



Language Pacifica
1528 South El Camino Real
San Mateo, CA 94402
Phone: (650) 321-1840
www.languagepacifica.com
esl@languagepacifica.com



2018 Catalog

Welcome to Language Pacifica!

Since 1979, thousands of students from every part of the world have come to Silicon Valley to study English at Language Pacifica. We have full-time and part-time intensive English courses for students who need academic English, TOEFL preparation, English for business, and/or English for personal enrichment.

Administration:

Sophia Zhang Ellithorpe, CEO
Ruth Kirby, Director

Language Pacifica's mission is to provide the highest quality intensive English program to non-native speakers of English. We embrace diversity, service and excellence in creating a humanistic and innovative environment in which to teach and learn the English language and American culture.

Language Pacifica is **accredited** by the Commission on English Language Program Accreditation (CEA) for the period **August 2014 through August 2019** and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a national accrediting agency. For further information about this accreditation, please contact the Commission on English Language Program Accreditation, 1001 North Fairfax Street, Suite 630, Alexandria, VA 22314, (703) 665-3400, www.cea-accredit.org.

Table of Contents

	Page
Introduction	1
Administration	1
Mission	1
Accreditation	1
Sessions	3
School Hours	3
Admission Criteria	3
Admission Procedure	3
First Day Schedule	3
Level Placement	3
Daily Schedule and Your Classes	3
Holidays	4
College Connections	4
Help	4
Cellphone Use	4
Course and Level Information	4-7
Academic Progress	7
F-1 Visa Students	7-8
Speaking and Writing Rubrics	8
Homestay	9
Hotels and Other Housing Options	9-10
Public Transportation	11
Health Insurance	12
Hospitals and Clinics	12
Emergency Telephone Numbers	12
Libraries	13
Government Offices	13
Money Changing	13
Restaurants	13
Payment of Tuition and Fees	13-14
Cancellation and Refund Policy	14
School Map	15
Sample Attendance/Grade Records	16-18
Sample Evaluation Surveys	19-21
Complaint Form	22

2018 Sessions

Session 1: January 2 – February 23, 2018
Session 2: February 26, 2018 – April 20, 2018
Session 3: April 23, 2018 – June 15, 2018
Session 4: June 18, 2018 – August 10, 2018
Session 5: August 13, 2018 – October 5, 2018
Session 6: October 8, 2018 – November 30, 2018
Session 7: December 3, 2018 – February 1, 2019

School Hours

Language Pacifica is open weekdays from 8:30 a.m. to 5:00 p.m. year-round except on holidays, which include one or two weeks at the end of the year. Our sessions last eight weeks, and two 8-week sessions make each level. There are six levels. All classes are five days per week, Monday through Friday.

Admission Criteria

- Students must be at least 16 years old
- Students must have some knowledge of English (we have no Level Zero)

Admission Procedure

Language Pacifica admits new students any Monday. The enrollment form is due on admission. The placement test and orientation begin at 8:30 a.m. on the first day of classes. Classes are joined at 11:00 a.m. Payment of tuition, fees and textbooks is due before the end of the day. Full-time students should begin on session beginning dates.

First Day Schedule

8:30 – 10:30 a.m.	Registration and placement test
10:30 – 11:00 a.m.	Placement and orientation
11:00 a.m. – 12:50 p.m.	New students join classes
12:50 – 1:20 p.m.	Lunch break
1:20 – 3:10 p.m.	Afternoon classes

Level Placement

Your class level will be based on the results of your placement test, which consists of speaking, writing, listening, and grammar. **Note:** If the level of your class seems too high or low for you, please speak with the director about the possibility of changing it. Please don't write in your textbooks until you are sure that the level is suitable for you.

Daily Schedule

Time	Class/Activity	Your Classes		
		Your Level	Your Room	Your Teacher
8:30 a.m.	School opens			
9:00 – 11:50 a.m.	Integrated Skills: 9:00-9:50 Speaking/Listening 10:00-10:50 Reading/Vocabulary 11:00-11:50 Writing			
12:00-12:50 p.m.	Grammar			
1:30-2:20 p.m.	Discussion or TOEFL Preparation			
2:30-3:20 p.m.	Private or semi-private lessons (may also be taken anytime)			
5:00 p.m.	School closes			

2018 Holiday Schedule

2017-2018 Winter Holiday	Monday, December 25, 2017 to Monday, January 1, 2018
Martin Luther King Day	Monday, January 15, 2018
Presidents' Day	Monday, February 19, 2018
Memorial Day	Monday, May 28, 2018
Independence Day	Wednesday, July 4, 2018
Labor Day	Monday, September 3, 2018
Thanksgiving	Thursday and Friday, November 22 and 23, 2018
2018-2019 Winter Holiday	Monday, December 24, 2018 to Tuesday, January 1, 2019 (Classes resume Wednesday, January 2, 2019)

College Connections

Language Pacifica has partnerships with local colleges and a university, including **Foothill College** (www.foothill.edu), **De Anza College** (www.deanza.edu), **Cañada College** (www.canadacollege.edu), **College of San Mateo** (www.collegeofsanmateo.edu), **Skyline College** (www.skylinecollege.edu) and **Notre Dame de Namur University** (www.ndnu.edu), in which **completion of our Level 5** is accepted as proof of English proficiency for undergraduate admissions and completion of Level 6 is accepted by NDNU for graduate school admissions. In addition, Language Pacifica has partnerships with **12 other colleges and universities around the country**, which allow conditional admission to students in Levels 5 and 6 with a test given at Language Pacifica. Please talk with our director for more information.

Do You Need Help?

Please **talk with Ruth**, the director, if you have **any problem** related to:

- Classes or grades
- Your academic plan
- Your I-20 or student visa status
- Your homestay
- Cultural adjustment to the US
- Homesickness
- Any other issue.

