Intensive Program
Student Handbook
Welcome to the University of Pennsylvania

We are very happy that you are studying at the English Language Programs! The ELP is part of the School of Arts and Sciences (SAS), one of the twelve schools of the University of Pennsylvania. This handbook can answer many of your questions about the ELP, the University, and Philadelphia.

Intensive Program Mission Statement

The mission of the Intensive Program is to provide high quality instruction and support to adult learners who want to increase their English language proficiencies to achieve academic, professional, and personal goals and to improve their understanding of the cultures of the United States.
Words to Know

Here is a list of words to know that will help in reading and understanding this handbook.

- **Attendance** – the number of classes a student goes to. It is important to go to class and to be on time in order to have good attendance. In each class, the teacher will keep a record of attendance.

- **Conduct** – a student’s behavior. The university has rules all students must follow while they are studying at Penn. These rules tell students what they should do and what they should not do in both their schoolwork and in the classroom.

- **Policy** – a rule or regulation. The ELP has policies for attendance, academics and conduct.

- **Probation** – a final warning about a student’s attendance or academic standing. When a student is on probation, it means that they have not followed the rules of the ELP attendance or academic policies. In order to continue studying at the ELP, students on probation must improve their attendance or academic standing.

- **Schedule** – a document that tells the days, times, rooms, and teachers for all of the courses that a student is taking during a session. Students receive a new schedule every session.

- **Termination** – when a student is forced to leave the program. When a student is terminated from the program, this means that s/he must leave the ELP immediately. If the student is on a student visa, this means that s/he must also leave the U. S. immediately.

- **Transcript** - official document listing the classes completed at the ELP and the grade received for each course. This document may be used for university admission, scholarship fulfillment, or for personal record.

- **Violation** - not following a rule or policy.
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# Who to See for Help

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<thead>
<tr>
<th>See...</th>
<th>For...</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELP Main Office</strong></td>
<td>• questions about bills • health insurance questions • enrollment letters • transcripts • address changes • visa and immigration information • general information about the ELP • SEVIS transfers • withdrawal requests • transfer requests</td>
</tr>
<tr>
<td>110 Fisher Bennett Hall</td>
<td></td>
</tr>
<tr>
<td>Monday, Wednesday, Friday 9:00 a.m. – 5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td>Tuesday, Thursday 9:00 a.m. – 3:00 p.m.</td>
<td></td>
</tr>
<tr>
<td><strong>ELP Student Center</strong></td>
<td>• student mail folders • coffee and tea • e-mail/computer access • lost-and-found • information about the University of Pennsylvania • information about Philadelphia and nearby cities • newspapers, magazines, dictionaries, books, games, textbooks, daily activities</td>
</tr>
<tr>
<td>10 Fisher Bennett Hall</td>
<td></td>
</tr>
<tr>
<td>Monday – Friday 9:00 a.m. – 5:00 p.m.</td>
<td></td>
</tr>
<tr>
<td><strong>Student Services Coordinator</strong></td>
<td>• personal advising • questions or issues related to housing • assistance with the Conversation Partner Program • questions about trips in the community (at the ELP, Penn, or elsewhere) • information about the University of Pennsylvania or Philadelphia</td>
</tr>
<tr>
<td>Betsy Dougherty 4 Fisher Bennett Hall</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:bdou@sas.upenn.edu">bdou@sas.upenn.edu</a></td>
<td></td>
</tr>
<tr>
<td>Monday – Friday appointment or walk-in</td>
<td></td>
</tr>
<tr>
<td><strong>IP Advising Specialist</strong></td>
<td>• personal advising about ELP courses • questions about studying at the ELP • class schedule • questions about ELP policies (attendance, academics, conduct)</td>
</tr>
<tr>
<td>Ian Nichols 4 Fisher Bennett Hall</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:inichols@sas.upenn.edu">inichols@sas.upenn.edu</a></td>
<td></td>
</tr>
<tr>
<td>Monday – Friday appointment or walk-in</td>
<td></td>
</tr>
<tr>
<td>See...</td>
<td>For...</td>
</tr>
<tr>
<td>--------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>US University Admissions/Academic Advising</strong>&lt;br&gt;Leah Greenspoon&lt;br&gt;Academic Advising Spec.&lt;br&gt;103C Fisher Bennett Hall&lt;br&gt;<a href="mailto:leahgr@sas.upenn.edu">leahgr@sas.upenn.edu</a>&lt;br&gt;&lt;br&gt;Erick Hyde&lt;br&gt;UniConn Counseling Spec.&lt;br&gt;143 Fisher Bennett Hall&lt;br&gt;<a href="mailto:herick@sas.upenn.edu">herick@sas.upenn.edu</a>&lt;br&gt;&lt;br&gt;Monday – Friday&lt;br&gt;Please book appointments via the UniConn Virtual Advising Center on Canvas</td>
<td>• personal advising about university applications&lt;br&gt;• university preparedness&lt;br&gt;• University Connection classes</td>
</tr>
<tr>
<td><strong>Programs Manager (Business, Professional, and Special Programs)</strong>&lt;br&gt;Katie Ryan&lt;br&gt;31 Fisher Bennett Hall&lt;br&gt;<a href="mailto:kdryan@sas.upenn.edu">kdryan@sas.upenn.edu</a>&lt;br&gt;&lt;br&gt;Monday – Friday&lt;br&gt;appointment only</td>
<td>• personal advising about ELP English courses in special programs&lt;br&gt;• questions about study options &amp; eligibility</td>
</tr>
</tbody>
</table>
### Other Contacts

