

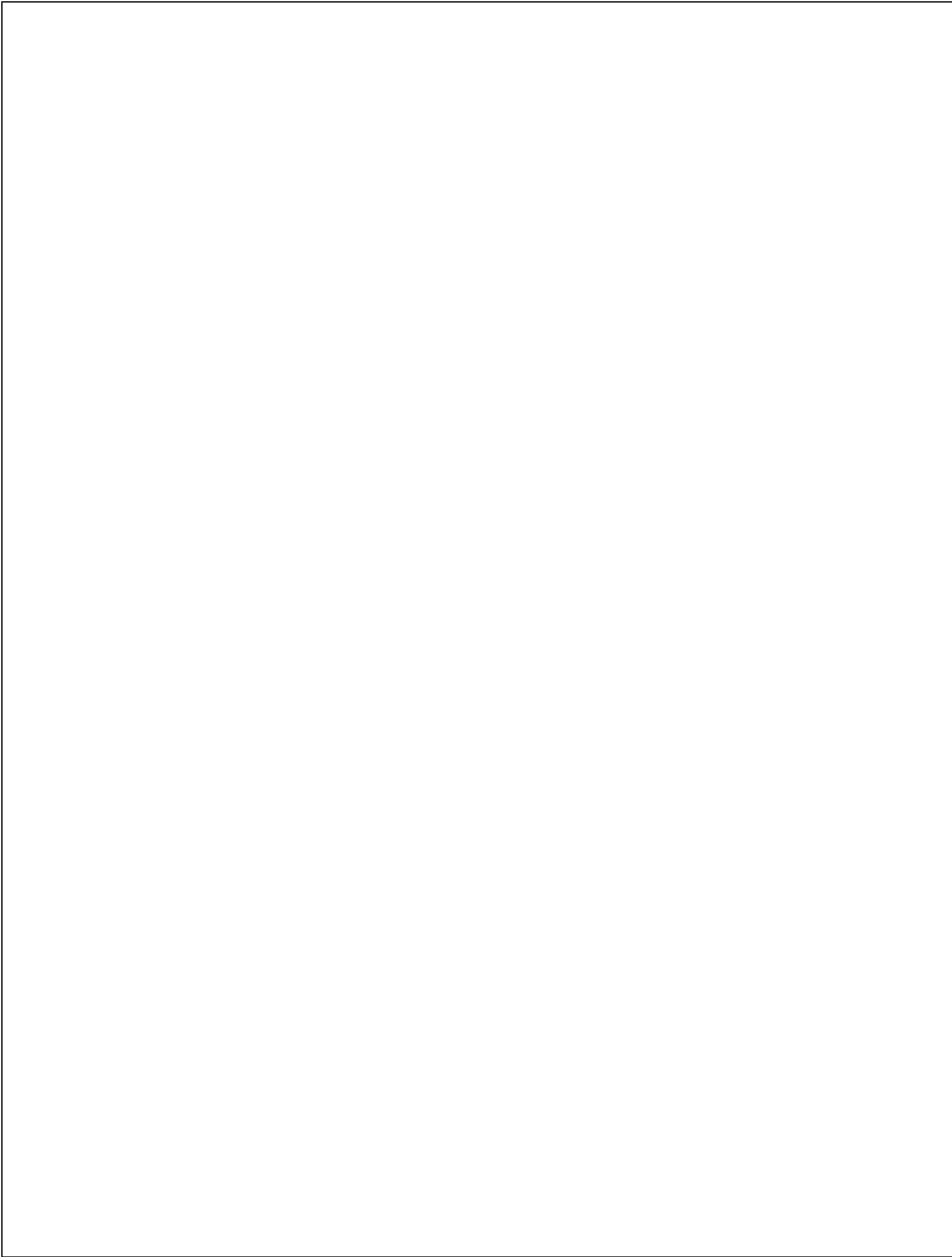


Intensive Program
English Language Programs
University of Pennsylvania

Student Handbook

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Philadelphia, PA 19104



Welcome!

Welcome to the English Language Programs (ELP) at the University of Pennsylvania! 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 questions about the ELP, the University, and Philadelphia.

