



SAN DIEGO UNIVERSITY  
FOR INTEGRATIVE STUDIES

June 27 2016

Ms. Perliter Walters-Gilliam  
Associate Vice President, Quality Enhancement & Training  
Accrediting Council for Independent Colleges and Schools  
750 First Street, NE | Suite 980 | Washington, DC 20002

Re: Consideration of Public Comments

Dear Ms. Walters-Gilliam,

Thank you for the opportunity to provide a response to the concerns included in the letter dated June 3, 2016. We appreciate the opportunity to address the concerns and will provide detailed information to assure the committee at ACICS that the allegations are meritless. SDUIS staff and faculty are committed to providing quality education adhered to state and federal regulations, since it's opening in 1999. We look forward to adding ACICS' standards of excellence as a part of our quality assurance in the near future.

**Background:**

The San Diego University for Integrative Studies is the largest unaccredited state approved degree granting institution in California (Joanne Wenzel Report at BPPE Reapproval hearing, Sacramento March 18, 2016). SDUIS Chief Executive Officer, Dr. Cristina Versari has been working in higher education for 40 years as an instructor, administrator and board member in addition to being an internationally known Sport Psychologist who was responsible for the NBA Education and Career Development Program. SDUIS President Raymond Trybus, Ph.D., is a licensed psychologist in California and Washington, D.C. In his 40-plus post-doctoral years, Dr. Trybus has served as director of the doctoral and master's programs in clinical psychology at Walden University, was dean of the School of Psychology at Fielding Graduate University, Provost and Vice President for Academic Affairs at National University, Executive Vice President of Alliant University Foundation, and for nine years was the Chancellor of the California School of Professional Psychology (CSPP), San Diego. Previously Dr. Trybus was vice president and director of research at San Diego University for Integrative Studies. SDUIS enjoys an excellent reputation in the professional community and is currently approved and monitored by the following agencies

- Accrediting Council for Continuing Education and Training (ACCET)
- California Bureau for Private Postsecondary Education (BPPE)
- California Board of Psychology
- California Board of behavioral sciences
- Veterans Administration (2010)
- Student and Exchange Visitor Program
- SDUIS is a member of the California Association of Private Post Secondary Schools (CAPPS)
- Professional Educators Round Table (PIER)

### **Themes Contained in the YELP Postings**

SDUIS has evidence that the YELP postings, for the most part, are being posted by unethical competitors seeking to discredit SDUIS. We provide information to substantiate this claim later in this response. Although we believe the allegations posted on YELP.com are baseless, we will address the major themes of the negative comments so that ACICS can be assured that SDUIS is a quality institution that is operating in compliance with state and federal regulations.

There are three themes that resonate through the YELP postings. They are as follows:

- SDUIS is a Visa Mill
- SDUIS is unaccredited, unprofessional and overpriced
- SDUIS threatens students who complain

### **SDUIS is Not a Visa Mill**

By definition, in a visa mill, there is no education being provided to students and there are no classrooms. SDUIS is not a visa mill or a diploma mill, it is the largest non-accredited degree granting institution in California. SDUIS has three buildings, over 28,000 SF, 24 classrooms, over 25 administrative staff, over 60 instructors, and close to 1,000 students.

Over 130 classes are held at SDUIS each week and over 20 online classes are held each quarter at SDUIS. The qualifications of the faculty are impressive and are included as Attachment A in the "Who we Are" document.

Since 1999, SDUIS has graduated over 7,320 students in the ESL programs. We currently have, 564 students enrolled in the ESL program and 537 students enrolled in the degrees and certificate programs. As part of its preparations for achieving ACICS accreditation, SDUIS recently surveyed its graduates to find out where they are working. This exercise confirmed what SDUIS already knew -- SDUIS graduates are successful professionals in the fields of psychology and business. Examples of the career results of our graduates are included as Attachment B.

In addition to being licensed by BPPE, the ESL program has been accredited by ACCET since 2013. A copy of our letter of accreditation is included as Attachment C. ACCET does not accredit Visa Mills. SDUIS has undergone three scheduled and one unannounced visit from ACCET over the past three years. The YELP posting from Scott B alleges that the institution does not have a structured curriculum, no max limit for students, and no end dates for studies. These claims are patently false. As an accredited institution, SDUIS' ESL program is required to follow strict ACCET standards and must also follow DHS requirements. The institution's

Operations and Procedure Manual, which has been reviewed and verified by ACCET, is included as Attachment D. ACCET requires the university to have daily lesson plans for each course. The curriculum has been extensively reviewed and evaluated. Attachment E includes a picture of the voluminous binders which include the organized curriculum for the ESL courses. The posting from Deniz A, which claims that SDUIS is “not accredited at all”, is also false.

SDUIS has regularly scheduled faculty and staff training to ensure accreditation standards are being followed. Instructor’s performance evaluations are conducted every 12 weeks.

In addition to being licensed by BPPE and having ACCET accreditation for the ESL program, SDUIS has been approved by SEVP since 1999 and is currently undergoing recertification. A copy of our current I-17 form is included as Attachment F. SDUIS ensures that all staff and instructors follows city, state and federal regulations, including SEVP regulations. SDUIS' PDSO has over 25 years of experience with immigration regulations, the DSOs have 15, 14, 12 and 12 years of experience working with international students and SEVP regulations. SDUIS administrators and staff are trained to work with SEVP regulations, they attend PIER meetings, have in-house training by ICE agents and local SEVP school representative. The DSOs also attend Louis Farrell’s presentations twice a year, Louis Farrell is the director of the Student and Exchange Visitor Program, which is housed within U.S. Immigration and Customs Enforcement’s Homeland Security Investigations, part of the Department of Homeland Security.

The fact that SDUIS does follow immigration regulations and is in compliance with SEVP was confirmed by:

- A surprise visit by Susanna Warner, Section Chief of the SEVP Analysis and Operations Center, US Department of Homeland Security and two additional SEVP staff in February 2015. This visit was part of SDUIS recertification process. Susanne Warner and her staff visited all classrooms and interviewed the SDUIS DSOs; the site visit lasted 4 hours.
- SDUIS has been certified by the Department of Homeland Security since 1999.
- SDUIS was visited by the local ICE /SEVP representative Ricardo Gilbert in 2014. Ricardo visited all classrooms and conducted a DSO training as part of the ICE/ SEVP outreach program asking schools to work in cooperation with ICE agents.
- In addition to Ricardo Gilbert's visit, SDUIS has met with several ICE agents over the last three years to assist them in investigations not related to SDUIS students. All meetings were held at SDUIS.

SDUIS is well known by the Homeland security agents as having well informed, cooperative administrator who welcome them at SDUIS.

### **SDUIS Provides a Professional, Quality Education at a Fair Price**

The posting from Dylan M states that the fees are very high and the quality is very low. He also states that credits will not transfer due to a lack of accreditation. In regard to his first claim, SDUIS charges \$1,200 dollars for a five unit course for the psychology programs and \$600 for a five unit course for all the other programs and has not raised its tuition since 1999. This is significantly lower than other universities in the area. This claim is without merit.

While Dylan M believes that the quality of education is not up to par, he is in the minority. SDUIS regularly surveys its students and has consistently received high marks. This claim is without merit.

As you are aware, SDUIS is seeking institutional accreditation from ACICS. We do not hide the fact that credits earned at SDUIS will most likely not transfer. We include the required BPPE language in the catalog and on the Enrollment Agreement. Students are well informed of this fact prior to enrolling. A copy of the Enrollment Agreement is included as Attachment G and the catalog is included as Attachment H. SDUIS is proud of its history and even without holding accreditation in the past, its graduates have been accepted at other institutions of higher learning and have gone on to have successful careers. Evidence of this is included in Attachment I.

### **SDUIS Does Not Threaten Students Who Complain Legitimately**

SDUIS takes student concerns seriously and has a complaint policy in its catalog. We follow-up on all complaints. SDUIS is the home to a large population of international students away from their homes and families. For that reason, part of our mission is to provide a home like environment where students come first. Therefore, SDUIS has a friendly, family atmosphere, so most student concerns are resolved before they reach a formal complaint level. The complaint process can be found in the catalog that is included in Attachment H.

SDUIS has educated students since 1999. For the vast majority of those years, the university coexisted with the other schools in the San Diego area without incident. However, because of local events and ownership changes in recent years, there is now a toxic atmosphere spurred by a couple unscrupulous competitors.

SDUIS has been targeted by unethical competitors for several years. Specifically, the owners of Southern States University and Connect English Language Institute, who used to work together in the past, have consistently filed complaints against SDUIS with city, state and federal government agencies with the intent of disrupting the business and causing it to close to take SDUIS' students. The owner of Southern States University has been indicted for visa fraud after years of investigation by ICE. The owners of Connect English Language institute worked for Southern States University during the years the school was engaged in illegal activities. ACICS can contact local ICE agents to confirm this information. We are also attaching information from the ICE web site confirming the indictment (Attachment J).

SDUIS competitors use YELP as the perfect platform to post false negative posts and send them to SDUIS' approval and monitoring agencies. The posts sent to ACICS by Scott B, Dylan and Deniz A are not from students. We believe the first two posts were by either Southern States University or Connect English owners. We don't have any students by those names. The next post by Deniz A was not by an SDUIS student. Deniz A applied for admissions to a certificate program at SDUIS in 2015, he never started the program. It appears that Deniz enrolled at Southern States University because he posts a message on YELP in 2015 stating that Southern States University was a very good school.

Deniz A is a defendant in a small claims lawsuit filed by SDUIS. A copy of the filing is included as Attachment K. While we hated to take such an action against anybody, these baseless posts are dramatically impeding our business, draining our resources, and damaging our reputation. Because his statements are false and he was never an SDUIS student, we are asking the court to

order Deniz to remove the defamatory post. As part of the same lawsuit SDUIS has subpoenaed YELP requesting the IP addresses of all posts with two or less stars. Once we receive the response from YELP we should be able to identify the source of the false, negative posts. The court hearing is scheduled for July, 2016. The next post is from Thomas B pretending to be an SDUIS student. Thomas B is Deniz' roommate and a defendant in a small claims court lawsuit filed by SDUIS.

Our competitors negative posts on YELP are our competitors attempt to damage SDUIS' image and take SDUIS' students. As the largest state approved non-accredited degree granting institution in California, it is expected that SDUIS would be targeted by competitors. Unfortunately, SDUIS's competitors are unethical individuals. SDUIS hired a digital marketing consulting company to review the negative posts and issue a statement. That statement confirms our belief that the YELP posts are not from students with legitimate concerns. The statement is included as Attachment L.

### **Conclusion**

SDUIS has been offering quality education to students at a fair price since 1999. We take great pride in the successes of our students and graduates, which we have highlighted in this response. We are also proud of being an integral part of the fabric of downtown San Diego. We actively participate in community service events including such things as being the home of the Consulate General of Brazil, managing the Orphanage Project, volunteering at Counselling Centers, and hosting an Annual Toy Drive. Additional information about these projects and others can be found in Attachment M as well as in the "Who We Are" document. These actions and activities are not consistent with a money-hungry, unprofessional, Visa Mill as we are being portrayed in the false YELP postings! Please refer to Attachment M for legitimate YELP postings from SDUIS students.

We appreciate the opportunity to explain the content of these false and inflammatory YELP posts. It is unfortunate that ACICS has been dragged into this fight that has been initiated by unethical competitors but we hope that our response and our exhibits satisfy your concerns. If you have any additional questions, please do not hesitate to contact me.