<table>
<thead>
<tr>
<th>Role</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive Director</strong></td>
<td>By appointment only • James Riedel, Executive Director</td>
</tr>
<tr>
<td><strong>Director of Programs</strong></td>
<td>By appointment only • Jack Sullivan, Director of Programs</td>
</tr>
<tr>
<td><strong>Program Managers</strong></td>
<td>By appointment only • Lisa Taglang, University Connection Programs Manager</td>
</tr>
<tr>
<td></td>
<td>• Alyssa Swanson, Intensive Program Manager</td>
</tr>
<tr>
<td><strong>Main Office Contacts</strong></td>
<td>• Leslie Saenger, Enrollment Coordinator</td>
</tr>
<tr>
<td><strong>110 Fisher-Bennett Hall</strong></td>
<td>• Rachael Hutchinson, Administrative Assistant</td>
</tr>
<tr>
<td></td>
<td>• Sarah Wong, Administrative Assistant</td>
</tr>
</tbody>
</table>

*Email addresses for all staff are available on the ELP Website - [http://www.elp.upenn.edu/faculty](http://www.elp.upenn.edu/faculty)*
# Program Information

## Level Information

The Intensive Program (IP) has eight levels (from 100 to 800). Each level corresponds to a different level of proficiency. The levels, brief descriptions, and their relation to the Common European Framework of Reference (CEFR) are:

<table>
<thead>
<tr>
<th>IP Level</th>
<th>Proficiency Description</th>
<th>CEFR</th>
</tr>
</thead>
<tbody>
<tr>
<td>100</td>
<td>A student at this level uses a few words and whole phrases such as greetings, and recognizes a basic set of 'international' words, public signs, etc. Very little English.</td>
<td>A1-</td>
</tr>
<tr>
<td>200</td>
<td>A student at this level uses a narrow range of English, adequate for basic communication, simple situations, and basic courtesy. Basic communication is possible with assistance.</td>
<td>A1+</td>
</tr>
<tr>
<td>300</td>
<td>A student at this level uses a limited range of English adequate for short communication and practical needs. Problems cause frequent breakdown of communication, but message usually recovered with repetition and/or assistance.</td>
<td>A2-</td>
</tr>
<tr>
<td>400</td>
<td>A student at this level uses a basic range of English sufficient for familiar and non-pressuring situations. Frequent problems restrict prolonged communication, but message communicated with repetition and/or assistance.</td>
<td>A2+</td>
</tr>
<tr>
<td>500</td>
<td>A student at this level uses English adequately in familiar situations. Rather frequent problems but usually succeeds in communicating general message.</td>
<td>B1-</td>
</tr>
<tr>
<td>600</td>
<td>A student at this level uses English independently and effectively in familiar and moderately difficult situations</td>
<td>B1+</td>
</tr>
<tr>
<td>700</td>
<td>A student at this level uses English competently in a variety of personal and professional situations but with noticeable problems. Communication is usually effective. When difficulties arise communication is recovered with ease.</td>
<td>B2-</td>
</tr>
<tr>
<td>800</td>
<td>A student at this level uses English effectively in most situations with few problems. Communication is effective and consistent, with few hesitations and uncertainties.</td>
<td>B2+</td>
</tr>
</tbody>
</table>
Course Structure by Level

Full-time students at every level have twenty hours of in-class study and about twenty hours of homework each week. Please note that one “academic” hour equals fifty-minutes. A fifty-minute “hour” is standard in schools in the United States. Students with F-1 visas must study full time (at least 20 hours/week). All classes are between 8:00 a.m. and 5:55 p.m. and are part of the full-time program for F-1 students.

Students must be prepared to study daily at any time between 8:00 a.m. and 5:55 p.m. The only exception is that there are no electives on Fridays (also, there are no electives on Wednesday and no classes on Friday during week 7).

- Students at the 100 level take two courses: one 10-hour course that includes all language skills and one 10-hour course that focuses on grammar and vocabulary.

\[
\begin{array}{|c|c|}
\hline
\text{All Skills Course} & \text{Grammar & Vocabulary Course} \\
10 \text{ hours/week} & 10 \text{ hours/week} \\
\hline
\end{array}
\]

- Students at levels 200-500 take two courses: 10 hours of listening and speaking and 10 hours of reading and writing. Both courses include grammar and vocabulary study.

\[
\begin{array}{|c|c|}
\hline
\text{Listening & Speaking Course} & \text{Reading & Writing Course} \\
10 \text{ hours/week} & 10 \text{ hours/week} \\
\hline
\end{array}
\]
• Students at levels 600-700 take three courses: one 10-hour course that includes all language skills and two electives.

Core Course
10 hours/week

Elective Course
5 hours/week

Elective Course
5 hours/week

• Students at the 800 level take four electives.

Elective Course
5 hours/week

Elective Course
5 hours/week

Elective Course
5 hours/week

Elective Course
5 hours/week

Intensive Program Sample Week Schedule
20 academic hours per week*

<table>
<thead>
<tr>
<th>Elementary to Low-Intermediate Level (100-500)</th>
<th>Intermediate Level (600-700)</th>
<th>Advanced Level (800)</th>
</tr>
</thead>
<tbody>
<tr>
<td>MON–THURS</td>
<td>FRI</td>
<td>MON–THURS</td>
</tr>
<tr>
<td>8 am</td>
<td>Listening and Speaking Core**</td>
<td>Listening and Speaking Core**</td>
</tr>
<tr>
<td>9 am</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 am</td>
<td>Reading and Writing Core**</td>
<td>Lunch</td>
</tr>
<tr>
<td>11 am</td>
<td>Lunch</td>
<td>Lunch</td>
</tr>
<tr>
<td>12 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 pm</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*1 academic hour = 50 minutes. **Each of the levels, 100-700, has its own required core course with a specific curriculum designed for that level.
Advancing Levels

It is important that students complete class work successfully and show progress in all classes. In levels 100, 200, 400, and 600 students advance to the next level based on their grades. Students must receive a C- (70%) or higher in all of their courses to move to the next level.

Students in levels 300, 500, and 700 must pass all of their classes (that is, receive an average grade of C- or higher in each class) and complete the ELP’s Promotion and Proficiency Test (PPT) at their level to advance. The average grade across course work and the PPT must be a C- (70%) or above.

