

USA ENGLISH LANGUAGE CENTER



General Catalog

02/28/2023 to 03/01/2024

Updated 08/29/2023

USA English Language Center
 2725 Congress Street, suite 2K, San Diego, CA 92110
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Administrative Staff

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Daniela Versari	Administrator Director
Mark Treston	Program Director – Academics
Juliana Versari	Director of Student Services
Vanessa Souza	Supervisor – Admissions & Student Services

USAELC OBSERVED HOLIDAYS

- New Year’s Day - January
- Martin Luther King’s Birthday - January
- President’s Day - February
- Memorial Day - May
- Independence Day - July
- Labor Day - September
- Veteran’s Day – November
- Thanksgiving Day - November
- Christmas Eve Day - December
- Christmas Day - December

USAELC OFFICE HOURS

Monday – Friday 8:30am – 12:30 pm and 1:00 pm – 5:00pm, Pacific Time

CONTACT INFORMATION

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 Website: www.usaelc.com
 E-mail: admissions@usaelc.com

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**ENGLISH AS A SECOND LANGUAGE (ESL)
INTENSIVE ENGLISH LEARNING PROGRAM (IEP)**

**Provided by
USA ENGLISH LANGUAGE CENTER (USAELC)**

USAELC Mission

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

Program Overview

USA English Language Center offers Beginning 1 and 2, Intermediate 1 and 2, Advanced 1 and 2, along with Conversation for Fluency. **USAELC** instructors use a full range of grammatical, reading, writing, listening and conversational techniques in the classroom on a daily basis. Each class has its own required textbook in addition to teacher-provided supplemental materials to enhance the learning process. Classes are offered in the morning, afternoon, evening, and weekend.

Schedule of classes

Classes operate on a 12-week course cycle with open enrollment. Students in the United States on an F1 Student Visa are required to attend classes at least 18 hours per week. **USAELC** classes are 4.5 hours per day, Monday through Thursday, which fulfills the 18-hour per week requirement. Also available is the Intensive option, with classes schedule on Thursdays and Fridays. For students interested in improving their English skills faster, **USAELC** offers reduced tuition for registering into two sessions simultaneously. Students can choose any combination of two sessions, for example Morning session and Afternoon session. The sessions offered are as follows:

Morning: 9:00 am to 1:30 pm
Afternoon: 2:00 pm to 6:30 pm
Evening: 5:30 pm to 10:00 pm
Thursday – Friday: 8:00 am to 5:30 pm

CAMPUS DESCRIPTION AND LOCATION

The campus USAELC is located in historic Old Town San Diego at 2725 Congress Street, suite 2K, close to the Pacific Ocean and Interstate 5. The facilities available at the campus include administrative offices, classrooms, library, conference room, reception area and file room.

Old Town San Diego is considered the “birthplace” of California and is home to over 150 restaurants, shops and historical sites. Miles of oceanfront beach are within a few miles, and Mission Bay, with more than 4,000 acres of bay, bike paths, grassy knolls and parks, is

approximately three miles north of Old Town. Within 10 miles are the University of California, San Diego (UCSD) and San Diego State University (SDSU), where students of San USAELC can access library facilities as well as cultural and educational events.

CLASSES WILL BE HELD AT: 2725 Congress Street, suite 2K, San Diego, CA 92110

INSTITUTIONAL STATUS AND DISCLOSURES

USAELC is a private institution and is approved to operate by the Bureau for Private Postsecondary Education (BPPE) in the state of California, which means that USAELC operates in compliance with state standards as set forth in the California Education Code, Title 5, and California Code of Regulations.

USAELC is accredited by the Commission on English Language Accreditation (CEA), an accrediting agency recognized by the US Department of Education.

USAELC does not have a pending petition in bankruptcy, is not operating as a debtor in possession has not filed a petition within the preceding 5 years, nor has a petition of bankruptcy been filed against USAELC within the preceding 5 years that resulted in re-organization under chapter 11 of the US Bankruptcy code (11 USC sec 1101 et seq.).

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.

Students also receive the Performance Fact Sheet which is provided prior to signing an enrollment agreement.

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.

The USAELC catalog is updated every two years. USAELC reserves the right to make changes to catalog information during the interval between regular updates.

Current catalogs are available to students and the public on the Institution's website. A printed copy may be requested by a student from the Admissions Department.

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

INSTRUCTIONAL EQUIPMENT AND MATERIALS

All USAELC classrooms are equipped with an instructor's laptop computer linked to a flat-screen TV monitor for projection of classroom materials visible to the class. Each classroom also has a whiteboard and markers, and a place where notices and paper displays can be posted. Classrooms are also furnished with chairs and worktables for students as well as for the instructor. The content of most classes can be delivered with this standard set of equipment.

LIBRARY RESOURCES

USAELC does not have a library or any other learning resources for its students. All instructions are 100% classroom provided. Several public libraries offer the community a vast literary collection, electronic resources and innovative services. To find a location near you, visit: www.sandiego.gov/public-library/

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION

The transferability of credits you earn at the USA English Language Center is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate of completion you earn in the English as a Second Language, Conversation class is also at the complete discretion of the institution to which you may seek to transfer. If the 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 USA English Language Center to determine if your Certificate of Completion will transfer.

CREDIT FOR PRIOR EXPERIENTIAL LEARNING

USA English Language Center does not accept credit awarded for prior experiential learning.

