

connectenglish

LANGUAGE INSTITUTE

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2018 Catalog

Student Guide to Success



Period covered by the *2018 Student Guide to Success*: January 1, 2018 to December 31, 2018
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A. The Connect English Mission

The Connect English mission is to provide non-native English learners with high-quality English language instruction and cultural experiences within the United States. Our primary objective is to assist students in the development of a comprehensive set of English language proficiencies spanning areas such as reading, writing, listening, speaking, grammar, vocabulary, pronunciation, and test preparation. Connect English endeavors to provide a comfortable learning environment where language acquisition, travel, social development, academics, and personal growth are all interconnected. Connect English strives to create a unique, personalized, and sustainable program that assists students in attaining their short-term and long-term educational and personal English language objectives.

B. Connect English Administrative Staff

Title	Name
Director of Studies	Adam Cooke
Student Services Director	Nicholas Sacco
Administrative Director	Andrea Reyes
Academic Director Mission Valley	Megan Tchir
Campus Coordinator Pacific Beach	Kazumi Ito
Academic Director La Jolla	Christopher Hill
IEP Coordinator Mission Valley	Jonathan Rezach
Administrative Coordinator Mission Valley	Kaitlyn Clements
Student Services Coordinator Pacific Beach	Brandon Ritter
TOEFL Program Director	Brian Grams
Student Services Coordinator La Jolla	Pattaya Arunrung

C. Course Structure

1. Admissions

Connect English students must complete the following steps and meet the following criteria for admission:

- Complete the application form
- Signed enrollment agreement
- Signed school performance fact sheet
- Submit copy of passport, visa, and/or local ID
- Attend scheduled orientation prior to first day of class
- Submit copies of high school diploma or take the CaMLA English Placement Test which demonstrates ability to benefit
- F-1 applicants have additional requirements as detailed below in section H

2. 16-week Academic Calendar

Most Connect English ESL courses utilize a 16-week academic structure. For general ESL courses Level Starter through Level 4, this means that in 16 weeks the student will study the entirety of the level material as defined in the course syllabus. The Level 5 advanced course is a 32-week course from start to finish and spans two competency levels on the CEFR (C1 to C2). Other courses are composed of 32 weeks (TOEFL) or Business English Max which uses 24 weeks per level format (currently offered in two levels).

3. Core Class (12 hours/week)

Connect English offers core classes that are integrated skills and specially designed for the ability levels of students. The beginner and intermediate classes are appropriate for students who have recently begun to study English, or who have had little formal

training. The upper-intermediate and advanced classes are suited for those who have a strong foundation in English but who need to perfect their skills and abilities. All core classes will include lessons in GVP (grammar, vocabulary, and pronunciation) as well as the 4 skills: Reading, listening, speaking and writing. The TOEFL core class focuses on preparing students for success on the TOEFL iBT exam.

4. Skills Class (6 hours/week)

Connect English Skills classes focus on the practice of *speaking, listening, reading and writing* skills in addition to grammar, vocabulary, and pronunciation at a level appropriate to the students understanding. Students will receive focused instruction that motivates them to confidently develop writing and speaking in accordance with listening and reading skills. Grammar, vocabulary, and pronunciation will be used in conjunction with reading and listening skills as a springboard for discussion and writing. Students will actively participate in discussions focused on a diverse range of topics which allow for the practice of new vocabulary and expressions within context. Students will also generate and develop their writing to incorporate a variety of styles and genres within the framework of formal and informal language. Students are expected to build upon what they have learned throughout the course and use that knowledge to advance their speaking and writing skills to confidently and successfully respond to a wide variety of academic and social circumstances.

5. Levels Starter to 5

Level Starter	CEFR 0-A1	16 weeks
Level 1	CEFR A1	16 weeks
Level 2	CEFR A2	16 weeks
Level 3	CEFR B1	16 weeks
Level 4	CEFR B2	16 weeks
Level 5	CEFR C1-C2	32 weeks
TOEFL	CEFR B2-C2	32 weeks

6. Textbook Policy

Textbooks are required for study at Connect English Institute. The first day of any class, the students must purchase the required books at the front desk. Students will not be allowed to attend class if they do not have the proper materials. Students may be marked absent by the instructor if they fail to bring appropriate class materials.

D. Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY
9:00 -10:15am	Core 1	Core 1	Core 1	Core 1
10:35 - 11:50am	Core 2	Core 2	Core 2	Core 2
12:10 -1:25pm	Skills Class	Skills Class	Skills Class	Skills Class

E. Recommended Classes

1. Conversation classes (FREE)

Conversation classes are a supplement to your program offered at no charge. These optional classes provide the opportunity to extend your daily English interaction, develop confidence in social English, and meet other students dedicated to interacting in English outside of class. Conversation classes take place daily from 2:00pm – 3:00pm. Speak with a staff member if you would like to attend.

