

Who's Who at the International Education Center

All classes are held at 2151 Salvio Street, Suite 210 Concord, CA 94520 www.iec-dvc.edu

Administrative Staff

NAME	POSITION	OFFICE PHONE	E-mail
Ms. Sally Conover	Director	(925) 676-4600 ext 102	sconover@dvc.edu
Mr. Nathan Benzschawel	Student Services Coordinator	(925) 676-4600 ext 103	nbenzschawel@dvc.edu
Ms. Wanya Panyapoemtaweesakul	International Student Admissions Coordinator	(925) 676-4600 ext 105	wanyap@dvc.edu
Ms. Gale Song	Marketing & Communications Manager	(925) 676-4600 ext. 109	gsong@dvc.edu
Ms. Sally Shaffer	Academic Coordinator and Instructor	(925) 676-4600 ext 106	sshaffer@dvc.edu
Ms. Denisse Padilla	Office Manager	(925) 676-4600 ext 101	dpadilla@dvc.edu
Mr. Mustafa Karabiyik	Activities Coordinator	(925) 676-4600 ext 108	mkarabiyik@dvc.edu

**To receive your instructor's contact information please contact Sally Shaffer at sshaffer@dvc.edu

***For emergency purposes you may contact Sally: 925-381-6291 or Nathan: 920-915-4926

IEC@DVC Session Daily Schedule



Schedule	Monday	Tuesday	Wednesday	Thursday	Friday
	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	Real World Fridays and Friday Workshops Homework Help
	Lunch	Lunch	Lunch	Lunch	
	Listening & Speaking 12:30pm – 3:30 pm	Listening & Speaking 12:30pm – 2:30 pm	Listening & Speaking 12:30pm – 3:30 pm	Listening & Speaking 12:30pm – 2:30 pm	

- IEC offers 6 levels of English courses: Foundation, Intermediate A, Intermediate B, Intermediate C, Advanced A and Advanced B
- Students are given a placement test during orientation which will determines their course level at IEC
- Upon completing Advanced B, students are eligible to enter Diablo Valley College without a TOEFL, IELTS, or ITEP score
- Each Session is 8 weeks in duration (except Session 4, which is condensed into a 7-week Session)

IEC@DVC Session 4 Daily Schedule



This year's summer session will continue to have an academic focus, but will also get students out in the community, working together on projects and exploring all that the Bay Area has to offer this time of year. RWG classes will be held Monday through Thursday for three hours and LS will be in the afternoon for 2 hours except for Wednesdays and the 2 Mondays noted below which will be 3 hours. On 3 Fridays, the teachers and students meet in different places and participate in a variety of activities that are connected to the curriculum and the course topics.

Our intent is to provide students with experiential learning and more opportunities to spend time outside of the classroom with their teachers. There will be a one week break before this session and two weeks after. Come and join us for a fast-paced, exciting summer session.

Schedule	Monday	Tuesday	Wednesday	Thursday	Friday	
	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	Reading, Writing & Grammar 8:30am – 11:30am	L/S 6/30 RWG 7/7	
	Lunch	Lunch	Lunch	Lunch	L/S 7/21	
	Listening & Speaking June 26 & August 7 12:30pm – 3:30 pm July 10, July 17, July 24 & Jul 31 12:30-2:30 pm	Listening & Speaking 12:30pm – 2:30 pm	Listening & Speaking 12:30pm – 3:30 pm	Listening & Speaking 12:30pm – 2:30 pm	9:00-1:00 (4-hour classes)	

- IEC offers 6 levels of English courses: Foundation, Intermediate A, Intermediate B, Intermediate C, Advanced A and Advanced B
- Students are given a placement test during orientation which will determines their course level at IEC
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- Each Session is 8 weeks in duration (except Session 4, which is condensed into a 7-week Session)

This Catalogue runs from January 3, 2017 to December 31, 2017

INTERNATIONAL EDUCATION CENTER at DIABLO VALLEY COLLEGE
Intensive English Program & Academic Bridge Program
2017 Academic Calendar



IEC Session 1

January 3 & 6 Tuesday & Friday, orientation – 9am
January 4 Wednesday, classes start
January 26 1/2 day
February 20 President’s Day Holiday (no classes)
February 22 Wednesday, classes finish

IEC Session 2

February 23 & 24 Thursday & Friday, orientation – 9am
February 27 Monday, classes begin
April 13 Thursday, classes finish
Spring Break April 14-23

IEC Session 3

April 17 & 18 Monday & Tuesday, orientation – 9am
April 24 Monday, classes begin
May 18 1/2 day
May 29 Memorial Day Holiday (no classes)
June 14 Wednesday, classes finish

Early Summer Break: June 15-25

IEC Session 4 (7 weeks M-F)

June 19 & 20 Monday & Tuesday, orientation – 9am
June 26 Monday, classes begin
July 3 4th of July Holiday (no classes)
August 10 Thursday, classes finish

Late Summer Break: August 11 – August 27

IEC Session 5

August 23 & 24 Wednesday & Thursday, orientation- 9am
August 28 Monday, classes begin
September 4 Labor Day Holiday (no classes)
September 21 1/2 day
October 18 Wednesday, classes finish