We will try to resolve it together quickly. If your problem is not possible for us to solve, we will help you find appropriate resources.

Cellphone Use

To keep our small classes interactive, cellphone use is prohibited unless the teacher allows it for a specific assignment.

Course and Level Information

We use the **Common European Framework of Reference for Languages (CEFR)** as a basis for our learning outcomes.

Level 1

The goal of Level 1 is to begin the process of developing students' ability to express themselves in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Can interact in a simple way but communication is totally dependent on repetition at a slower rate of speech, rephrasing and repair. Can ask and answer simple questions, initiate and respond to simple statements in areas of immediate need or on very familiar topics.

Reading: Can understand very short, simple texts a single phrase at a time, picking up familiar names, words and basic phrases and rereading as required.

Writing: Can write simple isolated phrases and sentences.

Grammar: Shows only limited control of a few simple grammatical structures and sentence patterns in a learnt repertoire.

Course Objectives

Speaking: Very simple topics such as introductions, directions, likes and dislikes; short, clear, slowly stated simple questions and responses

Reading: Students work with Level 1 textbook, which uses about 300 key words.

Writing: Students are taught how to write sentences.

Grammar: Introduction to verbs "be" and "have", simple present, present progressive, nouns as subjects and objects, introduction to past tense

Course Materials

Reading/Writing: *Foundations*, Molinsky/Bliss

Grammar: *Basic English Grammar A*, Azar/Hagen

Level 2

The goal of Level 2 is to continue developing students' ability to express themselves in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Can interact with reasonable ease in structured situations and short conversations, provided the other person helps if necessary. Can manage simple, routine exchanges without undue effort; can ask and answer questions and exchange ideas and information on familiar topics in predictable everyday situations. Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters to do with work and free time. Can handle very short social exchanges but is rarely able to understand enough to keep conversation going of his/her own accord.

Reading: Can understand short, simple texts on familiar matters of a concrete type which consist of high frequency everyday or job-related language. Can understand short, simple texts containing the highest frequency vocabulary, including a proportion of shared international vocabulary items.

Writing: Can write a series of simple phrases and sentences linked with simple connectors like "and," "but" and "because."

Grammar: Uses some simple structures correctly, but still systematically makes basic mistakes – for example tends to mix up tenses and forgets to mark agreement; nevertheless, it is usually clear what he/she is trying to say.

Course Objectives

Speaking: Students focus on understanding and communicating main ideas and getting the main idea of what others saying. Short conversations are held on basic topics, including but not limited to daily activities, subjects of personal interest, and plans for future activities.

Reading: Students become familiar with texts (from textbook and outside readings) that use about 600 key words.

Writing: Students are taught to write a group of complete sentences about a topic and a narrative using past tense. Writing is used for strengthening fluency, practicing structures, and increasing vocabulary.

Grammar: Introduction to the present tense, past tense, future tense, modals, nouns and modifiers, possessives, comparisons, and irregular verbs

Course Materials

Reading/Writing: *American Headway 1*, Soares

Grammar: *Basic English Grammar B*, Azar/Hagen

Level 3

The goal of Level 3 is to improve students' ability to express themselves clearly and fully in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Can communicate with some confidence on familiar routine and non-routine matters related to his/her interests and professional field. Can exchange, check and confirm information, deal with less routine situations and explain why something is a problem. Can express thoughts on more abstract, cultural topics such as films, books, music etc. Can exploit a wide range of simple language to deal with most situations likely to arise whilst traveling. Can enter unprepared into conversation on familiar topics, express personal opinions and exchange information on topics that are familiar, of personal interest or pertinent to everyday life (e.g. family, hobbies, work, travel and current events).

Reading: Can read straightforward factual texts on subjects related to his/her field and interest with a satisfactory level of comprehension.

Writing: Can write straightforward connected texts on a range of familiar subjects within his/her field of interest, by linking a series of shorter discrete elements into a linear sequence.

Grammar: Communicates with reasonable accuracy in familiar contexts; generally good control though with noticeable mother tongue influence. Errors occur, but it is clear what he/she is trying to express. Uses, reasonably accurately, a repertoire of frequently used "routines" and patterns associated with more predictable situations.

Course Objectives

Speaking: The emphasis is on personal expression and understanding others. The student will converse on familiar topics such as school, work issues, popular current events, shopping or restaurants.

Reading: The textbook and additional reading materials use about 1000 key words.

Writing: Students in Level 3 begin to work with the structure of the paragraph.

Grammar: Students focus on written and oral use of the present tense, the past tense, the future tense, present perfect, past perfect, questions, nouns and pronouns, and modals.

Course Materials

Reading/Writing: *For Your Information 3*, Blanchard/Root

Grammar: *Fundamentals of English Grammar, Volume A*, Azar/Hagen

Level 4

The goal of Level 4 is to enhance students' ability to express themselves clearly and fully in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Can use the language fluently, accurately and effectively on a wide range of general, academic, vocational or leisure topics, marking clearly the relationships between ideas. Can communicate spontaneously with good grammatical control without much sign of having to restrict what he/she wants to say, adopting a level of formality appropriate to the circumstances. Can interact with a degree of fluency and spontaneity that makes regular interaction and sustained relationships with native speakers quite possible without imposing strain on either party. Can highlight the personal significance of events and experiences, account for and sustain views clearly by providing relevant explanations and arguments.

Reading: Can read with a large degree of independence, adapting style and speed of reading to different texts and purposes, and using appropriate reference sources selectively. Has a broad active reading vocabulary, but may experience some difficulty with low frequency idioms.

Writing: Can write clear, detailed texts on a variety of subjects related to his/her field of interest, synthesizing and evaluating information and arguments from a number of sources.

