



# Student Handbook

## Office Hours

Monday-Friday - 8:30am-5pm, [Closed daily from 12:30pm-1:30pm]

[www.usaelc.edu](http://www.usaelc.edu)

Phone: (619) 297-1999

Email: [support@usaelc.edu](mailto:support@usaelc.edu)

**USA English Language Center - Mission Statement:** To provide high quality, affordable English as Second Language educational services to students from many different countries in a home-like, friendly environment by experienced instructors who value a humanistic and integrative philosophy. Our awareness of the relationship between mind, body, and spirit forms the basis for a socially, culturally, and environmentally relevant educational process and experience which we call “Integrative Studies.”

A large, handwritten-style word 'hello!' in black ink, centered on the page.

## **Welcome! To the Intensive English Program at the USA English Language Center – San Diego**

Our program has been developed for personal and professional growth. The USA English Language Center - San Diego - offers a unique integrative approach to international students who wish to improve their English language skills. With our comprehensive programs, students will also develop grammatical accuracy, fluency, listening and writing skills. Innovative curriculum, small class sizes, excellent faculty and friendly staff result in an unforgettable educational experience.

## **Program Overview**

The USA English Language Center offers Intensive English Language classes and the Conversation for Fluency Class. Students are provided with a Placement Test to determine the appropriate class level. The program is designed for a 12-week course, and upon completion of the course students with a passing grade progress to the next level. Students are monitored for academic progress based on their grades and attendance rate. Students are provided with weekly quizzes, a midterm exam and final exam. Grade reports are provided upon completion of the 12-week course.

## **Schedule**

New students are enrolled into a class upon taking the placement test and orientation. Current students enroll into their next classes based on the level progression policy. Assistance is provided by the office in person and by email.

Classes are offered Monday through Thursday, as well as the Intensive Schedule class 2 days per week. Students on F1 Student Visa are required to attend classes 18 hours per week. Classes at the USA English Language Center fulfill the 18-hour per week full time requirement.

The academic calendar provides the class schedule for each year, including holidays and office closures. Class evaluations are performed by the administrative office and will consist of a staff member observing the class time during a session.

The administrative office has the most updated list of available classes, it is possible that not all class times are in session.

### Class Schedule: Monday through Thursday

Schedule	Class Hours	Break 1	Break 2
Morning	9:00 am – 1:30 pm	10:30 – 10:45	12:00 – 12:15
Afternoon	2 pm – 6:30 pm	3:30 – 3:45	5:00– 5:15
Evening	5:30 pm – 10:00 pm	7:00 – 7:15	8:30 – 8:45

### Intensive Class Schedule: 2 days per week

Schedule	Class Hours	Break 1	Break 2	Break 3
Intensive	8:00 am – 5:30 pm	9:50 – 10:10	12:30 -1:00	2:50 – 3:10

### Intensive Course

The intensive class schedule is designed for intermediate and advanced level students that can learn with a full-day intensive schedule. Students interested in registering for the intensive course may speak with the administrative office for more information and to determine if this is the right fit for the student's academic level and goals.

### Holiday Schedule

The USA English Language Center will not be open for classes on the following holidays:

- New Years Day
- Independence Day
- Martin Luther King Jr. Day
- Labor Day
- President's Day
- Thanksgiving Day
- Memorial Day
- Christmas Day

## ACADEMIC CALENDAR

Event	2025 - 2026
New session starts (week 1)	Monday, July 7, 2025
LABOR DAY	Monday, September 1 (NO CLASS)
End of the Session (week 12)	Friday, September 26, 2025
Academic Break	September 29 - October 3
New session starts (week 1)	Monday, October 6, 2025
THANKSGIVING	Thursday, November 27 (NO CLASS)

CHRISTMAS	Thursday, December 25 (NO CLASS)
NEW YEAR	Thursday, January 1 (NO CLASS)
<b>End of the Session (week 12)</b>	<b>Friday, December 26, 2025</b>
<b>Academic Break</b>	<b>December 29 – January 2</b>

<b>New session starts (week 1)</b>	<b>Monday, January 5, 2026</b>
MARTIN LUTHER KING DAY	Monday, January 19 (NO CLASS)
PRESIDENT’S DAY	Monday, February 16 (NO CLASS)
<b>End of the Session (week 12)</b>	<b>Friday, March 27, 2026</b>
<b>Academic Break</b>	<b>March 30 - April 3</b>

<b>New session starts (week 1)</b>	<b>Monday, April 6, 2026</b>
MEMORIAL DAY	Monday, May 26 (NO CLASS)
LABOR DAY	Monday, September 1 (NO CLASS)
<b>End of the Session (week 12)</b>	<b>Friday, June 26, 2026</b>
<b>Academic Break</b>	<b>June 29 – July 3</b>

<b>New session starts (week 1)</b>	<b>Monday, July 6, 2026</b>
INDEPENDENCY DAY	Saturday, July 4 (NO CLASS)
LABOR DAY	Monday, September 7 (NO CLASS)
<b>End of the Session (week 12)</b>	<b>Friday, September 25, 2026</b>
<b>Academic Break</b>	<b>September 28 – October 2</b>

