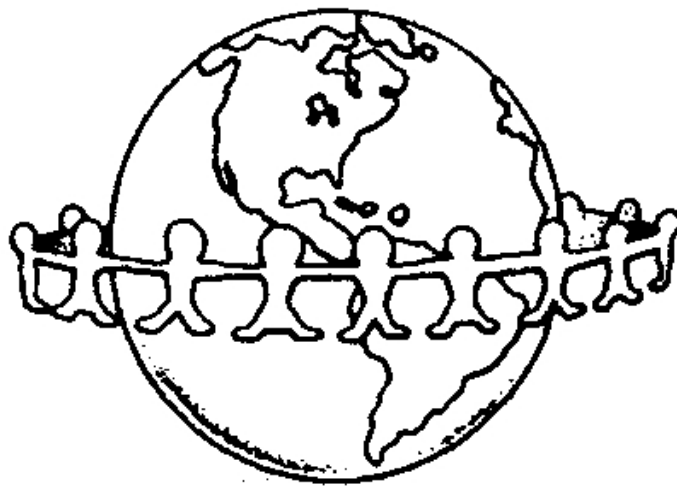


# STUDENT HANDBOOK

## Policies · Regulations · Procedures



# E. C. I.

## English Language Program

*Your Door to Academic Success*

### ***Office of ECI English Language Program***

The following address, numbers, and e-mail addresses will be very helpful if you have any questions:

Educational and Cultural Interactions English Language Program

#### **Oklahoma City Campus**

3000 United Founders Boulevard Suite 139

Oklahoma City, OK 73112

Office Phone: (405) 810-8314

Office Fax: (405) 810-8714

24 Hour Toll Free Phone Number: 1-888-446-5437

#### **Dallas Campus**

5501 LBJ Freeway, Suite 101

Dallas, TX 75240

Office Phone (972) 239-8555

Office /fax (972)239-4449

24 Hour Toll Free Phone Number: 1-877-505-0556

E-mail: [esl.eci@ionet.net](mailto:esl.eci@ionet.net) (all administrators will receive a copy of the e-mail)

Website: [www.eciprograms.com](http://www.eciprograms.com)

### ***ECI-ELP Mission Statement***

***ECI English Language Program (ELP) exists to serve international students by preparing them to use the English language for the academic, social, and cultural challenges of life in American colleges and universities.***

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## GENERAL POLICIES

### Classroom Rules of Conduct

- English is the only language spoken in the classroom
- Cell phones must be silenced or powered off
- Food and drinks are not permitted in the classroom
- Always come to class prepared and on time

### Center Policies

- Smoking is allowed only outside the building at the designated areas
- No food or drinks in the computer room



### Library

Students are always welcome to check out books from the ECI library. Always check with the Academic Advisor and/or Program Coordinator for suggestions and assistance with the book you would like to use.

### Lunch

Lunchtime is from 12:00 to 1:00 pm. Students can use the break room to eat, or they can go to nearby fast food facilities and restaurants. Check with the Student Services Coordinator or Assistant Coordinator to receive a list of restaurants and food vendors within walking distance from ECI.

Program

ECI English Language Program consists of twelve levels plus four optional, additional levels. After completion of the twelve levels, the student will be able to confront the academic studies at the university and colleges. The student is placed in the level according to the score on the placement test. If the student completes the highest level (304) and still has to fill university requirements, then the student is given the opportunity to enroll in additional superior level English classes. These high level classes are predominately college-level writing and reading.

**ECI ELP offers two programs:**

- **INTENSIVE ENGLISH LANGUAGE PROGRAM: 25 Academic hours per week (program offers 12 levels taught in sessions-each session lasts four weeks)**
- **SEMI-INTENSIVE ENGLISH LANGUAGE PROGRAM: 19 Academic hours per week**

Schedule

**Weekly Schedule**

**INTENSIVE ENGLISH PROGRAM**

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Classes	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)
	Lunch (12:00-1:00)	Lunch (12:00-1:00)	Lunch (12:00-1:00)	Lunch (12:00-1:00)	Lunch (12:00-1:00)
	Elective (1:00-3:00)	Elective (1:00-3:00)	Elective (1:00-3:00)	Elective (1:00-3:00)	Elective (1:00-3:00)
<b>Academic Hours (Total 25)</b>	5	5	5	5	5

**SEMI-INTENSIVE ENGLISH PROGRAM**

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Classes	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)
		Lunch (12:00-1:00)		Lunch (12:00-1:00)	
		Integrated ESL (1:00-3:00)		Integrated ESL (1:00-3:00)	
<b>Academic Hours (Total 19)</b>	3	5	3	5	3

Grades

**Letter Grades**

In each class, the students' grades will be based upon the following grading scale:

Letter Grade	Percentage
<b>A</b>	90-100
<b>B</b>	80-89
<b>C</b>	70-79
<b>D</b>	60-69
<b>F</b>	59 and below

The grades will be given out within a week after the end of each session.