Table of Contents

I. INTRODUCTION

Letter from the Director	1
ELP Mission Statement	2
Instructor and Staff Information	2

II. POLICIES AND PROCEDURES OF THE INTENSIVE PROGRAM

Program Information: Placement, Level Information, Courses by Level, Sample Week Schedule, Moving to the Next Level, Level and Schedule changes, ELP Grading Scale, Canvas Website Information.....	3
Other ELP Options	8
Procedures for Enrollment Changes	8
Financial Issues	9
Important University-Wide and ELP Policies: Smoking, Alcohol, and Drug Use Policies; Penn Violence Prevention	10

III. STUDENT RESPONSIBILITIES

Includes: Penn Key, Penn Card, Penn Email; Attendance Policies; Academic Advising; General Student Conduct; Termination from the Program; Definitions, Explanations, Important Sources.....	12
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IV. ELP SERVICES FOR STUDENTS

Includes: Who Can Help?; Enrollment Verification Documents, including Certificates, Transcripts, Enrollment and Extension Letters; Comprehensive Health Insurance; Terms To Know for Immigration; Reduced Course Load; Working on Campus; Complaints; Photo Opt Out Form18

V. OTHER ELP SERVICES

INCLUDES: The Student Center; Conversation Partners Program; Counseling Services; International Student and Scholars Services (ISSS); Religious Resources; Bookstores; Libraries; Dining Plan; Gym Facilities, Childcare23

VI. INFORMATION ABOUT LIFE IN PHILADELPHIA AND BEYOND

Includes: Public Transportation in Philadelphia; Low-Cost Transportation to Boston, New York City, and Washington, DC; Banking; Mobile Phone Information; Currency Exchange; Post Offices28





Penn ELP
English Language Programs

I. INTRODUCTION

Welcome to Philadelphia, the University of Pennsylvania, and the English Language Programs (ELP).

Our outstanding instructors and staff are looking forward to helping you reach your language-learning and academic preparation goals. We are also always available to support you in whatever challenges you might have while you are studying with us.



Our instructors will keep you busy in your classes and with homework that can help you learn as quickly and efficiently as possible. However, so much of your success depends on your strategies and motivation. One important consideration for you: how many hours each day will you use English? The more hours per day that you speak English, the more quickly you can improve. Make friends with people who do not speak your language. During the academic year, join clubs and organizations at Penn where you can meet Penn students and be a part of the larger university outside the ELP. Get a conversation partner. Explore Philadelphia, New York City, and Washington, D.C., and use English while enjoying these exciting cities. Finally, when you stop in our Student Center for coffee or tea, talk to other people in English.

We hope your time with us is useful and enjoyable, and that you have many good memories to take with you after you have completed your ELP studies.

Jack Sullivan
Director, English Language Programs



ELP Intensive Program Mission Statement

The mission of the Intensive Program is to provide high quality instruction and support to 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.

Instructor and Staff Information

Instructors and staff in the English Language Programs are highly qualified professionals. All instructors must hold at least a Masters' degree in the field of Teaching English to Speakers of Other Languages (TESOL) or in related fields. In addition, all have had extensive experience teaching and living abroad. More information about instructors and staff is available at:

<http://www.elp.upenn.edu/faculty>

II. Procedures and Policies of the Intensive Program

Program Information

Level Placement and Schedules

The ELP creates class schedules after new students complete an online Placement Test and after all students have filled out class choice forms. For new students, Placement Test results determine a class level from 100 to 800. For continuing students at levels 300, 400, and 600, course grades determine levels; for continuing students at levels 500 and 700, course grades combined with students' scores on the ELP's Promotion and Proficiency Test (PPT) determine levels. Finally, an elective course may NOT be offered if only a few students choose it. No specific course is guaranteed for any student. **Note:** Currently, the ELP does not teach beginners (level 100 and level 200).



"Today's class was great.
I'm glad I could fit this into my schedule."