USA English Language Center is a SEVP-certified school. We are authorized under Federal law to enroll non-immigrant students. However, we do not provide visa services and do not vouch for students' status.

ACCREDITATION:

USA English Language Center is a private institution accredited by the Commission on English Language Program Accreditation (CEA). CEA was founded in 1999 by English language professionals as a specialized accrediting agency. The purpose was to provide a means for improving the quality of English language teaching and administration through accepted standards. CEA conducts accreditation reviews in the U.S. and internationally.

It is the mutual goal of CEA and the institution you are attending to provide educational training programs of quality. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

However, in the event that a student has tried to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. The student should contact the CEA office by mail. Complaints received by phone will be logged along with a request for a written follow-up; and initial letter speeds up the process.

2. The letter of complaint must contain the following:

- a. the nature of the problem(s);
- b. The approximate date(s) that the problem(s) occurred;
- c. The name(s) of the individual(s) involved in the problem(s) (within the institution and/or other students that were involved);
- d. Copies of important information regarding the problem(s) (facts, not rumors, lead to solutions);
- e. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting CEA;
- f. All complaints should be signed.

3. Send the letter to:

CEA - COMMISSION ON ENGLISH LANGUAGE PROGRAM ACCREDITATION

1001 North Fairfax Street, Suite 630

Alexandria, VA, 22314, USA

(Phone) +1 703-665-3400

(Fax) +1 703-519-2071

<http://www.cea-accredit.org>

USA ENGLISH LANGUAGE CENTER COURSE DESCRIPTIONS

Level of English Proficiency

All courses are 216 clock hours, offered over 12 weeks unless noted otherwise and will occur in English Language.

Beginning Level

The beginning level class focuses on basic grammar and simple comprehension of spoken and written English. No prior English study is necessary for this level.

Placement test score requirement: Beginning 1 [0-26], Beginning 2 [27-40]

Intermediate Level

This level focuses on reading comprehension, building vocabulary, grammar, and conversation skills. Most students at this level have a good understanding of English and are often ready for standardized testing.

Placement test score requirement: Intermediate 1 [41-50], Intermediate 2 [51-61]

Advanced Level

Professional/college level conversation abilities and knowledge of the subtleties of English are necessary to succeed in this level. Advanced conversation, pronunciation, and reading comprehension are the main focuses of this level to enhance the student's grasp of English fluency.

Placement test score requirement: Advanced 1 [62-68], Advanced 2 [69-80]

Conversation for Fluency Clock hours: 432

Students will learn English for Conversation utilizing advanced pronunciation and recognition techniques, metaphor, symbolism, and imagery. Course will emphasize the importance of vocabulary, prepositions, and phrasal verbs. Class will also reinforce basic-advanced grammar as it is altered and modified for fluency. Conversation 1 is suitable for students who are at an Intermediate level of English. Conversation 2 is suitable for students with an advanced level of English.

Placement test score requirement: Conversation 1 [41-61], Conversation 2 [62-80]

Vocabulary & Grammar Clock hours: 432

Intermediate or Advanced level of English

This class is for the English language learner and focuses on reading comprehension, writing, listening, and speaking.

Course Objective: Integrated skills are now emphasized, which demand that students be able to read, listen, and write an essay. This course at USA English Language Center will help students to feel confident. Students will be exposed to basic sentence structure and will be provided the necessary grammatical tools with which to add more details and complexities to their spoken and written language skills. Students should be able to speak and write complete, though perhaps simple, sentences without error.

Ample practice builds the skills and confidence that are keys to success in an English-speaking environment.

STUDENT TUITION RECOVERY FUND

76215. Student Tuition Recovery Fund Disclosures.

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."

(a) A qualifying institution shall include the following statement on both its enrollment agreement and school catalog:

"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."

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

"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, 1747 North Market Blvd., Suite 225, Sacramento, California, 95834, (916) 574-8900 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or 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:

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.

The current STRF amount is currently \$2.50 per \$1000 of tuition paid.

SCHEDULE OF TOTAL CHARGES

TUITION AND FEES

Non-refundable fees:

Application fee:	\$ 75
Administrative Fee:	\$175
STRF Fee of (\$0.00 per \$1000):	0
Transfer in of Terminated I-20 Record:	\$100

Other Fees:

Document Prep Fee	
(International students only):	\$ 125
Student ID	\$ 20
Certificate	\$ 20
Estimated Book fee per course:	\$ 80
Courier fees	Actual
Late Tuition Fee:	\$ 50

Course Tuition* for a 12-week enrollment period:

Morning Classes	\$ 1050
Afternoon Classes	\$ 900
Evening Classes	\$ 900
Weekend Classes	\$ 1050
Enrollment in two courses Simultaneously	\$ 1500

*Tuition cost may be increased after the scheduled completion date with written notice published in the USAELC Schedule of Classes

ESTIMATED SCHEDULE OF TOTAL CHARGES FOR THE ENTIRE EDUCATION

Total Tuition: \$ 6300

Non-refundable Application fee: \$75

(1): Non-refundable Administrative fee: \$175

(1): Documents Preparation fee: \$125

Textbook: \$80

Non-refundable STRF: \$0

*Other: \$ _____

***Other fees include:** _____

ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM: \$6,755

TOTAL CHARGES FOR CURRENT PERIOD OF ATTENDANCE: \$ 1050

THE TOTAL CHARGES THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT: \$350

(1): This fee applies to all International students who are applying for admission from outside of the United States. This fee is \$300. This fee is refundable when a student cancels enrollment, before entering the US.