## Communication with the Office

All students are asked to provide an **active email address and phone number** as a form of communication between the school and student. **Please check your emails regularly!**

**The following information is sent by EMAIL ONLY:** payment reminder, class registration, vacation and leave of absence request, I20 notifications and other important account information. Students will occasionally receive emails on upcoming events at USAELC, holiday reminders, and other school announcements. Student email addresses are kept private and will never be shared with an outside company. **Contact the office if you are not receiving email notifications, if you have changed your email account, or moved your home address. Please check SPAM folder and Promotions folder to ensure you have not missed any important emails from the school.**

# Class Descriptions

## Intensive English Program      Clock hours: 1,296

### Level: Beginning

#### · Course Description

This class is for the English language beginner with a basic understanding of English and basic conversational skills. Students at this level can follow simple directions in English but are not expected to communicate detailed ideas. This level focuses on building a strong foundation in grammar through repeated and deliberate guided exercises as well as simple application activities. Vocabulary is enhanced through basic reading exercises and conversation skills are improved upon through simple dialogue and discussion. The required grammar text will be used on a daily basis and will be supplemented by activities and exercises at the discretion of the instructor.

#### · Course Objective

This class is an interdisciplinary course in beginning English with emphasis on grammar, listening, reading, and conversational skills. By the end of this course, students should be able to read and understand basic articles in English and be able to communicate orally in a partially-fluent manner. Students will expand their knowledge of basic grammar and vocabulary and prepare themselves for an intermediate-level understanding and usage of English. Students will be exposed to basic sentence structure and will be provided the necessary grammatical tools with which to add more details and complexities to their spoken and written language skills. Students should be able to speak and write complete, though perhaps simple, sentences without error.

### Level: Intermediate

#### · Course Description

This class is for the English language learner with a transitional understanding of English and intermediate conversational skills. Students in the intermediate level have most likely studied English in their native country and have had some immersion in the language culture. Students at this level can follow slightly complex directions in English but are not expected to communicate in such a manner as a native speaker. This level focuses on complex grammatical concepts and more multifaceted sentence structures. Vocabulary is enhanced through reading and writing exercises and conversation skills are improved upon through detailed dialogue, discussion and direction following.

#### · Course Objective

This class is an interdisciplinary course in intermediate English with emphasis on grammar, listening, reading, writing, and conversational skills. By the end of this course, students should be able to write complete, semi-complex sentences and be able to organize a paragraph. In addition, students should be able to understand most informal questions, statements, and conversation at normal speed. Through guided discussion activities, students will have learned to participate effectively in social and academic conversations. By having

focused on more complex grammatical constructions, students should have the ability to use progressive forms of present, past, and future tenses.

**Level: Advanced**

· Course Description

This class is for the English language learner with a nearly fluent understanding of English and advanced conversational skills. Students in the advanced level have most likely studied English in a formal manner previously and have been immersed in the language and culture for some time. Students at this level can follow complex directions in English and are expected to communicate nearly as well as a native speaker, though the student's accent may still be quite obvious. This level focuses less on grammatical concepts and more on complex sentence structure, vocabulary, writing, and professional-level dialogue.

· Course Objective

By the end of the this course, students should feel comfortable writing essays with good control of organization, extract key information from academic material, and speak fluently with only occasional misuse of idioms. Additionally, students will have complemented their understanding of colloquial language and will be able to correctly and effectively use grammar, punctuation, and spelling in all forms of writing. Students at this level are well on their way to fluency and should have the ability to thrive in social, professional, and academic settings.

**Conversation for Fluency** Clock hours: 432

*Intermediate or Advanced level of English*

**Course Objective:** In the USA English Language Center - Conversation for Fluency course, students will learn English for conversation and communication. The Conversation course will emphasize the importance of vocabulary, prepositions, and phrasal verbs, utilizing advanced pronunciation and recognition techniques, metaphor, symbolism, and imagery. Students will also reinforce basic-advanced grammar as it is altered and modified for fluency. Upon completion of this course students will feel competent in their communication and verbal skills.

- Conversation for Fluency with AI – Specializes in utilizing AI tools to improve English proficiency
- English Pronunciation Training and Accent Reduction
- English Slang & American Idioms
- Conversation and more Conversation!

## Placement Test Schedule

<b>Mondays 10:00am:</b>	<u>Placement Test</u> for new students
<b>Upon Request:</b>	<u>Placement Test</u> for current students requesting enrollment to a level class and have been away for 12 weeks or more.

## Textbooks

At the USA English Language Center, textbooks are required for all classes and are tailored to enhance your learning experience. Your courses may incorporate digital textbooks, online platforms, and student portals provided by publishers. Depending on the course and instructor, you may also receive supplemental materials to enrich your studies. Please note that textbooks purchased through USAELC are non-refundable.

## USAELC - Rules & Regulations

### Tuition

Student tuition is calculated per 12-week session and billed in 4-week increments. For new students, the first payment is due at orientation, with subsequent payments scheduled every fourth Friday after classes begin. To simplify the process, students may opt into Auto-Pay using a valid credit card, allowing tuition to be automatically charged on each due date. For enrollment in Auto-Pay, please contact the office.