2. Private coursework

Connect English encourages students to participate and register in private coursework. Hours and academic focus varies according to student needs. Private courses commonly focus on speaking, level-specific grammar and TOEFL skills. The Private Class Request Form is used for enrollment in these private courses and is available at the front desk. These classes offer students an excellent opportunity to work in an ideal academic environment where the instructor can tailor instruction to the exact needs and aspirations of the student. *Please request private classes with the front desk or the Academic Director.*

F. Assessment and Level Advancement

1. Placement Exam

The placement exam measures listening, grammar, vocabulary, reading, writing, and speaking. It provides a reasonable picture as to each student's knowledge in each of these areas. The exam aligns with the overall course goals in that they are the exact skills focused on throughout the course of study. The placement guide correlates placement exam scores to approximate level placements. Student level placement is not determined by a single number score, rather an overall picture of the students' skills as demonstrated in each section of the placement test.

2. In-class Assessment

Instructors select relevant learning objectives from the unit or subunit and determine an appropriate manner of measuring one or all aspects of the learning objectives for a specified unit. The teacher-determined in-class assessment is designed to align with learning objectives as defined by the syllabus as implemented and interpreted by the instructor. Scores from these tests are recorded on students' official score reports. **Students must maintain an average of 70% on in-class assessment in order to be considered in good standing.** Students whose grade record indicates below 70% average on in-class assessment will be placed on Academic Probation. Students who demonstrate 3 sessions of in-class assessment scores below 70% will be dismissed/terminated from the program. **Students will receive written warnings when their cumulative assessment average falls below 70% AND when the 8-week audit block as indicated on the student's AGR falls below 70%.** Both a cumulative score below 70% and a session score below 70% are grounds for academic probation and the student will be asked to sign an Individual Plan for Academic Success (IPAS). The student will need to increase his/her assessment score in order to be eligible for successful program completion, transfer in active status, domestic vacation, leave of absence, and certificate of completion.

3. Level Exit Test (LET)

Level Exit Tests (LET) measure student knowledge on specific grammar, vocabulary, reading and writing in alignment with the course syllabus and stated educational objectives for a course. The LET is offered every 2 weeks. Students who score 70% on the LET are considered to have shown reasonable course mastery and progress to the next available level in the academic spectrum. See list below for specific LET policy:

- a. If you pass the LET you must move up to the next class level.
- b. Students are only permitted to take the LET *once every 3 weeks*.
- c. By passing into a higher-level core or skills class you acknowledge that you will need to purchase a new textbook for the class.

- d. Students who pass the exam will receive an email by Friday at 5:00 pm. You will be asked to come to school the following Monday at 8:00 am for the Point of Entry meeting where you will buy your new book(s) and prepare to enter your new class.
- e. You will be evaluated on your ability to move up in Core and/or Skills class based on the results of the LET.
- f. **Core Class:** Students must achieve a cumulative score of 70% or higher on the LET to advance to a higher-level core class. Areas of study tested are reading, writing, vocabulary, grammar, and listening.
- g. **Skills Class:** Students must receive a score of 70% or higher on the writing section *and* get teacher approval for speaking to advance in skills class. Teacher approval will be given based on the student's overall speaking performance in skills class.
- h. **Documented Exception Passing Rationale (DEPR):** Students who are close to passing levels but failed to do so by reaching the minimum of 70% on the Level Exit Test *may* be passed by the academic counselor to the next level under the following conditions: On a highly limited basis, one or all of the following criteria may be used as grounds for passing a student to the next level in such situations:
 - o The student must have scored above 67% on the Level Exit Test in order to be eligible for an exception.
 - o The student must demonstrate a commitment to learning and progress through exemplary attendance above 90% at the time of the Level Exit Test in order to be considered for the exception.
 - o The student should display one or more of the following non-empirical characteristics as identified by the academic counselor and confirmed by the teacher:
 - High motivation
 - Strong in-class participation
 - Strong verbal skills
 - Active learner with positive academic habits conducive to academic progress
 - Other influencing factors such as living situation (living in an all-English environment supportive of English language acquisition) and duration of stay in San Diego may be considered as well.
 - o It should be noted that any passing exceptions will be documented using the LET Registration Form including a narrative explanation by the academic counselor.

4. Program Completion Pack

At the completion of studies, students must complete the Program Completion Pack which includes a profile of their departure from the United States and/or a student's next step as a student in the US. **In order for a student to complete the program in good academic standing, he/she must have demonstrated a minimum of 80% attendance as well as 70% or higher average on formal in-class assessment, as well as Satisfactory Academic Progress (SAP).** Students who participated in the program 4 weeks or less may not have 3 in-class assessment scores recorded at the time of program completion. In such cases, the 70% assessment average requirement for good academic standing may be waived based on limited data. The Program Completion Pack also includes the participant satisfaction survey which is completed by the student at the time of program completion.