(2): Other fees may include, for example a student ID, the cost to order a transcript, or credit card decline fee. These fees are incidental and are used to pay for services other than tuition.

FINANCIAL ASSISTANCE

This institution does not participate in federal and state financial aid programs. This institution does not offer any form of financial aid.

Important Note: 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, if the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

SCHOOL POLICY AND STUDENT RESPONSIBILITIES

ADMISSIONS OFFICE

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

The application process for new students is as follows:

Complete an application form

Provide a copy of your current passport, visa, and I-94;

Provide a copy of your current I-20 (only transfer students);

Provide a copy of your current bank statement; all new international students are required to show proof that funds are guaranteed for the courses of study, in the form of a bank statement (savings or checking accounts only) or bank letter, dated within the last two months.

Pay the application fee

If all material and documents have been submitted, the applicant will be scheduled to begin their session at USAELC on the next available session start date, and scheduled for a placement test.

Transfer students coming to USAELC:

The student must complete the same process as described for a new student and also complete a transfer form.

It takes on average between 2-5 business days for their SEVIS record to be transferred to USAELC from a former school.

Walk-in for an overseas student:

An overseas student may have a representative begin the application process in the office on their behalf. The fees to apply include the \$75 Application Fee, \$80 Book fee, \$175 Administrative Fee and the \$125 Documents Preparation Fee. The Courier fee is subject to change based on country. We will mail the form I-20 directly to the student. The Courier fee is only refundable if the service to the third party is not utilized. The Courier fee is charged based on quoted rate from DHL website for cost of service.

Placement Test and Exit Exam

The Placement Test for new students is administered on the first day of class at the USA English Language Center, at 9am.

The Exit Test is required of all students who are ending their program at the USA English Language Center. The exit test will demonstrate any progress the student may have made during their enrollment. The Exit Test is administered on Thursdays & Fridays at 1:30pm.

Certificate of Completion

A certificate verifying enrollment and or completion at USAELC is offered to students upon request. Students may come to the office to fill out a Certificate Request Form, and pay the \$20 fee for processing. Students who cannot pick up their certificate in person can request to mail the certificate with courier fee to any U.S. address. Certificate of Course Completion requires at least 12 weeks' enrollment with a passing grade. Students who participate in the Exit Exam will have the processing fee waived.

Textbooks

All Students must have textbooks for class, having your textbook with you daily on campus is mandatory for every class at the USA English Language Center. Textbooks are an integral part of the curriculum and must be available for you to use daily during your class time. Students that do not bring their textbook will not be allowed to remain in class. Depending on the instructor's lesson plan, you may be provided additional learning materials to enhance your curriculum. Textbooks purchased at USAELC are non-refundable. If you decide to change your class during your first week, you might be able to exchange your textbook if the book is still in brand new condition, no visible marks or tears. Please visit the Payment Desk for additional information.

STUDENT SERVICES

The administrative office is available to assist students with any questions they may have during their enrollment at USAELC. Some of the common inquiries include:

- Housing
- Issuing of I-20,
- Arriving to San Diego
- Class Registration
- Public Transportation
- Car rental
- Local Activities
- DMV

Assistance with Health Care

Students who do not have health insurance can contact the receptionist for information on urgent care facilities in San Diego.

Health Insurance Information

Brochures with different options available to international students.

Car Rental

Student Advisors can assist students with renting a car if they choose to have one during their stay here.

Travel/Tours Arrangements

USAELC provides travel information for excursion to places such as L.A. and Las Vegas.

Housing Assistance

USAELC is a non-residential campus serving a wide variety of students. It does not provide dormitory facilities or off-campus student housing. The institution assumes no responsibility in matters of student housing for its students. Student advisors do provide applicants and students with whatever information is available about housing opportunities in the San Diego area, but the responsibility for housing remains with the student. USAELC is not affiliated with any housing companies.

Changes in student contact information

Students are expected to keep their basic contact and related information up to date in the Institution's records. When a student's information changes for any reason (including but not limited to name, address, telephone number(s), email address (es), passport and visa information, etc.) the student should contact the USAELC Student Services to provide the updated information. This may be done via email, telephone, or an in-person visit to the office.

Student Orientation

- Orientation includes: introduction of students and staff, explanation of all programs, class schedule, fees and payment schedule, vacation, attendance, etc. During this orientation phase, each student must sign his/her registration form, the USAELC attendance policy, as well as the English-Only Policy form.
- Once orientation is complete, each student (usually three at a time) is directed to the payment center to make payment and purchase the required textbook appropriate to his/her course level.
- Once the student has made payment, the student can go to their assigned class, or may go home and be expected to return on the following day. Students earn a mark of 'present' for that day for successful completion of the placement test and orientation, therefore may choose to begin class the next day.

Student ID cards

USAELC makes available student ID cards with a photo, upon request by the student. This is optional, not a requirement. Student ID cards are sometimes helpful in accessing student discounts from outside vendors and similar benefits. USAELC student ID cards may also be

used in lieu of other identification for such purposes as proctored exams and entrance into student events.

Special Events

We offer field trips around the San Diego area for enjoyment and cultural appreciation. These outings to area museums and areas of interest will help you develop your real world language skills. We also hold school-wide parties to celebrate some Holidays every year.