Sincerely,

(b)(6)

Cristina Versari, Ph.D  
Chief Executive Officer  
San Diego University for Integrative Studies

CC: Chad Hartman; Joseph Gurubatham; Ray Trybus; Richard Miller

# USA ENGLISH LANGAUGE CENTER

@ The San Diego University for Integrative Studies



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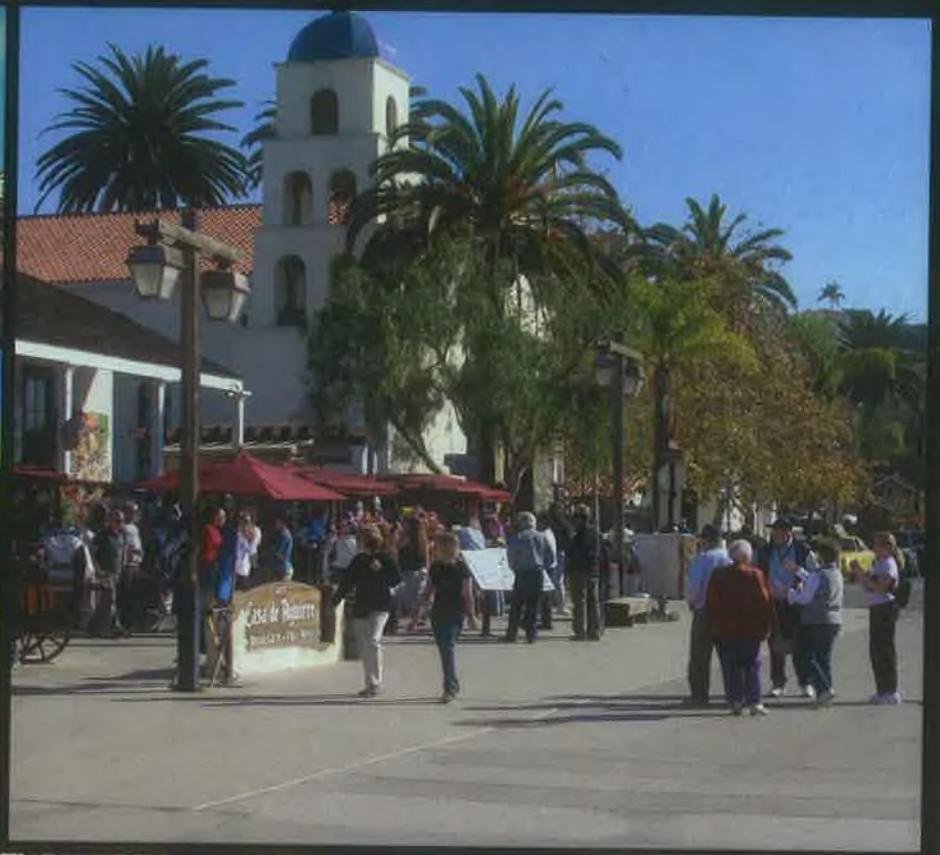
## WHO WE ARE

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# OLD TOWN, CA



# OLD TOWN, CA



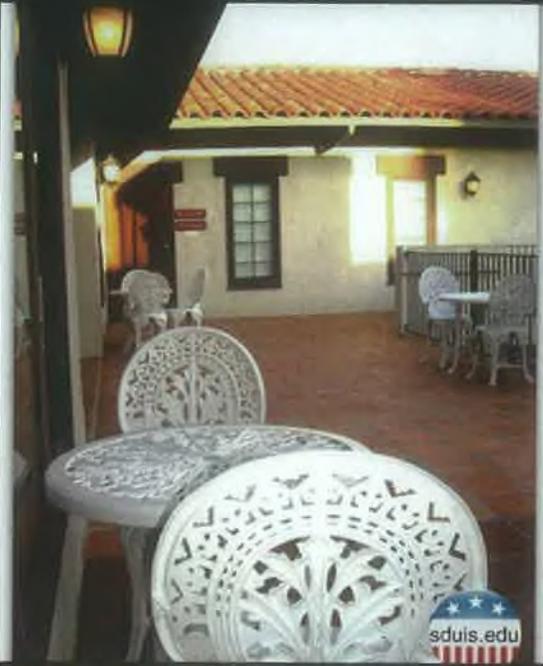
# OUR CAMPUS



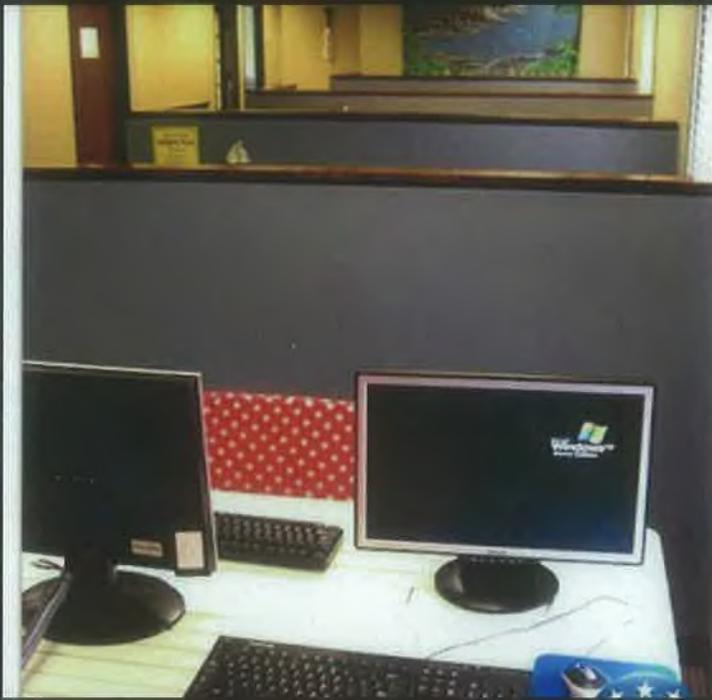
# OUR CAMPUS



# OUR CAMPUS



# Our Campus



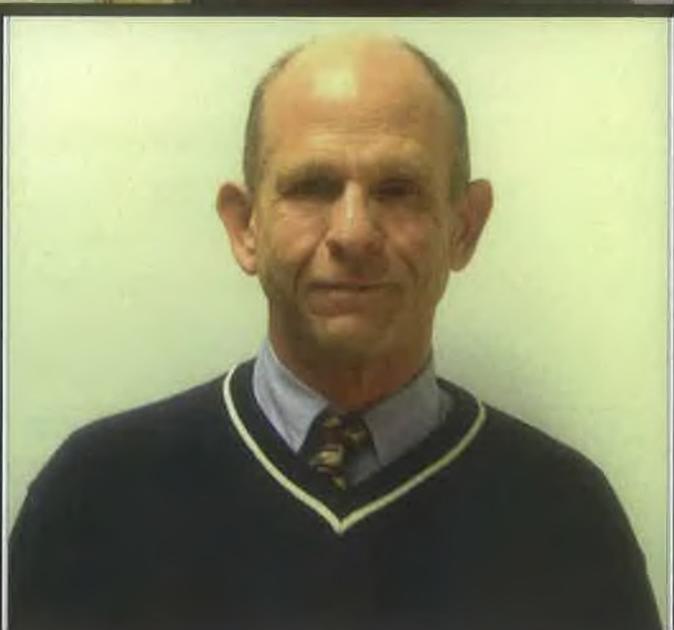
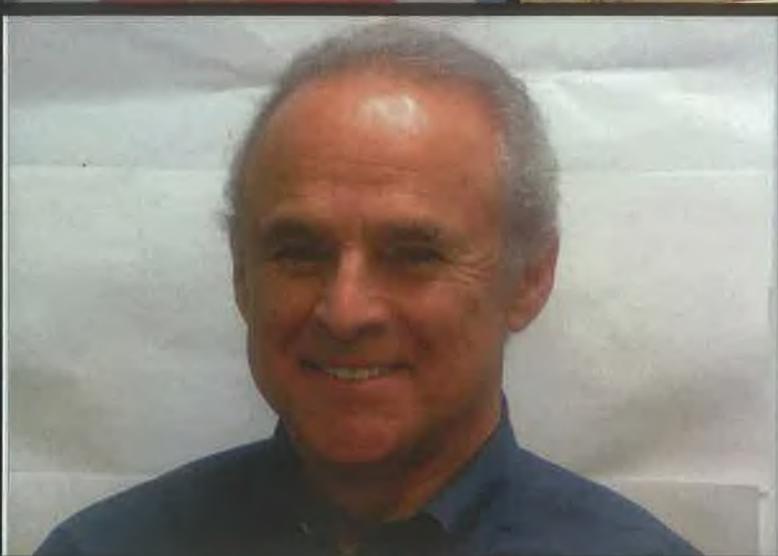
# OUR CAMPUS