PROGRAM COMPLETION POLICY: Finishing students must complete a *Program Completion Pack* in order to complete studies and/or transfer to university, college, or another SEVIS-approved school. Students whose attendance percentages are below 80%, have a cumulative assessment average below 70%, or have failed to demonstrate Satisfactory Academic Progress (SAP) are considered not to be in good academic standing as defined in the *Connect English Attendance Policy* and the *Satisfactory Academic Progress Policy*. Accordingly, students who have not met these minimum academic standards are not eligible for vacations, transfer in active status, nor certificates of completion. **Students whose attendance percentage has fallen below 80%, have earned cumulative assessment scores average below 70%, and/or have failed to demonstrate SAP are considered to be in probationary status as defined on our *Notice of Intent to Terminate Form* (which documents attendance probation) and *Individual Plan for Success Form* (which documents assessment and SAP probation).** Should an F-1 student choose to finish his/her studies and request to transfer schools while in probationary academic status he/she may do so at any time for any reason. However, F-1 students finishing studies during a probationary period will be transferred in terminated status and the I-20 will appropriately be updated in SEVIS for *"otherwise failing to maintain status"* in the case of not meeting minimum assessment and SAP standards. *Similarly, an F-1 student on attendance probation may transfer while on attendance probation but the record will be updated to terminated status and appropriately recorded in SEVIS as "drop below full course load."* To reiterate, students may transfer at any time for any reason and Connect English will in no way impede this transfer. However, in order to avoid complications with your I-20, it is advisable that students either transfer before an impending probationary period OR (if already placed on probationary academic status) take the time to rectify academic issues and meet minimum academic standards (80% plus attendance, 70% plus cumulative assessment, and/or demonstrated SAP) prior to requesting transfer. Students who are finishing their program and transferring to another SEVIS-approved school **must** submit a transfer form and acceptance letter prior to their last day of studies at Connect English. If a transfer form and acceptance letter are not provided, Connect English must assume that a student has finished his/her

program and is returning to his/her home country in which case the record will be completed in SEVIS 24 hours after program finish. Verbal assurances that students are planning to enroll in another SEVIS-approved school are not valid to avoid completion of the I-20. Evidence that the student will continue his/her studies in the United States must come exclusively in the form of a completed transfer form *and* acceptance letter from the new institution. It is the student's responsibility to submit this information in a timely manner. Waiting to make decisions can result in program completion or termination for failure to enroll so please do not wait until the last day of your studies to make important decisions regarding your student status in the United States. If the student ends their enrollment prior to the program end date as stated on their I-20, the SEVIS record will be terminated for authorized early withdrawal and the student must return to their home country within 15 days per DHS regulations. If a student's attendance, assessment, and academic progress meet minimum academic standards, students may receive a certificate of completion that tells how much time studied with Connect English Language Institute, and the level of coursework completed. Certificate of Completion Fee: Students requesting a certificate of completion from Connect English will be required to pay a \$15 FEE to the registrar with at least 48-hour notice prior to the requested certificate delivery date.

5. Exit Test

Students are encouraged to take the Connect English Exit exam immediately at the time of program completion. This exam is scheduled with an advisor at the time that the Program Completion Pack is completed. The Exit test is mandatory for all students who have studied in any Connect program 8 weeks or more.

6. Attendance and Grade Report (AGR)

Each student record is composed of an Attendance and Grade Report (AGR). This report contains cumulative and per-session attendance averages, assessment averages, placement results, Level Exit Test (L.E.T.) scores if applicable, and student ID. The AGR is available to students at any time for review with an advisor. An informal draft copy may be printed and given to the student upon request. An official version in sealed hard copy form or pdf on letterhead is available using the Document Request Form for which there is a \$15 fee. Students are encouraged to review their AGR frequently with administrative staff. Additionally, students are informed in writing that they are *required* to meet with an administrator and review their AGR in the case of: attendance probation (Notice of Intent to Terminate), academic progress probation, assessment probation (below 70% average), and for any issuing of an IPAS (Individual Plan for Success). Copies of completed student files are kept for five years online and/or onsite. Students may obtain a copy of their records by contacting a member of the administrative staff or sending an email to records@connectenglishsandiego.com

7. Connect English Satisfactory Academic Progress Policy (SAP)

It is essential that students understand the Connect English policy for Satisfactory Academic Progress (SAP). Connect English staff will make every reasonable effort to communicate with students about the policy in order to ensure compliance and pro-active academic planning. Connect English will attempt to communicate with students about the SAP policy through the *Student Guide to Success*, during new-student orientation, during Point of Entry (POE) meetings, when approaching completion of one cycle, or when students switch programs. Please review the [SAP POLICY](#) in detail by following this link.

G. General Attendance Policy for All Students

All students are required to attend 80% of their program in order to finish the program in good academic standing and receive a certificate of completion. All students are subject to the 80% attendance minimum in order to be considered active students in good standing. Attendance is reviewed at 4-week intervals and students found in non-compliance with the 80% minimum will be requested to sign a Notice of Intent to Terminate (NOIT Form). Additionally, students who engage in disruptive behavior as described in the conduct policy may be marked absent by the teacher. Specifically, **cell phone use, tardiness, excessive out-of-class time, lack of proper course materials, rude or disruptive behavior may result in an absence being recorded for the period.** Connect English believes firmly that being an active learner is as important as being physically present and this is reflected in the attendance policy. As a result, **students are advised that failure to follow the conduct code in class may have a negative impact on student attendance calculations** which may have significant implications especially for F-1 students (detailed below).

