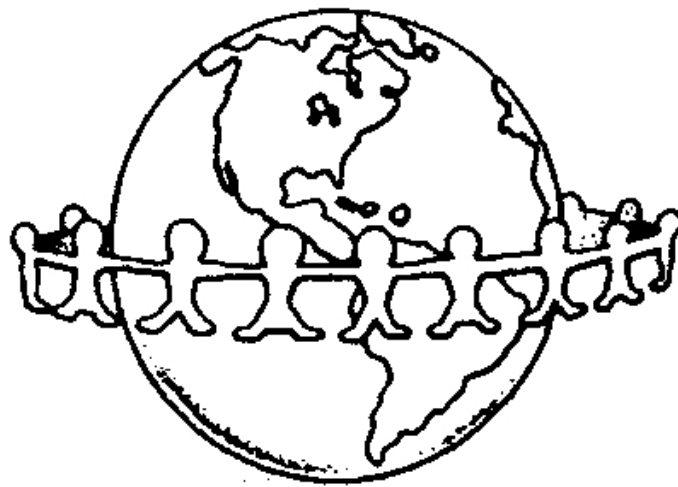


**ORIENTATION STUDENT HANDBOOK**  
**Policies · Regulations · Procedures**



**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:

#### **ECI at University of Dallas Campus**

1845 E. Northgate Dr. SB Hall  
Irving, TX 75062  
Office Phone (972) 239-8555  
Office /fax (405)810-8714

ECI at Randall University  
3701 S. I-35 Service Rd.  
Moore, Oklahoma 73160  
Tel.: ( 405) 810-8314  
Fax:(405)8108714

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

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

### ***ECI 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.***



# TABLE OF CONTENTS

Pg.3

<b>Mission and ECI /About ECI</b>	<b>Page 4</b>
<b>Program Description and Weekly Schedule</b>	<b>Page 5</b>
<b>ECI Integrated Courses and their Length and Structure</b>	<b>Page 6</b>
<b>Academic Elective Courses and their Length and Structure</b>	<b>Page 7</b>
<b>Achievement Scale</b>	<b>Page 8</b>
<b>Placement Test ; Placement Test and Progress Appeal</b>	<b>Page 9</b>
<b>Grading: Letter Grade/ Components of the grade; Classroom Rules</b>	<b>Page 10</b>
<b>Effort Grade; effort Grade Rubric; Make-up Work</b>	<b>Page 11</b>
<b>Student Progress and Assessment; Placement, assessment and Advancement</b>	
<b>Policy on failing 2 times; Curriculum Levels; Assignments,Quizes,Tests and Project</b>	<b>Page 12</b>
<b>Michigan Placement Test as an External Assessment Test &amp;Benchmark</b>	
<b>Tailored Class/Level Policy; Assessments; Completion of Program</b>	<b>Page 13</b>
<b>Probation/ Absences and Tardiness; Early Departure; Reduce Course Load</b>	
<b>Leave of Absence; Vacation</b>	<b>Page 14</b>
<b>Enrollment in 2 Consecutive cycles; Optional 4 Superior levels; Cheating</b>	
<b>Cheating and Academic Integrity ; Plagarism; Copyright Policy</b>	<b>Page 15</b>
<b>Student Advising : Acadeic,Personal,Specific Personal;</b>	
<b>Academic and Attendance Warning</b>	<b>Page 16</b>
<b>Immigration Advising; Policy pertaining Immigration ; Student conduct and</b>	
<b>Policy on Termination</b>	<b>Page 17</b>
<b>Student Records and Confidentiality</b>	<b>Page 18</b>
<b>Student Complaint/Grievance Procedure</b>	<b>Page 19</b>
<b>Information on Immigration regarding visas and statuses</b>	<b>Page 20-21</b>
<b>Student housing</b>	<b>Page 22</b>
<b>General Policies:Classroom Rules;Progress Reports and Transcripts;Center Policy;</b>	
<b>Library; Lunch Time;Holidays,Vacation,Insurance,Driving a Motorized Vehicle,</b>	
<b>Local, State and Federal Laws</b>	<b>Page 23-24</b>
<b>Cultural Activities/Field Trips/Student Organizations/Evaluations</b>	<b>Page 25</b>
<b>ECI Tuition fee and Fees and Refund Policy</b>	<b>Page 26 –27</b>
<b>Enrollment Agreement Form and Request to Withhold Information</b>	<b>Page 28</b>
<b>Student Grievance Form</b>	<b>Page 29</b>
<b>Request Form for Extension of Program and Student Absence Request</b>	<b>Page 30-31</b>
<b>Fire Policy and Tornado Policy</b>	<b>Page 32-33</b>
<b>ACCET Document 49.1-ACCET Complaint Procedure</b>	<b>Page 34</b>
<b>CEA Complaints Procedure</b>	<b>Page 35-36</b>

Mission:

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

About ECI:

Educational and Cultural Interactions, Inc. (ECI) was founded in 1996. ECI operates in two(2) campuses: one located on the campus of University of Dallas and the other one on the campus of Randall University. Both campuses are accredited by ACCET and CEA.

E.C.I. offers a curriculum that is consisted of core ESL classes which incorporate all the components of English language learning skills: listening and speaking , reading, and vocabulary, writing, and grammar—usage of the language and academic elective classes that compliment the core classes and help with the achievement of the goals and learning outcomes contributing to the students' readiness to function successfully in a high academic learning environment.

E.C.I. offers exceptional student services helping the students with housing, transportation assistance, immigration counseling, academic counseling, general counseling per need, and a variety of cultural and fun activities throughout the students' stay.

E.C.I. staff and faculty on both campuses make sure that you are provided with high quality education and a fun cultural experience

ECI has established cooperation with several universities helping students transition from the Language studies to the university studies. After completion of the highest advanced level: ESL304, ECI students candidate for undergraduate studies can enroll without taking IELTS/TOEFL at the following universities: University of Dallas, in Irving, TX; Dallas Baptist University in Dallas, TX; LeTourneau University in Longview and Dallas Texas, Texas Wesleyan University in Ft. Worth , Texas, University of Texas at Tyler, TX; St. Edwards University in Austin, TX., Randall University in Moore, OK; Arkansas State University in Ft. Smith, AR; Goshen College in Indiana. ECI also works with many universities in the state of Oklahoma and other states giving opportunity to students who achieved 5.0 score of IELTS to attend 3 session of ECI Intensive English Program (for undergraduate enrollment) before being fully admitted into universities of the State of Oklahoma.

Program

ECI English Language Program consists of twelve (12) levels. After completion of the twelve levels, the student will be able to follow and make achievements throughout the academic studies at universities and colleges. The student is placed in the level according to the score on the placement test.