# OUR CLASSROOMS



# OUR INSTRUCTORS



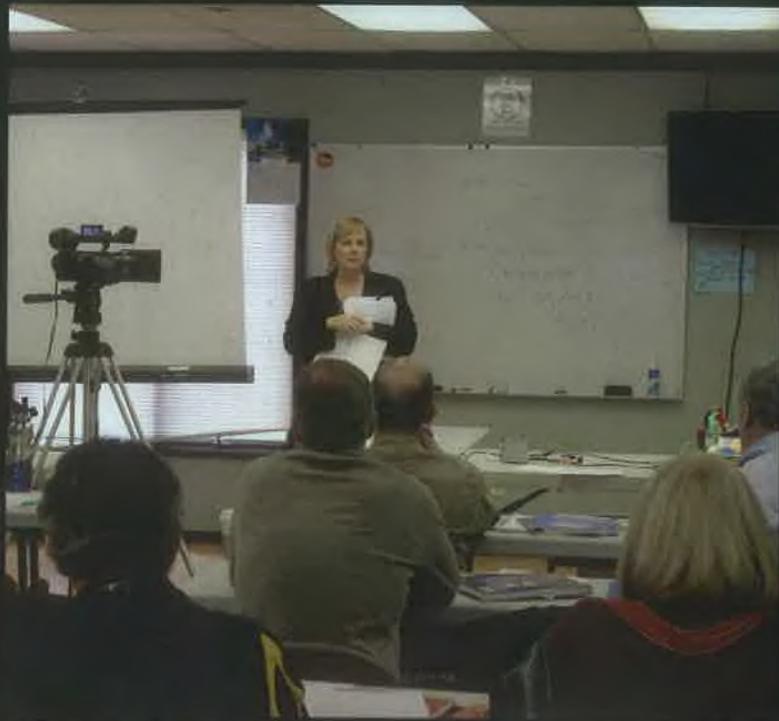
# OUR INSTRUCTORS



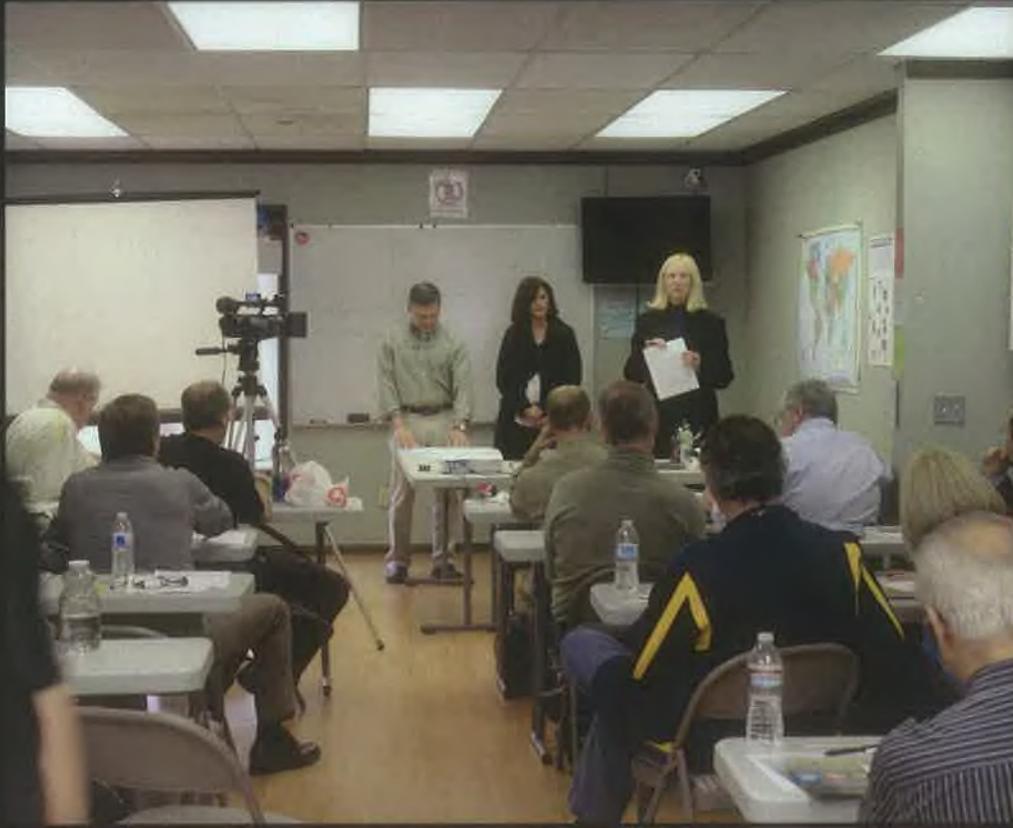
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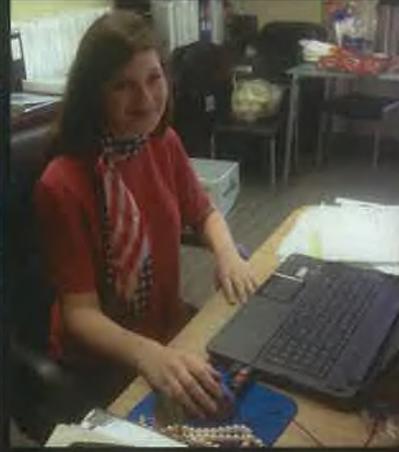
# TEACHER TRAINING



# TEACHER TRAINING



# OUR STAFF



# OUR STAFF



# OUR STAFF



*Committed to  
Excellence in  
Education*



# OUR STAFF



# OUR STAFF



# OUR STAFF

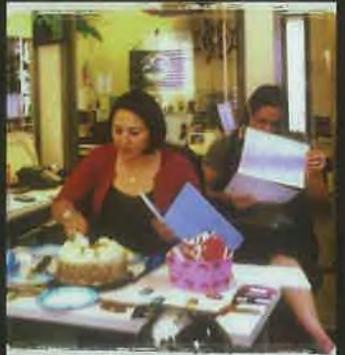


Sevian's Goodbye from Southern California and our Staff at San Diego University for Integrative Studies



Teacher and Staff Appreciation Cruise

# OUR STAFF



# OUR STAFF



# STAFF TRAINING



# STAFF TRAINING



# STAFF TRAINING

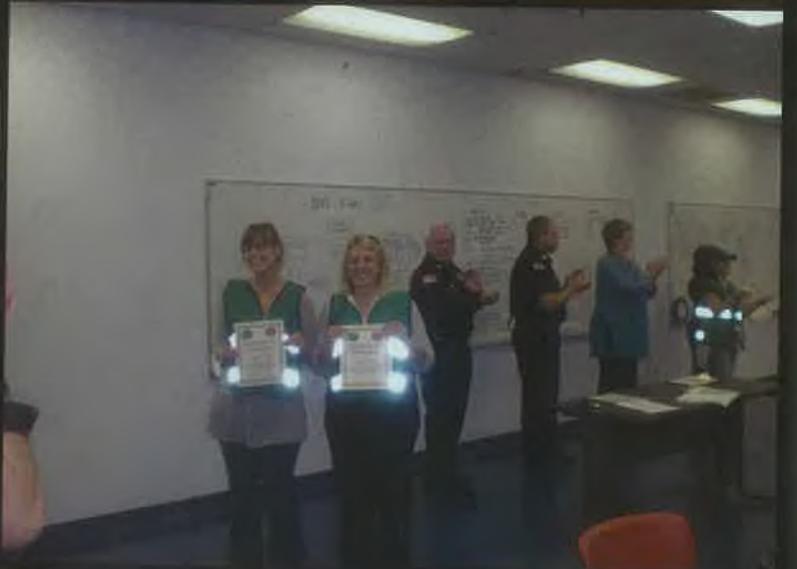


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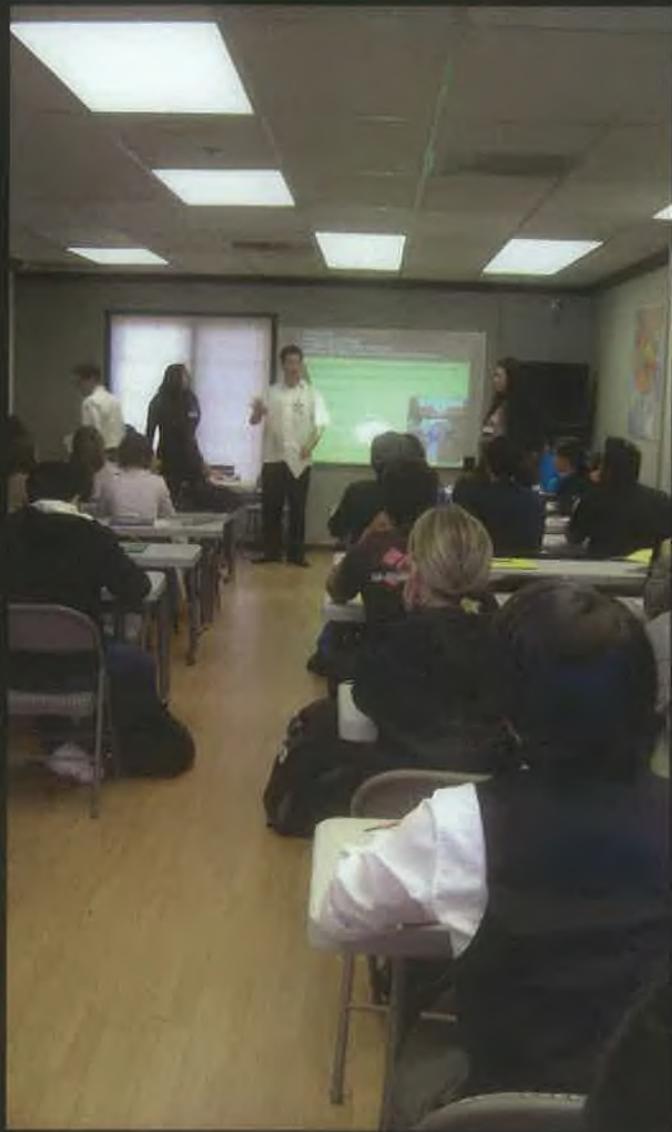
# CERT TRAINING USAELC STAFF