Students in the 800 level have completed the recommended Academic Core classes if they have taken one class in each of the following categories and received a B- (80%) or higher:

**VOCABULARY:**
Academic Vocabulary (A or B)

**WRITING:**
Advanced Writing for Academic Purposes
Research Paper Writing A

**SPEAKING:**
Speaking Clearly About the Issues (A or B)
Advanced Speaking and Listening for Academic Purposes

**GRAMMAR:**
Advanced Grammar (A or B)

**READING:**
Advanced Reading and Discussion
Advanced Reading for Academic Purposes
Reading Academic Texts
Level Placement Appeals

All students must go to their scheduled classes on the first day of classes. If students feel that their level is too easy or too hard, they should speak with their teacher at the end of class. Students must request to change their level during the first two days of the session. After a student makes a level change request, teachers will submit a form discussing the student’s language skills to the Associate Director of Curriculum and Instruction and the Intensive Program Manager, who will evaluate the student’s level. A response will be sent via email regarding the student’s level. All level decisions are final.
Class Schedule

Class schedules are created after new students are tested and all students have filled out class choice forms. For new students, placement test results are used to assign a level from 100 to 800. For continuing students, course grades are used to assign levels. The number of students who request to take certain electives determines if an elective will run. Sometimes an elective is not offered because only a few students chose the elective.

No specific course is guaranteed for any student.

Schedule changes

On the second day of classes students will have the option to request a schedule change through the online Class Change Form. The form is available from 9:00 a.m. – 7:00 p.m. on the Student Center Canvas site. Students will receive a new schedule in their mail folder in the Student Center on the third day of classes if their schedule was able to be changed. If their schedule was not able to be changed, students will receive a notice. Students should still attend the classes on their original schedule until they receive a new schedule or notice. All class changes are final.

All students with F1 and J1 visas must be available to take classes from 8:00 a.m. – 5:55 p.m. according to visa requirements. We do review requests for time changes; however, not all requested changes can be made.
Canvas Website

All Intensive Program classes have a course website through Canvas. Canvas is used by instructors and students to share course materials, complete activities, and submit assignments. Students can also communicate with other students and their instructors through Canvas. You need a PennKey and a Penn e-mail address to access Canvas. There is also a Canvas site for the ELP Student Center and for UniConn Advising services.
**Grading Scale**

All Intensive Program courses use the same grading scale as the University. The grades show how successful students were in completing a course (from “Excellent” to “Fail”). For each of the core courses, the grade also shows if the teacher is recommending that the student pass to the next level. Again, to pass from one level to another, students must receive a grade of C- (70%) or above. The Intensive Program’s grading system is:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Results</th>
<th>% of Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>A +/−</td>
<td>Excellent</td>
<td>A+ 97 – 100 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A 93 – 96 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>A- 90 – 92 %</td>
</tr>
<tr>
<td>B +/−</td>
<td>Good</td>
<td>B+ 87 – 89 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B 83 – 86 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>B- 80 – 82 %</td>
</tr>
<tr>
<td>C +/−</td>
<td>Satisfactory (pass)</td>
<td>C+ 77 – 79 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C 73 – 76 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>C- 70 – 72 %</td>
</tr>
<tr>
<td>D +/−</td>
<td>Poor (no pass)</td>
<td>D+ 67 – 69 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D 63 – 66 %</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D- 60 – 62 %</td>
</tr>
<tr>
<td>F</td>
<td>Fail (no pass)</td>
<td>59 or below</td>
</tr>
<tr>
<td>W</td>
<td>Withdraw: (With the permission of both the instructor and an Academic Advisor, the student withdrew from the course due to extenuating circumstances)</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Pass (only for courses designated pass or fail)</td>
<td></td>
</tr>
</tbody>
</table>
Policies

Attendance Policy

- Students are expected to attend all seven weeks.
- Students may have a maximum of 4 absences in a class that meets 4 times/week (Monday – Thursday). Students may have a maximum of 5 absences in a class that meets 5 times/week (Monday – Friday).
- Students will not receive a Certificate of Attendance in any course if they go over the allowed number of absences noted above.
- Missing a portion of class (being late or leaving early) 3 times equals one absence. If students miss more than 30% of a class, they will be marked absent.
- There is no such thing as an “Excused Absence.” Students will be marked absent even if they feel it was with a good reason including: visiting a medical doctor, caring for a child who is sick, or visiting a sponsor. Students will need to use their allowed absences (explained above) for these occasions.
- Students who choose to miss class for a religious holiday will be marked absent. However, all assignments and coursework can be rescheduled for a make-up or accepted late if the student tells their instructor before the holiday.

If students have special circumstances that require them to be absent for several days (illness, accident, personal problem), they must talk to the Advising Specialist as soon as possible.

Attendance Probation

- Students who have 6 absences in a class that meets 4 times/week or 8 absences in a class that meets 5 times/week will be placed on attendance probation. If students miss class while on probation they are in violation of US immigration regulations. They will be terminated from the program, receive an F in all of their courses, and their status in SEVIS will be marked as terminated.
- According to the ELP attendance policy, in order to maintain status, students may be on attendance probation for only one session. After completing one session on probation, students may not go on probation again for as long as they study at the ELP. If students reach probationary status in any future session, their enrollment will be terminated.
**Academic Performance & Progress Policy**

The ELP understands that progressing to a new level each session may be difficult for some students for many reasons, and it may be necessary for students to stay at the same level for another session. Extra time in a level may help students improve their English skills. However, if they do not make progress, students can be placed on academic probation:

- For levels 100-700: if students fail a level twice, the third time they take that level they will be placed on academic probation.
- For level 800: students will be placed on academic probation if:
  - they have a failing average (less than 70%) across all 4 electives at the end of one session, or
  - they fail any one of their 4 electives in one session and also fail another elective in the following session.