**ECI offer:**

- **INTENSIVE ENGLISH LANGUAGE PROGRAM: 25 Academic hours per week (1 academic hour = 50 minutes)**
- **ECI Program offers 12 levels taught in sessions—each session lasts four weeks**

**Weekly Schedule** (Depending on the number of students in given session, classes maybe scheduled for the “afternoon shift “ in addition to the 9AM to 2PM class schedule)

**INTENSIVE ENGLISH PROGRAM ECI AT UNIVERSITY OF DALLAS CAMPUS**

Schedule of classes at ECI at University of Dallas in Irving, Texas

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Classes	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	I Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)	Integrated ESL (9:00-12:00)
	Academic Elective 12:20—2:00	Academic Elective 12:20—2:00	Academic Elective 12:20—2:00	Academic Elective 12:20—2:00	Academic Elective 12:20—2:00
Academic Hours (Total 25)	5	5	5	5	5

**INTENSIVE ENGLISH PROGRAM: AFTERNOON SHIFT**

Day	Monday	Tuesday	Wednesday	Thursday	Friday
Classes	Elective (12:20-2:00)	Elective (12:20-2:00)	Elective (12:20-2:00)	Elective (12:20-2:00)	Elective (12:20-2:00)
	Integrated ESL (2:00-5:00)	Integrated ESL (2:00-5:00)	Integrated ESL (2:00-5:00)	Integrated ESL (2:00-5:00)	Integrated ESL (2:00-4:30)
Academic Hours (Total 25)	5	5	5	5	5

## ESL Integrated Core Courses and their Length and Structure of Studies

ECI ELP offers twelve (12) ESL Core Course levels. The students are placed in appropriate level based on the results of the Placement Test. Upon successful completion of the 12<sup>th</sup> level (ESL 304), students will be able to meet the academic and cultural challenges required by the universities and colleges in the U.S.

Level	Course Title & Level	Hour(s) of Instruction	Length of Instruction
<b>Beginning</b>	Beginning English 1 – ESL 101	3 (Mo.-Fri)	1 Session
	Beginning English 2 – ESL 102	3 (Mo.-Fri)	1 Session
	Beginning English 3 – ESL 103	3 (Mo.-Fri)	1 Session
	Beginning English 4 – ESL 104	3 (Mo.-Fri)	1 Session
<b>Intermedi- ate</b>	Intermediate English 1 – ESL 201	3 (Mo.-Fri)	1 Session
	Intermediate English 2 – ESL 202	3 (Mo.-Fri)	1 Session
	Intermediate English 3 – ESL 203	3 (Mo.-Fri)	1 Session
	Intermediate English 4 – ESL 204	3( Mo.-Fri)	1 Session
<b>Advanced</b>	Advanced English 1 – ESL 301	3 (Mo.-Fri)	1 Session
	Advanced English 2 – ESL 302	3 (Mo.-Fri)	1 Session
	Advanced English 3 – ESL 303	3 (Mo.-Fri)	1 Session
	Advanced English 4 – ESL 304	3 (Mo.-Fri)	1 Session

*\*1 session = 4 weeks\* Total hours of ESL Integrated Course instruction per level equal 60 hours.*

ECI has developed 4 so called “Optional Superior Levels” integrated course to be offered to students who complete the Program (ESL304) but would like to continue in order to further strengthen their writing, language structure and academic reading skills while they are either completing the university enrollment or awaiting the start of the university term. These courses are ESL401; ESL 402; ESL 403; ESL 404. For each course there is a course description and Syllabus. Each course is 4 weeks long with the same hours of instruction as the regular course.

## Academic Elective Courses and their Length and Structure of Studies

The academic elective courses and their length and structure of studies are created and based upon the common areas of challenges addressed by ESL academic studies underlining reading comprehension, writing, grammar, enhancement of academic vocabulary as well as utilizing note-taking skills. To address these challenges, ECI offers a variety of academic elective courses to help the students meet the academic and cultural demands of higher education settings.

Course Code	Course Title & Level	Hour(s) of Instruction per day	Length of Instruction per session (1 session = 4 weeks)
E01	Listening and Speaking Beginning Level	1	2 Sessions
	Listening and Speaking Intermediate Level	1	2 Sessions
	Listening and Speaking Advanced Level	1	2 Sessions
E02	U.S. History High Intermediate/Advanced Levels	1	1 Session
E03	American Literature High Intermediate/Advanced Level	2	1 Session
E04	Academic Vocabulary Beginning Level	1	1 Session
	Academic Vocabulary Intermediate Level	1	1 Session
	Academic Vocabulary Advanced Level	1	1 Session
E05	American Culture Intermediate/Advanced Levels	1	1 Session
E06	American Idioms Intermediate/Advanced Levels	1	1 Session
E07	Reading Comprehension Beginning Level	2	2 Sessions
	Reading Comprehension Intermediate Level	2	2 Sessions
	Reading Comprehension Advanced Level	2	2 Sessions
E08	Research and Writing Advanced Level	2	2 Sessions
E09	Spelling Beginning Level	1	2 Sessions
E10	TOEFL/IELTS Preparation Intermediate/Advanced Levels	2	2 Sessions
E11	Essay Writing Beginning Level	2	1 Session
	Essay Writing Intermediate Level	2	2 Sessions
E12	Focus on Grammar Beginning Level	2	1 Session
	Focus on Grammar Intermediate Level	2	1 Session
	Focus on Grammar Advanced Level	2	1 Session
E13	Word Building High Intermediate/Advanced Levels	2	1 Session
E14	Composition I	2	2 Sessions
	Composition II	2	2 Sessions
E15	Pronunciation	2	1 Session
E16	SAT/ACI	2	1 Session



# ECI English Language Program

Educational and Cultural Interactions, Inc.

The ECI English Language Program places students in twelve levels. The chart below shows the Achievement Scale levels for each level.

Levels/Skill Set	Listening	Speaking	Reading	Writing
Level 1 Beginning English 1 ESL 101	Write a short dictation.	Respond orally to basic questions about personal information, dates and time.	Read and complete a personal information form.	Compose basic sentences.
Level 2 Beginning English 2 ESL 102	Listen and understand the main idea of a basic dialogue about food, directions, and past events.	Ask for and give information about places, directions, plans and memories.	Read a simple passage and answer comprehension questions.	Compose a complete paragraph.
Level 3 Beginning English 3 ESL 103	Listen to an informal dialogue and identify some important details.	Respond orally to questions about past activities.	Read a simple passage and identify the main idea.	Write a short message for personal communication with simple and compound sentences.
Level 4 Beginning English 4 ESL 104	Listen to scientific interviews and lectures and identify specific details.	Give a presentation on an everyday topic using simple organization and general language.	Read a scientific text and identify the primary supporting material.	Write a paragraph with descriptive details using complex sentences.
Level 5 Intermediate English 1 ESL 201	Listen to a lecture and use charts to take effective notes.	Orally summarize the contents of texts about systems in the human body.	Read an academic text and identify specific details.	Write a unified paragraph about similarities and differences.
Level 6 Intermediate English 2 ESL 202	Listen to an interview or lecture and label diagrams to identify key details.	Discuss cultural differences on topics in the field of sociology.	Read a multi-page text on psychology and sociology and find key details.	Write a three-paragraph essay -Descriptive
Level 7 Intermediate English 3 ESL 203	Listen to academic lectures and use effective note-taking to answer questions.	Take a position on an everyday topic and defend it orally.	Read a multi-page text and identify the primary supporting points.	Compose, edit, and revise a five-paragraph essay - any type
Level 8 Intermediate English 4 ESL 204	Comprehend a lecture of extended length with complex ideas and identify key details.	Give a short, prepared speech using technology.	Read a multi-page text and edit a peer's summary of it.	Write two five-paragraph essays, one narrative and one descriptive. Using MLA format
Level 9 Advanced English 1 ESL 301	Comprehend ½ to 1 hour lecture with low and high frequency vocabulary words.	Discuss current events.	Read a college-level text, and then describe the main idea.	Write two five-paragraph essays, one narrative and one argumentative. Using MLA format
Level 10 Advanced English 2 ESL 302	Identify main ideas from taking effective notes on a one hour lecture.	Describe an object in detail and give a formal introduction presentation.	Read a college-level text and then describe the main idea and supporting details.	Compose, edit and revise a five-paragraph compare and contrast essay. Using MLA citation Get introduced with APA
Level 11 Advanced English 3 ESL 303	Listen to a university lecture and infer implied meaning.	Define a concept in length.	Read a college-level text and describe the writer's purpose.	Compose, edit, and revise two five-paragraph essays, one cause and effect and one argumentative in APA style and format.
Level 12 Advanced English 4 ESL 304	Compare and contrast key details from a university lecture.	Give and critique academic presentations using more advanced technical skills.	Read a college-level text and apply decoding skills to low frequency words.	Take a position on a topic and defend it with an essay of three to five pages in APA style and format.