# CERT Training



# STUDENT CURRICULUM MEETING AT USAELC



# TESOL GRADUATES



# HOMESTAY FAMILIES



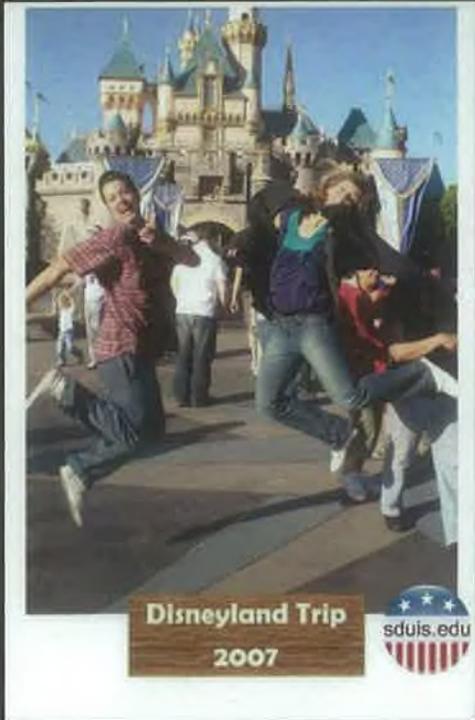
# HOMESTAY FAMILIES



# USAELC ACTIVITIES



# USAELC ACTIVITIES



Disneyland Trip  
2007



# Valentines Day Event



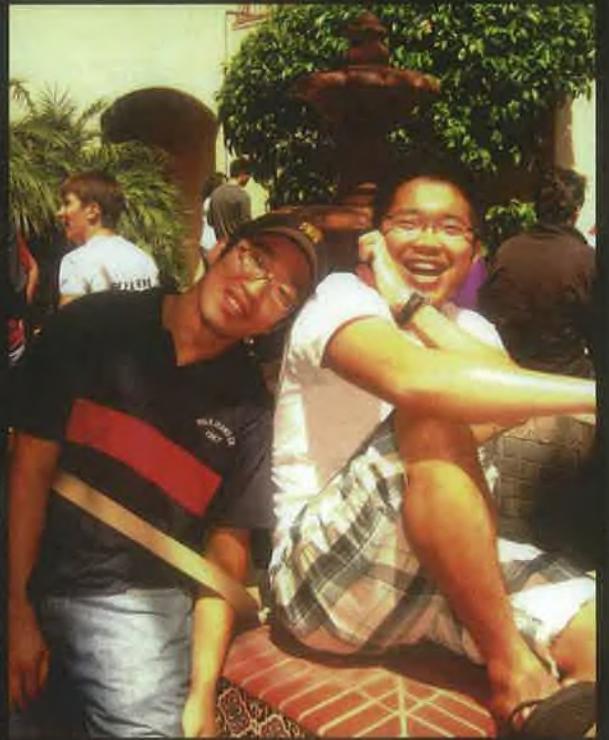
# VALENTINE'S DAY AT USAELC



# VALENTINE'S DAY AT USAELC



# EASTER AT USAELC



# FOURTH OF JULY AT USAELC



# FOURTH OF JULY AT USAELC



# FOURTH OF JULY AT USAELC



# HALLOWEEN AT USAELC



# HALLOWEEN AT USAELC



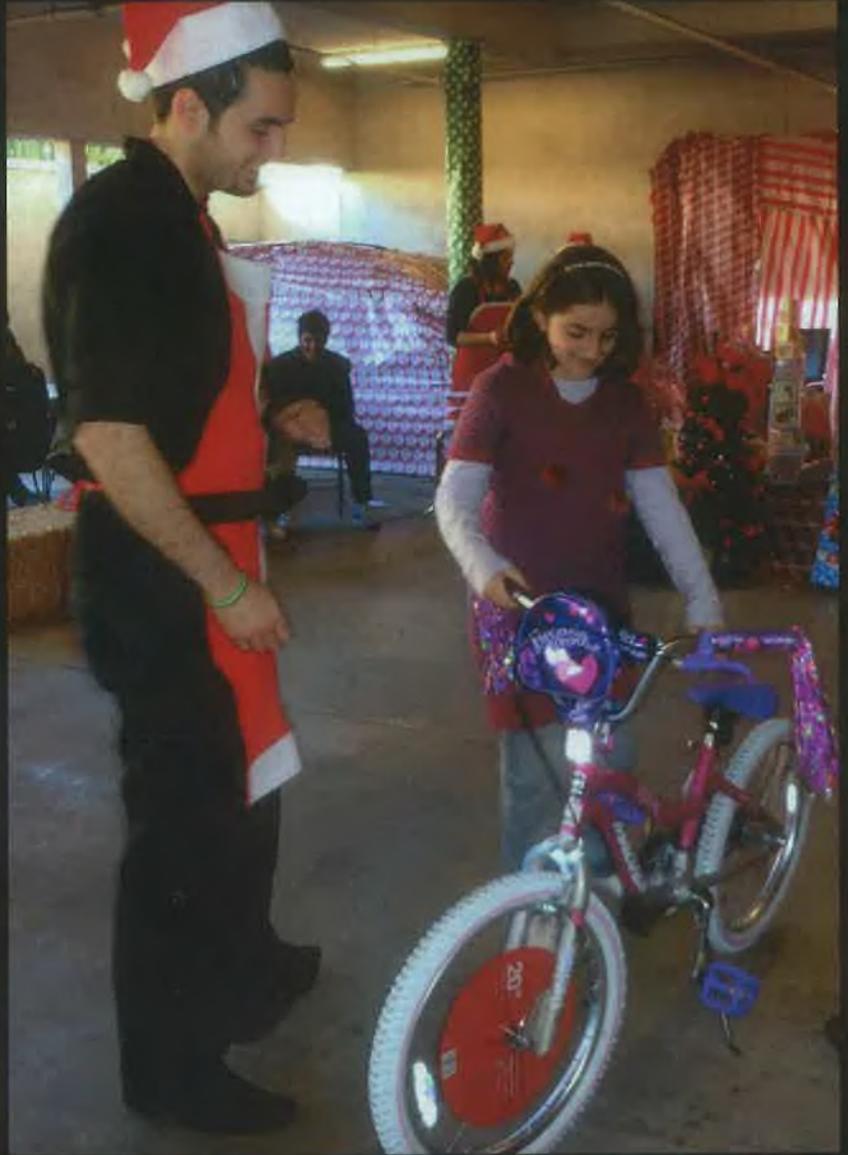
# HOLIDAYS AT USAELC



# SALVATION ARMY BAND



# TOY DRIVE AT USAELC



2010/12/18



# Brazil Day San Diego



# PROPLAYERS UNIVERSITY AT SDUIS



A San Diego University for Integrative Studies é uma renomada instituição especializada em cursos de bacharelado, mestrado, doutorado e certificados. SDUIS é presidida por Cristina Bortoni Versari com Doutorado em Psicologia do Esporte. SDUIS é formada por profissionais conceituados e famosos nas suas especialidades nos Estados Unidos.



Cristina Versari PhD, SDUIS President

As seen on . . .



"Dr. Versari utilized her extensive knowledge of Sports Psychology which added a level of depth to the interview. Excellent!"

Brian Cohen - Court TV Insider



"Cristina is a real professional who not only knows her field but relates it with much ease to engage audiences."

Gloria Delano - NBC Bookings



"Cristina is a treasure of knowledge that encompasses very extensive. Her experience with NBA players is fascinating and her ability to relate difficult information in an understandable way is truly amazing."

Mario Marcano - Editor at Large



"Cristina is a constant source of information for a variety of clients, and just sports related. Her knowledge on celebrity and coaching is second to none!"

Kim Sweeney - FOX 11 Bookings

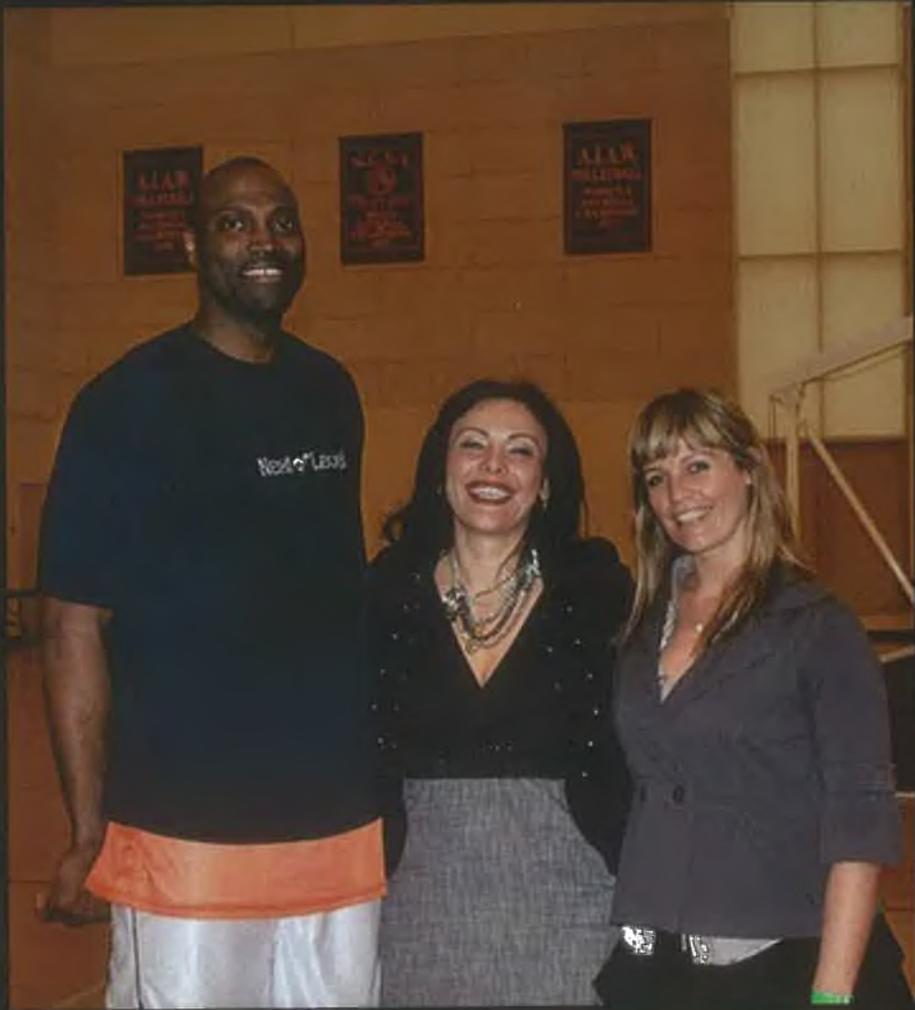


"A real professional in her field. Cristina Versari and her large field of expertise is always a welcome interview."

Reed Marsh - Writer



# PROPLAYERS UNIVERSITY AT SDUIS



# THE DENNIS WAITLEY INSTITUTE AT SDUIS

www.nightingale.com

## THE PSYCHOLOGY OF WINNING

The Ten Qualities of a Total Winner

A Nightingale & Conant Production



Denis Waitley



Microsoft

**INQUIRER** Microsoft The Journal of Business

Francis Kong's **8th ACHIEVERS & LEADERS SUMMIT**

Featuring **Dr. Denis Waitley**  
September 7, 2005, 9am to 5:30pm  
Hotel Intercon, Makati

BICD-PNPOINT, MINDGIGITA, chronos, J&J Street.com, AIA

THE NATIONAL BESTSELLER!



## SEEDS OF GREATNESS

### DENIS WAITLEY

#### THE TEN BEST-KEPT SECRETS OF TOTAL SUCCESS

By the bestselling co-author of QUANTUM FITNESS

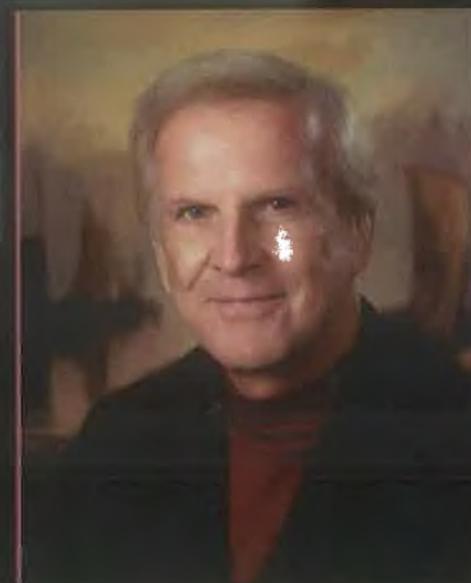
"Denis Waitley cares about you and wants you to win at life!"  
- Kenneth Blanchard, Ph.D., co-author, THE ONE MINUTE MANAGER



*"Change the changeable, accept the unchangeable, and remove yourself from the unacceptable."*

Denis Waitley

**DR. DENIS WAITLEY**  
FEATURED IN  
**THE SECRET**



# Museum at USAELC

## The Kenneth Deckard Museum of American Toys

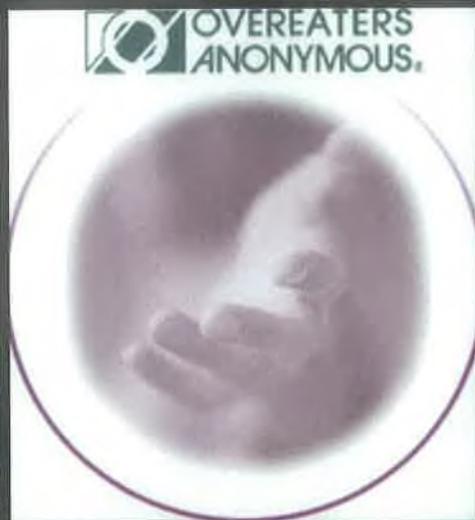


 **The Kenneth Deckard**  
Museum of American Toys

The Kenneth Deckard Museum of American Toys is home to a great collection of iconic toys on display for all to enjoy. These classic toys are a great example of what American children grew up with in the 60s, 70s and 80s. Take a walk through the museum to experience the fine collection of Americana.



# 12 STEP MEETINGS AT SDUIS



# FUTURE LEADERS PROJECT - BRAZIL



# FUTURE LEADERS PROJECT- BRAZIL



**FOLHA  
DE LONDRINA**  
O JORNAL DO PARANÁ



# VOLUNTEERS AT USAELC



# USAELC AND SDUIS IN THE NEWS

## Previous Client Quotes



"Your actions will determine the results you get in life. Don't just think about going back to school, take action before it's too late. Take the USAELC towards your Ed to use all the tools to improve your business and financial management skills so you can better manage your assets. This education sets a standard and can be a launch if you don't prepare now."  
Michael Curry, Detroit Pistons



"This is something I wanted to do for me. It provides a sense of completion. When I think about my past MBA career, I regret it's a requirement to always having to study, prepare, or be able to take the Education Program. There's always someone there that can follow up on any way I need. To make sure everything needed from it is to take care of it. It really great to have someone you can pick up the phone and call and get help with getting my degree."  
Darrell Fisher, Los Angeles Lakers



"The Education and Career Development Program has helped me not only identify my individual personality strengths and weaknesses but has also helped me identify possible career paths that match my individual strengths."  
Todd Peltier, Secretary of the Miami Heat



"First, let me say thank you for the time, effort, and patience you have put into my degree. I understand that I can't give back what you have done for me but I will have to continue to do my best. The time spent on the program during my career. Your company has really enhanced me and I will talk about having my education, but actually having the time to do it. Thank you very much."  
Julian Barille, Dallas Mavericks



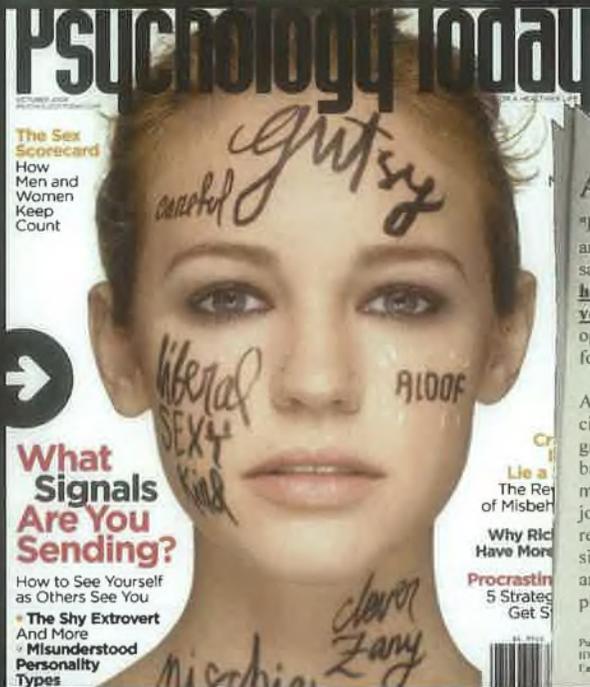
"It is a very busy process. With the Education Program, there is all the due diligence and work into everything you need to take action. Basically, all you have to do is to get on to be in the class. For me it will be a wonderful feeling to have my degree in hand to give I have my college education."  
Thane Swartz, Atlanta Braves



"With all the time that I've spent on my degree, it's not the aspect of having my degree in that area it was that I can't give back what you have done for me but I will have to continue to do my best. The time spent on the program during my career. Your company has really enhanced me and I will talk about having my education, but actually having the time to do it. Thank you very much."  
Brian Stone, Los Angeles Lakers



# USAELC AND SDUIS IN THE NEWS



This five page article by Jeff Pearlman from Psychology Today magazine examines the psychological issues that professional athletes face after retirement. It discusses the emotional difficulties of transitioning to life after fame and success, and the challenges of finding a new purpose after a short career.  
published on May 01, 2004

## After the Ball

"Because they've been so focused on sports from an early age, many athletes never develop necessary parts of the self," observes **Cristina Versari, head of sports psychology at San Diego University for Integrative Studies.** "There's a developmental arrest. When an athlete retires, it takes four to eight years to adjust to a new life."