**Tuition Payment Reminders & Methods** A payment reminder will be sent to the email address on file during the week tuition is due. Please note that this reminder is a courtesy; students are ultimately responsible for tracking their due dates and ensuring payment is made on time.

**A \$50 late fee will be applied to any account with a missed payment deadline—no exceptions.**

**Accepted Payment Methods** We accept cash, personal checks, cashier's checks, and major credit cards including VISA, MasterCard, Discover, and American Express. Payments can be made conveniently online by clicking the payment button at [www.usaelc.edu](http://www.usaelc.edu), in person at the office, or over the phone during business hours using a credit card.

### Course Fees:

DESCRIPTION	COST	WHO PAYS
Application Fee	\$95	<u>All Students</u> . Non-refundable.
Abroad Booking Fee	\$300	All Students applying from <u>Outside the U.S.</u> Non-refundable.
International Courier Fee	DHL online quote	Students applying from Outside of the U.S. with F1 Student Visa. Non-refundable once the institution has shipped the documents.
Terminated Status Application Fee	\$125	F1 students who apply for admission in terminated status. Non-refundable once the student has received the service.
Reinstatement and Change of Status (COS) fee	\$350	Students applying for Reinstatement (in terminated status) or Change of Status. This non-refundable fee.

Tuition	Morning \$380/ 4 weeks Afternoon \$250 /4 weeks Evening \$350/ 4 weeks Intensive \$380/ 4 weeks 2 Session Special \$600/ 4 weeks Weekly \$120 (upon approval)	All Students
Textbooks	Level Classes \$60 Conversation Classes \$60  Conversation with AI: Additional manual \$20	All Students
Student ID	\$35	Optional
Printed Certificate	\$35	Optional
I-20 Rush Fee	48 hrs- \$100 24 hrs- \$175	Any student that needs to receive their new I20 within 24-48 hours. Normal wait time can vary between 3-10 days.
Late Tuition Payment Fee	\$50	Any student who pays tuition after the due date.
Credit Card Decline Fee	\$35	Any student who attempted to make payment with a credit card, but payment was declined.

## Cancellation Policy

Student has the right to cancel the enrollment agreement and obtain a refund in accordance with the refund policy. If the student elects to terminate their enrollment agreement for any reason, the student is asked to complete the notice of cancellation form (Last Day Request Form) and submit the form to the office. There is no penalty or obligation from the date the student cancels their enrollment agreement.

## Refund Policy

The amount of a refund is determined by the date that the student last attended class. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund. Refunds are mailed to the student within 45 days.

\* Please note that the following fees are NON-REFUNDABLE: Application fee, Administrative fee, Late payment fees, Textbook or other merchandise. The Courier fee is an optional service, and is refundable if the service to the third party is not utilized. Please note that any promotion is forfeited upon request of refund if the terms of the promotion were not met.



**Refund Policy Example (Morning Class):** Refund policy example of four (4) weeks of instruction, meeting 4 days per week, for a total of 16 days. The formula is: total tuition amount paid (\$380), multiplied by number of class meetings paid for but not attended, divided by class meetings paid for to equal the tuition refund amount (no refund after 60% of class attended).

Last day attended of class meeting(s):	Tuition refund amount:	Last day attended of class meeting(s):	Tuition refund amount:
1	\$356.25	9	\$166.06
2	\$332.50	10	\$0.00
3	\$308.75	11	\$0.00
4	\$285.00	12	\$0.00
5	\$261.25	13	\$0.00
6	\$237.50	14	\$0.00
7	\$213.75	15	\$0.00
8	\$190.00	16	\$0.00

For example, a student may attend class for one (1) week, 4 class meetings, and then elects to drop. The refund would be prorated as follows:  $\$380 \times 12/16 = \$285.00$  (refund due to student of the tuition paid).

**Refund Policy Example (Intensive Class):** Refund policy example of four (4) weeks of instruction, meeting 2 days per week, for a total of 8 days. The formula is: total tuition amount paid (\$380), multiplied by number of class days paid for but not attended, divided by class days paid for to equal the tuition refund amount (no refund after 60% of class attended).

Last day attended of class day(s):	Tuition refund amount:	Last day attended of class day(s):	Tuition refund amount:
1	\$332.50	5	\$0.00
2	\$285.00	6	\$0.00
3	\$237.50	7	\$0.00
4	\$190.00	8	\$0.00

For example, a student may attend class for one (1) week (4 class meetings or two class days), and then elects to drop. The refund would be prorated as follows:  $\$380 \times 6/8 = \$285.00$  (refund due to student of the tuition paid).

## Attendance Policy

- Attendance is calculated for the currently enrolled 12-week course.
- If a student has below 80% attendance at the end of the course Week 12, they are withdrawn from the program and I-20 record terminated.

Students enrolled at the USA English Language Center are expected to be present and on time to class, with a full-time enrollment of 18 hours per week. Students must have all materials and be ready to learn.