CONFIDENTIALITY OF STUDENT RECORDS

USAELC ensures the protection of student files from being misplaced, lost, or otherwise compromised. Student records are secured in a locked file room. They are stored and indexed for ease of identification and retrieval.

The file room can only be accessed by authorized personnel. Authorized personnel include the File Clerk and the Director of Student Services in the absence of the File Clerk.

All staff must request student records from the File Clerk.

Student Records which have been checked out must be returned before the close of business on the day it was checked out.

The File Clerk verifies that all files have been returned each day.

REQUIRED STUDENT RECORDS

USAELC maintains student records in accordance with California Education Code.

The complete hard student file is maintained for a period of seven years following the student's completion of the program. Electronic student enrollment and financial information is maintained and backed-up indefinitely. USAELC shall maintain records of the name, address, e-mail address, and telephone number of each student who is enrolled in an educational program.

REQUIRED INSTITUTIONAL RECORDS

USAELC shall maintain, for a period of not less than five years, at its principal place of business in this state, complete and accurate records of all of the following information:

- The educational programs offered by SDUIS and the curriculum for each.
- The names and addresses of the members of the USAELC's faculty and records of the educational qualifications of each member of the faculty.

PLACEMENT SERVICES

USAELC does not provide any placement services. Students who hold student visa are not authorized to work by the Federal Law.

STANDARD OCCUPATIONAL CLASSIFICATION (SOC)

Code 25-3011: Adult Basic Education, Adult Secondary Education, and English as Second Language Instructors.

USAELC RULES & REGULATIONS

Tuition

Student tuition is due in full at the time of Orientation on the first day of class, for a minimum of 4 weeks tuition payment. Tuition payments are due every 4th Friday upon beginning class. When making a tuition payment 1 week at a time the weekly tuition cost is \$100 per week. A payment reminder is sent via email the week a payment is due. The payment reminder email is a courtesy; it is the responsibility of the student to know when their payment is due and to pay on or before the due date. A late fee of \$50 is applied to any student account that does not make a payment by the due date, no exceptions. Acceptable methods of payment include cash, check, and cashier's check, VISA, MasterCard, Discover or American Express. Payments can be made in person at the payment desk, or over the phone with credit card during business hours. Payments can also be made online through the school's website.

*** A late fee of \$50 is applied if tuition payment is not made by the due date.**

Cancellation Policy

Student has the right to cancel the enrollment agreement and obtain a refund in accordance with the refund policy. If the student elects to terminate this agreement for any reason, the student is asked to complete the notice of cancellation form (Last Day Request Form) and submit the form to the office.

USAELC has a notice of cancellation form detailing the student's right to cancel the enrollment agreement and to receive a refund accordingly. There is no penalty or obligation from the date the student cancels their enrollment agreement.

Refund Policy

The refund policy for the unused portion of tuition costs follows the appropriate guidelines of the California Private Postsecondary Education Act of 2009. Drop/add forms are available in the Administrative Office. The amount of a refund is determined by the date that the student last attended class. The refund policy for students who have completed 60 percent or less of the period of attendance shall be a pro rata refund. Refunds are mailed to the student within 45 days. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid program funds.

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

Refund Policy Example (Morning Class): Refund policy example of four (4) weeks of instruction, meeting 4 days per week, for a total of 16 days. The formula is: total tuition amount paid (\$350), multiplied by number of class meetings paid for but not attended, divided by class meetings paid for to equal the tuition refund amount (no refund after 60% of class attended).

Last day attended of class meeting(s):	Tuition refund amount:	Last day attended of class meeting(s):	Tuition refund amount:
1	\$328.12	9	\$153.12
2	\$306.25	10	\$0.00
3	\$284.37	11	\$0.00

4	\$262.50	12	\$0.00
5	\$240.62	13	\$0.00
6	\$218.75	14	\$0.00
7	\$196.87	15	\$0.00
8	\$175.00	16	\$0.00

For example, a student may attend class for one (1) week, 4 class meetings, and then elects to drop. The refund would be prorated as follows: $\$350 \times 12/16 = \262.50 (refund due to student of the tuition paid).

Refund Policy Example (Intensive Class): Refund policy example of four (4) weeks of instruction, meeting 2 days per week, for a total of 8 days. The formula is: total tuition amount paid (\$350), multiplied by number of class days paid for but not attended, divided by class days paid for to equal the tuition refund amount (no refund after 60% of class attended).

Last day attended of class day(s):	Tuition refund amount:	Last day attended of class day(s):	Tuition refund amount:
1	\$328.12	5	\$0.00
2	\$262.50	6	\$0.00
3	\$218.75	7	\$0.00
4	\$175.00	8	\$0.00

For example, a student may attend class for one (1) week (4 class meetings or two class days), and then elects to drop. The refund would be prorated as follows: $\$350 \times 6/8 = \262.50 (refund due to student of the tuition paid).

Attendance Policy

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

Students enrolled at the USA English Language Center are expected to be present and on time to class, with a full time enrollment of 18 hours per week. Students must have all materials and be ready to learn. Students that do not bring their textbook to class are not allowed in class and are given an absence. The attendance requirement to maintain status at USAELC is a minimum of 80% attendance. The attendance percentage is calculated from the entire 12 week course. At the point that a student drops below 80% cumulative attendance for a course, he/she receives a warning email automatically generated from the attendance database. If a student has below 80% attendance at the end of the course (Week 12), they are withdrawn from the program and I-20 record terminated for unauthorized drop below full course.