Level Information

The Intensive Program (IP) at the ELP recognizes eight levels, from 100 to 800. Each level represents a different level of language ability. **Note:** Currently, the ELP does not offer classes at level 100 and level 200; classes are offered for only levels 300-800. The levels, brief descriptions, and their relation to the Common European Framework of Reference for Languages (CEFR) are:

ELP IP Level	Ability Description	CEFR
100	A student at this level uses a few words and whole phrases such as greeting, and recognizes a basic set of "international" words, public signs, etc. Very little English is present.	A1-
200	A student at this level uses a narrow range of English, enough for basic communication, simple situations, and basic courtesy. Basic communication is possible with help.	A1+
300	A student at this level uses a limited range of English adequate for short communication and practical needs. Limited ability causes frequent problems in communication, but message usually recovered with repetition and/or help.	A2-
400	A student at this level uses a basic range of English sufficient for familiar and non-pressuring situations. Frequent problems restrict longer communication, but message can be communicated with repetition and/or help.	A2+
500	A student at this level uses English adequately in familiar situations. Frequent problems but usually succeeds in communicating general message.	B1-
600	A student at this level uses English independently and effectively in familiar and moderately difficult situations.	B1+
700	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.	B2-
800	A student at this level uses English effectively in most situations with few problems. Communication is effective and consistent, with few hesitations and uncertainties.	B2+

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 take classes daily at any time between 8:00 a.m. and 5:55 p.m. The only exception is that there are no elective classes on Fridays (also, in Week 7, there are no elective classes on Thursday and no classes at all on Friday).

For example:

- **300-500 Level students** take two courses each week: 10 hours of listening and speaking and 10 hours of reading and writing. Both courses include grammar and vocabulary.

Listening & Speaking Course
10 hours a week

Reading & Writing Course
10 hours a week

- **600-700 students** take three courses: one 10-hour course that includes all language skills and two elective classes.

Core Course
10 hours/week

Elective Course
5 hours/week

Elective Course
5 hours/week

- **800 level students** take four elective classes.

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*

	Pre-intermediate to Intermediate Level (300-500)		Intermediate Level (600-700)		Advanced Level (800)
	MON-THURS	FRI	MON-THURS	FRI	MON-THURS
8 am	Listening and Speaking Core**	Listening and Speaking Core**			Vocabulary Development
9 am					
10 am	Reading and Writing Core**				
11 am		Lunch	Strategies for Active Listening	Lunch	Advanced Grammar
12 pm	Lunch		Lunch		Lunch
1 pm					
2 pm			Writing for Academic Purposes		Conversational Strategies
3 pm			All Skills Core**	All Skills Core**	Reading Academic Texts
4 pm					

*1 academic hour = 50 minutes **Each of the levels, 300-700, has its own required core course with a specific curriculum designed for that level.

Moving to the Next Level

It is important that students complete class work successfully and show progress in all classes.

In Levels 300, 400, and 600, students move up 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 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 Level 800 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 (A or B)

GRAMMAR:

Advanced Grammar

READING:

Advanced Reading and Discussion
Reading Academic Texts
Advanced Reading for Academic Purposes (A or B)

Level Changes

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 a change in their level during the first two days of the session. After a student makes a level change request, teachers submit a form to the Associate Director of Curriculum and Instruction who will evaluate the student's level and approve the change when appropriate. The student will receive an email regarding any level changes. All level decisions are final.

Schedule Changes

Students receive their class schedules on the last day of Orientation. On the second day of Week 1 classes, students have the chance to request a schedule change using 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 through their Penn email account on the third day of classes if their schedule was changed. If their schedule was not changed, students will receive a notice. Students must attend the classes on their original schedule until they receive a new schedule or notice. All class changes are final.

All students with F-1 and J-1 visas must be available to take classes from 8:00 a.m. – 5:55 p.m. according to visa requirements. We do consider requests for time changes; however, not all requested changes can be made.

“mas·cot”

noun

plural: **mascots**

1. a person or thing that is supposed to bring good luck or that is used to symbolize a particular event or organization.



The University of Pennsylvania's mascot is The Quaker. He attends many functions at the university: sports events, graduations, and celebrations.

