14.5 / 6 = 2.42$

### Sample U-Track Grade Point Average Calculation

Course	Hours	Weight in GPA	Grade	Grade Value		Calculation
Introduction to Anthropology <sup>2</sup>	5.6	2	C	2.0	=	$2 \times 2.0 = 4.0$
CESL Support for Anthropology <sup>3</sup>	3	1	E	0	=	$1 \times 0.0 = 0.0$
Advanced Listening & Speaking	6.25	2	A	4.0	=	$2 \times 4.0 = 8.0$
University Success	4.0	1	C	2.0	=	$1 \times 2.0 = 2.0$

GPA CALCULATION =  $14 / 6 = 2.33$

**Study at level 7 and Completion of the Intensive English Program** Level 7 is the most advanced and final level in the IEP. Completion of level 7 with a GPA of 2.0 or above constitutes completion of CESL's IEP program and eligibility for level 8 & 9 tracks (<http://www.cesl.arizona.edu/university-track-programs>). Students may only apply for CESL's English Language Endorsement from level 8 & 9 university tracks. A student is considered to be in level 7 when 2 or more of their classes are at level 7.

<sup>2</sup> Grade weighting shown is for CESL's GPA. Credit course grades will contribute to students' UA GPA after they matriculate. See <http://archive.catalog.arizona.edu/2015-16/policies/gpa.htm> for UA's GPA calculation

<sup>3</sup> Note that while a "P" grade in the CESL support class will not impact the GPA calculation, an "E" grade will impact the GPA. In the example shown, the student would be ineligible for endorsement because they did not pass the CESL support class.



These rules apply to students who end level 7 with a GPA between 0.01 and 2.0:

- If the student has applied to study in the University Track or Advanced Track in levels 8 & 9 and is not already on academic probation, they will repeat level 7. This is only possible if the student has shown official intention to study in level 8 (for example, through applying to extend studies: [https://ceslapp.arizona.edu/student/extension/ext\\_index.php](https://ceslapp.arizona.edu/student/extension/ext_index.php) ).

### **Skipping Levels in the Intensive English Program**

Students may be able to skip levels in the IEP if they:

- are in level 1, 2, 3, 4, or 5 AND
- have a 2.0 GPA at the end of their most recent session of enrollment (no grade lower than C)

To initiate a skip in level, a student may do one of the following:

- Present a recognized English test score (refer to chart <https://cesl.arizona.edu/learn/intensive-english-program>) by 5pm on the 2<sup>nd</sup> day of class.
- Take the CESL Level Jump Test on the 3<sup>rd</sup> day of class in their next session. If you meet the criteria and want to take the test, go see the Associate Director of Academic Programs or Assistant Coordinator of Academic Programs in CESL 208 at the end of the session to get permission to take the test; there will be a fee of \$45 payable in CESL 101.

Skipping a level is optional. If you request to skip a level and meet the criteria to skip a level, you will be given a new schedule by the end of the 3<sup>rd</sup> day of class or the beginning of the 4<sup>th</sup> day. If you take the CESL Level Jump test and your score is not high enough to skip a level, you will not move down; instead, you will be placed in correct class based on your grades.

Note that IEP students may not present external scores (for example, TOEFL or IELTS) as part of a request to move down a level in the IEP. Students are always placed based on their best test result and/or their established CESL record. For information about moving from the IEP into the University Track, please see the table below.

**Entering levels 8 & 9** Students successfully completing the level-7 curriculum should plan to move to one of the following tracks in CESL.

- The Undergraduate University Track\*
- The Advanced Track (only for students who are not university bound)
- The Graduate University Track

**This table explains possibilities for IEP students to move to upper-level University or Advanced Track:**

Level	GPA	Outcome/Notes*
2-4 classes in level 7	2.0 or higher	Move to level 8
2-4 classes in level 7	Less than 2.0	Repeat level 7 on probation or dismissal**
Any IEP level	<ul style="list-style-type: none"> <li>• 2.0 or higher AND</li> <li>• No IEP course grade below C</li> <li>• IELTS score of 5.0 or TOEFL score of 59 (score within 2 years of program start date)</li> </ul>	Student must speak with Admissions Office and may be advised to continue in IEP depending on current level. GPA will be verified at end of session. CESL strongly advises students to finish level 7 before moving into the University Track or Advanced Track. Students who choose to move to the University Track prior to level 7 may be required to speak with CESL Admissions for approval.