After years running the National Basketball Association's Education and Career Development Program, Versari came across more than 400 basketball players, few of whom were ready for retirement. "Most of us spend 25 to 30 years doing a job that we've prepared for, and that becomes our reason to get up each day," she says. "The professional athlete retires in his late 20s or early 30s and then has no idea what to do. You can only play so much golf."

Publication: Psychology Today Magazine Publication Date: May/Jan 2004 (Document ID: 3474) Psychology Today Magazine © Copyright 1993-2004 Sussex Publishers 115 East 23rd Street, 9th Floor, New York, NY 10010



# Graduation Ceremonies at SDUIS



# OUR GRADUATES AT SDUIS



# **ATTACHMENT B**

## ***SDUIS graduates and what they are doing now:***

Mike Gervais (2005) :

Licensed psychologist, USA Olympic Team psychologist

Nick Molinaro:

Golf Psychologist

Tamsen Willits Ladou, PysD (2003) –

Psychologist, private practice, Temecula, CA

Monica Poynter, PsyD –

Psychometrician, Naval Medical Center San Diego

Krystal Rowe, PhD –

Private practice

Kate Brizendine, PsyD (2002)

School Counselor at Monerey Penninsula USD, Carmel, California

Pete Glasheen, PsyD (2003)

Private practice, Personal Development Counselor

Lynn Lunceford, PsyD (2004)

Private practice, San Diego, CA

Luz Maria Villanueva-Gonzalez, PhD, (2004)

Published 12/2005, *Psychological Impact of IIRAIRA (Title III) on Legal Permanent U.S. Residents and Their Families in 12/2005*

Valerie Warren, PsyD (2003)

Mental Health Counselor Wasilla, Alaska

# ATTACHMENT C

# Accrediting Council for Continuing Education & Training

## Certificate of Accreditation

*Be it known that*



*has been duly examined and found to be in compliance with the standards for accreditation of the Accrediting Council for Continuing Education & Training and accepts the responsibility to maintain a high level of quality and integrity during the term of this grant of accreditation.*

*In witness whereof, we the undersigned, by order of the Commission, affix our signatures.*

December 15, 2016

*Date of Expiration*

(b)(6)

*Chair*

(b)(6)

*Executive Director*

# USA English Language Center

SAN DIEGO UNIVERSITY FOR INTEGRATIVE STUDIES



## Operations and Procedures Manual

3900 Harney Street, San Diego, CA 92110  
Phone (619) 297-1999 Fax (619) 542-1999 sduis@sduis.edu  
[www.usaelc.com](http://www.usaelc.com)

Revised  
March 2016

# USA English Language Center

## Operations and Procedures Manual

### **Procedural Guide to operating the USA English Language Center at the San Diego University for Integrative Studies**

The objective of this Operations and Procedures Manual is to explain to all office employees and administrative personnel procedures of operation for the USA English Language Center (“USA ELC”).

These procedures have been established to respond to the needs of both employees and the USA ELC. USA ELC obeys all relevant local, state, and federal laws, including laws forbidding discrimination and those involving the environment. In order to be fair to all employees, and to prevent inconsistent judgments, it is necessary to elaborate on our procedures of operation and administration.

If you have any questions or suggestions, please discuss them with your supervisor or the President.

This manual was created January 2007, and last updated in March 6, 2016.

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## **Administrative Procedural Guidelines**

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- C) Administrative Services
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Information contained in this manual was compiled and written by the administrative staff for USA ELC at the San Diego University for Integrative Studies. USA ELC is not responsible for any information missing from the manual and reserves all rights, including the right of reproduction in whole, or in part, in any form.

## A) Reception

### Greeting

The receptionist is often the first contact anyone has with our program, and their experience with reception will shape the way they view our entire school. Whether that person is a prospective or current student, a vendor, a job applicant, or just a lost traveler looking for the nearest restroom, we have a responsibility to provide that person with the utmost degree of respect and attention. The following procedures should be followed when assisting the many people who enter our doors.

Everyone should be greeted in a friendly manner, with the preferred greeting of “Hello. Welcome to SDUIS. How can I help you today?” Additionally, all visitors must sign in on the clipboard located at the front desk. If you are on the phone, ask the caller to hold, briefly greet the visitor, ask them to sign in, and then ask the visitor to wait in the waiting area. The type of visitor will determine your next step:

#### Prospective students

Give them an inquiry form (Appendix 1) located at the front desk

Intercom the appropriate advisor

#### Current Students

Intercom the appropriate extension for advising, payments, or books.

Appointments can be made for the President, the Attorney, the Advising Coordinator, the Registrar, the Director of Student Services, and the Director.

#### Faculty

Faculty and staff do not need to sign in.

At the end of each week attendance sheets (Appendix 2) are to be placed in the appointed box, located in the teachers’ lounge.

#### Complaints:

About a student – should not be made vocally in the front office – encourage the instructor to file the complaint in writing to the Director of Student Services or the Program Director

About the building – complaints about the facility should be emailed immediately to the President, who will contact building management.

#### Government Officials

Ask to wait in the waiting area and then intercom, in this order, President, Attorney, the Registrar, the Director, the Director of Student Services.

#### Lost Travelers

We have some tourist resources, such as maps and brochures in the reception area which they are welcome to take. We do not have a restroom that is available for use by the public.

#### Vendors / Delivery Persons

Check for correct address on package

Sign for the package, and deliver to the President's office  
Email the President where and when you left the package in their office.

## **Services Provided**

The USA ELC strives to be a rewarding and satisfying place to attend an English language program. Since many of our students are visiting the United States from other countries, we have developed procedures, as listed below, to help them acquire necessary additional services while abroad.

Student IDs:

- a. Students should fill out a request form (Appendix 3) available in reception and pay the \$5 fee at the payment center.
- b. ID cards will be available for pick-up at reception the following Thursday.

Certificates:

Students should fill out a request form (Appendix 4) available in reception and pay the \$5 fee at the payment center.

Certificates will be available for pick-up in reception on the student's last day of class.

Information and Assistance

- a. Assistance with Health Care – Students who do not have health insurance can contact the receptionist for information on urgent care facilities in San Diego.
- b. Health Insurance Information—Brochures with different options available to international students.
- c. Car Rental—Student Advisors can assist students with renting a car if they choose to have one during their stay here.
- d. Travel/Tours Arrangements—USA ELC provides travel information for excursion to places such as L.A. and Las Vegas.
- e. Housing—Students can apply for either a homestay with an American family, or can rent a room in an international dormitory, or an international hotel.
- f. Airport Pick Up—Before arriving, a student can arrange for USA ELC to meet them at the airport and take them to their housing.
- g. University Academic Counseling—Counseling and academic assistance.
- h. TOEFL Test—USA ELC offers the institutional TOEFL Test through the university office of admissions

## **How to Answer the Phone**

1. Thank you for calling SDUIS.
2. This is \_\_\_\_\_ speaking.
3. How may I help you?

May I have your name please

[Sample Phone extensions list. Please check with your supervisor for most up to date list]

Position	Ext.
President	220
Registrar	210
Legal	200
Student Services	209
Admissions	203
Admissions	208
Admissions	219
Admissions	217
USA ELC Director	201
USA ELC Student Services	216
USA ELC Student Services	212
File Clerk	211
International Advisor	213
International Advisor	207
International Advisor	214
International Advisor	215
Housing Coordinator	202

## **B) Admissions and Student Services Office**

The Admissions and Student Services Office at the USA English Language Center consists of trained Admissions Advisors, Student Services Coordinators, and Directors ready to assist international students. We cater to walk-ins, email and phone correspondence. Students and families can also communicate with our office through our website, social networks and fax. Our advisors can assist with a wide range of questions students might have, anything from housing needs, visa questions, change of status and getting settled in San Diego. Upon enrollment our office remains a vital source of information for currently enrolled students. We maintain customer satisfaction by offering assistance with changes to class schedule, requests for leave of absence, requests for transfer of I20 record to another institution, among other student services.

## **New Students**

### **Step by step procedures on how to enroll a walk-in student:**

When a new prospective student walks in for information on our programs, sign them in first; Provide the ESL brochure, application form and enrollment agreement. Review with them the curriculum, class times, program start day, and prices;

Ask if they are currently attending another school and their visa status. If they are a transfer student, ask when their last day of class was/is at their former school;

Ask them when they would like to begin class (transfer students that have not completed their program at the transfer-out school must register for the next available session);

Using the last page of the brochure as a guide and based on their visa status, explain the registration process.

### **Student is ready to register:**

Have the student fill out the application form

Make a copy of their passport, visa, and I-94;

Make a copy of their current I-20;

If they did not bring with them, assist the student to download and print their bank statement;

Begin a folder for them;

Let them know of any missing articles that they need to submit in order to complete their registration;

Make sure the student has filled out the “how did you hear about us” section of the application.

If all material and documents have been submitted, let the student know when they can come back to pick up their I-20. Confirm they are ready and able to begin their session at USAELC on the next available session start date.

Have the student pay the application fee the same day as applying, and provide a receipt.

Give them the flyer that explains the day and time for the placement test. Write their scheduled date for the placement test on their sheet.

Give them your business card and let them know that we are here to help them any way that we can. Enter all of their information into the database. (Check that they are not already entered into the database so you do not create a duplicate file.)

Add the student ID # to the file folder.

### **Transfer students coming to USA ELC:**

Ask students why they are transferring and how they heard about us, then enter the information into the database. The student must complete our transfer form. Make a note in their file what school they are currently attending, and their expected last day of class.

Ask the student if they completed their program at the other school. Make a note of the answer on the form. If the student completed their program at the other school, confirm they are ready and able to begin their session at USAELC on the next available session start date.

Check the date of our next start and notify the student.

Let the student know that it should take on average between 2-5 business days for their SEVIS record to be transferred to USAELC from their former school.

**Walk-in for an overseas student:**

An overseas student may have a representative begin the application process in the office on their behalf. The fees to apply include the \$75 Application Fee, \$175 Administrative Fee and the \$125 Documents Preparation Fee. The \$75 Courier fee is optional and will mail the form I-20 directly to the student. The Courier fee is refundable if the service to the third party is not utilized. The Courier fee is charged based on quoted rate from DHL website for cost of service.