Tardy Policy

All students are expected to arrive to their assigned classrooms on time and to be prepared to begin class as scheduled. A student will be marked Tardy by their instructor if they arrive to class late, leave class early, or take an extended break during scheduled class time. The Tardy Policy goes into effect one minute after scheduled class times.

Tardy is defined as the following:

- Arriving to class late

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

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

- 1 to 29 minutes away from class= one tardy
- 30 to 59 minutes away from class= double tardy
- 1 hour or more away from class = absent

Tardy distribution according to regular and intensive class schedules:

Class Schedule	1 to 29 minutes	30 to 59 minutes	1 hour or more
Monday	one tardy	double tardy	absent
Tuesday	one tardy	double tardy	absent
Wednesday	one tardy	double tardy	absent
Thursday	one tardy	double tardy	absent

Intensive Class Schedule	1 to 29 minutes	30 to 59 minutes	1 hour or more
Friday Morning	one tardy	double tardy	absent
Friday Afternoon	one tardy	double tardy	absent
Saturday Morning	one tardy	double tardy	absent
Saturday Afternoon	one tardy	double tardy	absent

Attendance Probation

If a student falls below 80% they receive an email notice. If low attendance continues they are contacted by the office to discuss their situation and receive an attendance warning. Any failure to improve attendance after warnings will be grounds for termination of I20 record and dismissal from the program, including if the student is unable to reach 80% requirement by Week 12 of their enrolled course.

During Attendance Probation students are not eligible to make changes to their enrollment unless they are requesting to be moved to the same class but in a different schedule.

USAELC VACATION POLICY

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

An annual vacation is an authorized break in a student's studies that is taken once per academic year. F-1 students are eligible to take it after completing 26 weeks at a Student and Exchange Visitor Program (SEVP)-certified school. Annual vacation is up to 4 weeks in length.

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

Before taking annual vacation, F-1 students should speak with their designated school official (DSO). Their DSO can confirm their eligibility for vacation and should sign the student's Form

I-20, "Certificate of Eligibility for Nonimmigrant Student Status," if they plan to travel outside of the United States.

To request vacation students must come to the office and fill out a Vacation Request Form with a signature, along with registering for their next class for the return. Vacation dates are processed from Monday through Thursday, and Thursday through Friday for the Intensive class schedule. Requests are processed the week prior to the vacation start date in order to verify current attendance percentage for approval or denial. If the vacation request is denied, the student will be contacted by the office.

Students returning from a vacation are expected to return to their class on the scheduled return date. Students that do not return from their vacation time will be dismissed in accordance with the consecutive absence policy, and students on F1 visa will have their I-20 terminated for unauthorized withdrawal. Students must be maintaining the 80% attendance requirement to be approved for vacation, and be up to date with payments.

ACADEMIC CALENDAR UPDATES

USAELC is adding a 1 week academic break after each student's 12 week class session. The academic break is used by the administration to collect final grades and provide paperwork for students to enroll in their next class. Students are not required to be on campus during the academic break. The academic break is included in the paid tuition schedule.

USAELC - SAN DIEGO - Leave of Absence Policy

Students may request a Leave of Absence (LOA) for emergency purposes, with the intention of returning to their program at USAELC - SAN DIEGO . LOA requests must be submitted in writing before LOA start date (with the exception of unforeseen circumstances) with signature, and must specify a reason for the request. New students must be enrolled a minimum of 4 weeks in order to request a LOA. Students that plan a LOA in advance will need to complete their 12 week course. Students may request a LOA in the middle of their 12 week course; however they will be withdrawn from the course and will receive a grade of Withdraw Fail (WF) in accordance with the academic policy. LOA more than 12 weeks in duration will require the student to take the Placement Test online prior to returning to class.

All requests will be reviewed on a case by case basis and a response will be provided by email. Students must be maintaining the USAELC - SAN DIEGO - attendance requirements and be in good status. LOA dates are processed from Monday through Thursday, and/or Thursday through Friday in accordance with class schedules. Tuition will not be charged during approved LOA time; the tuition payment cycle will change with LOA approval. Length and frequency of LOA must not impede on the student's academic progress.

Leave of absence must not exceed five months. Multiple LOA requests and/or extensions may be reviewed, provided that the requests meet all of the policy requirements and the total length does not exceed the specified limit. Students that do not return from their scheduled LOA time will be dismissed in accordance with the consecutive absence policy, and students on F1 visa will have their I-20 terminated for unauthorized withdrawal. Students must be maintaining the 80% attendance requirement to be approved for LOA, and be up to date with payments.

Documentation for travel outside of the U.S. is required, including a copy of airline ticket with departure date and return date. For students on F1 visa, the SEVIS record will move to

terminated status during the departure dates, and will be reactivated for the return to the U.S. in accordance with SEVP policy. F1 visa students who are outside the United States, and who have not been attending classes for 5 months or more, should apply for a new student visa to reenter the United States.

For Medical Leave of Absence please contact the office for additional details. A letter from a medical professional is required for all medical leave of absence requests to be reviewed.

Mandatory Retesting Policy

Class Change Re-testing

Students requesting class change from a focus class (Conversation) to a level class (Beginning, Intermediate, and advanced), will need to take the placement test.

Leave of Absence Re-testing:

Students returning from an approved leave of absence more than 12 weeks in duration will need to take the placement test prior to returning to class.