IEC Session 6

October 16 & 17 Monday & Tuesday, orientation – 12:30pm
October 23 Monday, classes begin
November 22 1/2 day
November 23 Thanksgiving Holiday (no classes)
December 13 Wednesday, classes finish

Winter Break: December 14, 2017 - January 2, 2018

IEC Session 1, 2018

January 2 & 5 Tuesday & Friday, orientation
January 3 Wednesday, classes start
February 1 1/2 day
February 19 President’s Day Holiday (no classes)
February 21 Wednesday, classes finish

DVC 2017 Spring Semester

November 1, 2016 Application deadline
January 23 Monday, classes begin
May 26 Friday, classes finish

Spring Academic Bridge Program

February 3 Friday, application deadline
March 1 & 2 Wednesday & Thursday, orientation
March 6 Monday, classes begin
March 20-24 DVC Spring Break (no classes)
April 27 Thursday, classes finish

DVC 2017 Summer Session

June 19 Monday, classes begin
July 28 Friday, classes finish

Summer Academic Bridge Program

May 12 Friday, application deadline
June 21-23 Wednesday through Friday, orientation
June 26 Monday, classes begin
August 3 Thursday, classes finish

DVC 2017 Fall Semester

June 1 Application deadline
August 21 Monday, classes begin, subject to change
December 15 Friday, classes finish, subject to change

Fall Academic Bridge Program

September 15 Friday, application deadline
October 19 & 20 Thursday & Friday, orientation
October 23 Monday, classes begin
December 7 Thursday, classes finish

DVC 2018 Spring Semester

November 1 Tuesday, application deadline
January 22 Classes begin, tentative
May 25 Classes finish, tentative

A. MISSION STATEMENT

The mission of the intensive English language program at the International Education Center at Diablo Valley College is to facilitate the acquisition of English for non-native speakers, to prepare them both linguistically and culturally for academic studies and success at the college and/or university level.

IEC@DVC aims to achieve this mission by:

1. Maximizing student learning through a student-centered approach to teaching English.
2. Designing class activities that aid the expansion and refinement of the four skills - reading, writing, listening and speaking.
3. Improving the study and higher-level thinking skills of our students.
4. Encouraging our students to develop academic and personal skills in cross-cultural relationships through the exploration of key people, places and ideas in American culture and other cultures.
5. Implementing select assessment tools for placement accuracy, verification of progress, and recognition of learning.
6. Providing both academic counseling and personal support.
7. Offering a variety of extracurricular activities.
8. Establishing policies that clearly define and regulate the efficient operation of the program.
9. Fostering a supportive, professional environment among faculty and administration.
10. Providing well-qualified instructors teaching in an intensive schedule. (10)

B. Our Program

As stated in our Mission Statement, our program is designed to prepare you for academic and university programs. There are 6 levels (from Foundation to Advanced B) and each level is 8 weeks. When you are not in class, you will be doing homework, making friends, going on activities and trips and learning about life in the United States. Each week, you will be in class for up to 22 hours. You will be placed into a Reading, Writing and Grammar (RWG) Class and a Listening and Speaking (LS) Class. In some cases, your levels will be different. We refer to these cases as "split students". Students may find themselves taking only one core class during their last session.

Workshops and seminars will be offered on Fridays and after classes. These will be led by teachers and staff. Students are encouraged to take advantage of these opportunities. Teachers may offer extra credit for workshops attended.

IEC is accredited by CEA, the Commission on English Language Program Accreditation, receiving initial accreditation in December 2011. IEC instructors are highly qualified and experienced. (22) All instructors have received their Master's Degree in TESL, Linguistics or a related field. (26)

Many of you will move on to Diablo Valley College (DVC) when you finish our program. There are two ways to enter DVC:

1. If you successfully complete the 8-week Advanced B Level (both RWG and LS core classes), or
2. If you take the TOEFL and receive a score of 500 (paper-based test), 61 (IBT); IELTS and receive a score with a minimum bandwidth of 5.5; or the ITEP with a minimum score of 3.5 and complete your current IEC@DVC level, you may enter DVC after completing your current session.
3. For those students finishing IEC at the end of Session 1 or Session 5, you may apply to the Bridge programs at DVC. Talk with an IEC staff member for details on applying for these programs. Even if you have a TOEFL score, you must pass both IEC classes.
4. In the situations outlined in #2 and #3 above, the students' primary responsibility is to classes at IEC. You are still on an IEC I-20 and must meet all visa regulations.

C. Expectations of YOU the student

Together the students, teachers and staff of the International Education Center at Diablo Valley College form a very strong team. In order for us to be the best team possible, we expect the following from students:

1. Only English at IEC

Our expectation of students, staff, faculty and visitors is: Only English will be spoken within IEC. If you do not feel that you can do this or that you do not wish to do this, we respect your decision and we will help you find another language program.