H. Additional Responsibilities of F-1 Students

Students may enter the United States on an F-1 student visa and uphold their student status with an I-20 provided by Connect English. F-1 students enter the United States with the academic purpose of English language training. As a full-time student in the United States, F-1 students have the obligation to report to and maintain close communication with the institution that has provided the student's I-20, specifically the designated school officer.

F1 students must:

1. **Enroll in minimum 18-hour-per-week program**
2. **Attend a minimum of 80%**
3. **of your program or I-20 will be terminated**

For students who study at Connect English Language Institute on an F-1 Visa, the attendance policy is an especially important document that must be clearly understood prior to starting classes. Connect English has a legal obligation to accurately monitor, advise, track, and enforce student attendance of the Intensive English Program. As a result, the attendance policy is taken very seriously and the implications for teachers, staff, and students are not to be taken lightly.

Students must maintain a cumulative average attendance of **80%** while studying at Connect English. Students are encouraged and expected to be present for class *every day*. Attendance is calculated weekly and audits are performed every 4 weeks. If during any 4-week period, a student has fallen below **80%** attendance, the student will receive a formal written probation notice through email. The e-mail is titled *Notice of Intent to Terminate*. This email will inform the student that their attendance has approached or has dropped below **80%** and that immediate action is necessary to prevent the cancellation of his/her I-20. Failure to check or receive the email is NOT the fault of Connect English and the student may not cite this as valid justification for not improving attendance or initiating contact with an advisor. Students are made aware of the **80%** minimum attendance policy both at the time of enrollment and during new-student orientation and it is the student's responsibility to ensure that they are not violating the attendance policy. The email notice is considered a courtesy to warn students that they are in danger of having their I-20 terminated. The student must sign a Notice of Intent to Terminate form and demonstrate immediate improvement of his/her attendance percentage in order to uphold acceptable attendance levels as dictated by Connect English and the Department of Homeland Security. In the case that the student's I-20 is terminated, an email will be sent to the student informing him/her of termination.

4. **Employment is not authorized for F-1 students**
5. **Communicate with your advisor frequently but specifically at the time of registration and program completion**
6. **Check e-mail regularly for correspondence with Connect English regarding attendance, academic issues, and billing**
7. **Provide bank statements, visas, passports, current US address, and all registration information requested by your advisor**
8. **Transfer and Program Completion:** F-1 students must be in good academic standing (minimum 80% attendance, minimum 70% assessment average, demonstrated Satisfactory Academic Progress) in order to successfully complete studies at Connect English. Should an F-1 student choose to finish his/her studies and request transfer to another SEVIS-approved school during probationary academic status he/she may do so at any time for any reason. However, F-1 students finishing studies during a probationary period will be transferred in terminated status and the I-20 will appropriately be updated in SEVIS for "otherwise failing to maintain status" in the case of not meeting minimum assessment and SAP standards. Similarly, an F-1 student on attendance probation may transfer while on attendance probation but the record will be updated to terminated status and appropriately recorded in SEVIS as "drop below full course load." Similarly, students who fail to meet the minimum academic standards described above are ineligible for Certificates of Completion.

I. Vacation and Leave of Absence Policy

Domestic Vacation Policy – Students may request vacations after 24 weeks of continuous study. In accordance with DHS guidelines, the vacation may be for up to 4 weeks. **Students with attendance below 80% or assessment average below 70% are not considered to be in good academic standing and thus are not eligible for vacations.** Students must complete the Vacation Request Form (available at the front desk) at least 2 weeks before the first day of the requested vacation. The attendance calculation and answer to the vacation request will be given 1 week prior to requested vacation start date. Students must render payment for the next period prior to taking their vacation in order to remain in the program.

Temporary Departure from U.S. [LEAVE OF ABSENCE, ONE ACADEMIC SESSION OR LESS] - Students in good academic standing may temporarily leave their program of study at Connect English if they provide evidence of departure from the United States in the form of airline documentation. Students can remain in the program in leave of absence status for a maximum of 8 weeks (one academic session) while they are outside the country **only** if they demonstrate exit from the United States during that time. This temporary departure from the U.S. is documented in SEVIS as an *Authorized Early Withdrawal* and the I-20 will be reactivated prior to re-entry through a correction request in SEVIS. Students **must** render payment for the upcoming period of study prior to exiting the United States in order to remain in the program and schedule their re-initiation of studies for the first Monday upon return to the United States. It is essential that the student maintain email contact with a Connect English advisor during the leave of absence in order to assure proper re-entry status.

Departure from U.S. with Intention to Re-enroll [8 WEEKS OR MORE OUTSIDE THE US] – Students wishing to leave their program of study at Connect English, depart the United States, and resume studies at any point after 8 weeks will need to be issued a new I-20 in order to return to the U.S. and are generally considered a re-applicant to Connect English. Current I-20s will be terminated for *Authorized Early Withdrawal* according to the last day of study and a new I-20 will be issued for the student's scheduled return date to the United States (they will also need to pay the SEVIS I-901 fee again). Program Completion Pack needs to be completed since the student is considered a finishing student due to the fact that he/she will be leaving the program and the United States for 8 weeks or more.