**Grade Scale Interpretation:**

A grade of A in a class or any assessed aspect of a class/test means either that the student has achieved a numeric grade of 90% to 100% or has demonstrated excellence in this area.

A grade of B in a class or any assessed aspect of a class/test means either that the student has achieved a numeric grade of 80% to 89% or has demonstrated high proficiency in this area.

A grade of C in a class or any assessed aspect of a class/test means either that the student has achieved a numeric grade of 70% to 79% or has demonstrated acceptable proficiency in this area.

A grade of D in a class or any assessed aspect of a class/test means either that the student has achieved a numeric grade of 60% to 69% or has demonstrated low proficiency in this area.

A grade of F in a class or any assessed aspect of a class/test means either that the student has achieved a numeric grade of 59% or has demonstrated unacceptably low proficiency in this area.

Make-up Work

If a student is absent, s/he has the responsibility to talk to the teacher about any missed assignments. It is the teacher's decision as to whether or not the student is excused from the homework or needs to complete the assignment(s). If the student needs to complete the assignment(s), s/he will have two days to complete the assignment for every day that s/he missed. If the assignment(s) is not completed, the teacher will assign an F for that assignment. **This rule applies to tests, quizzes, and homework but NOT projects and papers.** Projects and papers must be completed on the due date and turned in before 12:00a.m. on the due date in order to receive credit.

“Integrity without knowledge is weak and useless, and knowledge without integrity is dangerous and dreadful.”  
[Samuel Johnson \(1709 - 1784\)](#)

### Cheating and Academic Integrity

Cheating is defined by [The American Heritage Dictionary](#) as acting dishonestly (1983). Each culture has a different idea of what cheating and acting dishonestly is and is not. It is important to understand the concept of cheating before accidentally doing it and not knowing. The following instances are considered cheating at the ECI English Language Program:

- Looking on another person’s paper and copying the work
- Copying information from another resource (book, magazine, library, internet, etc.) that is not yours and not telling where you got the information (need to use correct documentation and quotation rules; if not, it is considered plagiarism)
- Having or paying a friend to do an assignment
- Asking a friend for help on a test, project, quiz, or homework unless the teacher gives permission or assigns groups. A student should go to the teacher first for help.
- Sharing with another person or asking for information about a test, project, quiz, or homework
- Giving out or asking other students for copies of tests, projects, quizzes, or homework

None of these instances will be tolerated. If a student cheats, the teacher will give the student an automatic failing grade (F) on the assignment, and the student will be placed on academic probation. Students should always be honest and respectful while in the classroom. Students are expected to act in a professional manner at all times, just as the teacher is expected to do so.

### Absences and Tardiness

Students are required to attend all classes, but we understand that there are times when you need to miss class. However, in order to be allowed to pass a level you must attend a minimum of 85%. That means that you can miss no more than **3 days per session unless you have a doctor’s excuse**. Each session is 4 weeks long. The minimum attendance required to pass a level are as follows: **For Intensive ELP (25) hours per week, the minimum attendance to pass is 85 hours (out of 100) for the session. For the Semi-Intensive ELP (19) hours per week, the minimum attendance required to pass is 60 hours (out of 76) for the session.**

A student must inform the ELP Director at least one day prior to being gone or absent. Also, if a student is late more than 15 minutes to class three (3) times then that will count as one (1) absence.

**Late 3 times = 1 absence                      15 days of absence = termination of F-1 Status**

*Students are required to begin attending classes following their F-1 Change of Status (COS) approval.*

If a student becomes ill while in the Program, an excuse from a licensed doctor or a licensed clinical psychologist will be required in order to obtain permission for a Reduced Course Load (RCL). The DSO, which is the coordinator of the Program, will then report the information to INS. The student will have to provide a doctor’s excuse every session (every 8 weeks) in order to keep the Reduced Course Load.