ELP Grading Scale

The ELP Intensive Program courses use the same grading scale as the University of Pennsylvania. The grades show how successful students were in their courses (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:

Grade	Results	% of Possible Points			
A +/-	Excellent	A+ 97 – 100 %	A 93 – 96 %	A- 90 – 92 %	
B +/-	Good	B+ 87 – 89 %	B 83 – 86 %	B- 80 – 82 %	
C +/-	Satisfactory (pass)	C+ 77 – 79 %	C 73 – 76 %	C- 70 – 72 %	
D +/-	Poor (no pass)	D+ 67 – 69 %	D 63 – 66 %	D- 60 – 62 %	
F	Fail (no pass)	59 or below			
W	Withdrawal (Student withdrew from the course with the permission of both the instructor and the ELP advising staff)				
P	Pass (only for courses designated pass or fail)				

Canvas Website

All Intensive Program classes have a course website through Canvas. Canvas is an intranet system that connects students and instructors. Both instructors and students use Canvas to share course materials, complete activities, submit assignments, post homework, and report grades. Students can also communicate with other students and their instructors through Canvas. **Students use their PennKey and a Penn email address to access Canvas. There is also a Canvas site for the ELP Student Center and for UniConn Advising services.**

Other ELP Program Options

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 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. Other programs offered at the ELP include 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 University Connections Programs Manager if they are interested in applying to LPS. F-1 or J-1 students must take 15 hours of courses with ELP in addition to LPS courses.

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, FBH 110. The form to request a program change must be signed by the new program coordinator.

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 must be approved.

Financial Issues



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 or cash 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

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

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.

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.

Multi-Session Discount Refund Policy

If students enroll in multiple sessions and choose 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.

Important University and ELP Policies

Smoking Policy

The University of Pennsylvania is a tobacco-free campus, which means that you should not smoke anywhere on campus.

"The University of Pennsylvania is committed to maintaining a healthy and safe learning, working, and living environment for all members and guests of our community. It therefore is the policy of the University of Pennsylvania that all smoking and tobacco use (including the use of smokeless tobacco) is prohibited in all University buildings and facilities, including but not limited to any meeting rooms, community areas, performance venues, and private residential space within University of Pennsylvania housing. Smoking and



tobacco use is also prohibited in all University of Pennsylvania vehicles (owned or leased), regardless of location. Finally, smoking and the use of tobacco products is prohibited on any University of Pennsylvania property, including but not limited to outdoor spaces (such as College Green, Shoemaker Green, Locust Walk, etc.), as well as parking lots, paths, fields, sports/recreational areas, and stadiums. Where University of Pennsylvania buildings are adjacent to public sidewalks or streets, smoking and the use of tobacco products is prohibited on those public sidewalks and streets within twenty (20) feet of the entrance to the building.

The tobacco policy covers all smoking methods, including but not limited to the use of electronic smoking devices (e-cigarettes, e-cigars, e-pipes) and hookah-smoked products.”
(<https://www.hr.upenn.edu/policies-and-procedures/policy-manual/other-policies/tobacco-free-campus>)

Alcohol and Drug Use

“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 twenty-one on property owned or controlled by the University or as part of any University activity. The University also prohibits the intentional selling or 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>

ELP Students with questions about the University of Pennsylvania alcohol and drug policy may also talk to the ELP Student Services Coordinator or any ELP administrator.

Penn Violence Prevention

“The University of Pennsylvania forbids sexual harassment. **Sexual harassment** is any unwanted action that is based on a person’s sex¹, sexual orientation², gender identity³, and/or gender expression⁴, which: threatens a person’s academic status, interferes with a person’s academic performance, or creates a threatening or offensive environment....

The University of Pennsylvania forbids sexual violence, relationship violence, and stalking.

Sexual violence is a sexual act against another person without that person’s consent⁵, 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>

Helpful Explanations:

¹ **sex/gender:** 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 (e.g. appearance, clothing, or behavior)

⁵ **consent:** agreement given by clear words or actions; a clear decision to engage in sexual activity that both people agree with. You cannot guess that silence means consent. You cannot guess that being passive or not resisting means consent. And, 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.