**Student who is NOT ready to register:**

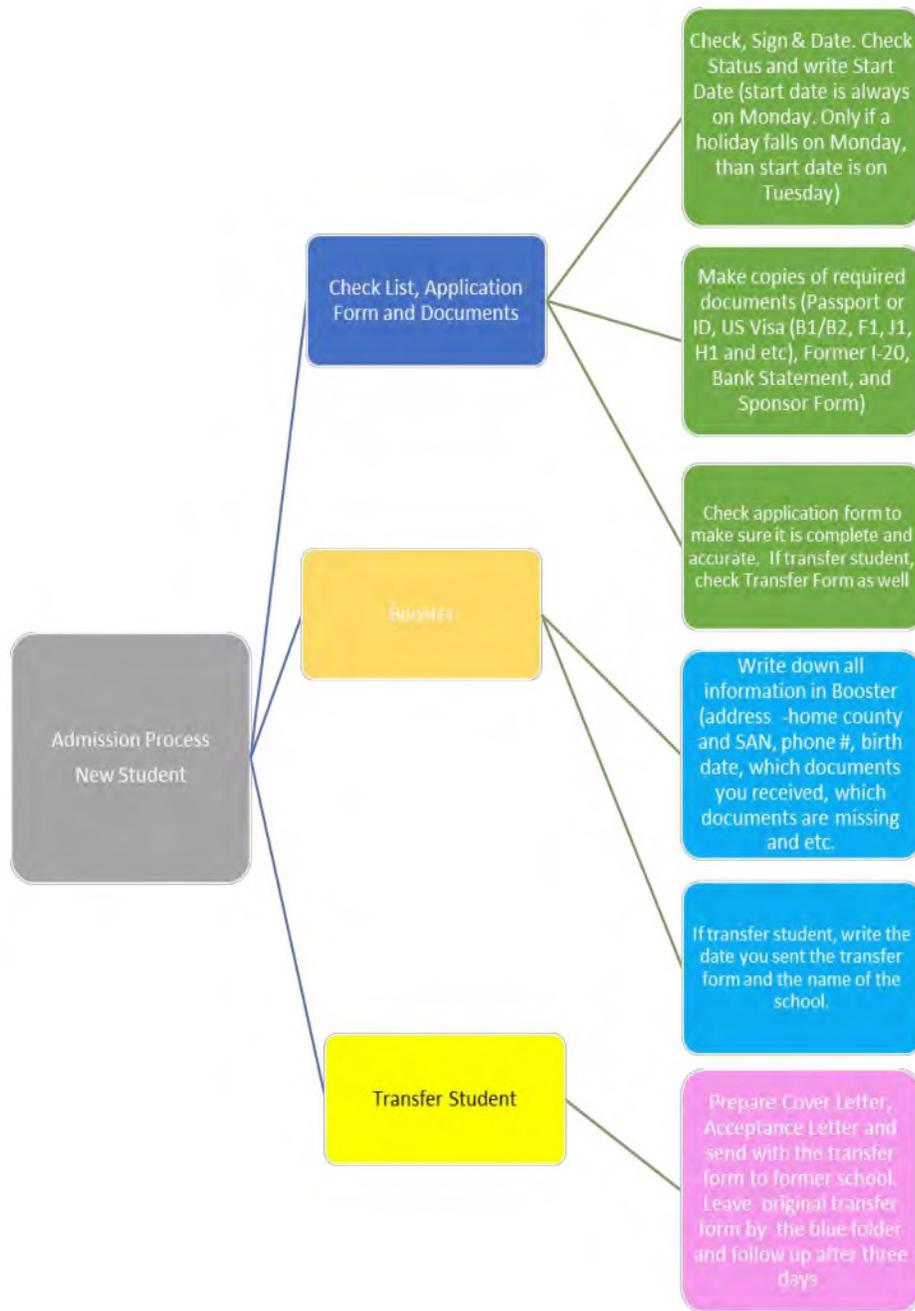
If they do not want to fill out the application form that day, have them complete the Potential Student Inquiry Form with their name, email, address, and phone number, as well as information on how they heard about us.

Enter their information into the database.

Send that student an email on that day with an electronic copy of our brochure. Keep a list of your PSI walk-in students and follow up with them on a weekly basis with a phone call and emails until they have made a decision.

Document all follow-up contacts in the database.

Make phone calls on a regular basis to PSI USA and PSI Overseas to facilitate enrollment and recruitment.



## **Transfer Students**

### **Transfer-In Students**

All documents required for an I-20 Student are in their file.

1. Follow procedure A and fax the signed transfer request form to the student's former school. Place in subgroup "Transfer Pending."
2. Confirm their attendance at the next available start date. Follow up until the transfer is complete.
3. Contact the student when the new form I-20 is ready to be picked up.

### **Transfer-Out Students**

Students who are ending their program or leaving the United States must come to the office to fill out the Last Day Request Form to notify the school that they are departing. To be eligible for transfer in Active Status, students must be maintaining the USAELC attendance requirement, at least 80% attendance rate in the 12 week course. If classes are in session, the student must attend classes and otherwise maintain status until the transfer release date. The student must begin classes at the transfer-in school at the next available term or within five months, whichever is sooner. If there is a financial balance owed to the school you must pay in full before you depart your program.

### **Receiving a Transfer Form from another School**

Upon receiving a fax from another school, the fax should be given to the Student Services Office to check the student's situation and attendance record. Once the transfer form is ready to be sent to the other school, the Student Services Office will send it. The Student Services Office will complete the bottom portion of the form; transfer out the record in SEVIS; send a fax to the other school; write note in the database that transfer is complete; and send an email to the student.

## **Overseas Students**

Follow Procedure A.

Create acceptance letter and have it signed.

Advisors give the file to the staff in charge of mailing, with the following documents placed on the outside of the file:

Original I-20 (signed in blue ink)

Acceptance letter

Payment receipt

Package to be mailed to the student with the documents and acceptance packet.

The assigned staff for mailing will send an email to the student with the tracking number and SEVIS ID number.

The File Clerk will place the student's file under the start date in the file cabinet.

Note it in the database.

## **Following up with PSIs, what email attachments to use**

ESL brochure in PDF form appropriate to their language.

Application form (if not included in brochure)

Directions to SDUIS

Placement test flyer

Degree Program flyer

Campus slide show

EXAMPLE OF PSI EMAIL (attach ESL Brochure File)

### **USA English Language Center**

Dear STUDENT,

Thank you for your interest in San Diego University for Integrative Studies' USA English Language Center. We pride ourselves on maintaining quality education and providing excellent instructors who give you the personal attention you need. Our campus is comfortably located next to many shops and restaurants in Old Town San Diego, and two blocks away from a major bus and trolley station. We would love to help you with your educational goals in our USA English Language Center ("USA ELC") or one of our Certificate and Degree Programs. We offer certificates and degrees at the bachelor's, master's, and doctorate levels, in a wide variety of fields.

I have attached our USA ELC brochure with all of the information you will need to apply to the school. We offer open enrollment year-round and can also assist you with your visa process.

We look forward to hearing from you! If you have any question you may reply to my email or contact the office.

Please visit our website for more information, [www.usaelc.com](http://www.usaelc.com) .

Thank you and have a great day!

Sincerely,

YOUR NAME

YOUR TITLE

---

San Diego University for Integrative Studies  
USA English Language Center  
3900 Harney Street, San Diego CA 92110  
Phone: 619-297-1999, Fax: 619-542-1999

---

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

## **EXAMPLE OF PSI EMAIL (attach ESL Brochure File)**

### **USA English Language Center**

### **TESOL CERTIFICATION PROGRAM**

Dear STUDENT,

Thank you for your interest in the TESOL Certification Course at San Diego University for Integrative Studies' USA English Language Center. We have dedicated students and instructors with years of teaching experience in their subject. Our campus is comfortably located next to many shops and restaurants in Old Town San Diego, and two blocks away from a major bus and trolley station. We would love to help you with your educational goals in earning the TESOL Certificate, or one of our Certificate and Degree Programs. We offer certificates and degrees at the bachelor's, master's, and doctorate levels, in a wide variety of fields.

I have attached our TESOL Certificate Flyer and Application Form. Our next TESOL Certificate course is scheduled to begin on **DATE**. I have included more information below about the TESOL Certificate and what the certificate can offer you as a career goal. After completing the TESOL Certificate program you will become eligible to teach English as a Second Language in the United States or abroad.

We look forward to hearing from you! If you have any question you may reply to my email or call to speak with an advisor. Please visit our website for more information, [www.usaelc.com](http://www.usaelc.com).

Thank you and have a great day!

Sincerely,

YOUR NAME  
YOUR TITLE

---

San Diego University for Integrative Studies  
USA English Language Center  
3900 Harney Street, San Diego CA 92110  
Phone: 619-297-1999, Fax: 619-542-1999

---

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

“How to Apply Guide” – The Admissions Process

We have a year-round open registration that allows potential students to begin their education without extended delays. Students may join a class within the 12-week term on any Monday.

### Eligibility

Any student, regardless of academic, personal, or occupational goals, may enroll in any class for which he/she is qualified as determined by the Director. The minimum age for international students is 16. For any students under 16 years of age speak with the Director of Student Services to discuss enrollment.

### Application: Required Documents

Please submit the following documents for admission. You can download the necessary forms from our website:

Application Form

Copy of Passport

Bank Statement

Sponsor Form (if bank statement is not under a student’s name)

### Admission

USA ELC is authorized by Federal Law to issue I-20 Student Visa Forms. USA ELC will issue an I-20 for the student who meets our admission requirements. The I-20 will be mailed to you with the acceptance letter. This process takes approximately 10 – 20 days. Please apply as early as possible.



### Interview with Consulate

Please take the I-20 and acceptance letter issued by USA ELC to the consulate on the date of your interview.

### Entering the United States

You may only enter the United States within 30 days of your program start date, as listed on your form I-20. For entry to the US, please be sure to bring your passport with F-1 visa, and your form I-20. Please let us know in advance if you need assistance with housing or pickup from the airport.

### Placement Test & Orientation

The placement test will be administrated on the Monday before you begin class, in order to determine appropriate program placement.

Placement Test and Orientation are *MANDATORY* for all students, *NO EXCEPTIONS*. If you cannot attend Monday, you must contact the office to reschedule. Failure to show is cause for termination. You will receive an attendance marking of “present” for class when you attend Placement Test & Orientation.

### List of Fees:

FEE	COST	DESCRIPTION
Application Fee	\$75	All Students applying to USA ELC. *Non-refundable
Administrative Fee	\$175	Students applying outside of U.S. with F1 student visa. *Non-refundable
Documents Preparation Fee	\$125	Students applying outside of U.S. with F1 student visa. *Refundable upon cancellation of enrollment
Courier Fee	TBD	Optional Fee. *Refundable if service to third party is not utilized *Charged as a flat rate, any unused portion of the fee will be applied as credit to the students' account at USAELC *Exact cost will be quoted and collected from the student once the mailing cost is confirmed through DHL
Reinstatement Fee	\$100	Students applying in F1 terminated status. This fee is paid to USA ELC for assistance with the USCIS Reinstatement application process.
Change of Status Assistance	\$100	This fee is paid to USA ELC for assistance with the USCIS Change of Status application process.

Tuition*	<p>Morning \$350/ 4 weeks</p> <p>Afternoon \$300 /4 weeks</p> <p>Evening \$300/ 4 weeks</p> <p>Weekend \$350/ 4 weeks</p> <p>2 Session Special \$500/ 4 weeks</p>	<p>Tuition for enrolled students. Courses are 12-weeks in length but students are allowed to pay monthly for their convenience.</p> <p>*Unused tuition is refundable.</p>
Student ID	\$5	Optional fee
Certificate of Participation	\$5	Optional fee
Certificate of Completion	\$5	Optional fee
I-20 Replacement	\$20	Optional fee for students that request a re-print of their I-20 document due to being lost or damaged.
I-20 Rush Fee	48 hrs- \$50 24 hrs- \$100	Optional fee for students that require their I-20 document processed within 24-48 hours. Normal wait time can vary between 3-7 business days.
Late Tuition Payment Fee	\$25	Any student that pays tuition after the due date. Students receive email payment reminders every 4 weeks. *non-refundable
Textbook	\$50	Students purchasing textbook through the administrative office. *non-refundable
Airport Pickup	\$75	Optional fee for USA ELC designated staff to pick up student at the San Diego International Airport, with drop off at specified location.