“Don't knock the weather. If it didn't change once in a while, nine out of ten people couldn't start a conversation.”

[Kin Hubbard](#) (1868 - 1930)

### Probation and Expulsion

A student may be placed on probation if a major offense has occurred (disrespect, illegal actions, violations of policies, etc.) or if a minor offense has occurred (his/her grades and/or attendance are very low). It is the decision of the program coordinator and president of the seriousness of the offense. If the student has been warned more than once or has committed a major offense, the student may be expelled from the program, and no refund will be given. The student has the right to file a grievance by submitting the grievance form. (See copy in this booklet on page 18.) Information regarding the steps of the grievance procedure is available from the coordinator or the President. Briefly they include:

1. Coordinator issues verbal warning. If issues resolve; no further action.
2. Coordinator investigates grievance claims for validity. Complaint conference may be called.
3. From first verbal warning, the student has two days to file verbal and written report in his or her defense.
4. Within two days of receiving report, the coordinator will schedule a hearing.
5. A decision will be made by the coordinator or president on what action, if any, will be taken.
6. The student may appeal. The appeal will be reviewed and answered within five days.

**All refunds will be issued in US dollars only. Please allow 15 days for funds to process.**

### Dismissal of School

ECI English Language Program follows the Oklahoma Public School system in Oklahoma City and the Dallas Independent School system in Dallas when deciding about closing because of weather conditions. If the Oklahoma City Public Schools or the Dallas Independent Schools announce that school is canceled via radio or TV because of weather conditions, then ECI Language Program will not have classes either. If in doubt, call Oklahoma City office at 1-888-446-5437 or call Dallas office at 1-877-5050, and ask one of the administrators.

### Refund Policy

#### **ECI ELP REFUND POLICY:**

##### **Cancellation:**

Educational and Cultural Interactions, Inc. (ECI) requires **-written notification** of a student's cancellation **before** the start of a new session to receive a full refund, minus any non-refundable fees (non-refundable fees include, but are not limited to: SEVIS fee, application fee, homestay application fee).

**Rejection of Application:** If a student's application to ECI is rejected or is not granted a student visa a full refund, minus any non-refundable fees, will be issued.

**Program Cancellations:** If the Program is cancelled for any reason **after** a student's enrollment, a full refund will be issued.

**Cancellation Prior to the Start of Class or No Show:** If a student cancels their attendance in the program **prior** to the start of a new session or never enters the country on ECI's I-20 (no show) a student will receive a full refund minus any non-refundable fees.

However, if a student enters the United States on ECI's I-20 and then cancels their enrollment or is a no show, no refund for the first session's tui-



tion or any non-refundable fees will be given.

**Withdrawal or Termination After the Start of Class:**

Educational and Cultural Interactions, Inc. (ECI) requires **written notification** of a student's withdrawal **before** the start of a new session to receive a full refund, minus any non-refundable fees (non-refundable fees include, but are not limited to: SEVIS fee, application fee, homestay application fee).

Termination due to Student Misconduct: No refund will be given if a student violates any of ECI's rules and regulations, state or federal laws.

**If the student withdraws from an ECI session prior to two weeks of attendance, a prorated refund will be given for that session; if there are any prepaid remaining sessions, those will be fully refunded.**

**If the student withdraws from the ECI Program after two weeks of the session, no refund will be given for that session; however a full refund will be given for any remaining sessions that were prepaid.**

Temporary Leave of Absence: If a student must leave in the middle of a session due to a family emergency and must return to their home country, no refund will be given; however, if they are gone for at least half of the current session they will be allowed to pay a prorated amount the next session for the length of time they were gone. Proof of emergency is required to receive the prorated amount.

Approved F-1 student's Change of Status: If a student's F-1 Change of Status approval date occurs after the start of a current session, the student will be responsible for the entire session tuition and fees prior to enrollment. However, a prorated credit will be extended for the subsequent session.

Transfer to another school: A full refund will be given if a student chooses to transfer out prior to the first day of class. No tuition refund will be given if the student transfers out after the first day of class of the new session.

“So act that your principle of action might safely be made a law for the whole world.”

Immanuel Kant (1724 - 1804)

### Holidays

The ECI ELP dismisses class for the following holidays:

- Memorial Day-Last Monday of May
- Independence Day-July 4<sup>th</sup>
- Labor Day-First Monday of September
- Thanksgiving-Thanksgiving Day and the day after Thanksgiving (Thanksgiving is always the fourth Thursday of November)
- Christmas Vacation and New Year’s (December 23-January 2)

### Insurance

It is recommended for all students to have health insurance. If a student does not have medical coverage, ECI English Language Program offers a student health insurance plan. All students must register for this the first week of classes. A medical card will then be given to the student to carry in his/her wallet.