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

## PLACEMENT TEST AND PROGRESS APPEAL

### Placement Test

New students upon completion of registration at ECI ELP are initially tested using a battery of tests that consists of the Interchange/Passages Objective Placement Test, Placement Conversation, and Placement Essay. The results are applied to the test correlation table to determine the appropriate level of the learner. The three parts in the test: an Objective Placement Test comprised of 70 multiple-choice items; 20 listening comprehension questions for assessment of the listening skills; 20 reading comprehension questions for assessment of reading comprehension proficiency and 30 languages use (grammar, structure, and usage) questions for assessment of the English grammar and usage ability. The scores and rating table indicate the level and writing proficiency of the test-taker:

Rating on Placement Tests	Corresponding Placement Recommendation	Rating on Placement Tests	Corresponding Placement Recommendation	Rating on Placement Tests	Corresponding Placement Recommendation
1-5	Beginning 1	24-30	Intermediate 1	50-55	Advanced 1
6-11	Beginning 2	31-36	Intermediate 2	56-61	Advanced 2
12-17	Beginning 3	37-42	Intermediate 3	62-68	Advanced 3
18-23	Beginning 4	43-49	Intermediate 4	69-70	Advanced 4

### ECI Placement Test and Progress Appeal Policy

1. You have the right to view the results of your placement test and final test, respectively in a timely manner. This report will be in the form of a test report sheet that will contain: **your placement info; score on each subtest of the placement test and the total score. The final test will have the total score on the first page of the final test.**
2. You have the right to have your results on any portion of the placement and final test explained to you. For test security purposes, you will NOT be allowed to view the actual questions and answers you selected on the Placement Test. You will, however, be given an explanation of the subject matter you missed. For example, if you missed a grammar question, we will explain that to you. Ask to speak with the Program Coordinator and Admission Coordinator if you wish to request such an explanation.
3. You have the right to see the scoring rubrics used to grade the writing sub-test and your speaking sub-test. You may make an appointment with the ECI Program coordinator or Testing Coordinator to discuss how these rubrics are used to rate your performance. You have the right to review your essay from the writing portion of the exam and have your results explained to you. For test security purposes, you may NOT keep the essay. Ask the Program Coordinator to do this.
4. You have the right to **request** a re-test. You may make an appointment with the ECI Academic Coordinator or President explain your request. If it is determined that your reasons is valid, a re-test will be given at a time and place to be determined by the Academic Coordinator /President. All re-tests must be done within the first week of the session. **IF ECI Coordinator and President APPROVE THE REQUEST, YOU WILL BE ALLOWED TO RE-TAKE THE PLACEMENT TEST ONLY ONCE. If the appeal is found grounded you can re-take only once the Final Test.**

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.

Grade for each course based on 5 components

The grade for each course /session (level) will be based on the following components:

<b>Final Test</b>	<b>35%</b>
<b>Mid-Term Test</b>	<b>30%</b>
<b>Quizzes (2 quizzes)</b>	<b>20%</b>
<b>Projects</b>	<b>10%</b>
<b>Effort</b>	<b>5%</b>

Classroom rules of Conduct

**CLASSROOM RULES OF CONDUCT**

1. English is the only language spoken in the classroom.
2. Sleeping is not permitted in class.
3. Cell phones must be turned on silent and only used in class at the teacher's discretion. Cell phone must not be used during exams/test
4. Food and drinks are not permitted in the classroom.
5. Always come to class prepared and on time.

Effort Grade

The effort grade gives information about student’s attitude, participation, time management in group and class work, as well as turning the homework and assignments on time. The effort grade represent 5% of the overall grade

Effort Grade Rubric

Category	Excellent (100%)	Good(90%)	Fair(70%)	Unsatisfactory(60%)
<b>Attitude/Behavior</b>	Student always has a positive attitude and is engaged during class on a daily basis. Always treats others respectfully.	Student has a positive attitude and is usually engaged during class. Always treats others respectfully.	Student lacks a positive attitude and is rarely engaged during class. Does not always treat others respectfully.	Student lacks a positive attitude and shows infrequency in class engagement. Rarely treats others respectfully.
<b>Focuses on Class-work</b>	Consistently stays focused on in-class work and what needs to be done. Very self-directed.	Focuses on in-class work and what needs to be done most of the time.	Focuses on the task and what needs to be done some of the time. Often must be reminded by the teacher about what	Does not focus on class work and what needs to be done.
<b>Class Participa-tion\ Working with Others</b>	A definite leader who contributes positively to the class and supports the efforts of others.	A strong student who tries hard. Usually listens to, shares with, and supports the efforts of others.	Sometimes provides useful ideas when participating in classroom discussion. Sometimes is not actively listening or	Rarely provides useful ideas when participating in classroom discussion. May refuse to participate.
<b>Time-Management (During Group Projects and/or Class Activities)</b>	Never procrastinates. Routinely uses time well to ensure things get done on time.	Often uses time well, never misses deadlines.	Usually procrastinates. Does not use school time efficiently, but completes projects by deadline.	Consistently procrastinates, rarely gets work done by deadlines, asks for extensions or does not submit work.
<b>Turns in Home-work on Time</b>	Always turns in homework on time and goes above and beyond what is expected.	Always turns in homework on time.	Doesn’t always turn in homework on time.	Sporadically turns in homework.
<b>*Teacher retains the right to assign an F(0%) grade should a student’s performance fall below the requirements of Unsatisfactory effort.</b>				

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 assignment. 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. **The project must be completed on the due date assign by the teacher.**

**The Midterm and Final Exams must be taken on the date they are scheduled to be administered.** The exception would be if the student shows documentation of illness or hospitalization or alike.

“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 Interchange/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, 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.

### Policy on failing 2 consecutive sessions

If a student fails (59% or lower) two consecutive sessions, he/she may be expelled or terminated. A meeting may be called to determine actions of resolution prior of the expulsion of the students. The student may be on academic probation based on the following criteria: a) Performance on Michigan Placement Test; b) Performance on both Integrated ESL Core classes and the Academic Elective Classes; c) Motivation; d) difficulties with acculturation; e) personal problems of the students at the time

### 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, he/she 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 knowledge of English at time of testing.

Although the homework is considered to be part of the effort grade it should be handed in on time. If for some reason an assignment /homework cannot be completed because of uncontrollable circumstances, contact the teacher before class to notify him/her.



### Assignments/ Homework, Quizzes, Tests, and Projects

**There are 2 quizzes per session (per 4 week of studies). Quizzes reflect the knowledge for a given period and they are administered at the end of the 1st week of the session and the end of the 3rd week of the session.**

**The Midterm Test/Exam is administered at the end of the 2nd week of the session.**

**The Final Test/Exam is administered at the end of the session. The Midterm and Final exams MUST be taken on the assigned date.**

**Every session the teacher assigns a Project. The Project must be turn in on the date the teacher assigns it. Copying another student's information during taking the tests is dishonest and will not be tolerated. This action will be punished by the student getting an automatic zero.**

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## MICHIGAN PLACEMENT TEST AS AN EXTERNAL TEST AND BENCHMARK; TAILORED CLASSES; COMPLETION OF THE PROGRAM

Michigan Placement Test as an External Test and as Benchmark for the Higher Intermediate Level 204 before entering the Lower Advanced Level 301

ECI ELP administers Michigan Placement Test as an external test every other session with the purpose to confirm the placement level and to assess the achievement of the student learning outcomes for that period of student’s studies. MPT is the benchmark test for the students who completed higher intermediate level ESL 204 before entering lower advanced level ESL 301. The students have to score between 50-60 to be considered be classified in lower advanced level ESL 301.