Any promotional discount must be presented at time of applying to the USA English Language Center

Procedures for Student Files

PROCEDURE A	PROCEDURE B:	PROCEDURE C:
<p>All documents needed for I-20 Students are in their file.</p> <ol style="list-style-type: none"> <li>1. Submit file to Visa Office.               <ol style="list-style-type: none"> <li>a. If there is a rush on the I-20 makes sure you communicate that with the Visa Office before leaving the file.</li> </ol> </li> <li>2. The Visa Office will call the student to let them know when the new I-20 is ready to be picked up. The File Clerk will place the I-20 in the file room. Note it in the database. Add to subgroup, "I-20 ready for pickup."</li> </ol>	<p>I-20 Student registered but is missing documents.</p> <ol style="list-style-type: none"> <li>1. Before the student leaves, make sure the student has a list of all documents they need to bring back or email to you.</li> <li>2. Note in the database the documents that are missing. Place in subgroup "Document Pending."</li> <li>3. The File Clerk will place student file in "US Documents Pending" section of file cabinet.</li> <li>4. Call the student reminding him/her of missing documents if they do not bring required documents on the day they indicated they would. Give student a deadline to turn in missing documents</li> <li>5. Once all documents are turned in, follow Procedure A.</li> </ol>	<p>Student registered does not need the form I-20.</p> <ol style="list-style-type: none"> <li>1. Application form completed, photocopy of ID/passport, and application fee paid, give to File Clerk to place in subgroup "Waiting List" until start date.</li> </ol>

Make sure all forms in student file are signed and completed!  
 Student files are confidential legal documents. They can only be shared with student and SDUIS Administrative staff.  
 Hard files are maintained in accordance with the above procedures for a period of seven years following the student's completion of the program.  
 Electronic student enrollment and financial information is maintained in electronic back-up indefinitely.

## Mailing I-20 and Welcome Package

When an advisor has an I-20 to be mailed to a student, the advisor must complete the I-20 mailing form, and prepare the package for mailing, to include a copy of the acceptance letter signed, business card with contact information, and the Pre-arrival guide.

Mail the I-20, acceptance letter, and the Pre-arrival guide to the student via third party courier service. The Courier fee is optional and will mail the form I-20 directly to the student. The Courier fee is refundable if the service to the third party is not utilized. The Courier fee is charged based on quoted cost from DHL website; any unused portion of the fee will be applied as credit to the students' account at USAELC.

## Orientation and Placement Testing

Orientations are held on Mondays at 9:00 AM. An advisor will schedule a student for orientation and testing on the Monday before the student's class begins. The procedures for orientation and placement testing are as follows:

### 1. Procedures for Creating the Placement Test List

Create Placement Test list for each Monday.

Create and email to staff on Wednesday.

Update list with any new students and distribute again on Friday.

Print copies for staff on Friday.

On main page in database enter the start date in the search engine. For "Group" select "Waiting List"

Review each student's page to collect information for the spreadsheet.

Review students' "subgroups" for status and document information

Review notes section, check if:

Any changes have been made to the start date

Visa was denied

Documents were received

On the spreadsheet, add a tab labeled with the date.

Columns:

Leave this empty (for advisor to write in student's number when they arrive Monday)

ID

First Name

Last Name

Country From

Status

Document Pending

Phone Number/email

Signature

Check to make sure transfers are complete. If not, state "pending transfer" and name of school in "status" column.

List all pending documents; form I-20, F-1 visa, I-94 card, bank statements, etc.

Change of Status students do not need to go on list.

Alumni-Returning students who have been gone for 4 weeks or more and students who have been on vacation for more than 4 weeks need to re- take the placement test.

## When Students Arrive for Orientation

Students arrive and are signed in on the placement test sign-up sheet.

A Student Advisor will lead the students to the testing room, where they will be given a brief introduction to the program.

Folder privacy dividers are set up at each place and the test is administered. Administrator stays in the room during the listening.

Results are tabulated and students are placed accordingly.

### Placement Test Procedures

1. New students are required to take the intake placement test to determine the appropriate level of instruction. Test can be administered when they apply, or at 9am on their first day of class. Accompany student to the testing area. Explain the testing will include listening, structure, and writing and they will have 75 minutes to complete as much as they can of the test.
2. Administrator needs
  - a) Student test booklets
  - b) Answer sheet
  - c) Examiner's Manual
  - d) Pens for students
  - e) Red pen to correct test
3. Student begins with the listening section available on the iTunes section of the computer. (Computer password sduisesl.) Once in iTunes, student first listens to track 1 – Examples, then moves to track – 2 which is the test.
4. Student only listens to the test once.
5. Once complete with the listening section they may move on to the rest of the test and answer questions 21-100.
6. Once student completes the test or the 75 minutes are up, administrator grades the test using the Examiner's Manual. Write score at top of answer sheet.
7. Allow student to see the test results.
8. Explain testing levels/scores. 0-35 Beginner/36-75 Intermediate/76-100 Advanced.

### Orientation Procedure

1. Arriving students will be asked to wait in the reception area until 9:00 AM, at which time they will be shown to the testing room. Students will receive a short introduction to the program, which will include a PowerPoint presentation. Students will be encouraged to introduce themselves to the group.

2. Student Orientation Folder Check list:

- a) Attendance Policies
- b) Agreement and Release of Liability
- c) English Only Policy
- d) SDUIS Facilities Map
- e) Degree Programs for International Students
- f) Student Handbook

## Placement Test Reminders

Students receive an e-mail on Wednesday to remind about Placement Test on the following Monday..

Students are asked to arrive at SDUIS on Monday no later than 08:45AM.

Students must check-in at front desk. Students sign the check-in list and receive a number (according to time of arrival). This numbers signifies the order of payment. Each student also receives a name tag and a Placement Test agenda.

New overseas students and new transferring-in students with documents pending are asked for documents at check-in time.

A picture of the student is taken for student ID and student's database file.

Students are directed to the testing room, and seated around the table, with a privacy divider between them to prevent copying or cheating from another's placement test.

An advisor will explain that the test contains both listening and grammar sections, the length of time to complete the test, no cell phone use, no assistive devices may be used, etc.

The testing will begin at 9:00 am.

The students will begin with the listening portion; once that is completed, they will begin the reading/grammar portion of the test. The test duration is 75 minutes' total.

After testing is complete, students are taken on a campus tour, typically at 10:30. While the students tour the campus, advisors remain in the office to score their tests, and prepare a registration form for each student.

The group of students are brought back to the testing room for orientation, which will begin at 10:45AM. Orientation includes: introduction of students and staff, explanation of all programs, class schedule, fees and payment schedule, vacation, attendance, etc. During this orientation phase, each student must sign his/her registration form, the USA ELC attendance policy, as well as the English-Only Policy form.

Once orientation is complete, each student (usually three at a time) is directed to the payment center to make payment and purchase the required textbook appropriate to his/her course level.

Once the student has made payment, the student can go to their assigned class, or may go home and be expected to return on the following day. Students earn a mark of 'present' for that day for successful completion of the placement test and orientation, therefore may choose to begin class the next day.

## Re-enroll Students

Receive new application form, enrollment agreement and bank statement..

Ask the File Clerk to pull the file.

Update information in the database.

After the placement test, make sure student paid tuition, bought the book, and is enrolled in class.

## Attendance Policy and Procedures

### 80% Student Attendance Requirement for ESL:

#### Attendance:

1. Attendance is calculated for the entire 12-week course.
2. At the point that a student drops below 80% cumulative attendance for a course, he/she receives an attendance warning email.
3. Students that have a cumulative attendance average below 80% at the end of the course is withdrawn.
4. The faculty class roster will contain information about the student's week, attendance average, and cumulative grade.
5. Your help to proactively advise students is critical! Send them to the office.

#### Poor Attendance Follow Up for ESL:

Attendance Warning 3 strike policy:

##### Strike 1

A student is below 80% of the class but can still mathematically achieve 80% by the end of the course:

- Send email and make phone call to ask student to improve attendance or else they will be placed on Attendance Probation Clipboard.

##### Strike 2- Student did not improve:

- Call/email student to inform them they are on Probation and to come to the office.
- Add them to Attendance Probation Clipboard.
- Have them sign the Attendance Probation Contract and Student Threshold Acknowledgement. Directions on how to complete the Student Acknowledgement form are contained later in his section.

##### Strike 3- Recommend for termination:

- Either they were removed from clipboard and got poor attendance again or had poor attendance while still on Clipboard, failed to sign in regularly.
- Student that has received several warnings according to Booster notes and never improved long history of poor attendance during enrollment.

Strike 1: Call/email students with poor attendance, any students under 80% at the midpoint of the class on a regular basis and share with them their updated absence percentage.

Open student Booster file. Subgroup them as "Termination Warning".

In Notes section, record all contact, phone/email.

Monitor students with poor attendance to make sure they are improving.

Take them off of subgroup "Termination Warning" when they reach 80%.

Strike 2: Schedule meeting with poor attendance students that receive 2<sup>nd</sup> warning.

Determine if they should be placed on Attendance Probation Clipboard. Students that are unable to mathematically achieve 80% attendance for the class should be withdrawn. Follow the procedures for withdrawing a student.

### **Attendance Probation Clipboard:**

Adding students to Clipboard:

Have them sign the Attendance Probation Contract.

Fill in student's name and ID number.

Calculate how many weeks until they reach 80% and maintain 2-3 weeks

Explain procedure, they have to attend every day and sign in until they have been at 80% (not coming tardy, signing in and going straight to class, etc)

Subgroup "Attendance Probation Clipboard", make notes section, date contract signed.

File contract and Threshold Acknowledgement Form in the "Attendance Probation" Binder.

Maintain Clipboard at front desk:

Print new sheet every week/day with updated names.

Contact anyone that did not sign in.

File each sheet in the in the "Attendance Probation" Binder.

If a student has been removed from clipboard, then went back to attendance probation, they may be allowed to go back to clipboard a second time.

Keep track of students that are recommend for termination of I20 (examples: 3<sup>rd</sup> warning, failed to sign in at clipboard, left without notifying office)

### **Medical Reduced Course Load (RCL):**

Reduced Course Load Policy:

All Reduced Course Load (RCL) requests must be submitted in writing, with student signature, and the dates being requested. Requested start date for course reduction must be submitted in advance, and an official response must be received by the student prior to attending class at a reduced schedule. RCL requests are reviewed by the Exceptions Review Committee (ERC) at the USA English Language Center, in accordance with SEVP Policy for F1 visa.

RCL request for medical conditions must include supporting documentation. Medical conditions must be substantiated by medical documentation from a licensed medical doctor, in accordance with SEVP Policy. SDUIS cannot accept medical documentation signed by medical staff other than a licensed medical doctor (for example, a certified nurse practitioner CNP is not acceptable). The date of the Doctor's visit must be no more than 10 (ten) days prior to the RCL request form being submitted to the office.

RCL requests must be approved by the Designated School Official (DSO). Students who have been approved for RCL are required to maintain the agreed upon schedule to maintain their F1 Visa status. Students that have been approved for RCL will receive a customized RCL Class Schedule, and will be allowed to attend classes at the USA English Language Center for the amount of time specified. At the end of the RCL Class Schedule, students will be expected to return to full time attendance, 18 hours per week, to maintain their F1 Visa status. Students who fail to maintain their RCL Class Schedule and have poor attendance may be considered for dismissal and/or termination.

RCL will not affect tuition payments or payment due dates, please make your payments on time according to your enrollment agreement at the USA English Language Center. Students are encouraged to maintain good communication with the administrative office and the school's DSO in order to fulfill F1 Visa status requirements during the Reduced Course Load process

### **Make-up Work:**

Students may make-up work at the discretion of the faculty if their reason for missing the assignment was related to an excused absence. The following rules apply for allowing make-up work.