### Driving a Motorized Vehicle

Driving will only be permitted if the student has an international driver’s license or has received a United States state driver’s license. The student may take the driver’s test , but must have his/her own vehicle. A student may not drive the host family’s car for liability reasons.

### Local, State, and Federal Laws

- If a student is arrested, or if it is reliably confirmed that the student has acted illegally, Program sponsorship will be revoked, resulting in early return as soon as legally possible to the home country at the expense of the student or student’s parents.
- Drinking of alcoholic beverages, including beer and wine, is illegal in the USA for persons under 21 years of age.
- The student must not buy, sell, possess, or use illegal drugs of any kind or use any controlled drugs unless prescribed for him/her by a physician or other health professional. If the student is taking prescription drugs, the dosage and length of time of use for each drug must be listed on the admissions application. The student must not associate with any persons involved in illegal drug-taking or drug trafficking.
- Students must not commit or take part in any act of violence against another person or property.
- Shoplifting and theft are illegal and may lead to criminal charges.
- Driving a car without a driver’s license is illegal in all states.
- Students who are attending English Language Schools are not permitted to work in the United States

“Progress is sometimes followed by a comma, never by a period.”

## STUDENT PROGRESS AND ASSESSMENT

### Placement, Assessment, and Advancement

For placement purposes, students are initially tested using a battery of tests that consists of the Inter-change/Passages Objective Placement Test, Placement Conversation, and Placement Essay. The results are then applied to the test correlation table to determine the appropriate level. The student’s progress is measured throughout each session by tests, quizzes, projects, homework, reports, and effort.

Advancement depends on a student’s grades and test score. To advance to the next level, the student must receive at least a C (70%). Students who receive 60- 69% (D) will move up to the next level under a conditional basis. Those students on probation must achieve a 70% (C or higher) in the next session in order to be considered for advancement.

### Curriculum Levels

ESL 101 - Beginning English 1  
ESL 102 - Beginning English 2  
ESL 103 - Beginning English 3  
ESL 104 - Beginning English 4  
ELS 201 - Intermediate English 1  
ELS 202 - Intermediate English 2  
ESL 203 - Intermediate English 3  
ESL 204 - Intermediate English 4  
ESL 301 - Advanced English 1  
ESL 302 - Advanced English 2  
ESL 303 - Advanced English 3  
ESL 304 - Advanced English 4

Each session is four (4) weeks long and corresponds to one of the levels above. ESL 101 assumes no prior knowledge of English and completion of ESL 304 indicated language-level readiness for entry into American academia. When a student is accepted into our program, that student is administered an initial placement test, and the results of the placement test will help E.C.I. to place each student in the appropriate level that corresponds with their current knowledge of English. ECI ELP has tailored 4 superior English language levels that can be attended by the students who have already completed all 12 levels and are awaiting their final enrollment at a university.

### Homework, Quizzes, Tests, and Projects

All homework should be handed in on time. If for some reason an assignment cannot be completed because of uncontrollable circumstances, contact the teacher before class to notify him/her. If the circumstance is excusable, the teacher will work with the student to be able to catch up. This may require a student to stay after school and meet with the teacher. If the student continues to not turn in homework or turn it in late, the program coordinator should be contacted by the teacher so that further measures can be taken. The program coordinator will meet with the student and will put him/her on academic probation for the rest of the term. The student will then have one full term to prove his/her grades. If the grades are not improved, the student will be expelled from the program.



All homework, tests, quizzes, and projects should be completed by the student unless the teacher has given other instructions. Copying another student’s information is dishonest and will not be tolerated. This action will be punished by an automatic zero. Plagiarism also will not be tolerated. Plagiarism is taking someone’s information and acting like it is your own work. If students have any questions or doubts about plagiarism, they should speak to any of the instructors or administrators.

“Many an American whose ancestors came over on the Mayflower is lucky—there were no immigration laws then.”

## CONFIDENTIALITY POLICIES

### Student File Privacy

Files are kept on each student and are kept private according to the Federal Family Educational Rights and Privacy Act (FERPA) of 1974. This act identifies the rights of students and families concerning educational records kept by the institution. Any employee that violates the policies of this act and of ECI English Language Program will be disciplined accordingly.