\*All undergraduate-bound students who wish to take a credit course in level 8 must have conditional admission to the University of Arizona to be eligible for the Undergraduate U-Track. Students who qualify for level 8 but do not have conditional admission will be placed into the Advanced Track or Graduate University track.

\*\* Any IEP student who earns below a 2.0 GPA for two consecutive sessions will be dismissed from CESL.

**Grade Appeal** Students are encouraged to first attempt to resolve grading disputes directly with their teachers. If the student is not satisfied with the teacher’s response, they may file a written grievance (last page of this handbook) to challenge the grade. Official grade disputes will be handled by CESL administration in consultation with the teacher of the class in which the grade is being disputed.

**Promotion** A student must earn at least a C grade to advance to the next level in any IEP class. It is possible to have a schedule in different levels if you pass some classes but not others. Students who do not make sufficient progress overall may not be promoted or re-admitted.

**Academic Probation and Dismissal from CESL based on grades**

**IEP:** Students who receive C-, D, D-, E or R grades will continue to study in the same level for the class in which the low grade was received. Students who receive failing grades that equal a GPA below 2.0 will not receive a certificate for the current session. Additionally, students with GPAs less than 2.0 will be placed on academic probation for the next eight weeks. IEP students whose GPA falls under 2.0 for two consecutive sessions will be dismissed from CESL.

**Level 8 & 9 University or Advanced Track:** *CESL issues official U-Track and Advanced Track grade reports 2 times each session:*

- **Midsession Progress Report.** *Issued after the first 4 weeks to underperforming students (D or E grades) in classes where 2 or more grades have been issued.*
- **Final Grade Reports.** *Issued at the end of each session after all grading is completed.*

*Based on these criteria, if a U-Track/Advanced Track student's overall GPA has fallen below 1.0 when a grade report is issued, they will be dismissed from CESL. A student dismissed at midsession may appeal to the CESL Director for readmission at the end of that session. See "Petition for Readmission" policy above.*

**Length of Study in University/Advanced Tracks.** Study in CESL's University & Advanced Tracks is considered complete after 2 sessions (levels 8 & 9). In rare cases, students may be permitted to extend their study by an additional session in consultation with CESL's Admissions Office during the Fall 2 and Spring 2 sessions. This is subject to approval, and requires the student to acknowledge that they are opting to continue study despite completion of the program. This option to extend for an additional session will not be available to students whose GPA falls under 2.0 in their first two sessions of University/Advanced Track study.

**Not Admissible** Students who fail all classes (0.0 GPA) in any CESL academic program are ineligible to continue at CESL during the next session of study. Students may appeal for readmission. See "Petition for Readmission" policy above.

## **ACADEMIC INTEGRITY**

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

**Americans with Disabilities Compliance** CESL strives to comply with the provisions of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act. Students with disabilities requiring special accommodations must notify the Associate Director of Admissions, Immigration and Student Services as well as the Disability Resource Center of this need in order to appropriately accommodate the student.

**Withdrawal from Class** In cases of emergency, it may be necessary to return home and withdraw from CESL before the end of a session. Students withdrawing from CESL who are in F-1 or F-3 status must depart the U.S. within 2 weeks; these students are ineligible for the 60 day grace period. In order to withdraw, students must complete the withdrawal form [https://students.cesl.arizona.edu/sites/students.cesl.arizona.edu/files/Withdrawal\\_2018.pdf](https://students.cesl.arizona.edu/sites/students.cesl.arizona.edu/files/Withdrawal_2018.pdf) Sponsored students may withdraw only with permission of the sponsor. No withdrawals will be permitted once final exams begin.

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

### **Policy for Part-time Student Advancement in the Intensive English Program**

In order to advance to the next level in the IEP, part-time students must complete one of the following combinations of coursework:

- Pass both Oral Communication and Written Communication classes at the current level within one calendar year (e.g. within 5 consecutive sessions)
- Pass either Written Communication or Oral Communication & two “short” classes at the current level (e.g. Reading Skills, Grammar) within one calendar year
- (for advanced levels) Pass either Written Communication or Oral Communication and one 55-hour advanced course (e.g. Advanced University Skills) within one calendar year

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

- Arrange alternative coursework in other programs with approval of the Assistant Coordinator for Academic Programs.
- Delay enrollment/advancement to a later session.

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

### **Teacher Qualifications**

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

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

Continuing students are placed according to their CESL grades in previous sessions and, in general, are not allowed to change class. For continuing students interested in changing their level, see the information above about skipping levels at CESL.