All students on academic probation must meet with the Advising Specialist twice throughout the session. Students’ enrollment at the ELP will be terminated if they fail a class while on academic probation (for levels 100-700 if they fail a core class, for level 800 if they fail any elective class).

**Termination from the Program**

Students’ violation of the terms of probation will lead to termination from the ELP. If the student is on a student visa, this means that they must also leave the U.S. immediately. When students are terminated from the ELP, they are no longer eligible to apply to any ELP programs in the future. Their PennCard that was being supported by the ELP will be deactivated, and they will no longer have access to university services or facilities. If they are enrolled in ELP's health insurance policy with HTH Worldwide, their coverage will be cancelled.

**Student Conduct Policy**

The purpose of the ELP Conduct Policy is to promote a healthy, supportive, and welcoming community for all ELP students. The ELP follows the University policy regarding student conduct and is summarized below.

Throughout their studies at the ELP, students are expected to be honest and must not engage in cheating or plagiarism. If a student violates this policy by engaging in academic dishonesty, the student may have to redo the assignment, receive a failing grade, or face termination from the program.

The ELP strives to create a supportive learning environment in which students are expected to treat fellow students, teachers, and administrative staff with respect at all times. Any behavior that violates this policy (including verbal and physical harassment or any disruptive behavior in class) may result in disciplinary action or termination from the program.
The full University of Pennsylvania policy can be found here: 
https://provost.upenn.edu/policies/pennbook/2013/02/15/code-of-student-conduct

Examples of Academic Integrity/Conduct Violations

a) **Academic Dishonesty**
   Any type of cheating that occurs in relation to a formal classroom exercise or activity. It can include, but is not limited to the following examples;

   i) **Cheating**: purposely using materials not approved by a teacher (Google translate), study aids, or information to complete an assignment.

   ii) **Participation in academically dishonest activities**: action taken to receive or give another student an unfair advantage on an academic assignment. This could include stealing an exam, purchasing a written paper and submitting it as one’s own work, sharing an assignment with another student, etc.

   iii) **Plagiarism**: purposely using the words or ideas of another person without providing proper citation in a formal written or spoken assignment.

   iv) **Unauthorized collaboration**: working with another student on an assignment that should be completed individually and using the other student’s work without citation.

b) **Alcohol and Drugs**
   As defined by the University of Pennsylvania. For more information, see http://www.vpul.upenn.edu/alcohol/policy2.php.

c) **Disorderly Conduct**
   Inappropriate or disruptive behavior. Examples include, but are not limited to, being loud or disorderly in an ELP class, speaking inappropriately to ELP staff, smoking in non-smoking areas, etc.

d) **Endangering Behavior**
   An action that is a threat to others, including verbal or physical threats. This can also include the use of power that is used to cause fear in another person.

e) **Failure to Comply**
   Failure to complete any sanctions received for violation of the conduct policy.
f) **Forgery**  
The changing or misuse of documents or records.

g) **Physical Abuse**  
Actions that cause physical harm or injury to others.

h) **Verbal Abuse**  
a) Verbal, written, graphic, or electronic abuse.  
b) Harassing or causing fear in an individual or group, either directly and/or indirectly on the basis of race, color, religion, origin, age, gender, sexual orientation, disability, etc.
Other Policies

Smoking Policy
At the University and in most buildings in the city, smoking is only allowed outside, 20 feet (6 meters) away from any entrance. There is a fine of up to $300 if the rule is broken. Some buildings have specific places for smoking outside. Ashtrays are available for use in areas outside a building where smoking is acceptable.

Alcohol and Drug Policy
The University of Pennsylvania prohibits the unlawful manufacture, distribution, dispensation, sale, possession or use of any drug by any of its students, employees in its workplace, on its premises or as part of any of its activities. The University of Pennsylvania prohibits the possession and/or consumption of alcoholic beverages by persons under the age of 21 on property owned or controlled by the University or as part of any University activity. The University also prohibits the intentional and knowing selling, or intentional and knowing furnishing (as defined by Pennsylvania law) of alcoholic beverages to persons under the age of twenty-one.

For the full University Alcohol and Drug Policy, please see the following website:
http://www.vpul.upenn.edu/alcohol/policy.php

*Questions about the University of Pennsylvania alcohol and drug policy may also be addressed to the ELP Intensive Program Manager, ELP Student Services Coordinator or any ELP administrator* (Contact information can be found on pages 1-3 of this handbook).

Penn Violence Prevention Policies
The University of Pennsylvania prohibits sexual harassment. Sexual harassment is any unwanted action that is based on a person’s sex, sexual orientation, gender identity, and/or gender expression which do any of the following: threaten a person’s academic status, interfere with a person’s academic performance, or create a threatening or offensive environment.

The University of Pennsylvania prohibits sexual violence, relationship violence, and stalking. Sexual violence is a sexual act against another person without that person’s consent, or when that person is unable to consent. Relationship violence is any type of abuse committed against a person who shares a social, sexual, or romantic relationship with the abuser. Stalking is behavior that would cause a reasonable person to fear for his or her safety, or to suffer significant emotional distress.
In addition to violating university policy, these acts may be illegal; as a result, people who commit these acts could be criminally prosecuted.

For the full Penn Violence Prevention policies, please see the following website: https://secure.www.upenn.edu/vpul/pvp/definitionsandpolicies

1 sex: whether a person is biologically male or female
2 sexual orientation: the fact of being heterosexual, homosexual, bisexual, etc.
3 gender identity: a person’s perception of having a particular gender, which may or may not match the sex they were born with
4 gender expression: the way a person expresses their gender identity, usually through appearance, clothing, behavior
5 consent: given by clear words or actions, this is a decision to engage in sexual activity that both people agree with. You cannot simply guess that silence means consent. Also, you cannot guess that being passive or not resisting means consent. Furthermore, consent to one form of sexual activity does not mean consent to other forms of sexual activity. The existence of a current or previous dating, marriage or sexual relationship is not enough to mean consent to additional sexual activity. Agreement is not the same as consent if it is given by a person who, because of youth, disability, intoxication or other condition, is unable to lawfully give his or her consent.