III. Student Responsibilities

PennKey, PennCard, and Penn Email: Necessary “Keys” to the ELP and to the University

PennKey

A PennKey allows students to access important 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, and to use other 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 at the 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 stations 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

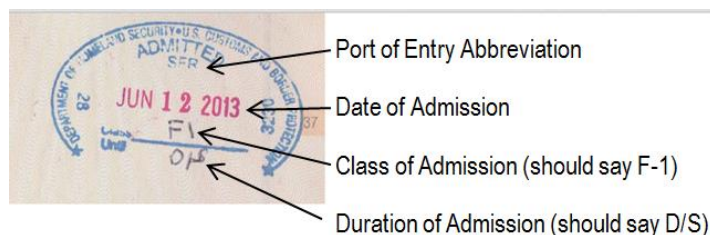
All students will need to set up a University of Pennsylvania email account in order to receive emails from their teachers, the Student Center, and the Main Office. Students should be aware of emails from unknown people or organizations. Do not share personal information (passwords, bank account information,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

Attendance

One of the most important – and serious – responsibilities of a student is to attend class every day. Regular attendance in all classes is not only important for learning but also for maintaining legal status here in the United States.

ELP Attendance Policy

- Students are expected to attend **all seven weeks of a session.**
- 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 as explained 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 are no excused absences. Students will be marked absent even for 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 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.

Arriving Late for a Session

All continuing students who expect to arrive late for the start of an Intensive Program session must inform the Main Office via email (elp@sas.upenn.edu) before the start of the session. If the Main Office has not received an email regarding the student's late arrival, s/he will be canceled on Wednesday of Week 1.


All students must check in with the Main Office no later than 3:00 p.m. on Friday of Week 1, or their registration with the ELP will be canceled.

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 U.S. immigration regulations. They will be terminated from the program, 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 are on probation in any future session their enrollment will be terminated.

Academic Performance & Progress

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

- For levels 300-700: 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 elective classes in one session and also fail another elective class in the following session.

All students on Academic Probation must meet with the Advising Specialist twice throughout the session. These students' enrollment at the ELP will be terminated if they receive a grade below 70% in any class. In addition, these students must satisfy all level promotion requirements – see "Moving to the Next Level" in this handbook.

Academic Advising

The ELP provides a variety of advising opportunities to students.



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

Intensive Program (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)

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

General Student Conduct, Classroom Behavior, Participation, and Homework

General Student Conduct

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. Below is a summary of that policy.

The ELP has created a supportive learning environment in which students are expected to treat other 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.

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

In-Class 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, other students and/or the teacher
- not eat food or drink in class (a University-wide policy)
- not sleep or use cellphones during class. This is rude in American classrooms!

In-Class Participation

In the United States, students are expected to participate actively in class by sharing ideas and opinions and asking appropriate questions. Students will improve their English much faster by speaking in class and working with their international classmates. Arguing excessively, talking over others who are speaking, and talking loudly are inappropriate in the American classroom.

Homework

The ELP is part of the University of Pennsylvania, a world-class university, so ELP students should expect to do homework.

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. In addition, students will have to complete homework in order to participate actively in class.

Termination from the Program



Students who violate the terms of probation will be terminated from the ELP. If the student is on a student visa and is terminated for violating *attendance* probation (not academic probation), this means that they must 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 issued by the ELP will be deactivated, will no longer work, and the terminated student will not have access to university services or facilities. If they are enrolled in an ELP-related health insurance policy, their coverage will be cancelled.

Students who are terminated before the end of the session will receive a grade of zero (0) on all tests and assignments given after the date of termination. However, the grades they received for all tests and assignments before their termination will stand. At the end of the session, these students' grades will be calculated and recorded in the typical places. For example, if a student is terminated before taking the final exam in a class, and the final exam is worth 30% of the total grade, then this student's maximum grade for the class would be 70%, or C-.

Definitions, Explanations, and Important Sources

a) Academic Dishonesty

Any type of cheating that occurs in relation to a formal classroom exercise or activity. 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:** Receiving or giving another student an unfair advantage on an academic assignment. Examples: 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:* For more information, see <http://www.vpul.upenn.edu/alcohol/policy2.php>.

c) *Disorderly Conduct*

Inappropriate, disruptive behavior. Examples: being loud or disorderly in an ELP class, speaking inappropriately to ELP staff, etc.

d) *Endangering Behavior*

An action that threatens others, including verbal or physical threats, causing fear in another person.

e) *Failure to Comply*

Failure to complete any sanctions or requirements 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:*

Verbal, written, graphic, or electronic abuse. Harassing or causing fear in an individual or group, directly and/or indirectly on the basis of race, color, religion, origin, age, gender, sexual orientation, disability, etc.