Benchmark Level

ECI Level	General Level	Score Range
ESL 101	Low Beginner	0-6
ESL 102	Low Beginner	7-13
ESL 103	High Beginner	14-20
ESL 104	High Beginner	21-27
ESL 201	Low Intermediate	28-34
ESL 202	Low Intermediate	35-41
ESL 203	High Intermediate	42-49
<b>ESL 204</b>	<b>High Intermediate</b>	<b>50-60</b>
ESL 301	Low Advanced	61-70
ESL 302	Low Advanced	71-80
ESL 303	High Advanced	81-90
ESL 304	High Advanced	91-100

Tailored Class/Level Policy

In the event that students at a level have not progressed based on the session grades and MPT scores a necessity of a tailored class for the subsequent session. A tailored class is distinguished from a specific level in ECI Curriculum in the following way: a) emphasis on Grammar and writing; b) Promotion of overall proficiency for all the students in the class. The decision is made by the faculty, Program Coordinator and President

Assessments:

During the course of one session (4 weeks) you will have two quizzes, one midterm, one final test. The midterm and final tests are rather comprehensive and yield the highest percentage of you grade. For ECI authentic assessment is very important thus you will be assessed by making oral presentation or participating in group presentations, writing essays and reading comprehension assignments.

Completion of the Program

ECI student is considered as a completer when he/she completes the Program of studies for which he/she has signed for (enrolled for). ECI will keep data of how many students who have completed the Program enrolled in universities.

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

### Probation

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 president in consultation with the academic coordinator and faculty regarding 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. 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, a hearing/meeting will be scheduled.
5. A decision will be made by the president or coordinator on what action, if any, will be taken.
6. The student may appeal. The appeal will be reviewed and answered within five days.

### 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 . Each session is 4 weeks long. The minimum attendance required to pass a level is 85 academic hours out of 100 academic hours assigned per each session. A student must inform the Coordinator at least one day prior to being gone or absent. The class starts at 9:00AM Monday through Friday. If the student arrives in class after 9:15 he/she must report to the administration office in order to validate the lateness . The student may be allowed to enter the class immediately if there is a legitimate reason for being late ( traffic jam, emergency situation , and the like). Otherwise the student will be given an assignment to work in the office lobby until the first break at 10:30 when he/she will be allowed to enter the class and will be counted absent for that part of the day.**

### Early class Departure

**If the student departs the class early the student will be counted absent if he/she has not reported legitimate early departure reason to the office.**

### Permission for Reduced Course Load

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 PDSO will then report the information into the student record in SEVIS. The student will have to provide a doctor's excuse every session (every 4 weeks) in order to keep the Reduced Course Load.

### Leave of Absence (LOA)

F-1 visa student may be granted Leave Of Absence or vacation in accordance to the regulation of the Department of Homeland Security and in the emergency situation such as serious illness or death within the intermediate family. **The Leave of Absence in this case must not be extended beyond 8 weeks (The duration of the LOA must be minimum 4 and maximum 8 weeks)**

### Vacation

F-1 students are eligible for vacation of once they have studied at E.C.I. for 26 academic weeks. During the summer break or winter break , as well as holidays, students may take vacation for the duration of the break but must return for the session following the break. The transferred students may be eligible for vacation after completing four (4) sessions at ECI and if their cumulative studies amount to 26 academic weeks at the time of the completion of 4 sessions. If a student plans to end or shorten ECI Program by returning to the home country or transferring to another school after their vacation, they may not apply for vacation. Instead they must return to their home country or start the transfer process.

The students that have studied at ECI for 16 weeks and will continue to attend he Program may be given a vacation of 4 weeks but they have to attend ECI classes after the vacation.

Vacation requests **must** be submitted to the Academic /Program Coordinator and PDSO using the E.C.I. Leave of Absence Form and appear in person by the Monday of the 3rd week of the current session.

“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 \(1868 - 1930\)](#)

## ENROLLMENT IN TWO CONSECUTIVE PROGRAM CYCLES

### Enrollment in two consecutive Program Cycles

ECI Program of study is 12 months. Students may re-enroll or extend the Program of studies **only for one more cycle (12 months more)** in the following situations:

- If the student is sponsored by a government agency and has not completed his/her academic goals for one Program of Study Cycle
- If a student has academic purpose to be fulfilled and needs additional time
- In these cases if the student ended the Program he/she must returned to his/her country to apply for a new visa. For re-enrollment or the student should ask for extension of Program

In both cases the decision will be made by the President , Program/Academic coordinator and also with the consultation of the faculty members. I

### Optional 4 Superior or English Courses After completion of ESL 304

ECI has developed 4 so called “Optional Superior Levels” integrated course to be offered to students who complete the Program (ESL304) but would like to continue in order to further strengthen their writing, language structure and academic reading skills while they are either completing the university enrollment or awaiting the start of the university term. These courses are ESL401; ESL 402; ESL 403; ESL 404. For each course there is a course description and Syllabus.

### 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

### Plagiarism:

Copying another student's work or taking information from an outside source and submitting it as your own is considered cheating and is a serious academic offense. All outside information must be cited and credit given to the original source. Plagiarism is intentionally or carelessly presenting the work of another as one's own. It includes submitting an assignment purporting to be the student's original work which has wholly or in part been created by another person. It also includes the presentation of the work, ideas, representations, or words of another person without customary and proper acknowledgement of sources. Students must consult with their instructors for clarification in any situation in which the need for documentation is an issue, and will have plagiarized in any situation in which their work is not properly documented. If plagiarized information is submitted, the instructor will likely give the assignment a failing grade. Your instructor will use the internet to check your papers and will easily find out if you have plagiarized, so **DONT DO IT!**

### Policy of Copyright Infringement Unauthorized use/distribution of materials

All the students must abide by the provisions of United States Copyright Law (Title 17, Section 101). Students must copy all the works, creating derivative works and distributing or performing the works.

It is necessary to assume that all works are copyrighted even if the copy right symbol does not appear on the work. **Students may not make additional copies of any copyrighted materials provided to them in the classroom.**



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

## STUDENT ADVISING AND ACADEMIC AND ATTENDANCE WARNING

The student advising begins with the Student Orientation Meeting: you will be explained about academic, personal and immigration services that ECI would render for you. You will be introduced to the staff that will be responsible for your advising in different areas. Both campuses have also made available for you a number 1-888-446-5837 (in service 24/7) so that the you can reach ECI after hours in case of emergency or if they have an urgent needs. The coordinators and the president will you their cell phone numbers, respectively. ECI will assist you with the following academic advice:

### Academic Advising

- **Teaching** that discovering knowledge, personal responsibility, independence, and mutual respect are essential elements of studying at ECI and in colleges and universities in the USA.
- **Assisting** with formulating and completing their academic goals;
- **Planning** the academic elective classes
- **Academic probation** advising
- **Discussing** Michigan Placement Tests results
- **Understanding plagiarism**
- **Assisting and Advising** if there is a conflict with the instructor
- **Assisting** with university choice, as well as with the application and admission process.