Grammar: Shows a relatively high degree of grammatical control. Does not make mistakes which lead to misunderstanding.

Course Objectives

Speaking: The emphasis in Level 4 is on expressing oneself clearly and fully.

Reading: The textbook and other reading materials use about 1400 key words.

Writing: Students begin to write essays. Writing is used for strengthening fluency, practicing structures, and increasing vocabulary.

Grammar: Students work with connecting ideas, comparisons, passive, nouns and articles, adjective clauses, gerunds and infinitives, noun clauses, and phrasal verbs

Course Materials

Reading/Writing: *World of Reading 3*, Baker-González/Blau

Grammar: *Fundamentals of English Grammar, Volume B*, Azar/Hagen

Level 5

The goal of Level 5 is for students to move towards mastery of expression in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Can express him/herself fluently and spontaneously, almost effortlessly. Has a good command of a broad lexical repertoire allowing gaps to be readily overcome with circumlocutions. There is little obvious searching for expressions or avoidance strategies; only a conceptually difficult subject can hinder a natural, smooth flow of language.

Reading: Can understand in detail lengthy, complex texts, whether or not they relate to his/her own area of specialty, provided he/she can reread difficult sections.

Writing: Can write clear, well-structured texts of complex subjects, underlining the relevant salient issues, expanding and supporting points of view at some length with subsidiary points, reasons and relevant examples, and rounding off with an appropriate conclusion.

Grammar: Consistently maintains a high degree of grammatical accuracy; errors are rare and difficult to spot.

Course Objectives

Speaking: The emphasis in Level 5 is on speaking clearly and correctly. The student aims to converse easily on unfamiliar topics such as current events and academic subjects.

Reading: The textbook and other reading materials use about 1800 key words, and some authentic materials are used at this level.

Writing: Writing is used for strengthening fluency, practicing structures, and increasing vocabulary; students also work with the essay format.

Grammar: The student works to show competence in the present and past simple and progressive tenses, the perfect and progressive tenses, the future tense, adverb clauses, subject-verb agreement, nouns, pronouns, modals, and the passive.

Course Materials

Reading/Writing: *A World of Fiction 1*, Marcus

Grammar: *Understanding and Using English Grammar, Volume A*, Azar/Hagen

Level 6: The goal of Level 6 is for students to achieve mastery of expression in academic, work, or social environments in which the primary language used is English.

Learning Outcomes

Speaking: Has a good command of idiomatic expressions and colloquialisms with awareness of connotative levels of meaning. Can convey finer shades of meaning precisely by using, with reasonable accuracy, a wide range of modification devices. Can backtrack and restructure around a difficulty so smoothly the interlocutor is hardly aware of it.

Reading: Can understand and interpret critically virtually all forms of the written language including abstract, structurally complex, or highly colloquial literary and non-literary writings. Can understand a wide range of long and complex texts, appreciating subtle distinctions of style and implicit as well as explicit meaning.

Writing: Can write clear, smoothly flowing, complex texts in an appropriate and effective style and a logical structure which helps the reader to find significant points.

Grammar: Maintains consistent grammatical control of complex language, even while attention is otherwise engaged (e.g. in forward planning, in monitoring others' reactions).

Course Objectives

Speaking: The student works toward mastery of spoken English with fluent, sophisticated clarity of expression. The emphasis in Level 6 is on correct, articulate expression.

Reading: Texts use about 2200 key words, and many authentic materials are used at this level.

Writing: In addition to writing for strengthening fluency, practicing structures, and increasing vocabulary, students in Level 6 write essays and reports.

Grammar: The student works to show competence in English grammar, including mastery of topics from the text such as noun clauses, adjective clauses, gerunds and infinitives, coordinating conjunctions, adverb clauses, adverbial phrases, conditional sentences and wishes, connectives expressing cause and effect, contrast, and the conditional.

Course Materials

Reading/Writing: *A World of Fiction 2*, Marcus

Grammar: *Understanding and Using English Grammar, Volume B*, Azar/Hagen

Academic Progress

We want you to make a lot of progress here! Please read the following for information about our policies.

Grading

You will receive grades on assignments, quizzes and tests, and your spoken English during your course. These should help you to know how you are doing and motivate you to succeed. In addition, students who complete a session will receive a final grade for that session.

Integrated Skills final grade components are: Speaking = 40%, Graded Assignments = 20%, Quizzes = 20%, Midterm = 10%, Final = 10%

Grammar final grade components are: Applied Grammar (your use of the learned grammar) = 40 %, Quizzes and tests = 20 %, Midterm = 20%, Final = 20 %

Grades: A+ =98-100%, A=93-97%, A- = 90-92%, B+ =88-89%, B= 83-87%, B- =80-82%, C+ =78-79%, C=73-77%, C- =70-72%, D+ =68-69%, D= 63-67%, D- =60-62%, Fail=59% and under

Promotion

Each level is composed of two 8-week sessions. A grade of "C" or better for both sessions is needed for promotion to the next level. Students who arrive in the middle of a session may speak with the instructor and the director about making up the work that was missed in order to complete the session. A student who takes just part of one session but completes the next session could also be promoted if the instructor and director feel that s/he has completed the learning outcomes of the level.

Attendance

Although you will not be graded on attendance, attendance is important for learning new material and practicing your skills. Students who do not attend classes regularly do not, as a rule, make satisfactory academic progress. In addition, F-1 students must maintain at least 80% attendance as part of the visa requirement. Acceptable attendance includes all class period each class daily.

Staying in Status as an F-1 Student

The student visa makes you a legal visitor to the US only when you are "in status". To stay in status, you must be a full-time student at the school that issued you the I-20. If you finish the time period on your I-20, you must extend or transfer the I-20 or leave the US.