2. That you come to class on the first day of the session and come to class on time
3. That you tell the teacher in advance if you will be absent
4. That you find out what work you missed and complete it
5. That you participate in class
6. That you discuss any problems or concerns with your teachers
7. That you treat everyone: teachers, staff and fellow students, with respect
8. That you try the very best that you can
9. That you take responsibility for your own learning
10. That you let us know how we can better meet your expectations

IEC@DVC reserves the right to ask any student to leave the program for disciplinary problems or disruptive behavior. If IEC@DVC asks you to leave, the refund policy is the same as stated on Section I of this handbook. (32)

D. Levels

In order to determine the appropriate level, entering students are assessed in 3 ways: a standardized test (listening, grammar and reading skills), a writing sample and an oral interview. If you feel that you are NOT in the correct level, it is your responsibility to speak with your instructors. The faculty, Academic Coordinator and Director will assess entering students during the 1st two weeks of the program and make any needed level changes. No changes will be made after the 2nd week of class.

Each instructor has his or her own teaching style. Students should be open-minded and embrace different styles; this is preparation for academic studies in the U.S. Generally, we will NOT move students because of a teacher's "style". Any changes will be handled on a case-by-case basis. Returning students may submit a written request by week 8 of the current session for an instructor, but there is no guarantee that it will be honored.

Sometimes students feel that they can "skip" a level. Students meeting the requirements listed below may take the skip test on the scheduled day. If they place into a higher level, they may enter that class. They will be monitored closely for the 1st two weeks to make sure that they can succeed at that level. Students cannot skip Advanced B level. To be eligible, students must:

- Receive an 'A' in both core classes (RWG and LS) and
- Have permission from their core class instructors.
- In the case of a split level, a student may take the skip test if they have an 'A' in the lower level core class and they are attempting to skip from that lower level.

Your instructors are always the 1st people that you should talk with about levels and your academic work in general. Only after speaking with your instructors should you speak with the Academic Coordinator or Director. (20)

E. Classroom Evaluation & Communication

1. Our grading scale is A, B, C or NP. In order to pass a level, you need to have a grade of "C" or 70% or better.
2. Your performance will be evaluated in various ways, including homework, quizzes, tests, and participation in class.
3. Students will receive a Mid-term Grade Report at week 4. This will show your progress in passing the level.
4. You will receive a printed Final Grade Report at the end of each 8-week session. This will indicate if you have passed the level or if you need to continue at the same level.
5. Teachers will explain all homework and their grading system.
6. Homework must be handed in on time. If you do not do your homework, your teacher may ask you to leave class.
7. If you fail a level twice, you may not be permitted to continue in the program. If you wish to appeal such a decision, you may present your case in writing to the IEC@DVC Director for reconsideration. You will be given the same opportunity of appeal as regular Diablo Valley College students. Whether you are asked to leave or you leave voluntarily under these circumstances, you will receive no refund for that session.
8. We encourage you to use an English-English dictionary. Your teachers may forbid the use of a native language dictionary or an electronic translator.
9. Copying and plagiarism is a very serious offense in the United States. Copying on a test or from another student's finished assignment or plagiarism on graded work or papers may result in a grade of "0". For more information on plagiarism and other types of academic dishonesty please see <http://www.dvc.edu/org/info/policies/academic-dishonesty.htm>
10. Teachers and staff depend on email for communication with students. We recommend that you sign up for a US-based account. (There are sometimes problems with email accounts from other countries (example: naver, yahoo.co.jp, etc.). Gmail, yahoo, and hotmail all offer free accounts. It is your responsibility to check email regularly. (20,30)

F. Attendance

1. We recognize that by enrolling in this program you are indicating a desire to improve your English language skills and your intent to participate by regularly attending classes.
2. IEC@DVC follows a strict attendance policy and defines our full-time program as attending a minimum of 80% of each core class. Falling below the 80% attendance mark will affect F-1 visa status as students must be attending a full-time program. Department of Homeland Security (DHS) regulations require each program to indicate if students are in-status. Any violations of status, may result in IEC@DVC asking you to withdraw from our program; forfeiting paid tuition; and being forced to leave the U.S. immediately.
3. A maximum of 20% class absence is currently calculated at 19 hours in R/W/G and 16 hours in L/S. This includes sickness as well as personal reasons, such as taking driver license tests and trips to the consulate. Students are responsible for completing all assignments and coursework. Contact your instructor or staff at IEC to inform us of your absence and get the homework from a classmate.
 - a. Major medical, dental or personal emergencies that require missing more than the 20% will be handled on a case-by-case basis. A written contract will be required. Students must complete all the coursework.
 - b. If you enter class late (10 minutes or less) you will be marked tardy. Three such tardies will count as one hour missed. However, being more than 10 minutes late counts as one hour missed. This policy also includes returning from breaks on time.
4. Teachers submit attendance sheets to IEC staff every 2 weeks (Thursday). Students will receive a series of warnings regarding their attendance. While staff will send attendance warnings by email, following the attendance policy is the student's responsibility.
 - a. Upon reaching 10% class absence, the student will be contacted by IEC staff. He or she will be warned about the number of absences.
 - b. Upon reaching 15% class absence, the students will be given a 2nd warning by email or will be contacted by phone.
 - c. When the student surpasses the 20% class absence amount, he/she will meet with the Academic Coordinator and either establish a contract or be asked to leave the program. In the case where a personal meeting is not possible, the student will be notified by email. (31,32)

G. Duration

IEC has start dates every 8 weeks. The minimum period of enrollment for continuing students (non-group programs) is 8 weeks. A minimum of 8 weeks of study is required to complete the Advanced B course.