General guidelines for vacations & leaves of absence: At the time of the vacation request, students must pay the next 4-week period of study for the first Monday upon returning from abroad or domestic vacation. Students must submit a printed version of flight tickets and itinerary to front desk prior in order to have their travel approved. If a student has not maintained minimum of 80% attendance, minimum 70% assessment average, or has failed to abide by Connect English policies during their course of studies, the vacation request may be denied and the student may be issued a Notice of Intent to Terminate Form.

Medical Leave (Reduced Course Load) Policy: A medical leave is a temporary break in study for documented medical purposes during which time an international F student remains in the United States and is considered to be continuously enrolled with a reduced course load, consistent with federal regulations. Student must submit a written request for the medical leave and/or reduced course load (RCL) along with required supporting medical documentation in advance of the beginning date of the leave unless unforeseen circumstances prevent the student from doing so. Medical Leave/Reduced Course Load requests may not exceed 12 weeks and medical conditions must be verified by medical documentation from a state-licensed physician. Students must complete the Medical Leave & Reduced Course Load Request Form in order to be considered for Medical Leave and/or RCL.

J. Conduct Policy

Connect English welcomes students from a wide variety of backgrounds, religions, cultures, and traditions, and we seek to create a learning environment that is welcoming and respectful of each and every person who learns, teaches, or works here. To foster a secure and tolerant environment, Connect English will take necessary action against those behaviors deemed contrary to the Conduct Policy that occur in the classroom, the school grounds, or anywhere that school-sponsored activities take place. A student who displays disruptive or unacceptable behavior, whether in his/her scheduled classes, on the school grounds, or any school-sponsored event, may face disciplinary action including termination and expulsion from Connect English. Connect English is not only proud of its excellent staff and facilities, but it takes great pride in creating a learning atmosphere that Connect English students can also be proud of. Model conduct and exemplary behavior are expected.

Students must adhere to standards for suitable in-class conduct:

- Students must have course material in their possession for every class period (Conduct code NB)
- Course material must be in usable condition that is not previously completed (Conduct code UB)
- Students must actively participate in class. Sleeping and willful non-participation are strictly prohibited (Conduct code NP)
- Students must complete assigned homework prior to commencement of class (Conduct code NH)
- Students may not exit class for excessive periods of time that negatively impact student learning (Conduct code EX)

- Use of students' 1st language is prohibited in the classroom (Conduct code L1)
- Use of mobile electronic devices is prohibited in the classroom (Conduct code CP)
- Late arrivals of more than 5 minutes are considered late (Conduct code L8)

Consequences:

Violating the Connect English conduct policy will result in student placement on Conduct Probation List which means a student is no longer in good academic standing. Prolonged Conduct Probation will result in suspension, termination and expulsion according to the policies detailed in the Connect English Academic Progress Policy.

K. Payment of Tuition

Tuition must be paid by the last Thursday of a student's current enrollment period. When a student nears the end of his/her payment, he or she will receive an email reminder of next payment due date. Connect English will make every reasonable effort to advise you of your payment due date but please be aware of tuition due dates in order to avoid the \$25 late fee.

Student ledgers are maintained weekly and indicate the date of transaction, a description of the charge/service, the amount charged (debit), the payment amount (credit), a running balance, and an overall outstanding balance. The ledger is available to students and authorized third-party reviewers at any time upon request at the front desk and/or by email. The ledger is integrated into the Attendance and Grade Report (AGR) and thus current financial information per student is readily available to office staff, students, and third-party reviewers.

L. Communication with Staff and Accrediting Agency

Communication with staff occurs primarily in the following manners:

1. **Face-to-face interaction** with Academic Director, Administrative Coordinator, Student Services Director, Program Coordinator, Student Services Coordinator. Connect English encourages students to speak to teachers and to administration regarding any problems or questions related to classes, visa status, peer relationships, etc. that they may be experiencing. Through communication with students, Connect English can continually improve the school and the classroom experience, which is our most important goal.
2. **Email** between staff and students is an essential communication mechanism. Students are expected to check their emails frequently and provide current email addresses to staff in order to receive important communication regarding grades, attendance, academic progress. Providing a valid, regularly checked email address is a requirement for enrollment at Connect English. By enrolling and providing email contact information, students are consenting to receiving academic, administrative, informational, and promotional emails from Connect English.
3. **Student Complaint and Recommendation Form** is available at the front desk. A formal recommendation or complaint may be filed anonymously. Completed forms can be given to any Connect English employee or turned in at the reception desk. Complaints will be reviewed by the Director of each campus and responded to within 2 weeks with either a formal meeting or written summary of the findings and conclusions.
4. **Logging a Complaint with ACCET Accrediting Agency**

Connect English is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student or staff member has exercised the institution's formal complaint procedure, and the problem(s) have not been resolved, he/she has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
 - a) Name and location of the ACCET institution;
 - b) A detailed description of the alleged problem(s);
 - c) The approximate date(s) that the problem(s) occurred;

- d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
 - e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
 - f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
 - g) The status of the complainant with the institution (e.g. current student, former student, etc.).
3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET.