Homework and Class Participation

Students will have approximately one hour of homework for every class hour or about 20 hours of homework per week. Homework assignments are important and different teachers have different policies about making up work. Most of the time, students will have to complete homework in order to participate fully in class.

In the United States, students are expected to participate actively by making comments and asking a lot of questions. Students will improve their English much faster by speaking in class and working with classmates.

Classroom Behavior

Students and teachers may behave differently in the United States than they do in other countries. However, there are some general rules about courteous classroom behaviors that are shared by most cultures. While at the ELP, students should:

- come to class on time
- listen when someone else is talking
- not eat food or drink in class (a University-wide policy)
- not sleep or use cellphones during class
Program Options

Super-Intensive Program

Super-Intensive courses are extra courses that students can take in the evening in addition to full-time study during the day. They are open to students of levels 300-800. Super-Intensive courses emphasize practice and assessment of specific language skills and strategies through in-class activities and homework assignments. For additional information, please see the Intensive Program Manager.

University Connection (UniConn)

University Connection services are available to all students at the ELP who intend to enter university degree programs (undergraduate or graduate) in the U.S. UniConn prepares students for the challenges of the application and admission process, as well as the academic study at the university level. UniConn classes, workshops and advising are recommended for students at the 600 level or higher. For additional information, please see a UniConn Advisor.

Additional Programs

There are other programs also offered at the ELP including the Institute for Academic Studies (IAS) and the Institute for Business Communication (IBC). ELP also offers online course options. Please see our website www.elp.upenn.edu or the ELP Main Office for more information about these programs.

University Courses at Penn

Continuing students can take university courses at Penn through the College of Liberal and Professional Studies (LPS) as part-time students. To be eligible for classes in LPS, students must be at the 800 level at the start of the course, have a good student record in the ELP, meet the LPS criteria for the course they want to take and apply by the deadline for international students. Students should make an appointment to talk to the Academic Advising Specialist if they are interested in applying to the LPS.

F-1 or J-1 students must take 15 hours of courses with ELP in addition to LPS courses.
Advising

IP Advising

The Advising Specialist can help students plan a course of study for one or more sessions. Students should see the Advising Specialist if they have questions about:

- schedule
- courses available
- courses recommended at a particular time in their study
- problems affecting their study (attendance, participation or performance)
- how to access university student resources
- how to best prepare for testing
- special programs offered at the ELP
- any other questions about studying at the ELP,

The advisor will ask questions to learn more about students’ goals, plans, progress, deadlines and length of planned study to best recommend a plan for their study at the ELP.

University Connection (UniConn) Advising

All students at the ELP who intend to apply to a university degree program in the U.S. are encouraged to meet with a University Connection advisor. UniConn advisors assist students with:

- choosing the appropriate course of study
- setting admissions goals
- getting started with the application process and application essays

Students can sign up for advising appointments through the Virtual Advising Center on Canvas - https://canvas.upenn.edu/.
Program Procedures

Immigration

Terms to Know

**ISSS:** International Student & Scholar Services
- Located at 3701 Chestnut St., Suite 1W
- Immigration advisors at ISSS can assist with complicated immigration issues

**F-1:** International Student Visa
- This type of visa is available to international students wishing to pursue full-time academic studies and/or language training programs in the US

**J-1:** Exchange Visitor Visa
- This type of visa is available to international students wishing to pursue full-time academic study as part of an educational and cultural exchange

**Form I-20:** Certificate of Eligibility for F-1 international students
- An official document that provides information for issuing an F-1 student visa

**Form DS-2019:** Certificate of Eligibility for J-1 exchange visitors
- An official document that provides information for issuing a J-1 exchange visitor visa

**SEVIS:** Student & Exchange Visitor Information System
- A program which monitors students and exchange visitors in the United States

**Form I-94:** Arrival and Departure Record, available online at https://i94.cbp.dhs.gov/
- A record, in either paper or electronic format, issued by a Customs and Border Protection Officer to foreign visitors entering the United States.
Maintaining Full-Time Status

- F-1 and J-1 students must be enrolled in and attend 20 hours/week of classes to have full-time status.
- All students must attend classes and contact the Advising Specialist immediately if they must miss classes (Contact information can be found on page 1 of this handbook)
- The ELP is required to report any students who do not maintain full-time status to International Student & Scholar Services (ISSS).
- ISSS is required to report students who are out of status to the United States Department of Homeland Security.
- It is illegal to be “out of status.”
- If students become out of status with the Department of Homeland Security, they must leave the United States immediately.

Reduced Course Load (RCL)

F-1 and J-1 students are required to study full-time. If students have a serious personal illness or medical condition that causes them to be unable to be enrolled full-time, they need to request a Reduced Course Load (RCL). Official documentation from a doctor (Medical Doctor or Doctor of Osteopathy) needs to be submitted as part of the request. The documentation must clearly state that the student is unable to study full-time. To request RCL, students should meet with an immigration advisor at ISSS. Please find more information about RCL on the ISSS website: https://global.upenn.edu/isss/rcl.

Working on Campus

According to F-1 and J-1 visa regulations, F-1 and J-1 visa holders are permitted to work on campus up to 20 hours per week. Students holding F-1 or J-1 visas are never allowed to work for pay off-campus. A student should ask the Student Center for help on how to look for on-campus employment. Once a student has confirmation of a job offer, they should schedule an appointment with an advisor at International Student & Scholar Services (ISSS). ISSS will provide a letter that allows the student to apply for a Social Security number. The student should receive the Social Security number approximately 2 weeks once the request is made. A student is allowed to work only after they receive a Social Security number.

Please note that a student cannot miss any classes because of a work schedule. We try to accommodate students with work schedules when assigning classes; however a student’s class schedule must be first priority.
Insurance

All full-time students are required to carry comprehensive health insurance as a condition of student enrollment at the English Language Programs.