**Attendance Policy & Status Requirements:** To maintain active status at USAELC, students must achieve a minimum **80% attendance** over the full 12-week course. Attendance is calculated cumulatively across the entire session. If a student's attendance falls below 80%, an automatic warning email will be sent via the attendance tracking system. However, students are responsible for tracking their attendance percentage to ensure their attendance is within the requirements. Students who finish the course with less than 80% attendance will be **withdrawn from the program**, and their **I-20 record will be terminated** due to an unauthorized drop below full-time enrollment.

**SEVP Policy for F-1 Students:** F-1 students are expected to maintain full-time enrollment and attend classes for the duration of the program dates listed on their **Form I-20**. Students who successfully complete the program may request an early completion. However, if a student chooses to end their program early **without completing the course**, their **SEVIS record may be terminated** for **authorized early withdrawal**.

## Tardy Policy

All students are expected to arrive at their assigned classrooms on time and to be prepared to begin class as scheduled. A student will be marked Tardy by their instructor if they arrive to class late, leave class early, or take an extended break during scheduled class time. The Tardy Policy goes into effect one minute after scheduled class times. Being marked Tardy will reduce the attendance percentage as follows: 4 tardies = 1 day absent.

Tardy is defined as the following:

- Arriving to class late
- Leaving for break time early
- Arriving from break time late
- Leaving before the end of class

Students away from class in ANY combination of time below will be marked accordingly:

- 1 to 29 minutes away from class= one tardy
- 30 to 60+ minutes away from class= double tardy

## Vacation Policy

Students at USA English Language Center become eligible for vacation time after completing 2 course sessions. Each session is 12 weeks long with a 1 week academic break. F-1 visa students must be enrolled for 26 weeks before requesting the Annual Vacation.

**Vacation Request Policy** Students wishing to take vacation must complete a **Vacation Request Form** and submit it to the office. Eligible students may request 1 to 4 weeks of vacation time. To receive the form or inquire about your eligibility date, please email **Support@usaelc.edu**.

**Vacation Eligibility Requirements:**

To be approved for vacation, students must:

- Maintain a minimum **80% attendance**
- Be **current on tuition payments**
- Be **registered for the next class session**

**Vacation Processing & Approval:** Vacation dates are scheduled from Monday through Friday, and requests are processed one week prior to the desired start date to verify attendance and eligibility. If a request is denied, the student will be notified by the office. Tuition is not charged during approved vacation periods.

**Failure to Return from Vacation:** Students are expected to return to class on their scheduled return date. Failure to do so will result in dismissal under the consecutive absence policy. F-1 visa holders who do not return will have their I-20 terminated for unauthorized withdrawal.

**SEVP F-1 Policy for Annual Vacation:** An F-1 student at an academic institution is considered to be in status during the annual (or summer) vacation if the student is eligible and intends to register for the next term.

An annual vacation is an authorized break in a student's studies that is taken once per academic year. F-1 students are eligible to take it after completing 26 weeks at a Student and Exchange Visitor Program (SEVP)-certified school.

Annual vacation differs from a school break, which occurs when a school closes for a short period of time during a school term, normally during a U.S. holiday, spring break or winter break.

Before taking annual vacation, F-1 students should speak with their designated school official (DSO). Their DSO can confirm their eligibility for vacation and should sign the student's I-20 if they plan to travel outside of the United States.

## Leave of Absence Policy

Students may request a Leave of Absence (LOA) for emergency purposes, with the intention of returning to their program at USAELC. LOA requests must be submitted in writing before LOA start date (with the exception of unforeseen circumstances), and must specify a reason for the request. New students must be enrolled a minimum of 4 weeks in order to request a LOA. Students may request a LOA in the middle of their 12 week course; however they will be withdrawn from the course and will receive a grade of Incomplete (INC).

All requests will be reviewed on a case by case basis and a response will be provided by email. Tuition will not be charged during approved LOA time. For Medical Leave of Absence a letter from a medical professional is required, specifying dates that the student cannot attend class.

Leave of absence must not exceed five months. Students that do not return from their scheduled LOA time will be dismissed in accordance with the consecutive absence policy, and students on F1 visa will have their I-20 terminated for unauthorized withdrawal.

Documentation for travel outside of the U.S. is required, including a copy of airline ticket with departure date and return date. For students on F1 visa, the SEVIS record will move to terminated status during the departure dates, and will be reactivated for the return to the U.S. in accordance with SEVP policy.

## Academic Break:

Students receive a 1-week Academic break following their 12-week course. During this time, classes are not in session, but the campus remains open for student access.

This break allows the administrative office to:

- Finalize and calculate course grades
- Distribute grade reports and individual learning plans
- Assist students with registration for the upcoming session

The Academic Break is a scheduled part of the program and is included in the tuition payment plan.

## Mandatory Retesting Policy

Class Change Re-Testing:

Students who wish to change from a Conversation Class to a Level Class must complete a Placement Test if they have not attended a Level Class within the past 12 weeks.