4. **SEND TO:** ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Fax: (202) 955-1118 or (202) 955-5306
Email: complaints@accet.org

5. **Class Surveys**

Class surveys are administered every 8-weeks. These surveys include specific questions about the overall program and student experience at Connect English. In addition, they ask specific questions about individual teachers and classes. The data collected in regards to specific teachers is an important data point highly utilized in instructor reviews each session and for the annual review. This information is totaled and summarized in a single spread sheet for easy review. The Academic Director, Director of Studies, Administrative Coordinator, and each teacher review this data in detail each session. This survey is conducted anonymously and student participation and feedback is highly encouraged.

6. **Exit Surveys**

The exit survey provides an important mechanism for measuring overall participant satisfaction. It is part of the Program Completion Pack that is issued to the student at the conclusion of his/her program. This survey focuses on specific aspects of the program including classes, staff, and facilities.

M . Cancellation, Withdrawal, and Refund Policy

1. **Student's Right To Cancel**

- a. In accordance with state regulations, Connect English requires written notification of cancellation and withdrawal from the program. Acceptable forms of written request for cancellation and withdrawal include but are not limited to mail, e-mail, refund request form online, refund request form submission by pdf. Written notice of cancellation or withdrawal, if sent electronically, is considered effective on the day of digital transmission.

2. **Cancellation Period**

- a. Students have the right to cancel their Connect English enrollment agreement and receive a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later.

3. **Withdrawal**

- a. In the case that a student withdraws *after the cancellation period* (as defined in Section II) and *before completing 60%* of the scheduled period of enrollment, Connect English will provide a refund on a daily pro-rata basis for unused tuition.
- b. If the student *has studied in 60% or more* of the period of enrollment for which he/she paid tuition, *no refund will be granted*.

4. Refund Calculations

In order to accurately process refunds, the following benchmarks will be used by Connect English to complete the refund calculation upon cancellation of or withdrawal from the program:

- a. Student is considered withdrawn from the program when Connect English is informed in writing by the student of his/her cancellation, withdrawal, or the future date of withdrawal.
- b. Student is considered withdrawn from the program when Connect English ends student enrollment on grounds of academic, attendance, and/or conduct policy violations.
- c. Student is considered withdrawn from the program when he/she fails to attend class over a period of thirty (30) calendar days.
- d. The Last Day of Attendance (LDA) will be the date of determination for the purposes of calculating the amount of the refund.
- e. Students eligible for refunds under III.A (withdrawal after cancellation period but before 60% point) will receive a pro-rata refund calculated on a daily basis relative to the LDA.
- f. In the case that Connect English cancels a program subsequent to a student's enrollment, Connect English will refund all monies paid by the student.
- g. Refunds issued will be less non-refundable registration fees not to exceed \$250.00.
- h. Students completing more than 60% of the paid period of study will receive no refund.

N. Extra-curricular Activities

Connect offers *many* activities to students on a weekly and monthly basis. Participation in activities is *highly* recommended.

Activities include:

Zoo, Disneyland, Universal Studios, Las Vegas trips, Beach trips, Balboa Park, Kayaking, Bowling, Parties, LA trips, and many more. Activities are a great way to see San Diego, make new friends, and practice your English so you should participate! In order to register for activities, please speak to the reception desk!

O. Additional Services

1. Health Insurance

Connect English strongly recommends that all students have health plans that are sufficient to cover all ailments and emergencies that could happen while students are in the United States. Health insurance is a recommendation, not an obligation for students of Connect English. A number of low-cost options are available to students. Connect English recommends the following health care insurance providers:

[Geo Blue Health Insurance](#)

[Geo Blue Quote Calculator](#)

2. International Student Identity Card

Connect English recommends that students visit the Student Travel Agency (STA) website to purchase an International Student Identity Card (ISIC) in order to receive student discounts for various services and activities both in San Diego and outside. Website link: <http://book.statravel.com/staglobe/DiscountCardsRetrieve.do>.

3. Accommodation

Connect English will refer you to other housing providers but is not directly involved with booking accommodation in San Diego. Most homestays and apartment options are located near convenient and efficient public transportation options. Students may use an independent agency, Kamo Housing www.kamohousing.com and Sunset Homestays www.sunsethomestays.com in order to find the best housing arrangement possible. Connect English does not own or operate any residence club facilities, dormitories, or off-campus housing. Connect English does not provide accommodation placement services. Rather, Connect English will refer students to several operators in the San Diego area and students may arrange accommodation directly with these operators if

they so choose. Housing in San Diego typically costs between \$500 to \$1200 per month depending on preferred living situation. No responsibility is assumed by Connect English in issues related to transportation and/or accommodation.

4. Car Rental

Car rental information is available at the student resource table in the lobby and will provides Connect English approved rental partners.