The following are necessary for staying in status at Language Pacifica:

- Come to Language Pacifica to register and begin classes by the beginning date on your I-20. You may arrive in the US no more than 30 days before this date.
 - If you can't arrive in the US on time, contact the school director to request a new I-20 with a later beginning date. You'll use this new I-20 when you enter the US.
 - If you arrive in the US by the beginning date on your I-20 but do not register or begin classes, the school must cancel or terminate your I-20 and you will be out of status (an illegal visitor).
- **Maintain at least 80% attendance in your full-time course of study.**
 - Consult with the director before dropping below a full course of study for any reason.
 - Report any change in your academic status to the director.
 - If you are sick, call the school at (650) 321-1840 for an excused absence. A doctor's note is required when there is an extended period of illness.
- **Maintain normal and satisfactory progress in our program.** (See "Academic Progress", p. 7.)
- Talk with the director to extend your program of study at least one week before the end date on your I-20.
- Do not work in the US.

In addition, you must notify the director if:

- Your address changes (within 10 days of the change)
- There is any change in your sources of financial support
- You will travel outside the United States
- You apply for or receive a change of nonimmigrant status (visa type)
- You want to transfer to another school
- There is any change in the status of your dependents

Speaking and Writing Rubrics

These rubrics, which show how speaking and writing are graded at Language Pacifica, can be used for guidance in how to progress in these areas.

Speaking Grade Elements	A	B	C	D	F
Pronunciation Clarity, intonation, pacing, volume					
Vocabulary Use of learned words and at-level vocabulary, building with synonyms					
Accuracy Grammar, structure, use of complete sentences					
Content Topic development, cohesion, applied knowledge, complexity					
Interaction Comprehension of others' speech, nonverbal communication, expressive flexibility					
Grade:					

Writing Grade Elements	A	B	C	D	F
Content Topic development, cohesion, research, originality, applied knowledge, complexity					
Vocabulary Use of learned words and at-level vocabulary, building with synonyms					
Accuracy Grammar, use of complete sentences and varied sentence structure					
Organization Structure, format, use of main ideas, details, transitions					
Appearance Punctuation, spelling, handwriting					
Grade:					

Housing Options

Homestay

Most Language Pacifica students who require housing stay with a host family. We select our hosts carefully in a process which includes an interview and a meeting at the home. Most of our hosts have been working with us for many years. Our homestays are located in the area between San Bruno to the north and Mountain View to the south and are accessible by about an hour or less of public transportation (including walking to/from the bus or train stop and waiting for transfers.)

You may choose homestay with breakfast and dinner (with or without weekend lunches) or homestay with no meals (which includes use of the kitchen.)

Students who are uncomfortable with hosts for any reason may talk with the director; communication can solve issues before they become problems. It is possible to change hosts with two weeks' notice.

Advantages to staying with a host include the increased amount of practice with the English language and understanding of the American lifestyle it offers. Many students make lifelong friendships with their hosts. Language Pacifica defines "host family" as a single woman, a single woman with children, or a couple with or without children.

Please see "Host Program Information and Contract" for homestay program details.



2018 Homestay Rates:

Homestay Note: If the homestay dates are changed by a week or more after the host has been assigned, the placement fee must be paid again.	Number of weeks	Homestay with breakfast and dinner	Homestay with breakfast and dinner + weekend lunch	Homestay with no meals
	1	\$320	\$340	\$250
	2	\$640	\$680	\$500
	3	\$960	\$1020	\$750
	4	\$1280	\$1360	\$1000

Hotels

Following is a short list of hotels and short-term apartments in this area. You may book directly. Rates are approximate and vary according to the year, the time of year, special events, and even the days of the week.

Hotels, Motels and Inns Note: Please add 10% tax. Rates may change; please confirm rates directly with hotel managers		
Stone Villa Inn San Mateo 2175 S. El Camino Real, San Mateo 94403 Stonevillainnsanmateo.com (650) 458-6556	Best Western Coyote Point Inn 480 N Bayshore Blvd, San Mateo, CA 94401 bestwestern.com (650) 347-9990	Holiday Inn Express & Suites Belmont 1650 El Camino Real, Belmont, CA 94002 ihg.com (650) 654-4000
Howard Johnson Express San Mateo 2110 S. El Camino Real, San Mateo 94403 Wyndhamhotels.com (650) 341-9231	Hilton Garden Inn San Mateo 2000 Bridgepointe Cir, San Mateo, CA 94404 (650) 522-9000	Country Inn & Suites by Radisson, San Carlos 251 El Camino Real, San Carlos, CA 94070 countryinns.com (650) 508-1800
San Mateo Marriott San Francisco Airport 1770 S Amphlett Blvd, San Mateo, CA 94402 Marriott.com (650) 653-6000	Silicon Valley Inn 630 El Camino Real, Belmont, CA 94002 (650) 593-5883	Los Prados Hotel - San Francisco Peninsula / SFO Airport Area 2940 S Norfolk St, San Mateo, CA 94403 (650) 341-3300

Apartments

Following is contact information for some apartment complexes in this area. Please book directly with them.