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

The CESL Placement Test (CPT) puts students into **the same level for all classes**, based on their overall performance on the five parts of the test (Listening, Reading, Grammar, Writing, and Speaking). New IEP students who believe they have been placed in the wrong level should speak with the Associate Director of Academic Programs in office 208 in the first 2 days of class. The Assistant Coordinator of Academic Programs will explain the student's results on the CPT and answer any questions. If their first overall placement result is close to the benchmark score for placement in a different level, they will be allowed to retake the CPT on the 3<sup>rd</sup> day of class. This re-test process will include a minimum of three CPT sections (the computer-based sections of Reading, Listening, and Grammar), and may include Writing and Speaking sections also depending on the number of test re-takers, and room/teacher availability.

If the student takes the placement test a second time and that new overall score suggests a higher level of placement, the student's level will be changed. If the result does not suggest a higher level, the student will have to stay in their initial placement level. Students may not re-test with the goal of moving down a level.

**Students may only retake the CPT once: at the time of their initial placement into the IEP. There will be a fee for re-taking the test, which must be paid prior to re-taking the test. Students who arrive late or after the session start date will only be allowed to take the initial placement test, and will not be permitted to re-test.**

CESL classes in levels 1-9 are scheduled from 8:00 AM to 6:00PM. As a full-time student in F-1 student status, you may have classes at any time during these hours. Check your program schedule for specific class times.

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

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

### **Sample Syllabus**

For every class, you will receive a syllabus. The syllabus is an agreement with the teacher about what you will learn in the class and how you will be evaluated. It is very important to understand and follow every syllabus.



<b>Class:</b> 3A Oral Communication	<b>Instructor:</b> Tahnee Bucher
<b>Time:</b> 12:30pm - 1:45pm (MTWR) 10:30am - 11:45am (F)	<b>Student Hours:</b> By Appointment
<b>Room:</b> CESL 202	<b>Office:</b> CESL 200
<b>Dates:</b> January 16, 2018 – March 9, 2018	<b>UA Email:</b> tbucher@email.arizona.edu

← **Class meeting & teacher info**

**Textbook:** Brooks, M. (2015). *Q: Skills for success – Listening and speaking 2*. New York, NY: Oxford University Press.

← **Textbook Info**

You **MUST** buy your textbook by Friday at 8:00 am of Week 1.

If you do not have your textbook at this time, you can be dismissed from class and marked absent.

\* Much of the work you will do in this class will be from the textbook. It is very important that you have a book in which the exercises have not already been completed. It is strongly suggested that you buy a new textbook. It is also expected that you bring your book every day to class. You may be dismissed from class if you do not bring the book to class.

#### Other Materials:

- Class notebook, pen or pencil that you are required to bring for each class to make notes and in-class assignments.
- You are also expected to keep all the handouts and other course materials in a file or a binder.

#### Course Description

This course focuses on developing speaking and listening skills as they relate to familiar topics. Students reinforce and expand their existing listening and speaking skills by sustaining conversations with classmates. Additionally, students learn to distinguish between fact and opinion on topics related to their extended surroundings.

**Prerequisites:** 2 OC, CESL Placement Test, or Program Coordinator consent

#### Student Learning Outcomes

On Successful completion of this course, students in level 3 Oral Communication will be able to:

- describe familiar topics (e.g. an object, their home, the weather) in the present, past, or future using simple language and basic connecting words (e.g. and, then, etc.)
- sustain an extended discussion on hobbies and basic interests with classmates
- distinguish between factual statements and personal opinions (e.g. hobbies, preferences, surroundings, etc.) in slow dialogues and passages

← **Learning Outcomes for the class**

Students who have demonstrated achievement of the learning outcomes in this class will advance. Students who do not demonstrate sufficient achievement will have to repeat the course.

**Class Rules** (also found at <http://www.cesl.arizona.edu/classrules>). If you do not follow these class rules, you may be dismissed from class and marked absent for the day:

1. Come to class on time and stay the entire class period. If you leave during class, you may be marked absent depending on how long you are out of the class. If you are gone for more than 10 minutes, you will not be permitted to re-enter the class.
2. Turn off cell phones, music players, and other electronic devices **before** class begins. You may only use your cell phone if given specific permission to do so. You may not answer, text, or receive phone calls during class. **If the teacher has to ask you to put away your cellphone more than two times during a class period, you will be asked to leave the classroom and will be marked absent.**
3. English is the only language we have in common. Use it.
4. Show respect for other classmates and your teacher. This is a class in which all students are expected to actively participate, to express different viewpoints, to share aspects of their own culture, to give opinions, and to practice speaking/writing/listening/reading in a variety of social situations. Therefore, showing disrespect of any kind and poor manners toward the instructor and other students will not be tolerated and may result in removal from class or any other disciplinary action at the instructor's discretion.
5. You must **come prepared** for class every day, which means bringing all materials and being prepared for announced class activities. The first time you come unprepared for a class activity, you will be allowed to stay in class, but the teacher may give you an official warning. For any other time you come unprepared for class after this first warning, the teacher may dismiss you from class and give you an absence for the day.
6. You may not borrow ideas or words from assignments you have done in other classes, or from other people and sources, and present them as your own in assignments you submit at the university. This includes both in-class and out-of-class assignments and tests. Any work you submit in this class **must be original work**.
7. It is **your** responsibility to contact me when you miss class. If you are absent from class, you are responsible for making arrangements to have your work handed in on time and to find out about the work you missed in class, including any homework. An absence is not an excuse for not learning new material that we cover while you are absent or for not doing the work.
8. Assignments **will only be accepted on or before the due date**. If you are not able to submit an assignment by the due date, please contact me prior to the deadline.
9. You have 24 hours to tell me (e-mail or in person) about any mistakes you see on Jupitergrades.com. These include mistakes in tardy, absent, or grade marks.

← Sample of Class Rules

**Grading Framework** (this grading framework may be subject to minor changes during the course of the session):

3A OC Course Grading Framework		IEP Grading System		
Your final grade for this course will be based on the following tests/assignments, and weights:		Grade	Minimum Percentage	GPA Value
Tests	40%	A	95	4
Presentations	20%	A-	90	3.7
Interview	10%	B	85	3
Group Discussion Task	10%	B-	80	2.7
Final Exam (Listening + Speaking)	20%	C	75	2
Total	100%	C-	70	1.7
		D	65	1
		D-	60	0.7
		E	0	0

Students must get a minimum **75% (C)** final grade to move up to the next course level in the IEP.

← Grading system and information



## CESL Endorsement

Students typically fulfill the University of Arizona's English language requirement in 2 different ways:

1. Obtain the necessary English proficiency test (TOEFL iBT, IELTS, or alternate score – see UA Admissions page for details) score for full admission to the university (<http://admissions.arizona.edu/freshmen/entrance-requirements-and-guidelines> or <http://grad.arizona.edu/admissions/admissions-requirements/international-students/proficiency-in-english> )
2. Obtain CESL's English Language Endorsement into undergraduate or graduate study. Visit <https://students.cesl.arizona.edu/endorsement> for details. Please note that graduate-bound students will need pre-approval verifying that endorsement will be accepted in their intended department – ask the Associate Director of Academic Programs or the Assistant Coordinator of Academic Programs in CESL 208 for details. **\*Endorsement is only available from University Track in levels 8 & 9.** (see <http://www.cesl.arizona.edu/endorsementfor> details)

Students who receive CESL's Endorsement must transfer into their university program as soon as possible after receiving endorsement. Students must pass all courses with a C or higher to receive CESL's Endorsement. GPA requirements vary by session. See website for details. Note that endorsement decisions are made after final grades are submitted at the end of each session.

## CESL Curriculum

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

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

### Curriculum Philosophy

CESL offers a rich and challenging curriculum to academically motivated students who come from various socio-cultural, ethnic, and language backgrounds. CESL's curriculum philosophy is based on student learning, the pedagogies we practice in response to these understandings, the ways we assess learning, and the language skills and qualities of character we encourage our students to develop. The curriculum is designed as a continuum of language-appropriate learning experiences through levels of proficiency. The following four principles establish a basis of CESL's curriculum design:

#### 1. Integrated Curriculum

CESL believes that students learn best when their ideas, skills, and experiences are reinforced across the language skills and through the proficiency levels in a connected curriculum. Teachers design courses that

establish connections for students between classroom learning and their own experience; these courses build on students' prior knowledge and set the groundwork for their future learning.