### Personal Advising

- Helping with the acculturation to the new environment
- Assisting with the accommodation: provision of homestays, locating apartments
- Health Insurance – students are offered health insurance and are explained the importance of having medical insurance
- Assistance in obtaining a Driver’s license
- Helping with family’s issues
- Helping with conflict among peers
- Providing community recourses
- Trips and activities
- Advising the students regarding the State and Federal Laws

### Specific Personal Advice:

If you need a specific personal advice that ECI does not have resources for, the student services coordinators will make sure that you are deferred to professionals that will help you in solving the specific personal needs. ECI has on staff professional counselor that can be reached at (214) 240-8729 who can help you with your personal concerns.

### Academic and Attendance Warning

ECI monitors the students’ academic performance on a weekly basis. Every Friday Faculty and Staff discuss the academic challenges and performance of the students. The Academic/Program coordinator monitors the performance and students and those that are falling below the passing “C” grade receive an academic warning and are call for a conference with the Academic /Program Coordinator . In many cases the President is involved as well. The student can request tutoring making sure that he/she improves with the academic performance. After 3rd Warning , the student can be terminated

If the student shows irregular attendance , he/she will receive warnings. After the 3rd Warning the student is terminated. Unless the student shows legitimate reason of hospitalization or alike.

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

## STUDENT ADVISING:IMMIGRATION ADVISING ;POLICY PERTAINING IMMIGRATION ISSUES AND STUDENT CONDUCT POLICY ON TERMINATION

### Immigration Advising:

The PDSO and the DSOs are available on a daily basis to help you understand, interpret the immigration regulations and laws so that you can maintain your student status. The following are the important factors that you need to know about F-1 student visa status:

### ECI Policy Pertaining to Immigration issues

1. The earliest a student can enter the United States is 30 days before the program start date.
2. A student has 60 days to return to his/her country after completion date of program. Any student that is expelled from the program or decides to withdraw before the completion date of the current session has 15 days to return to his/her native country.
3. All students must report an address change while in the United States within 10 days of moving (even dependents need to be reported) to the admission coordinator and/or PDSO or DSO.
4. The student is responsible to request an extension on his/her I-20 before the completion date expires. Request should be made to the PDSO/DSO
5. To transfer to another school, a student must
  - a. Apply and be accepted to the “transfer school.”
  - b. Inform current school of the transfer no later than the last week of the current program.
  - c. Inform “transfer school” of transfer date.
  - d. Complete transfer process no later than 15 days after first day of class of “transfer school.”
6. F-2 dependents cannot enroll in a full-time program except for avocational or recreational purposes. (studies for no credit). F-2 children may enroll in elementary or secondary schools full-time.
7. An F-1 student may not work during ELP studies.
8. ECI ELP is required to report the following to immigration:
  - a. A student that is not in status or has not reported to the school
  - b. A student’s change of name
  - c. A student that has finished the program early
  - d. Disciplinary action against a student for crime
  - e. Any notice that immigration (SEVIS) requests from the school
  - f. The student’s start date for the next session as well as end date of the current session
  - g. A student’s current address
  - h. A student need for reduced class load

9. To maintain F-1 status, students are required to enroll minimum of 18 instructional hours . ECI Program is based on 25 instructional academic hours per week and the student are required to take and attend those hours.. Please visit [HTTPS://STUDYINTHESTATES.DHS.GOV/MAINTAINING-YOUR-STATUS](https://studyinthestates.dhs.gov/maintaining-your-status) TO GET INFORMATION ON Maintaining Your Status

### Student Conduct and Policy on termination

Students are expected to abide to ECI General policies of conduct regarding behavior in school, dress code and personal conduct. Students shall abide according to the Rules posted in the Agreement, the State and Federal Laws. Any violation of these regulations/laws may result in expulsion from the Program and/or termination.

Students shall attend the school regularly according to ECI rules and the F-1 visa status stipulations. Failure to follow this regulations may result to expulsion and/or termination. Please pay attention to the Course Policy described in the Syllabus.

Students shall perform academically at least 70% of the grade in order to progress and not be placed on academic probation. Repeated academic failure may result to expulsion and/or termination.

Initial Students who do not register for the Program within 15 days are “no show” and will be terminated.

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

## STUDENT RECORDS AND CONFIDENTIALITY POLICY

### Student File Privacy

Files are kept on each student and are kept in safe lockable cabinets and private according to the Federal Family Educational Rights and Privacy Act (FERPA) of 1974. Each file consists of: admission application, financial statement of support, copy of the passport and visa, I-94, signed Enrollment Agreement and Statement of Withholding information, signed form of attending Orientation, I-20, Residence information, Placement Test record, Program of Study Records, Student Work, Advising records, Payment towards tuition fee records, request records, attendance/academic warning if applicable, student complaints if applicable. FERPA 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

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

### Release of Student Record Information

- **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 26 academic weeks.
- Students who have enrolled in ECI as transfer students have completed 26 academic weeks will be eligible for vacation after 4 sessions of studies at ECI.

### 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  
This is a small, white form that you will fill out at the Port of Entry. It will be stamped and stapled to your passport at the Port of Entry. As of May 2013, port of entry authorities will not be issuing I-94 cards.

*(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-20 (in red ink) and passport 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. The stamp will have the date of entry and the abbreviation D/S.
- 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. 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

*Important Facts to Remember*

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

## ACCOMMODATIONS

### AMERICAN HOST FAMILIES:

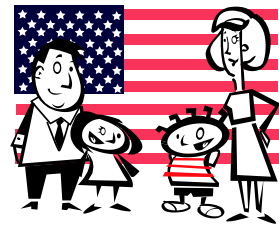
#### Home stay

Home stay fee per month are as follows:

- For Oklahoma City, OK area the monthly fee is \$700.
- For Dallas, TX area the monthly fee is \$800.

Host families provide the following:

- Private Room unless student agrees to share a room with another student
- 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. Minimal transportation fees may Apply and it paid directly to the person that provides transportation.
- Cultural experience



#### Who can be a Host Family

ECIELP English Language Program tries to accommodate students according to their preferences but does not guarantee a particular type of host family. On the Student Homestay Application, the student is asked what type of family that s/he does not prefer to live with. The list above is provided and students can check what type of host/host family they do not want to live with. An explanation of no guarantee of a particular type of host family is clearly stated.

ECI ELP Policy and Procedures Manual states the standards for the host family to help the coordinators guide their choice of the homestay.

#### HOST FAMILY TYPES:

The following is a definition of host families or hosts:

- a single man
- a single woman
- hosts who are under 30 years of age
- hosts who are over 70 years of age
- a single man with children who live at home
- a single woman with children who live at home
- hosts who have children
- hosts who have children under 6 years old living at home
- hosts who have children over 18 years old living at home
- hosts who have cousins, grandparents, etc. living with them

#### Apartments

Both campuses (in Oklahoma and Texas) 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.

#### University Housing

Since ECI's two campuses are located on the campuses of universities, students may reside in campus housing if available.

## 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

### Progress Reports and Transcripts

Progress Reports of each session are given to students either at the end of Session or at the first day of the next Session. The Progress Reports reflect the academic grade for that session and the attendance record. Students are responsible to keep safe the Progress Reports. If the student loses the progress reports, he/she can request in writing new progress reports. A fee of \$2.00 per report will be charged. Transcripts are given per request of students.