IV. ELP Services to Students

HELP! Who Can Help and Where Are They??

See...	For...	
ELP Main Office 110 Fisher Bennett Hall <u>Monday – Friday</u> 9:00 a.m. – 3:00 p.m.	<ul style="list-style-type: none">• questions about bills• health insurance questions• enrollment letters• transcripts• address changes• visa and immigration information	<ul style="list-style-type: none">• general information about the ELP• SEVIS transfers• withdrawal requests• transfer requests

Main Office Contacts 110 Fisher-Bennett Hall	<ul style="list-style-type: none"> Stephanie Ackerman, Enrollment Coordinator, elp@sas.upenn.edu
ELP Student Center 10 Fisher Bennett Hall <u>Monday – Friday</u> 8:30 a.m. – 3:30 p.m.	<ul style="list-style-type: none"> student mail folders coffee and tea email/computer access lost-and-found information about the University of Pennsylvania information about Philadelphia and nearby cities newspapers, dictionaries, books, games, daily activities
Student Services Coordinator Jessica Keating Whitney 04 Fisher Bennett Hall jkeat@sas.upenn.edu <u>Monday – Friday</u> appointment or walk-in	<ul style="list-style-type: none"> 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
IP Advising Specialist Ian Nichols 035 Fisher Bennett Hall inichols@sas.upenn.edu <u>Monday – Friday</u> appointment or walk-in	<ul style="list-style-type: none"> personal advising about ELP courses questions about studying at the ELP class schedule questions about ELP policies (attendance, academics, conduct)

See...	For....
University Connection (UniConn) Programs Manager Lisa Taglang 142 Fisher Bennett Hall ltaglang@sas.upenn.edu <u>Monday – Friday</u> appointment or walk-in	<ul style="list-style-type: none"> questions about UniConn classes information about UniConn Plus Program and SAT, ACT, GRE, or GMAT preparation assistance with applying to take a Penn credit course assistance with enrolling in an ELP Math class support for UniConn, Foundation Year, Global Citizens, and Itochu students
University Connection (UniConn) Advisors Leah Greenspoon	<ul style="list-style-type: none"> help and advice related to U.S. university applications help preparing for success at a U.S. university questions about UniConn classes & workshops

<p>Academic Advising Specialist 103C Fisher Bennett Hall leahgr@sas.upenn.edu</p> <p>Erick Hyde UniConn Counseling Specialist 143 Fisher Bennett Hall herick@sas.upenn.edu</p> <p><u>Monday – Friday</u> Please book appointments via the UniConn Virtual Advising Center on Canvas</p>	
Other Contacts	
<p>Jack Sullivan Director johnsull@sas.upenn.edu 144 Fisher Bennett Hall</p>	<p>Feedback about:</p> <ul style="list-style-type: none"> • ELP programs • ELP staff • ELP student services

Enrollment Verification Documents

The English Language Programs is able to provide students with a variety of verification documents. 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.

Transcripts

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. All extension requests are subject to approval. Please allow three business days to process the request.

Comprehensive Health Insurance

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

Registering GeoBlue Insurance

Students who are enrolled in the GeoBlue 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://members.geobluestudents.com/Account/Login>

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 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.

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

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 U.S.

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.

Reduced Course Load (RCL)

F-1 and J-1 students are required to study full-time, that is, 20 hours per week. 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/iss/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 ELP 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 ISSS (International Student & Scholar Services). ISSS will then 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 after 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.

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 in this handbook). The Advising Specialist will try to resolve the issue. If the Advising Specialist is not able to resolve the issue, he/she will consult with the Director, and they 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 in 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 do not want your photograph taken or posted online, please go to the ELP Main Office (Room 110) to complete a “Photo Opt-Out Form.” If you complete the form, the ELP will make all reasonable attempts to avoid posting photographs of you online.