## **2. Independent thinking and learning**

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

## **3. Skills**

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

## **4. Participation in Global Communities**

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

### **CESL Social Media and Computer Lab Policies and Best Practices**

The following information is intended to supplement the official UA Social Media Guidelines available on the UA Human Resources website: <http://policy.arizona.edu/ua-social-media-guidelines>. The Acceptable Use Policy (AUP) for the University of Arizona is available at <http://policy.arizona.edu/information-technology/acceptable-use-computers-and-networks>. CESL abides by these guidelines and adds the following, creating its official policies and best practices:

#### **1. Policies for students**

- a) Joining CESL Social media channels is voluntary.
- b) Respect the privacy of others.
- c) Respect the cultural differences of others.
- d) Use appropriate language.
- e) CESL reserves the right to restrict access and affiliation to its channels.
- f) Always ask if you are not sure whether or not something is permitted.
- g) It is the student's responsibility to request that something be removed, in writing, and these requests must be respected.

h) The promotion of CESL events, activities, and programs incorporates social media in addition to other official means. For official, concrete, and up to date information, students need to visit the CESL website: [www.cesl.arizona.edu](http://www.cesl.arizona.edu)

g) University computers are for use for schoolwork, class assignments and utilizing English language programs available at CESL. University computers are not to be used for personal use or to make online purchases.

## **2. Policies for CESL staff and faculty**

a) Respect the privacy of others.

b) Use common sense when posting or using social media.

c) Use appropriate language and tone.

d) Always engage with students in a friendly and respectful manner.

e) Social media is for casual and friendly communications, not as an official means of communication with students.

f) Only CESL social media administrators can “follow” or request “friendships” with other social media users.

## **3. Best practices and suggestions for use**

a) Respond and interact with users whenever possible.

b) Use social media channels for social interaction.

c) Determine your voice and tone before posting/sharing something.

d) If possible, provide links to important news posted in the website instead of announcing the news in social media channels.

e) Keep communications short and use links to other sites if necessary.

f) Create brand awareness by using official/approved UA/CESL logos.

g) Share tactfully to avoid oversharing.

h) Be as transparent as possible.

i) Be proactive instead of reactive.

j) Respond to negative and positive feedback.

k) Keep internal communications confidential.

## **4. Official CESL social media channels**

<https://www.facebook.com/uacesl>

<https://twitter.com/uacesl>

<http://www.youtube.com/user/uacesl>

<http://instagram.com/uacesl>

<http://weibo.com/ceslazua>

Wechat: AZUACESL

TEFL Accounts:

<https://www.facebook.com/ceslteachertraining>

<http://www.youtube.com/user/uaceslft>

<https://twitter.com/CESLUATEFL>

## Useful Links

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

- Employment: Being Employed on Campus  
<https://students.cesl.arizona.edu/resources/advising>
- Insurance information  
<https://students.cesl.arizona.edu/resources/health-insurance>
- Parking and Transportation  
<https://parking.arizona.edu/>
- Stress Busters & Study Tips  
<https://students.cesl.arizona.edu/resources/pil>
- Legal Resources  
<https://www.tucsonaz.gov/welcome-tucson/legal-assistance>

## Emergency and Crisis

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

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

### Students should

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

### Where can you get more information?

- UA emergency information <https://cirt.arizona.edu/>
- UAPD <https://uapd.arizona.edu/>
- UA Dean of Students <http://dos.web.arizona.edu>
- Tucson Police Department <https://www.tucsonaz.gov/police>
- KVOA <http://www.kvoa.com>
- KGUN <http://www.kgun9.com>
- KOLD <http://www.kold.com>

## Immigration

### Student Immigration Responsibilities

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



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

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

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

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

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

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

**Returning Students** If you leave CESL and return, we must issue you a new I-20. You must use the returning student application and pay the full \$110 application fee. You will also repay the SEVIS (I-901) fee on the new I-20 record.

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

**List of Embassies in the U.S.** You can find a list of foreign embassies in the U.S. on this website. <https://www.state.gov/s/cpr/rls/>.