H. Vacation

Students may take a vacation within the United States for one session after having completed 9 months of continuous study at a language program including IEC. Students will be asked to pay for the session after the vacation time before leaving on vacation. Students must request the vacation prior to the end of their last intended session. (33)

I. Payment

Payment is made per published session. All tuition and fees for new students must be paid by the end of the first week of class. Continuing students must indicate their intention to continue (or not) during the previous session. Payment is due before the end of the previous session. A late fee of \$75 will be added to payments received after that date. IEC accepts credit card, check, wire transfer, Western Union, traveler's check or cash. The prices for 16 weeks or longer include a discount. The discount is available only if the entire amount is paid on or before the beginning of the program. If a check is returned due to insufficient funds (a bounced check), you will be charged a \$25 fee. The subsequent payment must be paid in a different form.

J. Refunds

Refund requests by any students must be made by the first day of class of a session in person or in writing for a full refund less the application fee and express mail fee or by the 7th day after enrollment, whichever is later. It takes 2 to 3 weeks for IEC to process your refund. Student must inform IEC staff about the mailing address of the refund. Application fee is non-refundable. See below for complete refund policy.

Cancellation BEFORE Orientation at IEC	Refundable	Not Refundable
Program Cancellation Prior to Orientation Date	<ul style="list-style-type: none">All fees - tuition, activity fee, medical insurance	<ul style="list-style-type: none">Application feeExpress Delivery fee



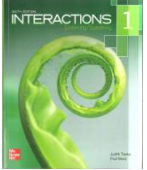
Cancellation ON or AFTER Orientation at IEC	Refundable	Not Refundable
Early Program Withdrawal or failure to appear at orientation - If notice is made on the first day of class or by the 7 th day after enrollment, whichever is later	<ul style="list-style-type: none">All fees - tuition, activity, medical insurance	<ul style="list-style-type: none">Application FeeExpress Delivery Fee
Program Withdrawal or Student Dismissal-If notice is made after the first day of class or the 8 th day after enrollment	<ul style="list-style-type: none">Pro-rata refund of tuition and activity fee	<ul style="list-style-type: none">Medical insuranceApplication feeExpress Delivery fee
Program Withdrawal or Student Dismissal-If made after 60% completion of course (approximately week 5)		<ul style="list-style-type: none">Tuition, activity fee, medical insuranceApplication feeExpress Delivery fee


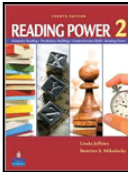

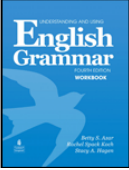
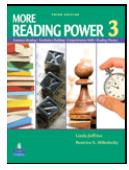
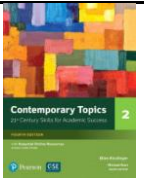

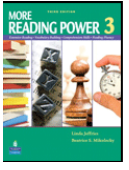
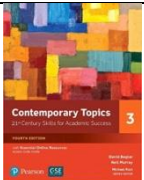
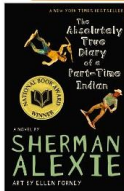
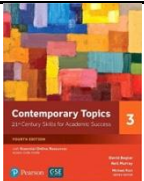
K. Teacher and Program Evaluations

At the end of each session, IEC@DVC will ask you to evaluate your teachers, the administration and the program in general. These evaluations are anonymous. Please be honest and direct. Your comments will help us improve our program. Also, at any time during the session, if there are things that you don't agree with or don't understand, ask your teacher or the Director. We conduct exit interviews with the Advanced B students. This is an opportunity to share comments and suggestions as you leave our program.

L. Books & Materials

All students must purchase the required books for their levels. IEC staff will accompany students to purchase the books at the DVC Bookstore. Below you can see the chart showing the levels, books and prices. Please note that some books are used in more than one level. Keep your books in good condition and you will have the opportunity to sell your books back to the bookstore at the end of the session! You may also purchase your books at other stores or online. Please see list in the next pages.

Level	RWG	Cover	LS	Cover
Foundation	<ul style="list-style-type: none"> Betty Azar: Basic Grammar 4th Edition (\$59.68) Basic Reading Power 1 (\$53.99) 			
Intermediate A	<ul style="list-style-type: none"> Betty Azar: Basic Grammar 4th Edition (\$59.68) Reading Power 2 (\$53.99) <p><i>Class Reader</i> (purchase at PostNet)</p>		<ul style="list-style-type: none"> <u>Interactions 1</u> (\$59.73) 	