Satisfactory Academic Progress Policy

USAELC Satisfactory Academic Progress (SAP) Policy monitors student progress to ensure students are successfully progressing through their courses.

Satisfactory Academic Progress is defined as earning a grade of “C” or higher and completing the program within 36 months. SAP is measured at the midpoint of the course, and at the end of each course.

SAP Policy Highlights:

- Passing Grades: A, B, C (Must progress to next level). Come to the office to fill out the Class Change Form.
- Failing Grades: D, F (Petition to repeat same class, or request class change). Come to office to fill out ILP or Class Change Form. Placed on Academic Probation for the class with the failing grade.
- Academic Probation: Students who receive a failing grade of “D” or “F” at the end of a course will be notified by email and placed on academic probation for the following 12-week course.
- Students that miss a test can coordinate with the teacher and the office to take that test and receive a grade (with 10% deduction). Must take the test within 4 weeks.
- Students may not exceed a total of 36 weeks (3 sessions) in the same class.
- USAELC has a 36 month timeframe for students to complete their program. The 36 month timeframe does not include time away from class during approved vacation, leave of absence, and/or medical leave. If a student reaches the 36 month timeframe and feels they need additional time to improve their language skills, and are eligible for additional class enrollment according to level progression policy, the student may request a program extension through the Exceptions Review Committee (ERC).

Grade Percentage:

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

Criteria for Progression to the Next Level: (This policy will take effect on August 14, 2023 in the place of the former grade scale)

Students must maintain a cumulative test grade of 70% or higher during the 12 week course.

Upon completion of the course, failure to maintain a passing grade will result in a meeting with an advisor to be placed on Academic Probation.

Academic Probation

Students who receive a failing grade of “D” or “F” at the end of a course will be notified by email and placed on academic probation for the following 12-week course.

Students who are placed on academic probation are required to meet with their advisor and develop an Individualized Learning Plan.

A student who fails a course must either:

1. Petition to repeat the course based on a sound academic rationale and approval of an Individualize Learning Plan. The student will be on a status of academic probation, or
2. Register for a different course for which they are eligible while on a status of academic probation.

A student who does not file a petition to repeat the course or whose petition is denied or fails to register for a focus or level course, for which they are eligible, will be withdrawn.

2nd and subsequent probations

Students will be sent email notification and be required to meet with an Advisor for development of an Individualized Learning Plan.

Removal from Academic Probation:

Students who improve their final course grade to a “C” or higher will be removed from academic probation.

Dismissal due to failure to meet Satisfactory Academic Progress

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

Maximum Time Frame Notification and Dismissal

- USAELC has a 36 month timeframe for students to complete their program. The 36 month timeframe does not include time away from class during approved vacation, leave of absence, and/or medical leave. If a student reaches the 36 month timeframe and feels they need additional time to improve their language skills, and are eligible for additional class enrollment according to level progression policy, the student may request a program extension through the Exceptions Review Committee (ERC).

Procedure for Appeals

Students enrolled at the USA English Language Center - San Diego - may appeal a determination by completing the Student Request Form available in the administrative office. The Student Request Form is reviewed by the Exceptions Review Committee (ERC), which consists of at least three members of the administrative staff and directors at the USA English Language Center - San Diego . The Exceptions Review Committee meets as needed to review any pending student requests and provides a written response to the student in the form of email within 10 business days of the meeting.

Academic Progress

Students must be showing progress during their enrollment, and are required to progress to a higher-level course, or a focus course, if they receive a final grade of A, B or C. In no instance may a student move to a lower level within their program, except circumstances stated in the Mandatory Retesting Policy. Students that receive a final grade of D or F may petition to repeat the course based on sound academic rationale and the approval of their Individualized Learning Plan. When a student repeats the course, the instructor will provide supplemental materials to ensure that the student is being challenged.

Class Change Requests

Students may request to change their class by coming to the office to fill out the Class Change Request Form. An advisor will review the student's enrollment history, grades and attendance to determine which class the student is eligible to register for. The Class Change Request Form will show the current class schedules and tuition prices. A textbook must be purchased at the time of enrolling into the new class. Students are asked to refrain from changing classes in the middle of the week. It is also encouraged to complete the current 12 week enrollment to receive a final grade before changing classes.

Add/Drop Period Students receive a 2 week add/drop period upon enrollment to a course. The 2 week add/drop period is for the student and teacher to determine if the course is the appropriate level for the student based on performance and comprehension. Students may re-take the Placement Test online during this time based on sound academic rationale. Any new Placement Test online scores and class changes are reviewed and coordinated through the administrative office. During the 2 week add/drop period if a student is approved for a class change they are not subject to the failing grade of Withdraw Fail (WF), and are instead marked as Incomplete (INC).

Program Extension Request

If a student is requesting to extend their program at USAELC - SAN DIEGO - for additional time to complete the program, the request is made by using the Enrollment Agreement Addendum. If the request is deemed academically sound, the administrative office will determine with the student how much additional time is required to complete their classes, and a revised program end date is documented.

Make-up Work Policy

Students may coordinate with their instructor to make up any missed assignments and quizzes due to absence from class. Make-up work must be completed within 12 weeks of the assignment date, with a 10% deduction penalty to the assignment grade. The make-up work assignment must be academically sound and comparable to missed assignment.