### Center Policies

- Smoking is allowed only outside the building at the designated areas
- No food or drinks in the computer room
- No usage of cell phones in classroom. The exception may be granted by the instructor for a special projects where some translation may be needed
- Usage of the printer and scanner must be permitted by the Program Coordinator
- Students must treat the faculty and staff with respect
- Students must treat the equipment of the school with respect
- Students have to dress in a respectful way

### Library

Students are always welcome to check out books from the ECI library. You need to check out the books and return on time at the scheduled returned date. Student can use university library during class (Research Paper Class ,etc.) and whenever they need the library as recourse to the work or project they are given to accomplish. You need to have University of Dallas ID to enter the Library. Check with the Office so that you will be given a note before you go to apply for university ID card. For student attending ECI at Randall University: you can use the library any time when you need it.

### Lunch

Lunchtime is from 12:00 to 12:20 pm. Students can have lunch at university cafeteria or can use the student area within the student launch or they can go to nearby fast food facilities and restaurants. Students have to make sure to return promptly to class at 12:20 p.m.

“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)

Vacation

**F-1 students are eligible for vacation once they have studied at E.C.I. for 26 academic weeks. During the summer break or winter break , as well as holidays, students may take vacation for the duration of the break but must return for the session following the break. The transferred students may be eligible for vacation after completing four (4) sessions at ECI and if their cumulative studies amount to 26 academic weeks at the time of the completion of 4 sessions. If a student plans to end or shorten ECI Program by returning to the home country or transferring to another school after their vacation, they may not apply for vacation. Instead they must return to their home country or start the transfer process.**

**Vacation requests must be submitted to the ELP Coordinator and PDSO using the E.C.I. Leave of Absence Form by the Monday of the 3rd week of the current session.**

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 apply for health insurance coverage within the first week of classes. Student will be provided with the medical card and information about the coverage. If the student does not to purchase health insurance than he/she signs that he / she understands the consequences of not being insured in case of illness or accident. **ECI STRONGLY EMPHASIS THAT THE STUDENTS SHOULD HAVE HEALTH INSURANCE COVERAGE.**

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 consumption of drugs 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

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

## **Cultural Activities -Field Trips -Student Organizations Evaluation of the Program and Instructors**

### 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)
- visit other fun places that are typical for the American culture.
- ECI organizes and invites speakers from universities from the community to make sure students are familiarized with the higher education of the United States and state laws and regulations.
- Visit places of historic significance

### Field Trips

- Camping
- Students of one campus spend a weekend as guests of the other campus (Oklahoma City Campus students visit Dallas Campus students and vice-versa)
- Visiting universities and colleges
- Amusement parks
- State Fairs
- Visit entertainment venues (bowling, ice-skating, roller-skating etc.
- Sport activities and sport games

### Student Council

ECI helps and encourages the students to organize their own student council. Student councils work closely with the administration, faculty and staff to make sure all the students' academic, personal, immigration, and cultural needs are fulfilled. This cooperation benefits the students and helps the Program grow.

### Evaluation

Students evaluate the teachers at the end of each session. This evaluation is very important so that the Program can see whether the instructional methods and skills of the instructors help the students with achieving the student learning outcomes. The evaluations are anonymous. The students have to be objective and sincere when completing the evaluation. The evaluations are read and analyzed by the Program/Academic coordinators and the President. Actions are taken accordingly.

Students also evaluate the Program at the end of each session. This is very important evaluation. ECI ELP is a student-oriented Program and the student's opinion about the Program is vital for Program improvement and growth. The evaluations are read and analyzed by the Program/Academic Coordinator, Student Services Coordinator, and the President. Actions are taken accordingly. The student also complete Survey every quarter.

Students also evaluate ECI ELP student admission process and the Student Orientation, as well as the Cultural Activities. The evaluations are read and analyzed by Admission Student/ Student Services Coordinator, Program/Academic Coordinator and President. Actions are taken accordingly.

**ECI ELP Policy is clear when it comes to provide opportunities for students' academic achievements and cultural experiences: STUDENT NEEDS MUST BE FULLFILLED!**

## ECI TUITION FEE AND FEES

TUITION FEE AND FEES	INTENSIVE PROGRAM
Application Fee paid with the submission of the Admission Application	\$250
Tuition fee	\$1,200
Books	\$50
<b>TOTAL</b>	<b>\$ 1,500.00</b>

For students who are transfers the tuition fee is \$1,200.00 for the first session they enroll and \$950 per session after the first session. One session = 4 weeks. The admission fee is \$250.00

If the student requests homestay:

- Provision of homestay : \$150
- Homestay fee per month ranges from \$700 – \$800.00
- Health Insurance \$80 per month (strongly recommended if the student does not have his/her own). The student has to purchase health insurance minimum for 3 months

If the student request dormitory ECI will make sure whether there is available space to offer to the students.

Additional expenses:

• Incidental expenses for transportation, snacks, entertainment, personal supplies, etc, are not included in the total cost.

- If a student has a dependent, plan on an extra \$600 in expenses per month.

*ECI offers complimentary airport pick up and drop off.*

Student will need to provide documentation showing a minimum of \$2,500.00 (USD) per four (4) week session that they will be studying without dependent and extra \$600 for each dependent. The fee includes tuition fee and living expense.

*If the a transfer student opts to pay in advance for 4 consecutive sessions (16 weeks) ECI offers a discounted package of \$3,550.00. The student still needs to pay the Admission fee of \$250.00.*

*\*Prices are subject to change without notice.*

“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)

## ECI ELP REFUND POLICY

### Cancellation:

### Cancellation:

Educational and Cultural Interactions, Inc. (ECI) requests **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: Admission fee, SEVIS fee, Homestay Finder's 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. If the student has paid the first month tuition fee, minus any non-refundable fee (Admission fee, Homestay Finder's fee))

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

If a student enters the United States on ECI's I-20 and then cancels their enrollment or is a "no show", no refund will be given for the first session's tuition fee and any of other paid non-refundable fees.

### Refund Policy:

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

Educational and Cultural Interactions, Inc. (ECI) requests 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).

1. **Termination due to Student Misconduct:** No refund will be given for the current session if a student violates any of ECI's rules and regulations, or state or federal laws. However the pre-paid future session tuition fee will be refunded in full.
2. If the student is expelled/suspended from the Program for irregular attendance or/and academic failure, no re-fund will be given to the student for the session, however refund will be applied to any future pre paid sessions.
3. If the student withdraws from an ECI session prior to two weeks of attendance, a prorated refund will be given for that session. In case if the student paid a discounted fee, the refund will be estimated on the basis of tuition fee payment of \$1,200.00 for the session. if there are any prepaid remaining sessions, those will be fully refunded.
4. If the student withdraws from the ECI Program on or 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.
5. **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 the student returns and resumes the studies, ECI will prorate the tuition fee of the next session for the days he/she missed in the previous one. The student must show proof of the emergency matter.
6. **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.

Charges such as admission fees, homestay finder's fee, for books, supplies are not subject to refund.

All refunds are done in US Dollars. Please allow twenty five (25) days the refund to be process.

### Processing Refund

## 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 Confidentiality 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

## Request for Extension of Program

If you are not able to finish your English Language program by the end date noted on your I-20 (F-1), you can request an extension of your program. The length of time allowed for an extension is based on the recommendation of the school coordinator.

### Deadline for Extensions

An international student who has been maintaining status may apply for a program extension. Immigration regulations specifically allow for extensions when delays were caused by valid academic or medical reasons. An extension of your I-20 must be completed before the end date of the document. If your I-20 expires while you are still a student, you will be considered in violation of your status.

### Application Instructions

1. Complete the Extension of Program form.
2. Have the School Coordinator sign the Extension of Program form.
3. Turn in the Extension of Program form to your DSO. If your request for an extension is approved, a new I-20 will be ready for you in three business days. If important information is missing, or if there is any problem with your request, we will contact you.