Intermediate B	<ul style="list-style-type: none"> Betty Azar: Understanding and Using English Grammar 4th Edition (\$59.73) Reading Power 2 (\$53.99) <p><i>Class Reader</i> (purchase at PostNet)</p>	 	<ul style="list-style-type: none"> <u>Interactions 2</u>(\$59.73) 	
Intermediate C	<ul style="list-style-type: none"> Betty Azar: Understanding and Using English Grammar 4th Edition (\$59.73) More Reading Power (3) (\$53.99) <p><i>Class Reader</i> (purchase at PostNet)</p>	 	<ul style="list-style-type: none"> <u>Contemporary Topics 2</u> 4th Edition with Essentials Online Resources(\$61.15) 	
Advanced A	<ul style="list-style-type: none"> Betty Azar: Understanding and Using English Grammar 4th Edition (\$59.73) More Reading Power (3) (\$53.99) <p><i>Class Reader</i> (purchase at PostNet)</p>	 	<ul style="list-style-type: none"> <u>Contemporary Topics 3</u> 4th Edition with Essential Online Resources (\$61.15) 	
Advanced B	<ul style="list-style-type: none"> "The Absolutely True Diary of a Part-time Indian" (new- \$15.79 Used- \$11.58) <i>Class Reader</i> (purchase at PostNet) 		<ul style="list-style-type: none"> <i>Adv. B reader</i> \$5 (purchase at PostNet) <u>Contemporary Topics 3</u> 4th Edition with Essential Online Resources (\$61.15) 	

If you cannot find a book, please talk to one of the staff members at the DVC Book Center.

M. Computer Center Student Guidelines

- ◆ Do NOT bring food or drink into the computer center.
- ◆ Do NOT install or download any games, programs or software of any kind on the computers without permission from IEC@DVC.
- ◆ Be fair! Observe the 15-minute time limit when lab is busy.
- ◆ The printer in the lab is ONLY for your homework. DO NOT print web pages or your email that are for personal use.
- ◆ Viewing objectionable material (acts of violence and/or pornography, etc.) at any time in the computer center is NOT ALLOWED.
- ◆ You have access to all the computers at Diablo Valley College. You are part of the DVC community when you study at IEC@DVC.
- ◆ IEC is a wireless building. Bring your laptops and log on. See a student worker for the log-in information.

N. Advising and Counseling

We are here to help you achieve your academic goals. During the semester, we offer counseling sessions for those students going to DVC. We will also assist you if you are interested in applying to other schools. Each university and college in the United States sets its own admissions guidelines. This can make our system quite confusing. Ask any member of the staff for assistance in applying to or researching different academic programs.

O. Activities

Participating in activities is the perfect complement to your classes. You will have fun, meet other students, and improve your English. We have a wide range of activities planned for you. If you have suggestions or comments about the activities, please contact the activities coordinator. We will ask you to sign up and in some cases pay on a date before the activity. This is so we can make arrangements for a definite number of students. Unfortunately, if you don't sign up by the deadline, you won't be able to join us!

P. Homestay & Housing

IEC does not offer any dormitory facilities. We work with companies offering homestays and furnished apartments. We can also provide information for apartments and housing opportunities close to IEC. (37)

If you live in a homestay, you will receive specific information about your family from Diablo Valley Homestay (www.diablovalleyhomestay.com). Please read the information carefully. If you have any concerns, talk with Fia Parker info@diablovalleyhomestay.com; phone (925) 876-0080 immediately. The price of a homestay in 2017 is \$875 per month which includes 2 meals during the week and 3 meals during the weekend. Students pay a non-refundable \$400 placement fee and a \$300 deposit.

For furnished apartments that are walking distance to IEC and DVC are offered through Interresidential Student Housing Solutions. For more information, please visit their website at www.interresidential.com or send an email to info@interresidential.com Students pay between \$695 and \$1695/month and a non-refundable \$250 placement fee and a \$400 deposit.

Q. Immigration & Visa Issues

While you are studying at IEC@DVC, you must follow the regulations for the type of visa that you were issued. If you have any questions regarding your visa or your eligibility to study in our program, you should talk immediately to the IEC DSO or Director. It is YOUR responsibility to understand and follow the visa regulations. For those students on an F-1, student visa:

- IEC will register all students in SEVIS at the beginning of each session. Continuing students will be registered but will NOT receive a new I-20 each session. Keep your I-20 in a safe place and never throw away previously used I-20s. Transfer students must request an updated I-20 after classes begin.
- In order to remain in-status, you must attend IEC full-time, which we define as a minimum of 80% attendance.
- DHS requires students to notify their program within 10 days of changing an address. Fill out a change-of-address form on the IEC website. (<http://www.iec-dvc.org/contact/change-address.php>)
- Upon completion of a program, you have 60 days to be accepted into another program or leave the country
- If you leave and plan to re-enter the United States, you must bring your I-20 and a copy of your plane ticket to IEC staff at least 10 days in advance for signature. (Page 3 must have a current signature from our DSO under the Travel Endorsement area.)
- At the end of each session, you must inform IEC staff of your plans (return to IEC, return to your home country, transfer to another school, etc.).
- If you stop our program for any reason, DHS regulations state that you must leave the United States immediately.
- If you wish to transfer to another school or program, you must:
 - Show proof of acceptance to IEC DSO
 - We will check your status and if eligible, we will transfer your SEVIS record to the program
- Your passport must be valid at all times during your stay in the U.S. For passport renewal, contact your consulate ([see list of nearby consulates](#)). Do not wait until your passport expires!
- All students wishing to transfer to Diablo Valley College must fill out an *IEC to DVC Checklist*. This form can be found at front desk at IEC office.

I-94 Card issuance has been automated and the paper form is no longer being used. If you need an I-94 card for the purposes of applying for a driver's license, for

example, you can follow the link below and print one.