Program Withdrawal

A student is considered withdrawn from their program if they fail to complete all levels offered, through Advanced 2. Students who would like to withdraw from their program are asked to come to the office to fill out the Last Day Request Form to notify the school they are departing. Students must be maintaining the USAELC - SAN DIEGO - attendance requirement in order to end their program in good academic status. Failure to maintain the attendance requirement will result in dismissal from the program and termination of I-20. If there is a financial balance owed to the school the balance must be paid in full prior to departure.

Program Completion

A student is considered a completer if they successfully complete all levels offered, completing through Advanced 2 with a passing grade. Students who are ending their program and/or leaving the United States are asked to come to the office to fill out the Last Day Request Form to notify the school that they are departing. Students must be maintaining the USAELC - SAN DIEGO - attendance requirement in order to end their program in good academic status. Failure to maintain the attendance requirement will result in dismissal from the program and termination of I-20. If there is a financial balance owed to the school the balance must be paid in full prior to departure.

Consecutive Absence Policy

In the event that no notice of withdrawal (written or verbal) is provided, USAELC will automatically administratively withdraw a student after they have been absent for a maximum of 30 consecutive calendar days (excluding any scheduled breaks of the institution) and complete a refund calculation, processing any refunds to or on behalf of the student.

F1 Transfer

Students on F1 visa must adhere to the SEVP transfer policy guidelines. If classes are in session, the student must attend classes and otherwise maintain status until the transfer release date. The student must begin classes at the transfer-in school at the next available term or within five months, whichever is sooner. The student must be accepted by another SEVP-certified school, and provide the following information: Written confirmation of the acceptance, Contact information for the new school's DSO, and the SEVIS school code for the transfer-in school to ensure transfer to the correct school. Students will be provided 15 days maximum time frame to begin their new program at their transfer school. Students must be attending classes and maintaining F1 status at USAELC - SAN DIEGO - until they provide an acceptance letter. The start date of their new program must be within 15 days from their last day at USAELC. Students leaving the country: If a student ends their program to depart the U.S., and later requests transfer during their 60 day grace period, the same 15 day policy applies for requesting transfer. Students that request transfer after 15 days from their last day at USAELC - SAN DIEGO - will be transferred in Completed Status.

Exit Exam

The Exit Test optional for all students who completed a minimum of 12 weeks at USA.ELC. The Exit Test will demonstrate any progress the student may have made during their enrollment. Please check in with the reception desk. A copy of the Exit Test results is available through the office upon request.

Exit Survey

The Exit Survey is available for all students who completed who are leaving USAELC. The Exit Survey will provide the administrative office with valuable feedback during a student's enrollment.

Student Satisfaction Survey

The Student Satisfaction Survey is sent out via email to currently enrolled students 2 times per year. The email provides a link to the anonymous survey which provides the administrative office with valuable feedback during a student's enrollment.

Certificate

A certificate verifying program participation or completion at USAELC is offered to students upon request. Students may come to the office to fill out a Certificate Request Form, and pay the fee for processing. Students who participate in the Exit Exam will have the processing fee waived. Students who cannot pick up their certificate in person may request to mail the certificate with courier fee to any U.S. address.

Enrollment Verification Letter

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

Student Code of Conduct

USAELC embraces a high standard of integrity of performance for students, administrators, and faculty and staff members. All members of the campus community have the responsibility to foster a standard of conduct which reflects credit on them and on the institution, while preserving a climate that respects the dignity and integrity of each individual. Failure to maintain such standards may result in disciplinary action, including dismissal.

Cell Phone Policy and Use of Devices in the Classroom

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

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

USAELC Safety Declaration

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

Crime Prevention

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

- Lock your car.

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

Drug & Alcohol Policy

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

Smoking Policy

USAELC is a non-smoking building. Smoking is **ONLY** permitted in the corner section of the back parking lot. Please dispose of your cigarette butts in the large ashtrays provided.

Liability Release Form

All students are required to sign the agreement and release of liability upon admission to USAELC (signed on the first day of class - during orientation).

F1 Student Visa – Maintaining your Status

Study in the States website offers free government resources that explain the rules and regulations governing the international student process in the United States. Visit www.studyinthestates.dhs.gov

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

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

While studying in the United States, F1 students must:

- Attend and pass all your classes. If school is too difficult, speak with your DSO immediately.
- If you believe that you will be unable to complete your program by the end date listed on your Form I-20, talk with your DSO about requesting a possible program extension.

- You must take a full course of study each term; if you cannot study full-time, contact your DSO immediately.
- Do not drop a class without first speaking with your DSO.

Upon Program Completion

F1 students must take action to maintain legal status or depart the United States after completing your program of study. Once you complete your program of study and any authorized period of practical training, F students have 60 days after completion of your program (the program end date on your Form I-20) to leave the United States. If you wish to extend your stay in the United States, talk with your DSO to learn more about doing one of the following: Transfer to another school, Change your education level, Apply to change status to another visa.

If classes are in session, an F1 student must attend classes and otherwise maintain status until the transfer release date 8CFR.214.2 (f) (8). The transfer release date is "the current semester or session completion date, or the date of expected transfer if earlier than the established academic cycle. Transfer release date can be determined when a copy of acceptance letter is provided to the DSO.

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

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

Medical Insurance

USAELC administrative office can assist you with finding the right coverage upon your arrival. The cost is estimated between \$31 to \$115 per month. You may visit www.isoa.org for information of student health insurance plans available to you, and the current options available.