Other ELP Resources

Student Center

The Student Center 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 in the Student Center and Beyond

Every session there are several events and short trips planned for ELP students. Weekly activities are held in the Student Center and there are also 4-5 activities each session (usually on Fridays) that engage students with Penn and the Philadelphia community. There are also trips each session that allow students to explore Philadelphia and the local region. Students **MUST** sign up for these social activities by following the instructions on Canvas. 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

Examples of ELP Student Center Activities

Being a Student Ambassador

“Getting Involved at Penn” Sessions



6 Flags Great Adventure Park
<https://www.sixflags.com/>

Chess Tournaments

Walking Club

Plant a Tree Project

Volunteering

Penn’s International Student Receptions

Ice Skating

Bocce Ball

Glee Club

found in this handbook).

Staying Connected at the ELP, on Campus, and in Philadelphia

Students can learn about activities and events and stay connected 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.

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.

Special Services Unit in the Division of Public Safety offers support for any member of the University community who has been a victim of interpersonal (relationship) violence. Special Services answers the phone 24-hours a day and they can help you decide what to do, come with you to the hospital or court, and take formal police reports. Special Services is confidential (they will not give your information to anyone without your permission) and they can provide support for students who wish to remain anonymous (who want to keep their name and information private).

24-Hour Helpline: 215-898-6600

For more info: <https://www.publicsafety.upenn.edu/about/special-services/>

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 a.m. until 5 p.m., 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 lifelong 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 use 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 help 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/iss/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/iss/advising>.

Religious Resources

Office of the Chaplain cares for the religious welfare of all members of the university community and supports the dynamic religious and spiritual life on 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 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: <https://chaplain.upenn.edu/>.

Bookstores

Students are required to purchase their own textbooks and bulkpacks (bound course materials) for 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:

<https://www.elp.upenn.edu/book-list>. Textbooks are available at the Penn Book Store which is located at the corner of 36th Street and Walnut Street.

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.

Libraries

ELP students have access to many library resources on campus and can both enter the libraries and borrow books using their PennCards. There are 15 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 tour that all students are welcome to attend.

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 instead cook at home or eat off campus. There is a 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 can access a gym and other sports facilities on campus. However, 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 located at 3701 Walnut Street. Students should say that they are an ELP student when they enroll to receive a rate for ELP students. 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; often 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>

Other Important Resources

Public Transportation: Philadelphia and Suburbs

It is easy to get around Philadelphia without a car. The city's public subways and buses are run by SEPTA (**www.SEPTA.org**).

SEPTA also has a Regional Rail System that services the Philadelphia suburbs and goes as far as Trenton, NJ. <http://www.septa.org/schedules/rail/>

Penn also provides some buses that are free for PennCard holders; more information can be found at: <http://cms.business-services.upenn.edu/transportation/>. Students should download the PennRides App for up-to-date service schedules and to easily request transportation.

Low-Cost Transportation to New York City and Washington, DC:



MegaBus: <https://us.megabus.com>

Bolt Bus: <https://www.boltbus.com/>

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 Bank Account

Most ELP students open a bank account in Philadelphia. Several banks near the Penn campus are happy to help all Penn students with their banking needs, such as deposits, withdrawals, ATM cards, and money transfers:

- Wells Fargo Bank: 3431 Chestnut Street, Phila, PA 19104 (near Starbucks), 215/222-2139.
- Citizens Bank: 134 S. 34th St, Phila, PA 19104 (nearest the ELP), 215/387-1900
- PNC Bank: 200 S. 40th St, Phila, PA 19104, 215/823-2322
- Santander Bank: 3802 Chestnut St, Phila, PA, 215/594-4620

When opening a checking account, students will receive a Bank Card (ATM card) that can be used not only at ATM machines but also almost anywhere a student may want to make a purchase, for example, at grocery stores, department stores, restaurants, etc. New ELP students will hear more about banking during Orientation.

Banking Hours

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

Foreign Currency Exchange

Only the main offices of the major banks in Center City Philadelphia can exchange foreign currencies. Students may also use the Travelex Currency Services to exchange currency, located at 1800 John F. Kennedy Blvd.

Post Office

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

NOTES:



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