Leave of Absence Re-Testing:

Students returning from an approved Leave of Absence lasting more than 12 weeks are required to take a Placement Test before rejoining their class to ensure accurate placement.

## Satisfactory Academic Progress Policy

**Satisfactory Academic Progress (SAP) Policy:** The SAP Policy is designed to **track and support student progress**, ensuring that all students are **successfully advancing through their coursework**.

**Grading:**

For each 12-week session students are graded by their instructor based on weekly quizzes, a midterm exam, and a final exam. Upon completion of the 12-week course, a final grade is provided to the student and monitored by the administrative office as follows:

- **Passing Grades (A, B, C):** Students who earn a passing grade must progress to the next level offered for that program of study. Students are contacted by the office and expect to purchase the new textbook and course materials to be ready for the next course session.
- **Failing Grades (D, F):** Students who receive a failing grade may petition to retake the same course to achieve the learning outcomes expected of that proficiency level. Repeat of a course requires filling out an Individualized Learning Plan to review which areas of improvement are necessary.

**Academic Probation:** Any students who earn a “D” or “F” at the end of a course will be notified via email and placed on academic probation for the next 12-week term monitored by the administrative office.

**Make-Up Tests:** Students who miss a quiz or test may arrange to take a make-up exam by coordinating with both their teacher and the school office. Make-up tests must be completed within the same 12-week session.

**Class Enrollment Limits & Program Duration:**

- **Course Repeat:** Students who repeat a course due to failing grades may do so a maximum of two times. The total time allowed in the same course is limited to 36 weeks, equivalent to three 12-week sessions.
- **Program Duration:** The timeline to complete a full program of study at USAELC is unique to each student, based on initial placement and level progression.

As an example, if a student is placed in the beginning level and progresses through 6 levels of study with passing grades, the duration would be as follows:

Example Timeline:            6 levels of 12-week sessions plus academic break = 18 months  
   Include annual vacation time = 20 months

Students who require repeating a course based on the level progression policy may require additional time to finish the program enrollment and will have a different timeline estimate. In general, the program has designated 36 months as a maximum program duration. This timeframe does not include approved vacation time, leave of absence, or medical leave.

- **Program Extension Requests:** If a student reaches the 36-month timeframe and requires a program extension to complete all the levels offered, they may request additional time of study. Eligibility for extension is based on level progression policy, and requests must be submitted to the Exceptions Review Committee (ERC) for consideration.

**Grade Scale:**

Final grades are calculated based on weekly quizzes, midterm exam, and final exam for each 12-week course

**Grade Percentage:**

LOW		HIGH	GRADE
90	-	100	A
80	-	89.9	B
70	-	79.9	C
60	-	69.9	D
0	-	59.9	F

Achievement Scale		
USAELC Level	CEFR Level	Description
<b>Advanced 2</b> Conversation 2	<b>C2</b>	<ul style="list-style-type: none"> <li>• Can understand with ease virtually everything heard or read</li> <li>• Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation</li> <li>• Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations</li> </ul>
<b>Advanced 1</b> Conversation 2	<b>C1</b>	<ul style="list-style-type: none"> <li>• Can understand a wide range of demanding, longer texts, and recognize implicit meaning</li> <li>• Can express him/herself fluently and spontaneously without much obvious searching for expressions</li> <li>• Can use language flexibly and effectively for social, academic and professional purposes</li> <li>• Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.</li> </ul>
<b>Intermediate 2</b> Conversation 1	<b>B2</b>	<ul style="list-style-type: none"> <li>• Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialization</li> <li>• Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party</li> <li>• Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.</li> </ul>

<b>Intermediate 1</b> Conversation 1	<b>B1</b>	<ul style="list-style-type: none"> <li>• Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc</li> <li>• Can deal with most situations likely to arise whilst travelling in an area where the language is spoken</li> <li>• Can produce simple connected text on topics, which are familiar, or of personal interest</li> <li>• Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans</li> </ul>
<b>Beginner 2</b>	<b>A2</b>	<ul style="list-style-type: none"> <li>• Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment)</li> <li>• Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters</li> <li>• Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need</li> </ul>
<b>Beginner 1</b>	<b>A1</b>	<ul style="list-style-type: none"> <li>• Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type</li> <li>• Can introduce him or herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has</li> <li>• Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help</li> </ul>

### Level Progression

Upon completion of a 12-week course, students with passing grades between C:70% through A: 100% will be contacted by the office to progress to the next available level offered in the program.

### Dismissal due to failure to meet Satisfactory Academic Progress

Students may not exceed a total of 36 weeks in the same class. A student who remains on academic probation and exceeds the 36 weeks in the same class will be withdrawn from USA English Language Center.

### Procedure for Appeals

Students enrolled at the USA English Language Center may appeal a determination by completing the Student Request Form available in the administrative office. The Student Request Form is reviewed by the Exceptions Review Committee (ERC), which consists of at least three members of the administrative staff and directors at the USA English Language Center. The Exceptions Review Committee meets as needed to review any pending student requests and provides a written response to the student in the form of an email within 2 weeks of the meeting.