<i>Last Name</i>	<i>First Name</i>	<i>ECIID</i>
<i>Email</i>	<i>Phone</i>	<i>Today's Date</i>

I am requesting additional time to complete the requirements of my English Language program due to:

- Compelling Academic Reasons
- Medical Reasons (documentation required)

The delay was caused by:

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### TO BE COMPLETED BY ACADEMIC ADVISOR

Number of sessions remaining in program of study: \_\_\_\_\_

Student is expected to complete program of study by (month/day/year): \_\_\_\_\_

Has the student been making normal progress towards the completion of her/his degree program? \_\_\_YES \_\_\_NO

Do you recommend that this student be given additional time to continue her/his study? \_\_\_YES \_\_\_NO

<i>Coordinator's Name</i>	<i>Coordinator's Signature</i>	<i>Today's Date</i>
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# STUDENT ABSENCE REQUEST FORM

## ECI ENGLISH LANGUAGE PROGRAM

.....  
.....  
**Student Name:** \_\_\_\_\_

**Reason for Absence:**

Sickness

Vacation

Death of family member/friend

Birth

Other (please indicate) \_\_\_\_\_

**Date(s) of Absence:** \_\_\_\_\_

**Signature of Student:** \_\_\_\_\_

*FOR OFFICE USE ONLY:*

\_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Program Director-Signature of Approval

# STUDENT ABSENCE REQUEST FORM

## ECI ENGLISH LANGUAGE PROGRAM

**Student Name:** \_\_\_\_\_

**Reason for Absence:**

Sickness

Vacation

Death of family member/friend

Birth

Other (please indicate) \_\_\_\_\_

**Date(s) of Absence:** \_\_\_\_\_

**Signature of Student:** \_\_\_\_\_

*FOR OFFICE USE ONLY:*

\_\_\_\_\_ Date \_\_\_\_\_

\_\_\_\_\_  
Program Coordinator Signature

# Fire Policy

## Fire Policy

ECI AT University of Dallas and ECI at Randall University will follow the procedures of the universities, respectively. The actions taken by staff and students in emergency FIRE situations will be prominently posted throughout ECI.

### **GENERAL PROCEDURE:**

#### **DISCOVERY OF FIRE:**

1. Remain Calm!
2. Leave fire area immediately while shouting to alert people in your area
3. Close all doors behind you to confine the fire
4. Do not use elevators (if applicable)
5. Leave via closest exit and activate the nearest fire alarm pull station
6. Call the Fire Department by dialing 911 from a safe location
7. Meet at the designated meeting location (Map Below)
8. Do not return to the building until declared safe to do so by the Fire Department.

#### **UPON HEARING THE FIRE ALARM:**

1. Remain Calm
2. Before opening doors feel doors for heat
3. If door is hot stay in room, seal cracks around door and any vents, call 911 and proceed to a window to be seen
4. If door is not hot, open slowly, and if safe to do so leave building via nearest exit
5. If smoke is encountered upon exiting, stay low, use alternate exit, and if escape is not possible seek refuge in smoke free room, close the door, call 911 if possible and proceed to window to be seen.
6. Call the Fire Department by dialing 911 from a safe location.
7. Proceed to designated meeting area (map below).
8. Do not return to the building until declared safe to do so by the Fire Department.

#### **Faculty Responsibilities**

1. Help students evacuate in an orderly fashion through the appropriate exit.
2. Do not forget your keys.
3. Keep your grade/attendance book( s) with you during the process.
4. Once at the designated location count students. Take attendance. You are responsible for students assigned to you. If any students are missing please notify the Program Coordinator.

#### **Evacuation Map**

Evacuation Maps must be placed in locations throughout each campus.

#### **Accountability Procedures**

After leaving the building per the designated exits everyone should go to the front of the building at the meeting location. Here the classes should group together to complete a roll check to confirm that everyone has left the building safely. The Program Coordinator will report to the president the results of the student attendance check.

The Education Coordinator will confirm that all administrative personnel safely evacuated the building and report results to the President.

#### **CAUTIONS**

- Do NOT use elevators during fire emergencies
- Use portable fire extinguishers only if safe to do so and only if trained in their use.
- If smoke is heavy in the corridor, it may be safer to stay in your area. Close door and attempt to seal the base of the door with a wide roll of tape or alternate method.
- If you encounter smoke in the stairwell, use alternative exit.
- Meet outside at a pre-determined location.

# Tornado Policy

## Tornado Policy

ECI at University of Dallas and ECI at Randall University will follow universities procedures, respectively. Most tornadoes appear as funnel-shaped clouds, gray to black in color and extending from the base of a large thunderhead. Most major tornadoes approach from the southwest and move in a north-easterly direction and can travel at speeds of up to 45 miles per hour. They generate violently rotating columns of air with internal wind speeds of up to 300 miles per hour

Because they can develop so quickly, with little or no warning, the tornado's unpredictability is perhaps its most dangerous characteristic. Thus people must be able to respond at a moment's notice. Many get confused trying to determine between a tornado watch and a tornado warning. A **watch** means there is potential for tornadoes because conditions in the area are favorable for tornadoes. A tornado **warning** is issued only after a tornado has been spotted on radar or has actually touched down.

**Permanent buildings, houses, apartments, office buildings, etc. .**

When a tornado strikes, people need to find shelter below or near ground level. They should also be sure to go to the central **interior section** of the building, underneath furniture if possible. People should also stay away from windows, doors, and electrical outlets.

It is very important for individuals to protect their heads and faces regardless of where they take cover. Battery operated radios and/or televisions should be kept handy to remain aware of conditions outside. Given their vulnerability to tornadoes and high winds, mobile homes, units, should be evacuated as soon as possible during severe weather.

## Lightning

When the storm involves lightning, individuals should stay away from electrical outlets. Also appliances such as televisions and stereos should be unplugged to decrease the chance of fire.

Individuals taking cover outdoors should stay away from highly conductive objects such as single trees and utility poles.

The following storm warning are used by the Weather Bureau to define the order of severity of a storm  
**Severe thunderstorm watch-** weather conditions are such that severe thunderstorms may develop.

**Severe thunderstorm warning-** a severe thunderstorm has developed.

**Tornado watch -** weather conditions are such that a tornado may develop.

**Tornado warning-** a tornado has formed and been sighted.

**Actions to be taken for each level of watch/warning:**

**Severe thunderstorm watch-** review plan of operation. Administration should turn on TV's to local weather station to monitor for updates and threats.

**Severe thunderstorm warning-** notify all teachers and students of warning and review with them plans in case of a tornado warning is issued.

**Tornado watch-** review tornado procedures and notify all teachers of impending weather conditions.

**Tornado warning-** lower the blinds and drapes and relocate students to the areas offering the greatest tornado resistance.

When the school is notified of a tornado watch, teachers should move students to the designated areas listed below. The Cities of Oklahoma City and Dallas will sound a long siren when the tornado warning is in effect. Students and staff should assume a position that protects the face and eyes. Faculty members are accountable for the safety of each student assigned to them for the period in which the tornado evacuation or drill occurs.

## EVACUA- TION AND DRILL PLAN

The tornado evacuation plan is to be posted in each room.

Close all windows and doors.

Get out of your room in an orderly and quiet fashion.

Assume a position that will protect your eyes and face.

## Map

Evacuation Maps must be placed in locations throughout each campus

## Faculty re- minders...

Do not forget your keys.

Keep your grade/attendance book(s) with you during the process.

Count students. Take attendance. You are responsible for students assigned to you.