Registering HTH Insurance

Students who are enrolled in the HTH Insurance Plan provided through the ELP will be billed accordingly and will receive an insurance card in their mail folder. Upon receipt of the insurance card and before the first use, students are required to register their insurance coverage at https://www.hthstudents.com/
Enrollment Verification Documents

The English Language Programs is able to provide students with a variety of verification documents. Some of the more common documents are described below. If a document is required that is not described below please visit the ELP Main Office, FBH 110, or email elp@sas.upenn.edu with the request.

Certificate of Attendance

Students are eligible to receive an official ELP Certificate of Attendance at the end of each session if they do not miss more than the allowed number of classes during that session. Certificates are available at the End of Session Party on the last day of each session. Students who must leave before the last day of the session will receive their certificates by mail. Please visit the ELP Main Office, FBH 110, for a re-print of a certificate.

Transcript

Transcripts are official documents listing the classes completed at the ELP and the grade received for each course. These documents may be used for university admission, scholarship fulfillment or for personal record. Students are able to request official transcripts at the ELP Main Office, FBH 110. Please note that a student must complete at least one session at the ELP before a transcript can be issued.

Enrollment Letter

Enrollment letters serve as an official proof of enrollment. Once a student is registered with the Department of Homeland Security, the ELP is able to issue an enrollment letter verifying the dates of enrollment. Please allow three business days for the request to be processed.

Extension Letter

Extension letters are issued for students who wish to extend their studies at the ELP and need additional approval from their sponsor, company, educational institution or another third party. Letters can be requested from the Advising Specialist (Contact information can be found on page 1 of this handbook). All extension requests are subject to approval. Please allow three business days to process the request.
Procedures for Enrollment Changes

Changing Program of Study

Students must complete the proper form to change programs. All forms are available at the ELP Main Office, FHB 110. The form to request a program change must be signed by the new program coordinator.

Extending Study

Students receive a Student Status Form that they must complete every session that they attend the ELP. The Student Status Form is distributed mid-session, and all students will receive an e-mail announcement when the forms are available. All students must bring their Student Status Form to the ELP Main Office, FBH 110, by the deadline written on the form. This form allows for study to be extended, and any necessary immigration document extensions will be requested based upon this form.

Requesting a Break Session

F-1 and J-1 students who have completed four consecutive sessions at the ELP are allowed to take a one session break. A student must complete the proper form to request a break. All forms are available at the ELP Main Office, FBH 110. Students must register and attend the session following the completion of their break.

Transferring to Another School

Students must complete the proper form to transfer their SEVIS record to another school. All forms are available at the ELP Main Office, FBH 110. Students also need to provide an official acceptance letter from the new school and any other transfer forms required by the new school.

Withdrawing from the ELP

Students must complete the proper form to withdraw from the ELP. All forms are available at the ELP Main Office, FBH 110. All early withdraw requests are subject to approval.
Financial

Bill Payment

All students must make arrangements to pay their bill before they can begin attending classes. Payments must be made in U.S. dollars. The university does not accept credit cards for any payment. Payment can be made by:

- a check from a U.S. bank
- a check from a foreign bank with a corresponding U.S. bank
- an international money order
- a wire transfer (instructions for wire transfer are available from the ELP Main Office)
- a traveler’s check
- cash

Checks and money orders should be made payable to: Trustees of the University of Pennsylvania

Requesting a Refund

In order to receive a refund, students must complete the proper form to withdraw or change programs. All forms are available from the ELP Main Office, FBH 110. Refunds may take several weeks to process.

ELP Refund Policy

Before the start of classes, students can receive a refund of tuition and fees minus the non-refundable $90 enrollment fee and the $310 tuition deposit. Before the end of the first week of classes, students are entitled to a refund of 75% of tuition less the $90 enrollment fee and the $310 tuition deposit. Fees, insurance and housing are controlled by separate policies and may not be refundable depending on when a student withdraws.

Multi-Session Discount Refund Policy

If students enroll in multiple sessions and chooses to withdraw from future sessions, the ELP refund policy applies. If their cancelation impacts their eligibility for a multi-session discount, they will be charged the single session rate.
Complaints

If students have a complaint about a course or academic issue, they should talk to their teacher first. If a student cannot discuss the complaint with their teacher, they should talk to the Advising Specialist (Contact information can be found on page 1 of this handbook). The Advising Specialist will try to resolve the issue. If the Advising Specialist is not able to resolve the issue, the student should write an email to the Intensive Program Manager. The Intensive Program Manager will consult with the Director, and will decide on the best way to resolve the situation. The Director’s decision is final. If students have a complaint about something other than their academic study, they should speak to the Student Services Coordinator (Contact information can be found on page 1 of this handbook).
Photo Opt Out Form

The University of Pennsylvania English Language Programs (ELP) staff will sometimes take photographs of students at ELP events for use on the ELP website or ELP social media (for example, Facebook or Instagram). ELP will always remove specific photographs of students if requested by the student.

If you would prefer not to have your photograph taken or posted online, please go to the ELP Main Office (Room 110) to complete an “Photo Opt-Out Form.” If you complete the form, the ELP will make all reasonable attempts to avoid posting photographs of you online.

You can read more information about the “Photo Opt-Out Form” in your student handbook.
Resources

ELP Resources

Student Center
The Student Center is located in Fisher-Bennett Hall, Room 10. It is a welcoming place for students to make friends, check student mail folders and email, participate in weekly activities and learn about the Penn and Philadelphia communities. Students are encouraged to practice speaking English when they are in the Student Center.

Socio-Cultural Activities
Every session there are several events and short trips planned for ELP students. Weekly activities are held in the Student Center. There are also 4-5 Culture Hours each session (usually on Fridays) that engage students with Penn and the Philadelphia community. There are four trips each session that allow students to explore Philadelphia and the local region. Students can sign up for these social activities starting the first week of classes in the Student Center. Some of these activities fill up very quickly, so it is a good idea to sign up early.