5. University and College Admissions Assistance

Connect English offers a multitude of services and relationships that are intended to help students achieve success and reach their educational and occupational goals. Students are encouraged to speak with the Student Services Director, Student Services Coordinator, and the Academic Director about their goals so that all available resources and means can be utilized to students' greatest advantage. Counseling can be arranged by appointment and we are happy to assist and help students navigate the complexities of the university and college admissions process.

P. Facilities and Resources

1. Classrooms, Kitchen, Common Areas

Students are encouraged to make full use of the school facilities. Each classroom contains desks, chairs, whiteboards, at least 1 computer, and audio/visual equipment. In the kitchen area there is a refrigerator/freezer, a microwave, a dining area, a water cooler, plates and cups. Common areas include couches and relaxation lounges for students. All of the areas are intended for student and staff use. Connect English asks, however, that students make a great effort to keep the kitchen/dining area clean and in order for everyone to continue to enjoy it.

2. Computer and Internet resources

Some Connect English campuses offer free Wi-Fi access, the password for which can be obtained from the Administrative Coordinator. Several student computers are available for students' personal computing needs before, between and after classes. Students are expected to use computers only for activities appropriate for a school environment.

3. Parking

Parking is free at Connect English. Please be sure to check with front desk for a description of the best place to park at each location. Free parking is available on the street in the area surrounding the campus. Connect English cannot guarantee the security of belongings left in students' cars.

4. Public transportation

Connect English is conveniently located close to major public transportation centers. Please speak to your advisor and we will assist you in planning your route and familiarizing you with public transportation in San Diego. Use google public transportation to navigate as well.

5. Supplemental Resource Library

Connect English has many supplemental resources available to students. These are stored in the teacher workroom and may be loaned to students by teacher recommendation and with Director approval.

6. Driver License

If you plan to be in California for an extended period of time and/or drive a motor vehicle, you should obtain a California driver's license. Additionally, if you purchase a vehicle you must register it with the DMV and show proof of liability insurance. *To obtain a California driver license, follow these steps:*

- i. Go to the DMV (3960 Normal St. in Hillcrest) with your passport, I-20, and I-94.
- ii. Take a written test to prove you understand the CA driving rules. You may take the test in your native language.
- iii. Take a driving test. You must provide the car. The DMV will not provide one.

7. Personal Property

It is possible that loss of or damage to personal property of students may occur while the individual is using the Connect English facilities. Connect English disclaims any responsibility for loss of or damage to personal property of any kind that is brought into, stored and/or used at the Connect English facilities. Permission to use the Connect English facilities may be granted only upon the user's acknowledgement of this disclaimer and agreement to hold Connect English harmless from any liability for such loss or damage.

Q. Holidays

There are no classes on the following major holidays:

New Year's Day
Martin Luther King Jr Day
Presidents day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

R. Disclosures

1. The Student Guide to Success is the catalog for students and is updated annually. The Student Guide to Success is available online on the Connect English website and is provided to all entering students prior to enrollment, at the time of enrollment, and at orientation. The Student Guide to Success is valid from January 1 to December 31 of the published year.
2. Connect English is approved to operate by the Bureau for Private Postsecondary Education (BPPE) in the state of California. Therefore, Connect English meets the BPPE's minimum standards as set forth in the California for Private Postsecondary Education Act of 2009 Title 5, Division 7.5 of the California Code of Regulations Private Postsecondary Education.

3. Connect English does not have a pending petition in bankruptcy, is not operated by a debtor in possession, has not filed a petition for bankruptcy within the preceding five years, and has not had a petition in bankruptcy filed against it within the preceding five years which resulted in reorganization under Chapter 11 of the United States Bankruptcy Code.
4. 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 an enrollment agreement.
5. Any questions a student may have regarding this catalog 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, www.bppe.ca.gov, toll free telephone number (888) 370-7589 or by fax (916) 263-1897.
6. 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 toll free or by completing a complain form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.
7. Notice Concerning Transferability of Credits and Credentials Earned at Our Institution: The transferability of credits you earn at (name of institution) is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in the Educational Program is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution are 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 Connect English to determine if your certificate will transfer.
8. Program Tuition and Fees: (check all that apply)

Application fee (non-refundable)	\$ 75
International student fee (non-refundable)	\$ 350 (includes courier fee of \$100)
Courier Fee (shipping I-20 package, non-refundable)	\$ 100
Textbooks Intensive English	\$38 - \$100 (depending on placement)
Textbooks TOEFL Preparation	\$82 - \$137 (depending on placement)

Tuition Rates:

Mission Valley Campus:

- English Max [morning schedule] \$399 per 4 weeks
- English Max [afternoon schedule] \$349 per 4 weeks
- TOEFL Max \$499 per 4 weeks
- English Focus \$349 per 4 weeks
- TOEFL Focus \$454 per 4 weeks
- Private tutoring \$45 per hour

La Jolla Campus:

- English Max \$399 per 4 weeks
- TOEFL Max \$499 per 4 weeks
- English Focus \$349 per 4 weeks
- TOEFL Focus \$454 per 4 weeks
- Private tutoring \$45 per hour

Pacific Beach Campus:

- English Max \$399 per 4 weeks
- TOEFL Max \$499 per 4 weeks
- English Focus \$349 per 4 weeks
- TOEFL Focus \$454 per 4 weeks
- Private tutoring \$45 per hour

Total Charges Due Upon Enrollment are \$75 for application fee or \$350 for International Student Fee in case of F-1 student application. Please note that totals below are calculated using the \$75 basis for the general application fee. F-1 student fees are \$350 for the international student fee in lieu of the \$75 application fee.