Pertinent to: All institutions

## **NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE**

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt to find a fair and reasonable solution through the institution's internal complaint procedure, which is required of ACCET accredited institutions and frequently requires the submission of a written complaint. Refer to the institution's written complaint procedure which is published in the institution's catalog or otherwise available from the institution, upon request. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency. In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
  - a) Name and location of the ACCET institution;
  - b) A detailed description of the alleged problem(s);
  - c) The approximate date(s) that the problem(s) occurred;
  - d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
  - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
  - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
  - g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

### **4. SEND TO: ACCET**

CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street, NW

Washington, DC 20036

Telephone: (202) 955-1113

Fax: (202) 955-1118 or (202) 955-5306

Email: [complaints@accet.org](mailto:complaints@accet.org)

Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.

## CEA Policies and Procedures Section 15: Complaints

15.1. Complaints against accredited programs and institutions

15.2. Investigation of complaints

### 15.1. Complaints against accredited programs and institutions

Accredited programs and institutions are expected to continue to meet the CEA Standards during the term of accreditation. A student, faculty or staff member, or any individual outside the program or institution who may have knowledge of an accredited program or institution's alleged failure to maintain the CEA Standards may file a complaint with CEA. In reviewing a complaint, CEA's policies intend to provide judicious review of the complainant's concern regarding compliance with the CEA Standards while ensuring due process for the site.

**15.1.1. Notice requirements** Each accredited program or institution is required to post the CEA Standards in a public place accessible to all students, faculty, staff, and the public. In addition, CEA requires the site to post the procedures for filing a complaint, which are provided by CEA. The document includes information on why a complaint may be filed, who may file, how to file, and how complaints are adjudicated.

**15.1.2. Failure to report substantive change** If an accredited program or institution is delinquent in reporting a substantive change, a complaint may be filed. Such complaints may be filed by anyone who believes the site has failed to report such a substantive change regardless of whether this change has resulted in non-compliance with the CEA Standards. Such complaints should explain how, in process or content, the program or institution has substantively changed since it was accredited, as well as the nature of any alleged failure to maintain the CEA Standards as a result of this change. Any available documents showing the changes should be included.

### 15.2. Investigation of complaints

**15.2.1. Informal or undocumented complaints** Upon receipt of an anonymous or undocumented complaint, the executive director will promptly provide a copy of the CEA complaints policy to the sender, if contact information is available. Depending on the nature of the complaint, the executive director may inform the site of the complaint and undertake investigation of the complaint through a written information request to the site against which the complaint is lodged. If the basis of the complaint warrants, the executive director will inform the Executive Committee, which will decide whether to advance the complaint to the Standards Compliance Committee for further action. The Standards Compliance Committee may act within the policies assigned in these Policies and Procedures. The executive director can initiate a special site visit based on information received by any means.

**15.2.2. Formal complaints** A formal complaint must be written, must refer to a specific standard(s), and must document the nature of the noncompliance. a. If submitted by mail, the complainant's signature, address, and phone number must be submitted on a separate piece of paper. b. If submitted by secure electronic means, the complainant's name, address, and contact information must be available with the submission. c. A copy of the complaint, without the name and contact information of the complainant, will be shared with the site to start the process of adjudicating the complaint. d. Within five working days of receiving a formal complaint, the executive director reviews the complaint in order to establish that it i. relates to compliance with CEA Standards or adherence to the CEA Policies and Procedures ii. is appropriately addressed to CEA rather than another agency iii. is not capricious or frivolous iv. is not based on grievance rather than the CEA Standards v. is appropriately documented e. The executive director will inform the complainant in writing of whether the complaint will go forward. If the complaint does not go forward, the executive director will provide a written explanation to the complainant of the reasons. f. If the complaint goes forward as a formal complaint, the following steps take place. i. The executive director will send the original copy of the complaint to the contact person for the program or institution and invite a written response. ii. Within 30 working days after the program or institutions receives the complaint, the reply, along with any accompanying documentation, must be received at the CEA central office. iii. Within three working days of receipt of the response, a true copy of the complaint and the response will be forwarded to the Standards Compliance Committee (SCC) iv. Within 15 working days of receipt of the materials, the SCC which will review the material and make a recommendation to the Executive Committee within 15 working days. v. Within 15 working days of receipt of the recommendation from the SCC, the Executive Committee must respond to the recommendation.

### **15.2.3. Possible Actions**

The Standards Compliance Committee may recommend and the Executive Committee may take the following actions: a. Recommend dismissal of the complaint The Standards Compliance Committee will recommend dismissal of the complaint if it is satisfied that the program or institution remains in compliance with the CEA Standards. i. If the Standards Compliance Committee determines that the program or institution remains in compliance with the CEA Standards but with minor standards-related deficiencies, it will recommend dismissal of the complaint with reporting requirements and/or recommendations. ii. If the Executive Committee approves the recommendation for dismissal, with or without reporting requirements and/or recommendations, it will notify the program or institution and the complainant of the decision; the action is over. iii. If the Executive Committee does not approve the Standards Compliance Committee's recommendation, it may order additional investigation or other appropriate action.

#### **b. Recommend investigation of the complaint**

If the Standards Compliance Committee determines that more information is required to determine whether the program or institution is in compliance with the CEA Standards, it will make a recommendation to the Executive Committee for an additional investigation. i. The SCC will specify what questions the investigation is designed to answer and indicate specifically the additional investigation recommended (e.g., conducting a site visit, requiring additional documentation, meeting with personnel, or meeting with the complainant). ii. The Executive Committee, acting on behalf of the Commission, will decide whether to approve the investigation recommended by the SCC, order a different form of investigation, or dismiss the action. iii. If the Executive Committee orders an investigation, it will allocate resources appropriate for the investigation. iv. The investigation will be completed within 30 working days. v. Within 10 working days of the conclusion of the investigation, a written report of the results of the investigation will be prepared by the Standards Compliance Committee and sent to the program or institution. vi. The site will be given an opportunity to respond to the written report of the investigation and must respond within 15 working days of receipt of the report. vii. Based on its review of the report of the investigation and the response from the program or institution, the Standards Compliance Committee will recommend either dismissal or resolution with reporting requirements, either of which must be approved by the Executive Committee, or review by the full Commission for specific action.

#### **c. Recommend specific action to the Commission**

If the Standards Compliance Committee recommends a specific action, the Executive Committee will review and approve the recommendation for review by the full Commission. i. The review by the full Commission will be scheduled for the next regular meeting of the Commission. ii. The full Commission will conduct a de novo review to consider the entire complaint record, including the original complaint, the response of the site, and any materials developed as a result of investigation, including the responses of the site. iii. The full Commission will then vote on a specific action to be taken. Actions may include dismissal of the complaint with or without reporting requirements, or placing the site on warning with a time frame for taking specific corrective actions. iv. If a warning is issued and the conditions are not met within the stated time frame, the site may be subject to probation, show cause, and withdrawal of accreditation. v. In the case of withdrawal of accreditation, a program or institution has the right to appeal, as described in Section 13: Appeals.

### **15.2.4. Time Frame**

Complaints may be filed at any time. CEA will investigate complaints according to the procedures outlined. The resolution of a complaint may take up to seven months, depending on whether a site visit is required and when the complaint is filed in relation to the Commission meeting. Notice of the Commission's decision with regard to a complaint shall be made to the program or institution in writing and in accordance with the rules regarding accreditation decisions.

[http://cea-accredit.org/images/2017\\_doc\\_and\\_handbooks/P\\_P\\_Sections\\_2017/Section-15\\_Complaints.pdf](http://cea-accredit.org/images/2017_doc_and_handbooks/P_P_Sections_2017/Section-15_Complaints.pdf)