<https://i94.cbp.dhs.gov/I94/request.html>

If you cannot print your I-94, you have to go in person at the immigration office located at 630 Sansome Street in San Francisco, CA Monday - Friday between 8am and 3pm with your passport and I-20 so that they can fix your record. (19)

R. Student Complaint Form and Procedure

IEC strives to continually improve the program for students' overall benefit. We welcome all concerns and complaints along with other comments and suggestions. A Student Complaint Form is located at the back of the handbook and can also be found at the front desk. These complaints are private and a staff person will meet with you to find an appropriate solution. Give the form to the Director, the Academic Coordinator or Student Services Coordinator. We will review the complaint and respond within 2 business days. We will set up an appointment with the appropriate staff and faculty within one week. At that time, we will develop a plan to solve the problem. If you are not satisfied, you may appeal to the Director. (34)

S. Medical Insurance, Waivers and Health Providers

Medical care in the United States is extremely expensive. IEC requires all international students to have medical insurance while they are studying at IEC. By the first day of class (the first school day following orientation), all international students must purchase insurance through IEC.

If you are in an accident and need hospitalization and/or surgery, IEC will contact your family in your home country.

During 2016-2017 calendar year, students will pay \$250 per session (8 weeks) for medical insurance purchased through IEC. The Anthem Blue Cross medical insurance coverage starts on the first day of orientation and ends on the last day before the next session starts. Coverage does not include dental or vision. We highly recommend students to purchase travel insurance that covers them from their arrival date in the United States to the first day of orientation.

For detailed information on the medical insurance policy purchased through IEC including benefits, local doctors and hospitals, and coverage dates, please visit: <http://www.iec-dvc.org/student-services/medical-insurance.html>, you can go directly to <http://www.gghstudents.com> or call customer service at 1 888 850 4770.

As of January 1, 2013 IEC medical insurance waivers for students with insurance from their home country were no longer authorized; only U.S. residents and government scholarship students may be excluded. Diablo Valley College follows the same no-waiver policy.

Local hospitals (emergency only) near IEC are:

1. John Muir Medical Center Concord, 2540 East St. Concord, CA (925) 682-8200
2. John Muir Medical Center, 1601 Ygnacio Valley Rd, Walnut Creek (925) 939-3000

Local urgent care centers (non-emergency) near IEC are:

1. John Muir Physician Network, 2700 Grant Street, Suite #100, Concord, CA (925) 674-2500
2. John Muir Physician Network, 1455 Montego Way #205, Walnut Creek, CA (925) 939-4444

Please always call for an appointment and remember to bring your insurance card and insurance information when you go to see a doctor.

T. Cars and Driver's License

We know that many of you have or will have a car. There are a few things that you should keep in mind.

1. Have a valid driver's license! (It is illegal to drive without a license.)
2. Have automobile insurance! (It is illegal to drive without insurance.)
3. Register your car and get license plates!
4. Please request a parking sticker at the front desk and provide us with your license plate number.

Driver's License

DMV, Department of Motor Vehicle, is the entity that issues California driver's licenses. If you are going to stay in California for a long time, you have to get a CA license. You can only drive with your international driver's license for 10 days. Speak to our DSO before you go to DMV because we need to make sure you are registered in SEVIS. To get a license, you need your passport, your I-20 and I-94 card (please read the instructions to get your I-94).

DMV Concord Office

2070 Diamond Blvd, Concord, CA 94520

DMV Walnut Creek Office

1910 N. Broadway, Walnut Creek, 94596

General Phone number for DMV (800) 777-0133

DMV website for you to schedule an appointment is <http://www.dmv.ca.gov>

Before you visit the DMV, you'll want to make sure you organize the following documents: Valid I-20, I-94 card, Passport, and two forms that serve as a proof of your address (utility bill, cell phone bill, invoice from IEC@DVC, medical insurance document, etc.)

The process of getting a driver's license is:

- ◆ Fill out an application form at DMV
- ◆ Pay the application fee
- ◆ Do a vision test
- ◆ Study the book, which can be picked up for free at the DMV office
- ◆ Take the written test
- ◆ When you pass the written test, you will receive a permit. You can only drive if the person next to you is at least 25 years old and has a CA driver's license
- ◆ Schedule your road test (same as behind-the-wheel test)
- ◆ The examiner will immediately tell you if you passed the test or not
- ◆ You can only drive alone when you have your license

Buying a car

Whether you buy a car from a private party or a dealer, it is always a good idea to find out if you are paying a fair price. In the USA, we use the Kelly Blue Book website: <http://www.kbb.com> to find out the fair price of a vehicle. You just have to list the car manufacturer, model and year in order to find the fair market price. It is also a common practice to take the car to an outside mechanic for checking before buying it. Never drive without a license or without insurance.

U. Social Security Number (SSN)

In general, IEC students are not eligible for a social security number. If you are asked for identification, you can use your passport, Form I-20 or DVC ID. You do not need a Social Security number to conduct business with a bank, register for school or apply for educational tests. You cannot get a Social Security number for the sole purpose of obtaining a driver license (refer to SSN Government Webpage)

For banks, landlords, and other organizations who ask for a Social Security number, IEC may issue a letter that confirms your enrollment in our program.