Conversation Partners Program
Students can sign up to be paired with a native English speaker who is studying an ELP student’s native language. This is a way for ELP students to make new friends and practice English at the same time. The Conversation Partner Program matches partners in September and January, the beginning of Penn’s Fall and Spring semesters. Be sure to sign up early as this is an extremely popular program. Please note that sometimes it is not possible to find partners for every ELP student. Interested students should talk to the Student Center staff or the Student Services Coordinator (Contact information can be found on page 1 of this handbook).

Staying Connected
Students can learn about activities and events in a few different ways. The Student Center staff manages the ELP student news listserv. The listserv informs students of activities happening at ELP, on campus, and around Philadelphia. If students are not receiving the weekly newsletter or email messages from the listserv, they should go to the ELP Main Office, FBH 110. Students will also receive emails from the Student Center Canvas site. Students can check the site directly as well: https://canvas.upenn.edu/.

Students are also encouraged to “like” the Penn ELP Student Center on Facebook for updates and announcements. To stay connected after they leave, students should “like” the University of Pennsylvania English Language Programs Facebook page.
On-Campus Resources

Student Health Services (SHS)
All students pay university fees that will cover visits to Student Health Services. Note that the visit itself is covered by university fees, but there will be a charge for most services. Student Health Services can provide regular medical visits, sexual health visits, allergy shots, immunizations, and many other services. Students can find more information and also make an appointment by visiting the SHS website: http://www.vpul.upenn.edu/shs/ or by calling 215-746-3535.

Students must always bring their PennCard and their insurance card when visiting Student Health Services. However, Student Health Services will NOT bill the health insurance provider for most charges. Students must pay Student Health Services directly for their services and request that their insurance company to pay them back for these charges. Students must ask the Cashier before leaving the office if there are any charges to be paid. If students need blood tests, x-rays, or a hospital visit, they will need their insurance card. For any additional help, students are encouraged to visit the ELP Main Office, FBH 110.

Campus Safety/Penn Police
Walking Escort provides two-person teams that will escort students to and from campus buildings and transit stops. They operate from 6 p.m. until 3 a.m. seven days a week. Please call 215-898-WALK in order to reserve a walking escort. Students are encouraged to use this service instead of walking home alone. Bus, van and walking escort services are free to students. All students must present their valid PennCard to be able to use the services. Please find more information at http://cms.business-services.upenn.edu/transportation/.

Penn Police can be reached by dialing 511 from any campus phone or by dialing 215-573-3333 from any other phone. Yellow and blue emergency telephones are located all over campus; they are marked by blue lights. Students may reach Penn Police by simply picking up the phone. Penn Police officers can be seen patrolling campus 24/7, students are encouraged to seek their help in case of an emergency. Call the Philadelphia Police at 911 for any off-campus emergency.

Safety Tip
♦ Students are encouraged to carry their PennCard at all times on campus and off campus. This card identifies them as members of the Penn community.
Counseling and Psychological Services (CAPS)

CAPS offers confidential, free, professional mental health service to all students at Penn. CAPS is located at 3624 Market Street, First Floor. Students can make an appointment with CAPS by calling 215-898-7021 during regular office hours (9 am until 5 pm, Monday through Friday.)

Their goal is to assist students in their adjustment to university life and help them take full advantage of the academic and social environment at Penn. Students can learn to manage personal problems and situational crises effectively, learn strategies to cope with academic stress, and develop self-awareness, personal responsibility, and skills for life-long learning.

Anyone who is experiencing an emergency that cannot wait until office hours can call 215-349-5490 and ask for the CAPS counselor on call. Please note that this number is only for emergencies. In addition the university has a HELP Line, a 24-hour-a-day phone number for members of the Penn community who are seeking time sensitive help in navigating Penn's resources for health and wellness. Any member of the Penn community can utilize this service by calling 215-898-HELP. Calls will be answered 24 hours a day, 7 days a week by Division of Public Safety professionals trained in mental health.

International Student and Scholar Services (ISSS)

ISSS is available to provide immigration advising and other services to all international students at the University of Pennsylvania. Their staff provides advice and information on matters such as immigration, employment, and overseas travel. They can also assist with problems related to social and personal adjustments to a new culture, as well as practical matters related to living in Philadelphia. Their website provides useful information about immigration matters that apply to ELP students: https://global.upenn.edu/isss/elp.

If a student has a more complex immigration question, the ELP Main Office will often recommend that the student meet with an advisor at ISSS. More information on how to schedule an appointment with an advisor can be found here: https://global.upenn.edu/isss/advising.

PennKey

A PennKey allows students to access numerous online resources. A PennKey is required to access web-based services such as Canvas (many ELP classes will require the use of Canvas), to be able to use computers in the language lab at MMETS, and to use public computer labs on campus. All students are required to create a PennKey before ELP classes begin. For more information about PennKeys please ask for a copy of the handout “PennKey Setup” in the ELP Main Office.
**PennCard**

The PennCard is a form of identification that is provided to all ELP and Penn students and staff. Students should carry their PennCard with them at all times on campus. Students must have a valid PennCard in order to enter and use most of the facilities on campus, use Penn Transit Services, or check out library books. Students can get their PennCard Center on the second floor of the Penn Bookstore at 3601 Walnut Street. A PennCard costs $30 to replace if it is lost.

Students can put PennCash on their PennCard in order to make photocopies and print documents in the Penn Libraries. This can be done at several Value Transfer Stations (VTS) on campus. The closest station to ELP are located in the Van Pelt Library, on the Ground, 1st, 3rd and 4th floor copy areas. Please note that VTS machines accept cash only and do not give change.

**Penn Email**

All students will need to set up a University of Pennsylvania e-mail account in order to receive emails from their teachers, the Student Center, and the Main Office. Students should be aware of emails from unknown people or organizations. Do not share personal information (passwords, bank account information, etc.) over the internet.