Make-up work must be completed within 2 weeks of the missing assignment.

Make up work must be educationally sound

The Make-up assignment or exam will be comparable in content, length of time required to complete, and delivered in a similar manner to the assignment missed. Therefore, if the missed assignment included an oral report, the make-up assignment will require an oral report. If the missed assignment was an exam, the make-up assignment will be an exam.

There is a 10% penalty deducted from all late work, including make-up work.

### **Attendance Letter / Proof of Enrollment Letter for ESL:**

Collect Attendance Letter Request Form and Proof of Enrollment Letter Request Form.

Process the letters and contact student for pickup or email depending on student's request.

Enrollment letters: In Booster file select "Enrollment". Under "Print Enrollment Confirmation", change to "Student Services". Print or email form.

Attendance Letter: "SDUIS Letterhead", input student's name and attendance percentage. Copy and paste student's attendance chart. Print or email letter.

1 letter request is acceptable per 2 weeks. Notify students who request more often than that, that their request will be put on hold. Usually done on Thursdays or Fridays so the most previous full weeks attendance is included.

## **THE STUDENT THRESHOLD ACKNOWLEDGEMENT FORM**

The purpose of the Student Threshold Acknowledgement Form is to document advisement of students that are nearing dismissal for one of three reasons:

They have been at USAELC for greater than 33 months and are nearing the 36 month limit.

They have repeated a course twice and are nearing the 36 week limit.

They have excessive absences and are nearing the point where it is mathematically impossible for them to attend more than 80% in a class.

When completing the form, it is important to correctly enter the student's name and date of birth (or student ID #). Next, check the box or boxes related to the threshold that is in jeopardy. More than one box can be checked. Include all the information requested on the form. Direct the student to seek assistance with their faculty member or Student Services Advisor to avoid being withdrawn. Explain the consequences of meeting the threshold (i.e. student will be withdrawn).

## COLOR CODE SYSTEM:

The administrative office has a color coded system for communicating between the office and the classroom. We appreciate your assistance in sending students down to the office accordingly. Please refer to the color-coded chart below for the notes and cards you might receive for one of your students.

Color of Note	Administrative Purpose	Action in the Classroom
<b>Blue</b>	Unpaid	Send student to office. Can only return to class with Admissions Pass specifying student paid tuition.
<b>Yellow</b>	New Students	Add the new student's name to your attendance roster for the week, you can hand-write at bottom of roster.
<b>Yellow</b>	Attendance Probation	Send student to office
<b>Orange</b>	Documents are pending	Send student to office
<b>Pink</b>	Academic Probation / Grades	Send student to office
<b>Admissions Pass</b>	<p><i>Can be any of the following:</i></p> <ol style="list-style-type: none"> <li>1. New student approved to attend class</li> <li>2. Potential student trying the class</li> </ol>	<ol style="list-style-type: none"> <li>1. Add student name to your attendance roster. Student must have textbook</li> <li>2. Add note to attendance roster student was trying the class for one day. *This is the only case where textbook is not required, potential student may observe a portion of your class through the break time only.</li> </ol>

## Class Change Request

Check closed class list

Check eligibility: 12 weeks passing grade in current level

IMPORTANT: Students must progress in their program. Students with a passing grade A or B are not permitted to repeat the course. At no time is a student permitted to enroll in a course of a lower level.

If Tuition Price Difference:

Fill out payment slip to notify the payment desk to charge the difference in price, or give credit

+/- AM, AFT, EVE, WKND

Buy textbook same day. Explain its mandatory- tell students they can move to their new class when they purchase the book

## Past Due Financial Balance for ESL Students - "Unpaid"

### Policy for Unpaid Students

#### **Week 1 unpaid:**

Phone calls/emails from the office requesting a payment. -(Wednesday)

#### **Week 2 unpaid:**

Cannot attend class, teacher is notified.

Students are removed from class with a "blue slip"- blue piece of paper saying unpaid and that student cannot attend class.

#### **Week 2-3 unpaid:**

Considered for termination of I20/failure to maintain status.

If student is not on a student visa, have been absent and unpaid for 2+ weeks Casey may administratively drop

### To Do List for Unpaid Students

#### **Prior to Wednesday & Friday tasks print the unpaid list from Booster**

Student Services Office will provide list of students to contact.

Check with payment center that all payments have been entered.

Cross off any names that have paid but not yet entered.

If student has been absent for a week or more send email and let Student Services Office know student may be withdrawn.

## **Wednesday**

Emails/phone calls to all unpaid. If last week they received an email and did not respond, make a phone call.

Make notes in Booster.

“\*\*\*UNPAID:” then cut & paste emails, “called, left message” etc.

## **Friday**

Weekend students will be pulled from class with a blue slip in teachers box7

End of day, blue slips in the teacher’s boxes for Monday morning. (Keep this list, on Wednesday morning anyone who has not paid or come to the office from this list will be pulled from class with a blue slip.)

## **Grading Procedures**

### **Abbreviations**

CP: Class Participation

E : Excused

HW: Homework/Class Work

M : Missing (equals to zero)

MT: Midterm

EC: EC – extra credit (optional)

FE: Final Exam

## **Grades**

There are 4 categories: 25% each: CP, HW & Quizzes, Midterm, Final

(Midterm & Final are every 6 weeks; we are on a 12 week course schedule)

Students that are absent on the day of the midterm or final receive a 10% penalty unless they have an excused absence. There are NO exceptions to this policy.

Booster calculates overall cumulative grade

“0” & “M” = 0 points

“E” & blank cells are not counted toward percentage

Vacation- is excused and student is contacted to make up any exams, midterm or final.

There is a 10% points penalty for students that do not take the quiz or submit an assignment on time. Final and Midterm they will receive emails to make up the exams..

## **How to Check grades**

Click on “Attendance”-

Click on the (%) by class name

See what dates a student wants a report. If it is more than 12 weeks, you will need to change the date in the **first date** box to reflect their first date in **that** class

Click “Print Version”

Save to desktop, transcripts are printed in PDF format per class.

### **Abbreviations**

CP- Class Participation

HW- Homework

MT-Midterm

FE-Final Exam

E – Excused

M – Missing (equals to zero)

EC – extra credit (optional)

**These are the only letters the computer will recognize**

### **No blank boxes**

#### **Labeling**

**Label tests**-Unit, chapter #, or week #

**Enter due dates**- Not just the day “7”, but month & day “6/7”

**Vacation**- “E” [NOT “0” or “V”]

[“A” absent “V” vacation - is used for attendance only, not to be used with grades].

#### **Amount of Grading:**

Provide at least 1 grade per for the entire week (Class Participation, Homework & test)

### **How to Enter Grades**

Grades are entered starting Thursday around 1:30 through Friday to enter as many as possible.

Instructors are to turn in grading sheet no later than Friday by 1pm.

Make sure of what week we are currently. This will be used for labeling assignments.

Accessed Grade book in Booster though Services, Clipboard & number to the right of the class.

Click “Add a new assignment”

“Title” is name of assignment “Class Participation week 1” or “Quiz Unit 1”

HW and CP are entered as “Week 1”, “Week 2” etc. unless the instructor has labeled them already.

Quizzes SHOULD be labeled by instructor. If not label it by week.

Midterm & Final are labeled as such

“Type” is one of the 4 categories,

Very important for Midterm and Final to select the right category 25% of grade

“Points Possible” and “Due Date” copy from grade sheet.

If there is no due date select the Thursday of the grade period, Saturday for weekend.

Click “Save”

<u>Title</u>	<u>Type</u>	<u>Points</u>	<u>Due On</u>	<u>Actions</u>
<b>Edit Assignment</b>				
<b>Title:</b>	<input type="text"/>	<b>Type:</b>	Class Participation	▼
<b>Points Possible:</b>	<input type="text"/> Enter a number or EC for extra credit.	<b>Due Date:</b>	<input type="text"/>	
				<input type="button" value="Save"/> <input type="button" value="Cancel"/>

Then click on the assignment you have just created and enter grades for the students.

## Level Progression Guidelines and Procedures

### Guidelines for Advising Students

Student are expected to progress through the level in consequential order.

Students that have completed 12 weeks in one level or focus class with a grade of A or B are required to progress to the next level. Students with a grade of C may petition to remain in the class through the submission and approval of an Individual Learning Plan. Students must come to the office to speak with a student services advisor. They can fill out the Individualized Learning Plan and discuss the reasons they feel the need to improve. Students with a grade of D or F must retake the level.

In Booster Database you can go to the student’s page to view how many weeks they have been enrolled in their current level or focus class. To view the transcript, click on “Attendance” and click on the class grade.

[Notes...](#) [More...](#)

**SERVICES:**  
[Enrollment](#) [Class Change](#) [Last Day](#) [Certification](#) [Payments](#) [Communication](#) [Vacations](#)

**Class:** TOEFL B\_AM\_Douglas (3w / [A](#) 92%)[CV]

Attendance:

The average attendance of 91% for TOEFL B\_AM\_Douglas is based on last 11 days between 01/04/16 and 01/21/16



Logged in as Juliana - "Logged in"

## Advising from the Transcript. Use with Individualized Learning Plan:

Review the student's current Transcript in the following categories.

### Grading Scale

25% Class Participation

25% Class Work (Homework and Quizzes)

25% Midterm

25% Final

### \*Midterm/Final

If they have a blank space, zeros, or low score for the Midterm and/or Final exam, that will greatly affect their overall grade! Those two tests alone are worth **60%** of the overall grade. Explain the importance of taking the midterm and the final exam, and studying for it. And making up the test if they miss it~

### \*Class Work

Check for blank spaces, zeros and low grades, explain they need to do their homework or take the quizzes. If they miss something from being absent they have the option to make it up.

### \*Class Participation

Check for blank spaces, zeros and low grades, explain they need to participate in class. Raise their hand when instructor is asking questions, actively listen and speak during exercises.

**EXAMPLE ONE:**

This student has low scores in several categories. Point out which categories they can improve on (Participation, Homework and the Final Exam).

<b>Ping Lu</b>	Grade: <b>D (67%)</b>		
Student ID:	3871815		
Class:	Beginning 1A_AM_Linda		
Instructor:	Linda Curtice		
Grading period:	from 07/26/15 to 10/18/15		
<b>Class Participation: 78%</b> (counts as 33% of grade)			
ASSIGNMENT	DUE	SCORE	POSSIBLE
Class Participation Week 12	Oct 15 '15	5	12
Class Participation Week 11	Oct 08 '15	6	12
Class Participation Week 10	Oct 01 '15	12	12
Class Participation Week 9	Sep 24 '15	12	12
Class Participation Week 8	Sep 17 '15	12	12
<b>Homework and Quizzes: 57%</b> (counts as 33% of grade)			
ASSIGNMENT	DUE	SCORE	POSSIBLE
Homework Week 12	Oct 15 '15	5	10
Homework Week 11	Oct 08 '15	3	15
Unit 13 Quiz	Oct 06 '15	19	33
Unit 11 Quiz	Oct 01 '15	20	33
Homework Week 10	Oct 01 '15	8	10
Unit 12 Quiz	Oct 01 '15	31	41
Homework Week 9	Sep 24 '15	15	15
Unit 10 Quiz	Sep 24 '15	17	33
Homework Week 8	Sep 17 '15	10	10
Unit 9 Quiz	Sep 17 '15	24	33
Unit 8 Quiz	Sep 14 '15	3	38
<b>Midterm Exam:</b> was not applicable for this student during the grading period			
<b>Final Exam: 65%</b> (counts as 33% of grade)			
ASSIGNMENT	DUE	SCORE	POSSIBLE
Final Exam	Oct 15 '15	39	60
*Please note each of the four grading categories count as 25% of the overall grade when the category data is available.			
E: Excused M: Missing EC: Extra Credit			