V. Money and Banking

There are two basic kinds of accounts: checking accounts, for payments of regular bills and needs; and saving accounts for money that you do not need to use immediately and you can earn interest. Banks also offer a variety of other types of accounts and financial services. Before you open an account at a bank, be sure to visit several banks to compare their services and fees.

After opening a checking account you may be given a book of temporary checks, but you should order checks with your name and local address on them. Most businesses will only accept a check that has the printed information. Never sign (or endorse) a check before you are ready to use it, since it can be cashed by anyone if your signature is on

the back. Most merchants require that you show one or two pieces of photo ID to accept your check. These can be a California Driver's License or Identity Card, a passport, or other official ID. Merchants near campus may accept a DVC student photo ID card.

Consider the following questions when selecting a bank:

1. How close is the bank to my home?
2. Do they have fees for a checking account?
3. Can I check my account online?
4. How can my parents send money to my account?

LOCAL BANKS (Listed according to their proximity to IEC@DVC)	
Chase Bank	2097 Salvio St. Concord, CA 94523 Tel: (925) 682-5501
Wells Fargo	2190 Willow Pass Rd. Concord, CA 94520 Tel: (925) 671-1520
Bank of America	2020 Willow Pass Rd. Concord, CA 94520 Tel: (925) 566-9060
Western Federal Credit Union	1855 2nd St, Concord, CA 94519 Tel: (877) 254-9328
Union Bank of California	1902 Contra Costa Blvd, Pleasant Hill, CA 94523 Tel: (925) 687-7500
Bank of the West	1969 Diamond Blvd. Concord, CA 94520; Tel: (925) 689-4410
First Bank of California	2395 Willow Pass Road Concord, CA 94520; Tel: (925) 689-9100
Citibank	700 Contra Costa Blvd. Pleasant Hill, CA 94523; Tel: (925) 686-3200
Westamerica Bank	2400 Willow Pass Road Concord, CA 94519; Tel: (925) 688-0808

W. Bus and Safety

Bus Pass

The bus company that runs in this area is called County Connection. You can buy a bus pass at DVC Book Center. To find prices and schedules, please go to <http://www.cccta.org>.

Safety

Pleasant Hill and Concord are relatively safe locations but you should always be aware of your surroundings. When you leave your house make sure your door is locked and windows are closed as well. Wherever you park your car, do not leave your valuables exposed. You either have to hide it well or just take it with you. **In case of emergency, dial 911.** We highly recommend that all female students avoid going out at night by

themselves even if it is just for a trip to the grocery store. The use of flashlight and a whistle are also recommended. Make sure you buy a strong lock for your bicycle.

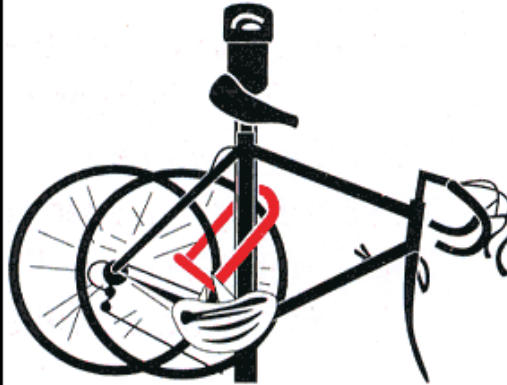
For non-emergency calls, dial the Concord Police at (925) 671-3200

Locking without wheel removal



Position your bike frame and wheels so that you fill up or take up as much of the open space within the lock's U portion as possible. The tighter the lock up, the harder it will be for a thief to insert a pry bar and pry open your lock. Notice here that 2 different locks are used.

Locking with removing front wheel



Lock to a fixed, immovable object, a parking meter; or a permanent bike rack cemented or anchored into the ground. It must prevent a thief from slipping the locked bike off over the top of the pole. Beware of locking to items that can easily be cut, broken or removed.

These graphics are courtesy of Kryptonite - www.kryptonite.com

Parking Permit

IEC students are allowed to park their vehicles in the parking garage next to IEC, located between Grant St. and Colfax St. Parking in downtown Concord is possible, but there is a two hour time limit. Parking downtown (outside of the parking garage) for longer than two hours could result in a parking ticket.

Smoking

Smoking in downtown Concord and at IEC is strictly prohibited. If you would like to smoke, you need to walk downstairs and move $\frac{1}{2}$ block North of IEC to Pacheco St. See map below. Breaking these rules could result in a \$497 fine from the City of Concord Police which you, NOT IEC, will be responsible for paying.



X. And Finally

We want you to have the best experience possible. We are here to help you.

If you have a question: Ask!

If you have a problem: Talk to us!

If you don't like something: Tell us!

If you do like something: Let us know!

For any emergency, dial 911 on your telephone.

Call IEC@DVC (925 676 4600) immediately for any problems. For emergencies between 5:00 p.m. and 8:00 a.m., call the Director (Sally Conover) at 925 381 6291 or Student Services Coordinator (Nathan Benzschawel) at 920 915 4926.