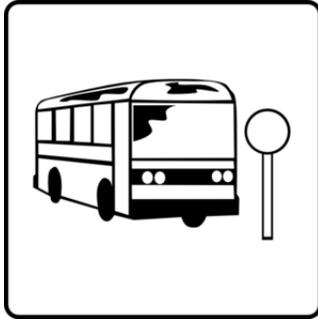
<p>Bay Terrace Apartments 3204 Casa de Campo Way San Mateo, CA 94403 (650) 642-9805</p>	<p>Madison Place 400 E. Hillsdale Blvd. San Mateo, CA 94403 (650) 349-5583 www.themadisonplaceapts.com</p>	<p>Hillsdale Garden Apartments 3500 Edison St. San Mateo, CA 94403 (650) 345-4852</p>
<p>East 19th Avenue Apartments 804-820 19th Ave San Mateo, CA 94403 (650) 670-7501</p>	<p>Casa Baywood Apartments 212 S El Camino Real San Mateo, CA 94401 (650) 539-5472</p>	<p>Mosaic San Mateo Apartments 3110 Casa De Campo San Mateo, CA 94403 (650) 241-0895 www.mosaicsanmateo.com</p>
<p>Acappella Apartments 1001 National Ave San Bruno, CA 94066 https://liveacappella.com</p>	<p>Sequoia Apartments 1212 Whipple Avenue Redwood City, CA 94062 (650) 364-4071 www.sequoiaredwoodcity.com</p>	<p>Crystal Springs Terrace 2000 Crystal Springs Road San Bruno, CA 94066 (650) 583-8043 www.crystalspringsterrace.com</p>
<p>Courtyard Apartments 1309 Marshall Street Redwood City, CA 94063 (650) 276-4205 www.courtyardapartmentsrc.com</p>	<p>Wellesley Crescent Apartments 141 Wellesley Crescent Redwood City, CA 94062 (650) 369-6500 www.wellesleycrescentapts.com</p>	<p>Pacific Bay Vistas 2 Pacific Bay Cir, San Bruno, CA 94066 www.pacificbayvistas.com</p>
<p>Avalon San Bruno 1099 Admiral Ct, San Bruno, CA 94066 (877) 783-2925</p>	<p>Brewster Place 600 Brewster Avenue Redwood City, CA 94063 (650) 368-9230</p>	<p>Skycrest Apartments 750-754 Glenview Dr San Bruno, CA 94066</p>
<p>55 W. 5th Apartments 55 West 5th Avenue San Mateo, CA 94402 (650) 348-2314</p>	<p>Temper Lane Apartments 400 E. Hillsdale Blvd Belmont, CA (650) 483-0945</p>	<p>Monticello Apartments 1235 Jefferson Avenue Redwood City, CA 94062 (650) 276-4155 www.themonticelloapartments.com</p>

Other Housing Options

- Craigslist, <http://sfbay.craigslist.org/pen>, is an online bulletin board that has listings for apartments and shared housing in this area. You can find locations on the map. These listings are posted by individuals, not businesses; you will probably need to leave many telephone messages with your contact information before you can see the apartments or rooms. Be careful of "scams" (tricks in which people try to steal from others.) If anyone asks you to pay before seeing a room or apartment, it is probably a scam. Talk with the director if someone asks you to do anything that sounds strange.
- Some apartments advertise with "Apartment for Rent" signs outside the building. You can go to neighborhoods that you like and look for such signs. We will be happy to look at maps with you and give you information about specific areas.

Public Transportation

- The **Clipper Card** is a card that can hold Caltrain passes, bus passes, and cash value. You can buy it at some local stores such as Walgreen's or Whole Foods. It can also be ordered online. Go to www.clippercard.com for more information. Ask school personnel if you have questions about how to buy or use a Clipper Card.
- The Caltrain monthly pass for any two zones allows you to use SamTrans and VTA buses as well. The monthly pass also includes unlimited travel on weekends.
- If you choose to use cash rather than a Clipper Card, take exact change for all buses, as bus drivers can't give change.



San Mateo County Buses (SamTrans)

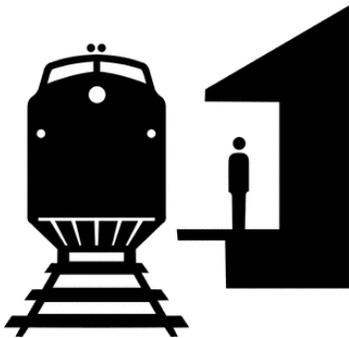
www.samtrans.org; (800) 660-4287

Menlo Park and north are in San Mateo County. Monthly passes can also be used on VTA buses from shared stops (bus stops that receive both SamTrans and VTA buses.)

Santa Clara County Buses (VTA)

www.vta.org; (800) 894-9908

Palo Alto and south are in Santa Clara County. Monthly passes can also be used on SamTrans buses from shared stops (bus stops that receive both VTA and SamTrans buses.)



Caltrain Peninsula Rail Service

www.caltrain.com

(800) 660-4287

There is just one line, operating from Gilroy in the south to San Francisco in the north.

Buy your ticket from the machine at the station before boarding the train. It is not possible to pay on the train! The penalty fee for riding the train without paying is \$75.

If you are 18 years old or younger, or 65 years old or older, you may buy a discounted ticket. However, **you must carry official identification with your picture and birthdate on it to prove your age to the conductor on the train.** If you don't have official identification with your picture and birthdate on it, buy a regular ticket.

- **Clipper cards must have \$1.25 on them at all times and must be "tagged" by the card reading machine at the station at the beginning and end of the trip. Monthly pass holders do this just on the first trip of the month.**

Language Pacifica's Location

- Our address is 1528 El Camino Real, San Mateo, CA, 94402.
- **SamTrans bus ECR-155** stops at El Camino and 17th Avenue, about a 2-minute walk from the school.
- The **Hayward Park Caltrain** Station is a 10-minute walk from the school.
- There is a 2-hour limit to **parking** in front of the school along El Camino, but there are streets behind the school (a 3-minute walk from the school) on which parking is not limited. Check for signs before you park.

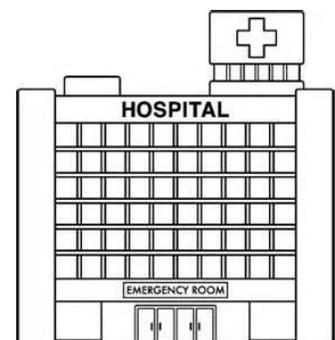
Health and Welfare

Insurance

Personal health insurance coverage is much less expensive than medical care in the US and is therefore **strongly recommended**. A 15-minute office visit to a doctor usually costs about \$300 without medical insurance, and if a couple of simple medical tests are added, the cost can easily go up to \$1000. Accidents or serious medical problems can cost much, much more.