**Religious Resources**

Office of the Chaplain cares for the welfare of all members of the university community and supports the dynamic religious and spiritual life of Penn’s campus. The Office of the Chaplain & the Spiritual and Religious Life Center at Penn is located in Room 240 in Houston Hall. The Center includes space for student groups to gather formally and informally for meetings, prayer and study as well as interfaith activities sponsored by the Office of the Chaplain and other groups that support the religious diversity in the Penn community. The space includes a library, a conference room, and a prayer and meditation room that can be used on a drop in basis or scheduled for group activities. There are also many student groups at Penn that support religious and spiritual life. Please find more information about these student groups on the Chaplain’s Office website: http://www.upenn.edu/chaplain/studentorgs.html.
**Bookstore**

Students are required to purchase their own textbooks and bulkpacks (bound course materials) for all of their classes. Once students know their class schedule, they can find the list of books that they must purchase each session on the ELP website: http://www.sas.upenn.edu/elp/students/books. Textbooks are available at the Penn Book Center which is located on 34th and Sansom Streets. Student bulkpacks must be bought at the Campus Copy Center which is located at 3907 Walnut Street. If students plan to change classes, they should not write in their textbooks. Also, books that have been unwrapped or that show signs of damage (even if they have not been written in) may not be returnable.

**Library**

ELP students have access to library resources on campus and can both enter the libraries and borrow books using their PennCards. There are many libraries on campus, but some are restricted to certain schools at Penn. Van Pelt Library, the main campus library, is open to ELP students and is located at 3420 Walnut Street. At the beginning of every ELP session there is a library orientation session that all students are welcome to attend. In this session, a librarian will guide students through the libraries facilities and library research techniques.

**Dining Plans**

ELP students can buy dining plans as a way to pay for meals on campus by using their PennCards. All dining plans contain a combination of Dining Dollar$ and “Meals.” Dining Dollar$ are funds on the PennCard that can be used to purchase items at any of the Retail Dining locations including Starbucks in 1920 Commons and Houston Market. Each time a student makes a purchase, that amount is subtracted from the Dining Dollar$ account balance. “Meals” can be used at the Residential Dining location each time a visit is made to the dining facility. Each visit to the Residential Dining location is equal to one meal. At certain Retail Dining locations, meal equivalency is offered which allows a student to purchase a bundle of items for the cost of one “meal.”

Many ELP students choose not to purchase a dining plan and cook at home or eat on campus. There is a very large selection of dining locations on campus and in the surrounding neighborhoods. There are also grocery stores located throughout the city where students can purchase food to prepare meals at home.
Gym Facilities and Sports Teams

ELP students have the ability to access the gym and other sports facilities on campus. There is an additional cost to access all of the recreation facilities at Penn. Students can sign-up for a gym membership by visiting the Penn Recreation (PennRec) offices in the Pottruck Fitness Center which is located at 3701 Walnut Street. Students should say that they are an ELP student when they enroll to receive a rate for ELP students. Rates will vary by sign-up date.

ELP students can also participate in organized sports teams (called intramural or club sports) that run at different times during the academic year. Students can find more information about opportunities at the PennRec website: http://www.upenn.edu/recreation/.

Childcare

Most childcare centers are private and require payment weekly; sometimes there is a waiting list. Applications are very detailed and must be completed in full with names, addresses, and phone numbers; many also require a health report from the child’s doctor. It is important to visit the center during the school hours and ask questions. Below are some resources to help students find childcare.

- Penn website - provides a list of individual centers and contact information: http://provost.upenn.edu/faculty/current/work-life-balance/child-care-at-penn
- Penn Family Resource Center - provides information for back-up emergency care, family activities, and a place to meet other families at Penn: http://www.familycenter.upenn.edu/
- Childcare listings in Philadelphia: http://www.philadelphiachildcare.org/
- Pennsylvania state website - allows parents to search for childcare providers: https://www.compass.state.pa.us/compass.web/ProviderSearch/pgm/PSWEL.aspx
- Independent websites – allows parents to search for childcare providers that come to the home:
  - http://www.care.com/
  - https://www.sittercity.com/
  - http://www.nannyagency.com/
Other Resources

Public Transportation
It is easy to get around Philadelphia without a car. The city’s public subway and buses are run by SEPTA (www.SEPTA.org). Penn also provides some buses that are free for PennCard holders; more information can be found at: http://cms.business-services.upenn.edu/transportation/.

Mobile Phones and International Calling
A variety of carriers provide mobile service in the Philadelphia region. Although most carriers charge similar rates, students are advised to compare several providers and also to ask about the rates for making international phone calls. Students may either purchase a sim card in order to use their own phone or purchase a new phone from the carrier. Some students also use phone cards and internet calling to stay connected with friends and family at home.

Opening a Checking Account
Most students open a checking account in Philadelphia. Representatives from local banks help students open accounts during Orientation.

Basic banking, such as deposits, transfers, and withdrawals, are available 24 hours a day via ATMs located inside banks and at many campus locations. Students should exercise caution when withdrawing and depositing money.

Bank Hours
Most banks are open Monday through Friday from 9:00 a.m. to 5:00 p.m. Each bank is different, however, please visit specific bank branches for their information.

Foreign Currency Exchange
Only the main offices of the major banks in Philadelphia have foreign currency exchange facilities. Most bank main offices are in Center City. Students may also use the Travelex Currency Services to exchange currency. Their office is located at 1800 John F. Kennedy Blvd.

Post Office
The main office of the US Post Office is located near campus at 31st & Chestnut Streets. A small branch post office is at 40th & Locust Streets, but it is only open from Monday through Friday, 8:30 am to 5:00 p.m. There is also a branch inside of 30th Street Station. Packages can be sent through businesses other than the US Post Office. Options include Mail Boxes Etc (3741 Walnut Street) and the UPS Store (3720 Spruce Street).