Application Checklist and Prices

Due with Application:	Price
<input type="radio"/> Application Form 2017	
<input type="radio"/> Application fee*	\$100
<input type="radio"/> Express mail (mandatory for all applications mailed to an international address)*	\$50
<input type="radio"/> Copy of Bank Statement with correct amount	
Due by the end of the 1st week of class:	Price
Activity fee per 8-week session (mandatory)*, **	\$80
Medical insurance per 8-week session*	\$250
Tuition Fees	
1 session (8 weeks)	\$3,200
2 sessions (16 weeks)	\$6,040
3 sessions (24 weeks)	\$8,900
4 sessions (32 weeks)	\$11,420

*non-refundable, **estimated STRF fee of \$0 included (23)

For one session, a student will pay \$3680 which includes, application fee, express mail fee, activity fee, medical insurance and tuition for an eight week period. If you begin at Foundation (level 1), you would study 6 sessions in order to complete the IEC program. The estimated total costs would be \$19,260. (23)

Cost of textbooks is between \$75-\$125 per session. (6)

A) Payment Information

- A1. Upon receiving the application, we will **only charge the Application processing \$100 fee**. An additional \$50 fee will be added to all applications mailed internationally. Credit card numbers are not kept on file.
- A2. Tuition must be paid by the end of the 1st week of class. Students may pay school tuition and fees in advance once they have received their visa. Please send a request for advanced payment to iec@dvc.edu. There is a \$75 late fee for payment after the 1st week of class.
- A3. International Education Center accepts payment by credit card, debit card, check, money order, cash, or Western Union. A wire transfer is also accepted for a \$20 fee. Please contact us at iec@dvc.edu for wire transfer information.
- A4. Refund requests made by any student must be made by the first day of class of a session in person or in writing for a full refund less the application fee and express mail fee or by the 7th day after enrollment whichever is later. Application fee is non-refundable.

Addendum to Student Handbook (Catalog)

IEC@DVC BPPE Compliance

The International Education Center at Diablo Valley College (IEC@DVC) is a private institution that is approved to operate by the Bureau for Private Postsecondary Education. Approval means that the institution is in compliance with the California Private Postsecondary Education Act of 2009. (7)

IEC has no pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition within the preceding five years, or has not had a petition in bankruptcy filed against it within the preceding five years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Code. (8)

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing. (9)

IEC holds classes on site and on DVC's campus. Teachers use a variety of materials and multi-media technology. For instruction, teachers at IEC have access to laptop computers (3), projectors (2), document readers (2), overhead projectors (2) and TV/DVD players with usb ports on rolling carts (6). All classrooms have CD players and all space within IEC is wireless. (11)

IEC has a computer lab which is open and available to students during operating hours. Students also have access to facilities on DVC's campus. IEC provides graded readers and other supplementary reading materials to students. (12)

Any questions a student may have regarding the catalog or website that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 or P.O. Box 980818, West Sacramento, CA 95798-0818, <http://www.bppe.ca.gov>, (888) 370-7589 or by fax (916) 263-1897. (13)

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 or by completing a complaint form, which can be obtained on the bureau's internet Web site (www.bppe.ca.gov). (14)

The International Education Center does not offer any course for credits nor award credit for prior experiential learning. All programs are non-credit bearing courses. Acceptance of the Certificate of Participation or Certificate of Completion you earn at IEC is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Participation or Certificate of Completion that you earn at this institution is not accepted at the institution to which you seek to transfer, you

may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending IEC to determine if your Certificate of Participation or Certificate of Completion will transfer. (15, 18) IEC does not offer or accept any credit bearing courses and has no transfer or articulation agreements with other institutions. IEC accepts students who are 16 years or older, who have a basic level of English and can provide required financial documents in order to apply for the F-1 student visa. No achievement tests or examinations are required. (17) *NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION* The transferability of credits you earn at IEC@DVC is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Participation or Certificate of Completion you earn in IEC@DVC is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Participation or Certificate of Completion that you earn at the institution are not accepted at the institution to which you seek to transfer, you may require to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at the institution will meet your educational goals. This may include contracting an institution to which you may seek to transfer after attending IEC@DVC to determine if your Certificate of Participation or Certificate of Completion will transfer. IEC does not offer any programs leading to licensure of any kind. (21) IEC does not offer any type of distance learning education. (39)

Unfortunately, IEC does not offer courses for true beginners of English language learning. Prospective IEC students should have basic spelling skills, be able to write sentences, and be able to read and understand simple paragraphs. While students without these skills can still attend IEC, they should be prepared to hire a personal tutor and repeat the foundation level class until these skills are mastered. No English Language proficiency test is required to apply and be accepted to IEC. All instruction is done in English. (19b, c)

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government

program or other payer, and you have no separate agreement to repay the third party.

2. The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary and Vocational Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

Note: Authority cited: Sections 94803, 94877 and 94923, Education Code.

Reference: Section 94923, Education Code. (24)

IEC does not participate in federal or state financial aid programs. (27, 29). If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the moneys not paid from Federal financial aid funds. (28) IEC offers no placement services for employment or educational institutions. (36)

IEC's retention policy is to maintain all student records (including grade reports, application materials and enrolment agreements, records of payment and correspondence. Current and previous year's student records (based on start date) are kept on site. All other student records beginning from IEC's opening in 2000 are kept off-site in Richmond, CA at Corodata Record Management Company. At this time, all student records are paper-based. (38)