## Class Change Requests

Students are expected to complete the 12-week course they are enrolled in, however if circumstances require a class change mid-session, students may fill out the Class Change Request Form with the office. An advisor will review the student's enrollment history, grades and attendance to determine which class the student is eligible for. A textbook must be purchased at the time of enrolling into the new class.

Students that change class mid-session prior to completing the 12-week course will not receive a final grade for the previous enrollment and will be considered Incomplete (INC) for that course. When enrolling into the new course, enrollment within the first half of the 12-week session (Weeks 1-6) remain eligible to receive a full grade upon completion, while enrollment in the second half (Weeks 7-12) will be considered Incomplete (INC) and require a course repeat to receive a final grade.

## Add/Drop Period

Students receive a 2 week add/drop period upon enrollment to a course. The 2 week add/drop period is for the student and teacher to determine if the course is the appropriate level for the student based on performance and comprehension.

Students may be asked to re-test during this time based on sound academic rationale. During the 2 week add/drop period if a student is approved for a class change the administrative office provides the necessary review and paperwork for the student file, including any new placement test scores, instructor feedback and student request forms reviewed by ERC.

## Program Completion

A student is considered successfully completing the program if they complete all levels offered with a passing grade.

Students who are ending their program and/or leaving the United States are asked to notify the office by completing the "Last Day Request Form" to notify the school that they are departing. Students must be maintaining the USAELC - attendance policy to end their program in good academic status. Failure to maintain the attendance requirement will result in dismissal from the program and termination of I-20. If there is a financial balance owed to the school the balance must be paid in full prior to departure.

## Program Withdrawal

A student is considered withdrawn from their program if they fail to complete all levels offered in the program and choose to end the program with an early departure. Program withdrawal may also result from failing to meet the SAP Policy requirements, or attendance policy requirements. Students who would like to withdraw from their program are asked to come to the office to fill out the "Last Day Request Form" to notify the school they are departing. If there is a financial balance owed to the school the balance must be paid in full prior to departure.



## Consecutive Absence Policy:

In the event that no notice of withdrawal (written or verbal) is provided, USAELC - will automatically administratively withdraw a student after they have been absent for a maximum of 30 consecutive calendar days. Attempts will be made to contact any student that fail to return to their program and are being marked absent consecutively.

## F1 Transfer

Students on F1 visa must adhere to the SEVP transfer policy guidelines when requesting transfer. If classes are in session, the student must attend classes and otherwise maintain status at their current school until the transfer release date. The transfer release date is based on the current school's academic session dates. Students are expected to complete their program to transfer active status. Transfer requests with early departure will be processed as terminated status for early withdrawal from the program of study.

The student must begin classes at the transfer-in school at the next available term. The student must be accepted by another SEVP-certified school, and provide the following information:

- Written confirmation of the acceptance with student's full name and program start date.
- Contact information for the new school's DSO (Designated School Official) to assist with transfer of I-20 record.
- The SEVIS School Code for the transfer-in school to ensure transfer to the correct school.

Students must be attending classes and maintaining F1 status at USA English Language Center until the transfer release date is coordinated between the DSO at both schools, and appropriate documents are provided for the transfer of I20 record. Students will be provided with a 15-days maximum time frame to begin their new program at their transfer-in school.

## Exit Exam

The Exit Test optional for all students who complete a minimum of 12 weeks at USAELC. The Exit Test will demonstrate any progress the student made during their enrollment. Please contact the administrative office for additional details and assistance.

## Exit Survey

The Exit Survey optional is for all students who complete a minimum of 12 weeks at USAELC. The Exit Survey will provide the administrative office with valuable feedback during a student's enrollment.

## Student Satisfaction Survey

The Student Satisfaction Survey is sent out via email to currently enrolled students 2 times per year. The email provides a link to the anonymous survey which provides the administrative office with valuable feedback during a student's enrollment. Results from the survey are reviewed by the administrative office to determine areas of improvement for the program.

## Certificate

A certificate verifying program participation or completion at the USA English Language Center is offered to students upon request. Students may come to the office to fill out a Certificate Request Form, and pay the fee for processing. Students who cannot pick up their certificate in person may request to email a PDF copy, or mail the printed certificate with courier fee to any U.S. address.

## Enrollment Verification Letter

Students may request an Enrollment Verification Letter to confirm their status at the school. Please complete the request form in the office for further details. A fee may apply for processing.

## Field Trip Policy

USAELC allows educational field trips and activities outside of the classroom to enhance students' experience of American culture and an opportunity to speak English.

- Two field trips are permitted per 12-week course.
- Teachers will provide detailed information to students ahead of time regarding the field trip plans, including any out-of-pocket cost.
- Students must sign a liability release form prior to the field trip.
- Teacher must confirm the student's understanding of the procedures outlined in the liability release form.
- Students must meet in class to take attendance before departing for the field trip.
- Field trips are limited to a maximum of four hours.
- A photo will be taken on site to document the activity for the office

Teachers are asked to follow USAELC emergency procedures if an emergency should occur during the field trip. Below is a generalized description for a medical emergency:

Medical Emergency Procedures:

1. Teacher/Staff may assess the emergency situation.
2. Call **911** if medical attention is needed.
3. Notify the administrative office.
4. Do not attempt to move a person who is ill or injured unless he/she is in immediate danger of further injury.