Acceptable health insurance must pay the majority of costs for basic and major medical situations, including hospital and emergency costs relating to illness and injury as well as medical evacuation and repatriation.

Students are not insured by Language Pacifica or by the host family against illness, accident, theft or any loss of personal effects. The school cannot accept responsibility for any accidents occurring during the course, on excursions, or during group activities.



Many students arrive with insurance from their home countries. Following are options for those without insurance. The cost per month varies widely according to the student's age, the deductible (the amount you pay before the insurance company begins to pay), and the benefits. Please see the websites for more information. Buying insurance is complicated, so ask the director for help if you feel confused!

➤ **HTH Worldwide**, www.hthstudents.com
One Radnor Corporate Center, Suite 100, Radnor, PA 19087
Phone: (877) 424-4325 (toll-free), Fax: (610) 254-8797

➤ **ISO—International Student Organizations, Compass Insurance**, www.isoa.org
250 West 49th Street, Suite 806, New York, NY 10019
Phone: (800) 244-1180

Hospitals and Clinics

For emergency care, telephone "911". Paramedics will come. It is free; there is no charge for calling 911. If it is necessary, an ambulance will take you to the nearest hospital. There is a cost if you ride in the ambulance. The cost may or may not be covered by your insurance. You may accept or deny the ambulance ride.

For non-emergency care, **contact your insurance company for a list of doctors that you may use.** Following is contact information for hospitals and clinics in this area. We will be happy to help you to contact them.

Clinics: These accept insurance and also have the best rates for uninsured people.

- **One Medical Group**, www.onemedical.com/sf/doctors, is a membership group in Burlingame, Redwood City and more
- **Direct Urgent Care**, www.directurgentcare.com, 1150 West El Camino Real, Mountain View

Hospitals:

- **San Mateo Medical Center Hospital and Clinics**, www.smchealth.org/smmc, 222 West 39th Avenue, San Mateo, CA 94403, (650) 573-2222 (main number), (650) 573-3200 (new patients)
- **Stanford University Hospital**, www.stanfordhospital.org, 300 Pasteur Drive, Stanford, CA 94305, (800) 756-9000
- **El Camino Hospital**, www.elcaminohospital.org, 2500 Grant Road, Mountain View, CA 94040, (650) 940-7000
- **Sequoia Hospital**, www.sequoiahospital.org, 170 Alameda de las Pulgas, Redwood City, CA 94062, (650) 369-5811

Dentist: Dr. Negar Parravi, 1300 University Drive, Suite 3, Menlo Park, CA 94025, (650) 325-2829, negar@parravidds.com
Deccan Dental, same building as Language Pacifica, Suite 408, (650) 212-3500, info@mydeccandental.com

Women's Health Center:

- **Planned Parenthood**, www.plannedparenthood.org, in **Redwood City**, 1230 Hopkins Street, Redwood City, 94062, (800) 967-7526 and **Mountain View**, 225 San Antonio Rd, Mountain View, 94040, (650) 948-0807

EMERGENCY TELEPHONE NUMBERS The school's weekend emergency number is (650) 766-3452.

Following are other emergency numbers (these are public, not part of Language Pacifica):

- **Call "911" for police, fire or medical emergency. Calling 911 is free. There is no cost.**

A "hotline" or "helpline" is a phone number people can call when they need to talk with someone about a personal problem such as alcohol, drugs, or thoughts of suicide. Calling one of these numbers will not bring police, firemen, or doctors to your home.

- **24-Hour Crisis Hotline:** (650) 579-0350 or 1-800-273-TALK (8255), www.crisiscenter.cc
- **National Suicide Prevention Helpline:** 1-800-784-2433 (1-800-SUICIDE), www.suicidepreventionlifeline.org
- **24-Hour Youth Hotline:** (650) 579-0353 or www.onyourmind.net
- **Alcohol & Drug Helpline:** (650) 573-3950

If there is an emergency requiring police, firemen, or doctors during a Language Pacifica social or recreational activity, call 911. If there is an emergency outside of school requiring police, firemen, or doctors, call 911.

Libraries

There are many local libraries, providing computers, printers, DVDs, etc. in addition to books. Ask the director for help if you would like to get a library card.

Peninsula Library System, www.plsinfo.org

San Mateo City – Main Library, 55 West 3rd Avenue, San Mateo, CA, 94402

Plus 10 more branches within 5 miles of Language Pacifica, including

College of San Mateo Library

Palo Alto Library, www.cityofpaloalto.org/depts/lib

Embarcadero Library, 1213 Newell Road, Palo Alto, 94303, plus 2 more branches

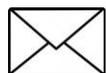
Mountain View Library, www.library.ci.mtnview.ca.us

585 Franklin Street, Mountain View, 94041

Government Offices

Ask in the office if you need help contacting one of these or need to contact another government agency.

Post Office, www.usps.com



1630 South Delaware Street, San Mateo, CA 94402
135 West 25TH Avenue, San Mateo, CA 94403

California State Department of Motor Vehicles (DMV), www.dmv.ca.gov, (800) 777-0133

San Mateo Office, 425 N. Amphlett Boulevard, San Mateo, 94401
Redwood City Office, 300 Brewster Avenue, Redwood City, 94063
Santa Clara Office, 3665 Flora Vista Avenue, Santa Clara, 95051

USCIS, www.uscis.gov, San Francisco District Office



Mailing address: 630 Sansome Street, San Francisco, CA 94111
Street address: 444 Washington Street, San Francisco, 94111



Money Changing

Travelex Foreign Currency Services, 606 Stanford Shopping Center or SFO, (650) 321-3309. Open every day.