### Student and Parental Rights

All students have the right to access and challenge educational records that are kept by ECI English Language Program. Students have the right to give or deny permission in most situations of the release of educational records and directory information. Students do not have the right to any information that is about more than one student, financial records of the student’s parents, and/or personal written recommendations that are confidential. If the student feels that any information contained in his/her records is not correct, is misleading, or violates his/her rights, the student may submit a paper on why the information is not correct, is misleading, or violates his/her rights, and provide documentation to support it. The student has a right to view this material and obtain a copy if it is not confidential.

### Directory Information

ECI English Language Program has the right to give out directory information without the permission of the student. If the student does not want any directory information released, s/he must fill out a Request to Withhold Directory Information Form and submit it (this form is located in the program coordinator’s office). This form must be filled out no more than 10 days after registration day, or it is considered null. The following is considered directory information to ECI English Language Program and can be given without the student’s permission:

- Name
- Address (local, international, and e-mail)
- Date and place of birth and country of citizenship
- Name and address of parents, guardians, and spouse
- Enrollment status
- Visa type
- Telephone number
- Dates of program attendance
- Other programs attended

### Release of Student Record Information

In any of the following situations, information from student records can be released without the student’s permission:

- Emergency-if there is a threat to the safety of a student and permission cannot be obtained by the student because of the circumstance, information will be given to the people that can assist.
- Pursuant to a Subpoena-if ECI English Language Program receives a lawfully issued subpoena or judicial order, records will be released to the appropriate people. Careful documentation will be kept in this situation.
- Department of Homeland Security requests-any information that an immigration officer may need in order to track a student will be given without the student’s permission.
- Parents of dependent students-records are available to parents that have dependent children. Dependent students can be defined by referring to Section 152 of the Internal Revenue Code. Parents can be contacted concerning any student under 21 that is violating drug and/or alcohol laws or rules.
- Officials of other schools/school systems-ECI English Language Program reserves the right to release information to schools that the student is transferring to or enrolling in.
- School officials (teachers, coordinators, administrative officials)-The school officials have the right to access a student’s records for “legitimate educational interests” (including but not limited to teaching, research, public service, academic advising, general counseling, therapeutic counseling, discipline, financial assistance, medical services, and extracurricular activities).

“No one has a right to all his rights.”

## STUDENT COMPLAINT/GRIEVANCE PROCEDURES

Please refer to the following list to know whom to speak to with a complaint or grievance.

Grievance Area	Grievance Resource
Classroom Function	Instructor
Classmate	Instructor
Fees	Coordinator
Homestay	Coordinator
Discrimination*	Coordinator
Academic Policy	Coordinator
Immigration Issues	President

\*Discrimination can be an action based on any of the following: race, color, religion, sex, national origin, sexual orientation, age, marital status, disabilities, ancestry, veteran’s status, or political affiliation.

Please keep in mind that whenever possible, all complaints should be resolved by the grievant (student) and the one that has caused the grievance. The administrators at the ECI English Language Program will only follow the formal process if the grievance is really valid. If it is not possible to resolve the situation without the administrators getting involved, the following formal steps will be taken:

1. Approach the coordinator with verbal information of the complaint (name, action, and date of occurrence (s). The coordinator will then make the individual aware of action that needs to be taken, if any.
2. If there is sound (good) evidence of a problem, the program coordinator will informally investigate the situation or approach the person being complained about. If necessary, there will be an informal meeting between the coordinator, president, the person(s) involved with the complaint, and the individual who made the complaint.
3. If no satisfactory resolution is obtained, then the student may file a formal grievance (Formal Grievance Form is on the back of this handbook.) and submit it to the coordinator.
4. Within five days of receiving the formal grievance, the coordinator will set up a hearing (formal meeting) with the president, grievant, and those involved concerning the complaint.
5. A decision will then be made by the coordinator and president about what action, if any, should be taken. This decision will be based on federal law.
6. The grievant may appeal in writing by giving a report to the coordinator. The coordinator and president will then review the appeal and notify the grievant within five days.

## IMMIGRATION

### Working in the U.S.A.

Students attending English Language Schools are not allowed to work in the United States.



### Breaks/Vacations for F-1 Students

ECI Policy regarding breaks and vacations is as follows:

- The student is eligible for vacations after attending four consecutive sessions of the program.
- Students who have enrolled in ECI as transfer students and have been studying in the United States for at least four months are eligible for vacation during summertime or for emergency purposes.