Estimated Total Charges for the Entire Educational Program:

English Max (18 hours per week)

Full program is 80 weeks of instruction if a student begins at level 1, completes level 5 and does not pass the L.E.T. at any point prior to the 8-week session end for a total cost of \$7,980

English Focus (12 hours per week)

80 weeks of instruction if a student begins at level 1, completes level 5 and does not pass the L.E.T. at any point prior to the 8-week session end for a total cost of \$6,980

TOEFL Max (18 hours per week)

Full program is 24 weeks of instruction. If a student completes the entire 24 weeks of course content the total cost is \$2,994

TOEFL Focus (12 hours per week)

Full program is 24 weeks of instruction. If a student completes the entire 24 weeks of course content the total cost is \$2,724

9. Student Tuition Recovery Fund:

The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if 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. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program. It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

- I. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
- II. You were enrolled at an institution or a location of the institution within the 120-day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
- III. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
- IV. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
- V. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
- VI. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
- VII. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans. To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF. A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law. However, no claim can be paid to any student without a social security number or a taxpayer identification number.

10. Federal and State Student Aid Programs: Students at Connect English are not eligible for federal or state student loans. The institution does not meet the U.S. Department of Education criteria that would allow students to participate in federal

student aid programs. 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,

11. Minimum qualifications for instructors at Connect English are 1 year of teaching experience, BA from accredited university, native English speaker level of English, TESOL/TEFL/CELTA certification or equivalent, expertise and instructional experience in English grammar.
12. Connect English uses the Cambridge Michigan Language Academy (CaMLA) placement exam in order to demonstrate ability to benefit and place students into the correct level of English language programs. This exam is currently pending review by BPPE as an accepted alternative ATB exam. Students must score from 2-78 on the CaMLA in order to demonstrate ATB in Connect English programs.

S. Preparing for First Day of Class – Point of Entry Meeting

Please report to Connect English on Friday after orientation for your Point of Entry (POE) Meeting.

Prior to the start of class, the student will meet with a member of the administrative staff to inaugurate his/her transition into the Connect English school community. The purpose of the Point of Entry meeting is to support the student with the transition into the classroom. This counsel includes specific strategies for acquiring background knowledge (typically in grammar) that will be beneficial to the student in upcoming units of study. These recommendations include a brief overview of essential grammar units that will frontload the student as he/she enters the course. Introduction to the classroom teacher, acquisition of required materials, and review of pending documents required for registration at Connect are a few details that will be covered during the Point of Entry meeting.

Point of Entry (POE) Meeting Essential Elements:

- ✓ Review of scores from placement exam answer sheet including feedback and analysis of each skill (listening, grammar, reading, writing, speaking).
 - ✓ Introduction to and distribution of the course syllabus and point of entry in to the course including upcoming and previous grammar topics for independent self-study if necessary.
 - ✓ Distribution of proper course materials and appropriate textbooks.
 - ✓ Distribution of schedule and introduction to the classroom and instructor, ensuring that the instructor is aware of the exact point in which the student is entering the course.
 - ✓ Review of pending documents needed for registration of the I-20 and file completion (i.e. bank statement).
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Receipt of Student Guide to Success Including Attendance & Academic Policy

Acknowledgement of receiving orientation and Student Guide to Success:

I have received, read, and understood the Connect English *Student Guide to Success*, School Conduct Policy, Cancellation, Withdrawal & Refund Policy, Academic & Attendance Policy. **I understand that I must attend a minimum of 80% of coursework, demonstrate a minimum of 70% on in-class assessment, and make satisfactory academic progress (SAP) in order to be considered to be in good academic standing.** I know that it is my responsibility to maintain my compliance with these policies.

I also understand that if my level of English proficiency is not to the point that I can understand this that it is my responsibility to get someone to read this to me in my native language so that I may understand it.

Release of Liability:

I know the risks associated with international travel and study. I agree to Release, Forever Discharge, Defend, Indemnify, and Hold Harmless Connect English of and from any and all liability, claims, liens, demands, actions and causes of action whatsoever arising out of or related to any loss, cost, damage or injury, including death, of any person or damage to property of any kind related in any way to the student's participation in curricular and or extra-curricular activities offered by Connect English, its agents, subcontractors, volunteers, or any other person directly or indirectly employed by them, or any of them. This Release is also binding as to any other persons, including all family members, heirs, and executors.

_____ Student Name _____ E-mail Address (*required)

_____ Student Signature

_____ Today's Date

Thank you for studying with Connect English!