## Student Code of Conduct

At USAELC, we uphold a culture of integrity, respect, and professionalism across our entire campus community—including students, faculty, staff, and administrators. Every member is expected to contribute to a safe, inclusive, and courteous

environment that honors the dignity, rights, and diverse perspectives of others. We ask all individuals to conduct themselves with civility, honesty, and mutual respect, both in and out of the classroom, and to comply fully with all applicable rules and regulations.

Maintaining these standards is not optional, it is essential to the success of our learning community. Disruptive, disrespectful, or unlawful behavior will not be tolerated on campus and at school sponsored events. Violations of this Code of Conduct may result in disciplinary action, up to and including dismissal from the institution.

Let us all commit to creating a space where learning thrives, and every person feels valued and respected.

### **Cell Phone Policy and Use of Devices in the Classroom**

Students are asked to refrain from recreational use of phone, laptop, and/or tablet during class time.

- Decisions to use phones, laptops, and/or tablets should be guided by (a) whether the use of the device is relevant to class activities, (b) whether its use increases or decreases your focus on the class and your classmates, and (c) respect for your classmates and your instructor.
- Inappropriate use of devices may result in being marked tardy or absent, and/or lowered participation, since its use will prevent you from participating fully in class activities.

## **USAELC Safety Declaration**

USAELC is strongly committed to preventing crime. The school considers the physical safety of each of its students and employees necessary in maintaining a successful learning environment. The cooperation and involvement of students and employees of the school in campus safety is essential to minimize criminal activity.

### **Crime Prevention**

Individual safety consciousness and awareness of personal environment is a crucial component of crime prevention. USAELC suggests the following crime prevention measures:

- At night, travel in well-lighted areas, and in pairs if possible. Avoid short cuts and deserted areas.
- Do not leave valuable items in your car, including personal items and school related materials such as textbooks.
- Do not park in isolated areas. Lock your car.
- Leave items of high monetary value at home. USAELC is not responsible for lost or stolen items. Do not leave your belongings unattended while on campus.
- Do not carry more cash than necessary and certainly do not advertise what you have.
- Keep your purse, backpack or briefcase close by.
- Mark personal items that you bring on campus. This includes marking textbooks, laptops, and phones with your name or some other traceable identification.
- Do not bring any kind of weapon onto campus.

### **Drug & Alcohol Policy**

USAELC -is committed to an environment that is free from drug and alcohol use. The manufacture, distribution, dispensing, possession, or use of illicit drugs and alcohol is **prohibited on campus, classrooms, and USAELC events**. Violation of this policy may result in disciplinary action, including dismissal.

## Smoking Policy

USAELC is a non-smoking environment. We ask that you follow the building policies if you decide to smoke outside in designated areas. Please refrain from smoking at USAELC events if possible.

## Liability Release Form

All students are asked to sign the enrollment agreement and release of liability upon admission to USAELC.

## F1 Student Visa – Maintaining your Status

Study in the States website offers free government resources that explain the rules and regulations governing the international student process in the United States. Visit [www.studyinthestates.dhs.gov](http://www.studyinthestates.dhs.gov)

While studying in the United States, it is important to maintain your F1 student status. If the Department of State issues you an F1 student visa, this means that you are coming to the United States to study. You should not take any action that detracts from that purpose. Maintaining your status means:

- Fulfilling the purpose for why the Department of State issued you your visa.
- Following the regulations associated with that purpose.

### **While studying in the United States, F1 students must:**

- Attend and pass all your classes. If school is too difficult, speak with your DSO immediately.
- If you believe that you will be unable to complete your program by the end date listed on your Form I-20, talk with your DSO about requesting a possible program extension.
- You must take a full course of study each term; if you cannot study full-time, contact your DSO immediately.
- Do not drop a class without first speaking with your DSO.

### **Upon Program Completion**

F1 students must take action to maintain legal status or depart the United States after completing your program of study. Once you complete your program of study, meaning you successfully graduated from all levels offered with passing grades, graduating students have 60 days after completion of the program to leave the United States. If you wish to extend your stay in the United States, talk with your DSO to learn more about doing one of the following: Transfer to another school, Change your education level, Apply to change status to another visa.

F1 students should speak with their DSO if you are planning to do any of the following:

- Change your major, program, or degree level, or change your education level.
- Transfer to a new school or take a leave of absence.
- Travel outside the United States.

- Move to a new address.
- Request a program extension.

## SEVP Certification

The USA English Language Center, San Diego, is approved by SEVP to issue the I-20 document for F-1 student visa enrollment. A Designated School Official (“DSO”) is available to assist students with F-1 visa related questions and provide services.

## Medical Insurance

International students on an F1 visa do not have any government related health insurance requirements while studying in the United States. However, having adequate health insurance is a very important part of student life. USAELC strongly recommends that students and their dependents maintain health insurance during their stay. USAELC administrative office can assist students with finding the right coverage and health insurance plan. USAELC is not affiliated with any insurance companies, however we can assist with resources in our office and online.