### Transferring

To transfer to another program, ECI requires the following steps to be taken:

1. The student applies to another school or language program.
2. The transfer-in school sends a transfer form to ECI English Language Program.
3. The program coordinator of ECI English Language Program fills out all of the information on the transfer form and faxes it back to the other program. The release date is also entered into SEVIS (reported to INS).
4. When the student has been accepted, s/he must make arrangements for transportation and housing if the program is out of state. The student will **not** be allowed to remain with ECI's host families. The student will have two days to move out of the house after the release date.

If the student does not wait to finish on the completion date of his/her I-20, the student will have 5 months to make the transfer. The 5 month period is only a bridge in case it is needed. The rule is that the student must start on the very next start date of the transfer-in school. If the time between the release date of the transfer-out school and start date of the transfer-in school is more than 5 months, then the student needs to return to his/her country and return later.

### INS Definitions

- I-20-Certificate of Eligibility for Non-Immigrant Student Status  
An I-20 is a document that ECI English Language Program will send to you after you complete the application process (ECI English Language Program is authorized by SEVIS to issue I-20's). This form is used to obtain a Student Visa.
- Pre-arrival Letter  
This letter will be sent to you along with your I-20 to show that you have been accepted by ECI English Language Program.
- F-1 Student  
Another name for a person on a Student Visa.
- F-2  
This is a dependent listed on the F-1 student's I-20.
- B-1/2 (Visitor/Tourist Visa)  
You may study on a Visitor Visa if your intention was not to come to the U.S. and study. If you would like to take language courses while in the U.S. along with your leisure activities, this is permitted. You may not apply for a Visitor Visa with the intention to only study and/or further your education in the United States.
- I-94

*(immigration continued)*

- Port of Entry  
The first airport where you land and go through customs.
- “D/S”  
This is what should be stamped on your I-94 and I-20 (in red ink) at the Port of Entry. “D/S” means Duration of Status. This simply means that as long as you are a full-time student and in good status, you have permission to stay in the United States. If “D/S” is not stamped on your I-94 or I-20, please notify the coordinator of ECI ELP immediately at 1-888-446-5437 (toll free number within the United States).

*Important Facts to Remember*

- The earliest a student can enter the United States is 30 days before the program start date.
- A student has 60 days to return to his/her country after the completion date of program. Any student that is authorized to withdraw before the completion date has 15 days to return to his/her native country. If a student withdraws without authorization, he/she must return to his/her country immediately.
- All students must report an address change while in the United States within 10 days of moving (even dependents need to be reported).
- The student is responsible for requesting an extension on his/her I-20 before the completion date expires. Request should be made to the coordinator of ECI ELP.
- To transfer to another school, a student must
  1. Apply and be accepted to the “transfer school.”
  2. Inform current school of the transfer no later than the last day of the current program.
  3. Inform “transfer school” of transfer date.
  4. Complete transfer process no later than 15 days after first day of class of “transfer school.”
- F-2 dependents cannot enroll in a full-time program except for a vocational or recreational purposes- poses. F-2 children may enroll in elementary or secondary schools full-time (kindergarten through twelfth grade).
- An F-1 student may not work during the first year but may apply for employment after one year of study. Check with the student advisor.
- ECI ELP is required to report the following to immigration:
  - A student that is not in status or has not reported to the school
  - A student’s change of name
  - A student that has finished the program early
  - Disciplinary action against a student for a crime
  - Any notice that immigration (SEVIS) requests from the school
  - The student’s start date for the next session
  - A student’s current address

*For additional information or to obtain INS forms, visit [www.uscis.gov](http://www.uscis.gov).*

## ACCOMMODATIONS

### AMERICAN HOST FAMILIES:

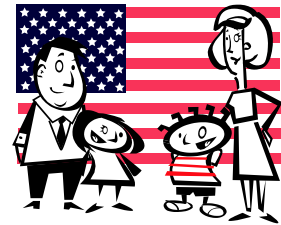
#### Home stay

Home stay fee per month are as follows:

- For Oklahoma City, OK area the monthly fee is \$500-\$600.
- For Dallas, TX area the monthly fee is \$500-\$650.

Host families provide the following:

- Breakfast and dinner
- Transportation to and from school
- There are cases when families can not transport the student. In those cases, the Student Services department and the family discuss the best way to help the student. ECI staff and faculty helps sometimes with transportation.