Favorite Restaurants and Markets near Language Pacifica

Charm Thai Eatery, 1428 South El Camino Real, charmthaieatery.com

Mr. Pickle's Sandwich Shop, 1432 South El Camino Real. San Mateo, CA 94402

Pirooz Market, 1614 S El Camino Real, San Mateo, CA 94402

Truffle Butter Poke Bar, 1234 S El Camino Real, San Mateo, CA 94402

Santa Ramen, 1944 S El Camino Real, San Mateo, CA 94403



El Sinaloense, 1622 Palm Avenue, San Mateo, CA 94402 (behind Safeway)

Heidi's Pies, 1941 South El Camino Real, San Mateo, CA 94403

Jack's Restaurant and Bar, 1750 S El Camino Real, San Mateo, CA 94402

Windy City Pizza and Barbeque, 35 Bovet Rd, San Mateo, CA 94402

Original Nick's Pizzeria and Pub, 1214 South El Camino Real, San Mateo, Ca 94402

Nijiya Market, 1956 S El Camino Real, San Mateo, CA 94403

Safeway, 1655 El Camino Real, San Mateo, CA 94402

Starbuck's, 1701 S El Camino Real, San Mateo, CA 94402

Payment of Tuition and Fees

Payment of tuition, registration, materials and textbooks is due by the first day of study. The 16-week rate is lowest, but it is fine to pay for shorter periods. Pay only for the number of weeks you know you'll study, as there is a two-week penalty fee subtracted from refunds. When a period is finished, payment for the next period is due.

Required Fees (not refundable)

Registration: \$95
Materials: \$15

Optional Fees (not refundable)

*Homestay placement: \$150
(*See note in homestay section.)
Airport transfer: \$75 each way

Required Texts (not refundable)

Reading: \$45
Grammar: \$35

Optional Texts (not refundable)

TOEFL Prep: \$50

Number of weeks	Full-time Intensive English (25 classes/week)	Part-time Intensive English (20 classes/week)	Full-time Intensive + daily semi-private lesson (30 classes/week)	Integrated Skills (15 classes per week)	Two classes/day (10 classes per week)	1 class/day (5 classes per week)
1	\$330	\$280	\$570	\$240	\$170	\$90
2	\$645	\$560	\$1080	\$470	\$340	\$170
3	\$950	\$830	\$1600	\$690	\$500	\$260
4	\$1260	\$1100	\$2140	\$910	\$650	\$340
5	\$1560	\$1360	\$2660	\$1120	\$790	\$420
6	\$1860	\$1610	\$3180	\$1330	\$930	\$490
7	\$2140	\$1860	\$3730	\$1550	\$1060	\$570
*8	\$2430	\$2110	\$4200	\$1740	\$1180	\$640
*16	\$4480	\$4000	\$8000	\$3296	\$2240	\$1216

*Note: Tuition for extra weeks is prorated. 9-15 weeks is prorated from the 8-week rate; over 16 weeks is prorated from the 16-week rate.

- Private Lessons: \$70/class or \$650 for 10 classes (one class=50 minutes)
- Semi-private lessons: \$450/person for 10 classes (must have a partner)

Example total: Tuition for the 8-week Full-time Intensive English Program is: \$2430+ \$95 registration fee + \$15 materials fee + \$45 reading textbook + \$35 grammar textbook = \$2620 total.

You may pay by cash, check, credit card (Visa or Mastercard), money order, or bank wire transfer.

Cancellation and Refund Policy

Student's Right to Cancel: You have the right to cancel your agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session. After you begin classes, you have the right to stop school at any time and you have the right to receive a pro rata refund minus a cancellation fee. A written notice must be submitted to the office. Cancellation must be requested and approved.

Cancellation Prior to Start Date: If enrollment at Language Pacifica is cancelled prior to the class start date, all tuition paid will be refunded. The registration and homestay placement fees are not refundable. The airport transfer fee is refundable if cancellation is made more than 72 hours before the student's arrival.

Withdrawal after Course Start Date: Refunds are prorated, and a two-week cancellation fee is subtracted. (If cancellation is made just one week before the end of the paid tuition period, the cancellation fee is just the one week.) Refunds will be calculated on a weekly basis. When determining the number of weeks, a partial week will be considered the same as if a whole week were completed, provided the student was present at least one day during the scheduled week.

Example 1: Eight weeks of Full-time Intensive English (25 classes/week)

Student paid: \$2620 (\$2430 tuition+ \$95 registration fee + \$15 materials fee + \$45 reading text + \$35 grammar text)

Student cancels during Week 5. Only the tuition is refundable. For the refund, the seven-week rate is used (five weeks studied + two-week cancellation fee.) This is subtracted from the tuition paid.

The refund is: \$2430 - \$2140 = \$290.

Example 2: Four weeks of Part-time Intensive English (20 classes/week)

Student paid: \$1290 (\$1100 tuition + \$95 registration + \$15 materials + \$35 grammar text + \$45 reading text)

Only the tuition is refundable. Student cancels during Week 2. Because there is a two-week cancellation fee, there is no refund.