Emergency Resources

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

Hospital Emergency Room and Urgent Care Facilities near USAELC

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

Payments/Method of Payment/ Additional Fees:

Payments are due monthly, and for the upcoming month on the Friday before classes begin. Cash, check, credit card, money order are all acceptable methods of payment. A student who authorizes tuition payment with 1) a credit card, and their credit card is declined, or 2) by a check that is returned, is charged a \$25 decline/return fee, and will also be charged the \$25.00 late tuition fee (unless payment is successfully received by the deadline).

STUDENT'S RIGHT TO CANCEL

The student has the right to cancel the enrollment agreement and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. After the end of the cancellation period, students also have the right to stop school at any time; and the right to receive a pro rata refund if the student has completed 60% or less of the program.

Cancellation may occur when the student provides a written notice of cancellation at the following address: USAELC, 3900 Harney Street, San Diego, CA 92110. This can be done by mail, by email, or by hand delivery.

The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with proper postage. If the written notice of cancellation is sent by email, it is effective on the day of electronic transmission.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that the student no longer wishes to be bound by the Enrollment Agreement.

If the Enrollment Agreement is cancelled USAELC will refund the student any money he/she paid, less a registration or administration fee not to exceed \$250.00, within 45 days after the notice of cancellation is received.

WITHDRAWAL FROM THE PROGRAM

A student may withdraw from Intensive English Language Program at any time after the cancellation period (described above) and receive a pro rata refund if he/she has completed 60% or less of the scheduled period of attendance. The refund will be less a registration or administration fee not to exceed \$250.00, and less any deduction for equipment not returned in good condition, within 45 days of withdrawal. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

For the purpose of determining a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies USAELC of the student's withdrawal or as of the date of the student's withdrawal, whichever is later.
- USAELC terminates the student's enrollment for failure to maintain satisfactory progress; failure to abide by USAELC rules and regulations; absences in excess of maximum set forth by USAELC; and/or failure to meet financial obligations to USAELC.

- The student has failed to attend class for two consecutive weeks.
- The student fails to return from a leave of absence.

For the purpose of determining the amount of the refund, the date of the student’s withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal.

For the purpose of determining the amount of the refund, the date of the student’s withdrawal shall be deemed the last date of recorded attendance. If the student has completed more than 60% of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund.

Refund Policy

The refund policy for the unused portion of tuition costs follows the appropriate guidelines of the California Private Postsecondary Education Act of 2009. Drop/add forms are available in the Administrative Office. The amount of a refund is determined by the date that the student last attended class. The refund policy for students who have completed 60% or less of the period of attendance shall be a pro rata refund. Refunds are mailed to the student within 45 days.

Refund Policy Example: Refund Policy Example for four (4) weeks of instruction, meeting 4 days a week, for a total of 16 days. The formula is: Total Tuition Amount paid (\$350), multiplied by Class Meetings paid for but not attended divided by Class meetings paid for, equals tuition Refund Amount.

Last day attended of Class Meeting(s):	Tuition Refund Amount	Last day attended of Class Meeting(s):	Tuition Refund Amount
1	\$328.12	6	\$218.75
2	\$306.25	7	\$196.87
3	\$284.37	8	\$175.00
4	\$262.50	9	\$153.12
5	\$240.62	10th class and beyond	\$0.00

For example, a student may attend class for one (1) week, 4 class meetings, and then elect to drop. The refund would be prorated as follows: $\$350 \times 12/16 = \262.52 Refund (refund due student of the \$350.00 tuition paid).

Student Loans

If the student obtains a loan to pay for an educational program, the student will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund. If the student is eligible for a loan guaranteed by the federal or state government and the student defaults on the loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against the student, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- (2) The student may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

Questions and Complaints

The USA English Language Center holds customer satisfaction to be a priority. Our staff is trained to assist you with any questions or concerns regarding your enrollment. If at any time you are not satisfied with your experience with USAELC we ask that you come to the Administrative Office to speak with a representative. We offer the Student Request Form to voice any concerns in writing. Our Exceptions Review Committee of at least three staff members reviews your request weekly and provides a written response via email. Any questions a student may have regarding this enrollment agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 North Market, Suite 225, Sacramento, CA 95834, www.bppe.ca.gov, (888) 370-7589 or by fax (916) 263-1897.” 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 complaint form, which can be obtained on the bureau’s internet web site www.bppe.ca.gov.”

If a student has a complaint or feedback regarding USA English Language Center procedures, policies, academic decisions, faculty, staff, or other students that they wish to formally submit, they are advised to submit a Student Request Form. Students are encouraged to first seek guidance from the Student Advisor regarding their concerns. When such concerns cannot be initially resolved, the following grievance procedure is followed:

Informal Review: The student should contact the Student Services Office. The advisor tries to resolve the matter to the satisfaction of all parties. If this informal review does not result in resolution, the student may file a formal grievance with the Exceptions Review Committee.

Formal Review: The student must complete a "Student Request" form (available in the administrative office) and submit it to the Student Services Office. In most cases, the Exceptions Review Committee will notify of a decision within two (2) working days unless external consultation is necessary. Normally, the student is notified by email of the decision of the Committee.

Final Review: If the grievant remains dissatisfied, he or she may appeal the decision with the Exceptions Review Committee. All facts, issues, supporting documentation, as well as a second "Student Request" form must be submitted in writing.

INTENSIVE ENGLISH LANGUAGE PROGRAM (IEP) FACULTY

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