#### Apartments

Both campuses (Oklahoma City and Dallas) are located in areas surrounded by apartment buildings which makes it easier for the students regarding their transportation to and from school. ECI Student Services department helps the students in finding and arrangements of the apartments.

“A happy family is but an  
earlier heaven.” **John  
Bowring**

## **Cultural Activities, Field Trips and Student Organizations**

### *Cultural Activities*

ECI organizes cultural activities for the students every session. Students get a chance to visit museums, take part in community activities and organizations (Food Bank and other similar activities), and visit other fun places that are typical for the American culture. ECI organizes and invites speakers from universities as well as speakers of different occupations from the community to make sure students are familiarized with the higher education of the United States and state laws and regulations.

### *Student Council*

ECI helps and encourages the students to organize their own student council. Both campuses have student councils. Student councils talk about school issues (academic and activities) and give suggestions to the teachers, coordinators and the president.

### *Counseling*

#### **ACADEMIC**

ECI's academic advisors are always ready to help the students tailor his/her way to the highest academic achievements. Students may discuss ways of improving grades and ways of taking standardized tests for university acceptance. In addition, academic advisors introduce the university application process and help with it.

#### **GENERAL AND SPECIFIC COUNSELING**

The staff and faculty of ECI understand the challenges that the students have in the process of acculturation and acceptance of their current life changes. Should the students have any need of talking or asking questions about their new life in the United States, they can always call ECI's toll-free number and discuss the situation with a staff member or the president of ECI. ECI has a staff member who holds a PhD in Clinical Psychology that can further assist any specific personal needs for counseling.

## **REQUEST TO WITHHOLD (optional) DIRECTORY INFORMATION**

I, \_\_\_\_\_, am requesting that all information classified  
(Student's Name)

as directory information be withheld if requested. I understand that there are situations listed in the Confidential Policies where the information can be released even if this paper is signed. If I ever want this information to be released in the future, I understand that I will have to send a written request before it can be released.

\_\_\_\_\_  
(Signature of Student)

\_\_\_\_\_  
(Date)

## **ENROLLMENT AGREEMENT**

Visa Status

- F-1 Student Visa
- B1/2 Visitor Visa
- Immigrant
- Other \_\_\_\_\_

By signing this paper, I am saying that I have read the ECI Language Program Student Handbook, and I understand the rules and policies of the Program. I will keep/obey these rules and follow the policies as long as I am in the Program. If I do not keep these rules or policies, I understand that I can be expelled from the Program without any refund.

\_\_\_\_\_  
Name of Student

\_\_\_\_\_  
Signature of Student and Date



**E. C. I.**

Educational and Cultural Interactions

# Formal Student Grievance Form

Return completed form to the coordinator's office

To be completed by complainant when the informal process is unsatisfactory. If complainant does not have the English ability to fill out the form, he or she may have somebody help them complete the form.

Oklahoma City Campus  
3000 United Founders Blvd.  
Suite 139  
Oklahoma City, OK 73112  
Tel: 405-810-8314  
Dallas Campus  
5501 LBJ Feeway Suite 101  
Dallas, TX 75420  
Tel: 972-239-8555  
www.eciprograms.com

## Complainant Information

1. Name:	Mr.	Ms. (Circle One)
2. SEVIS Number:		
3. Address:		
4. Telephone Number:		
5. Email Address:		
6. Did you attempt to resolve this issue informally?		
<input type="checkbox"/> Yes, on _____ (Date)	<input type="checkbox"/> No	If no, why not?
Please attach a list of all correspondence.		

## Date:

7. Date and Time of Incident:	
8. Location	
9. Witness 1 Name:	Witness 2 Name:
Witness 1 Contact Information:	Witness 2 Contact Information:
10. Name of alleged offender (person who you feel did something wrong):	
11. Describe what happened (Please attach copies of any documents that you feel could help the investigator):	

## Description of Complaint

12. What do you think should be done about this?
13. What kind of response would you like to this form?
<input type="checkbox"/> Administrative Awareness <input type="checkbox"/> Meeting with the person(s) involved <input type="checkbox"/> Other (Please explain)

## Complaint Requests:

By signing this paper, I give the ECI representative permission to investigate the above issue. I understand that the information in this document is considered *sensitive* and will only be shared with the person(s) necessary to have a thorough investigation.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date