## Immigration Information for F-1 or J-1 Visa Holders

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

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

1. **U.S. Local Address** You must report your new local address to immigration within 10 days of moving. If you move during the session please remember you are required by law to update your address in CESL 101.
2. **Academic Standing** You must attend class regularly and continue to make progress even if you have to repeat a level or class. If you are absent from class too many times, you will receive a warning letter/email. If you continue to be absent, you will be dismissed from CESL and your I-20/DS-2019 will be terminated. If your I-20 is terminated you must depart the U.S. immediately. You will no longer be eligible for your grace period.  
If you cannot continue to attend class for any reason, you must withdraw from CESL and leave the U.S. Complete the withdrawal form on the CESL web page and bring it to CESL 101. Your SEVIS record will be terminated and you must leave the U.S. within two weeks.
3. **You must do something about your I-20/DS-2019 BEFORE it ends; you have 3 choices**
  - a. Continue to study at CESL and extend your CESL I-20/DS-2019. You must extend to a future session at CESL before the end of your current I-20/DS-2019. Your new, extended I-20/DS-2019 will be ready on the last day of the session. We **cannot** extend your I-20/DS-2019 for CESL after the end date.
  - b. Transfer to another school. Submit your admission letter and signed transfer form from the new school before the end of current classes. We will transfer your record 2 business days after classes have ended. Your immigration record cannot be released before the end of classes, but you should request it in advance.
  - c. Leave the U.S. If you complete the regular session, you have a 60 day (F-1) or 30 day (J-1) grace period to depart the U.S. However, if you withdraw, are dismissed, are terminated or plan to leave before the end of the session, you must leave the U.S. immediately.

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

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You must always keep your documents in order.

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

## Health, Safety and Medical Insurance

### Stay safe

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

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

**Drugs** (cocaine, heroin, marijuana, spice and others): These substances are illegal in Arizona. Marijuana is only legal in Arizona for people with serious medical problems and only a doctor can give you permission to get a medical marijuana license. Do not buy marijuana from someone who has a medical marijuana license. This is illegal.

There are many resources to help students with addictive behavior. CAPS is the first place to go. They will help students find other resources in Tucson. If a student is afraid or embarrassed to get help on their own, students can speak to one of their teachers, or the Associate Director of Admissions, Immigration and Student Services.

### What do you do if you don't feel well?

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

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



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

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

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

### **What Campus Health Covers**

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

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

### **Summary of Coverage**

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

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

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

Over the counter (OTC) items  
Mental Health conditions

**Not Covered when associated with an illness or injury that is diagnosed or treated before coming to the CESL Program, - must pay fee-for-service at time of visit**

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

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

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

Your insurance company is provided by Aetna Student Health. Check the Aetna preferred provider list: <https://www.aetnastudenthealth.com/en/main/find-doctor.html>.

**Nine good reasons to go to the Emergency Room**

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

**Ten minor illnesses. You should go to Campus Health for these.**

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

For these problems, you should go to the Campus Health Center as soon as possible and see a primary care physician.

### **Psychological (Mind) Assistance**

Sometimes when people move to a new environment, they cannot handle the stress. Some of the most common problems are homesickness, loneliness, depression, anxiety, failing grades, alcohol and/or drug use or abuse, finances, questioning sexual orientation and roommate problems.

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

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

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

### **Medical Insurance Vocabulary**

Be sure you understand this vocabulary for health insurance. You can get information about your health insurance, and print a copy of your health insurance card at [www.aetnastudenthealth.com](http://www.aetnastudenthealth.com).

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

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

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

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

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

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

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

**Recognized Expense** The amount of the total bill that the insurance company determines is the average and usual cost for this procedure

**Emergency** A medical problem that can't wait until the Campus Health Service opens.

**Urgent Care Facilities** A type of walk-in clinic that primarily treats injuries or illnesses requiring immediate care, but not serious enough to require an ER visit.

**University of Arizona Health Network- Main Campus**

<https://directory.arizona.edu/buildings/arizona-health-sciences-center-0>

1501 North Campbell Ave.

Tucson, AZ 85719

**Tel:** (520) 694-0111

**Hours:** Open 24 hours

**Urgent Care Associates**

<https://www.urgentcare.com/clinic/294/urgent-care-associates-central-tucson>

**Tel:** (520) 795-8888

**NextCare Urgent Care**

<http://www.nextcare.com/>

### Formal Student Grievance

Students who wish to file a formal grievance or appeal a dismissal decision should do so in writing by using the following form or by emailing a written description of the formal complaint to the Director, or an associate director. A formal grievance is one that a student puts in writing and follows a formal procedure for resolution.

Student Name: \_\_\_\_\_ CESL ID: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_

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

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

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

A. Explain your specific complaint. What is the specific action/decision you would like reviewed?

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B. Why do you disagree with this decision or action?

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C. How would you like to see this appeal or complaint resolved?

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***For Administrative Use Only—below this line***

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This formal complaint form was received By: \_\_\_\_\_ Date: \_\_\_\_\_

Measures taken to resolve this grievance (indicate people responsible and dates):

**Instructions:** Complete and file this form and submit it to the director, an associate director, or the program coordinator. A student can only submit a grievance on their own behalf.