The United States has a wide variety of medical clinics, hospitals and specialized services; some locations allow for walk-ins and some require appointments. Without health insurance students will need to pay medical fees at the time of receiving service. Medical services can be very expensive in the United States, and may vary depending on where you go. For example, the Emergency Room (ER) is reserved for serious and life-threatening conditions only, and will be a significantly higher bill than other options. For minor illnesses and injuries you may use an Urgent Care facility, Walk-in Clinic, or Doctor’s Office.

There are many different companies that offer health insurance options, and the prices vary depending on your individual and/or family needs. Once you find a plan that is right for you and your needs you pay a monthly fee, as well as an additional cost at the time of using a service, known as a deductible or co-pay. Monthly fees are estimated between \$30 - \$150 per month depending on the plan you choose.

We recommend watching the following Youtube video that provides an overview of the health care system in the United States. The video also includes the following real-life cost of medical attention for the following injuries: Car accident: \$150,000, Fractured Clavicle: \$18,393, Fractured Humerus: \$47,445, Appendicitis: \$60,493.

**“Overview of the US Healthcare System for International Students”**, by International Student Insurance.

**Video Link:** <https://youtu.be/-qtmmQri-N4>

## Zoom Guidelines

Zoom may be used for supplemental materials and extracurricular activities in class. If your class is attending a zoom meeting as part of class activities, students are asked to be courteous during the session, being mindful of excessive noise or chatting.

## USAELC - Office - Student Services

The administrative office is available to assist students with any questions they may have during their enrollment at USAELC.

Some of the common inquiries include:

- |                             |                             |                    |
|-----------------------------|-----------------------------|--------------------|
| -F1 Student visa assistance | -Health Insurance questions | -Car rental        |
| -Arriving to San Diego      | -Housing Information        | - Local Activities |
| -TOEFL test registration    | -Academic Counseling        | -Tourism           |

The office at USA English Language Center will be providing the following services by EMAIL. Please check your email regularly and check for the office support email account: [Support@usaelc.edu](mailto:Support@usaelc.edu)

- Attendance
- Grades
- Tuition payment reminders
- Class schedule / 12-week course dates / class enrollment assistance

### Requests for:

- Last day
- Vacation
- Leave of Absence (departing the U.S.)
- Class change
- Grade report / school letter / certificate
- I-20 dates, and I-20 extension

### **Housing Options**

San Diego offers a wide variety of housing options. Students may research online and make arrangements prior to arriving to the U.S. USAELC does not provide housing and is not affiliated with any housing providers, however the administrative office is available to assist with any questions about housing options and neighborhoods to consider. Below are some helpful resources to begin your search!

Websites to search for long term rentals:

[www.zillow.com](http://www.zillow.com)

[www.craigslist.org](http://www.craigslist.org)

[www.apartmentfinder.com](http://www.apartmentfinder.com)

Websites to search for temporary housing, short term rentals:

[www.airbnb.com](http://www.airbnb.com)

[www.craigslist.com](http://www.craigslist.com)

[www.vantaggiosuites.com](http://www.vantaggiosuites.com)

Website for hotel options near USAELC . Search by address: 2725 Congress Street, San Diego CA 92110:

[www.hotels.com](http://www.hotels.com)

[www.expedia.com](http://www.expedia.com)

## Questions, Concerns and Grievances

USAELC holds customer satisfaction to be a priority. Our staff is trained to assist with any questions or concerns. If at any time a student or customer is not satisfied with their experience, we ask that they contact the office or teacher so we can make every effort to remedy the situation. We offer a Student Request Form to voice any concerns in writing. Our Exceptions Review Committee (ERC) reviews each request and provides a written response via email within two weeks. Students also receive a Satisfaction Survey by email throughout the year to provide feedback to the administration.

If concerns are not able to be addressed directly with the school, USAELC has the following accrediting agency policy:

Complaints must contain contact information of the complainant and should be submitted following the procedures in the CEA Policies and Procedures. Complaints can be submitted electronically to [info@ceaaccredit.org](mailto:info@ceaaccredit.org) or by mail: 1001 North Fairfax St., Suite 630, Alexandria VA 22314

## Emergency Resources

- Dial **911** on your phone if you have a medical or other type of emergency. An ambulance/fire engine/police officer will be sent if you have a true medical emergency.
- San Diego Police Headquarters, Non-Emergency Line: (619) 531-2000
- San Diego Poison Control 1-800-222-1222

## Hospital Emergency Room and Urgent Care Facilities near USAELC Campus:

- Scripps Mercy Hospital: 4077 5th Avenue, San Diego, CA 92103 - (619) 294-8111
- UC San Diego Medical Center: 200 West Arbor Drive, San Diego, CA 92103 - (858) 657-7000
- Urgent Care Services: 3434 Midway Dr, San Diego, CA 92110 - (619) 225-6200
- CVS Minute Clinic: 3327 Rosecrans St., San Diego, CA 92110 - (619) 225-9691