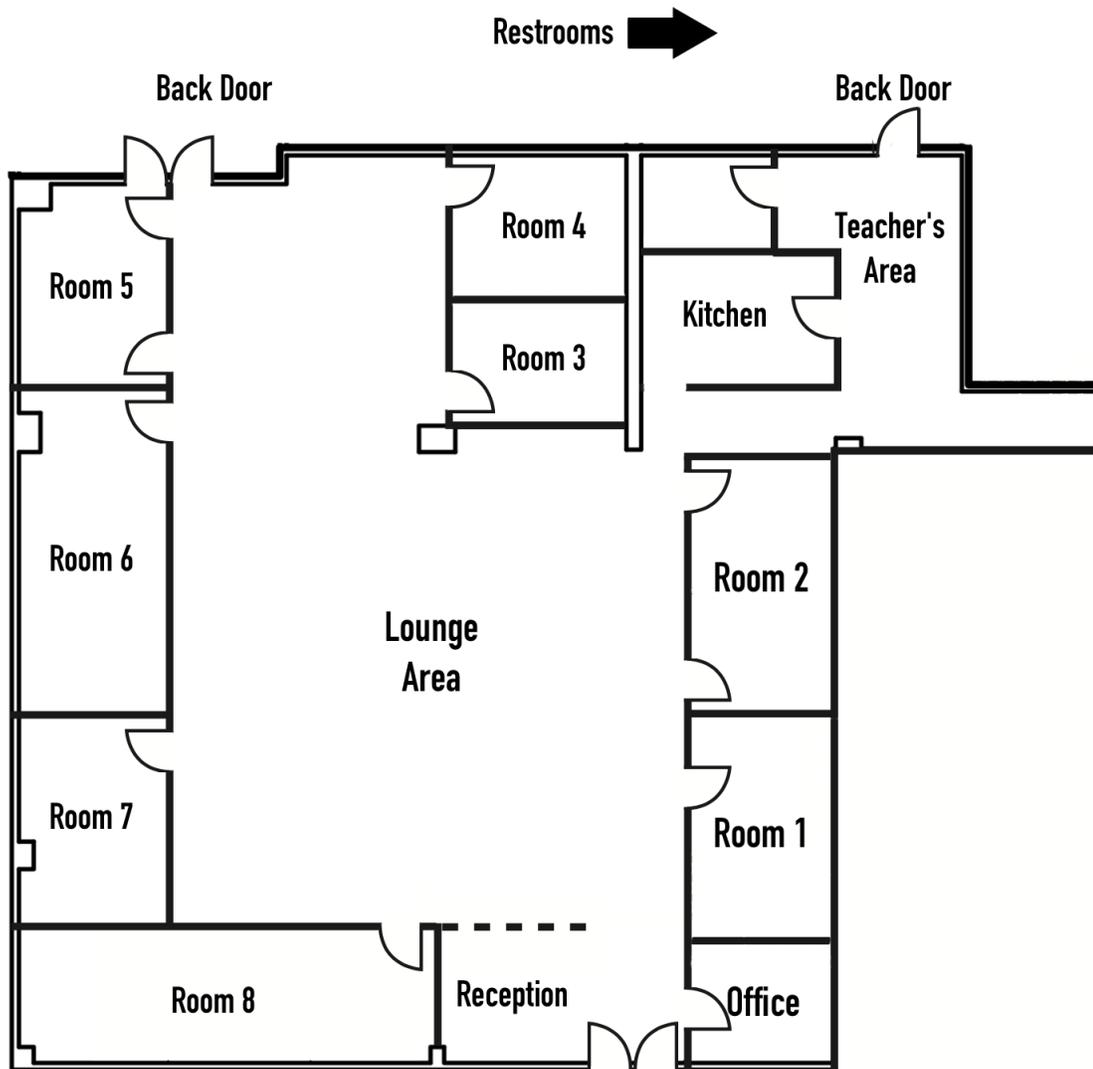
Example 3: Eight weeks of three classes per day (15 classes/week)

Student paid: \$1895 (\$1740 tuition + \$95 registration + \$15 materials + \$45 reading text)

Only the tuition is refundable. Student cancels during Week 3. For the refund, the five-week rate is used (three weeks studied + two-week cancellation fee.) This is subtracted from the tuition paid.

The refund is: \$1740 - \$1120 = \$620.

Refund requests must be made in writing. Refunds will be paid or credited within 45 days of receipt of the written request.



Map of the Language Pacifica building

Notes:

- **The restroom requires a code**—please ask for it at reception.
- **The tap water in this area is safe to drink.** You may bring your own thermos or water bottle and fill it at the tap in the kitchen. We also provide hot water for tea in the kitchen.

Emergency Procedure

- **Fire:** Walk out the front door to the street, turn left, and walk down El Camino Real to the first open area, the parking lot just after Ricochet Wearable Art. Meet with your teacher and we'll count to be sure everyone has left the building.
- **Earthquake:** Wait in your seats until the quake has stopped, then walk out the front door to El Camino Real.



STUDENT ATTENDANCE/GRADE RECORD (Sample)

Integrated Skills: Speaking/Listening, Reading/Vocabulary, Writing 9:00-11:50 a.m.

Name (with nickname in parentheses)	Course	Country	Length
<input type="checkbox"/> Mr. <input type="checkbox"/> Ms.			

Session	Beginning Date	Level	Instructor

Week	Attendance √=present, A=absent, T=tardy					Homework √ or -	Speaking (40%) Average for Week	Graded Assignments (20%) Grades	Quizzes and Tests (20%) Grades
	M	T	W	Th	F				
1									
2									
3									
4									<u>Midterm (10%)</u>
Midterm Totals	Present Absent Tardy					Average	Average	Average	Average
5									
6									
7									
8									<u>Final (10%)</u>
Final Totals	Present Absent Tardy					Average	Average	Average	Average

Notes:

Grades: A+ = 98-100%, A = 93-97%, A- = 90-92%, B+ = 88-89%, B = 83-87%, B- = 80-82%, C+ = 78-79%, C = 73-77%, C- = 70-72%, D+ = 68-69%, D = 63-67%, D- = 60-62%, Fail = 0-59%

- | | |
|--|--|
| <input type="checkbox"/> Final Grade (Session Completed)
or
<input type="checkbox"/> Grade after _____ weeks | |
|--|--|

Two 8-week sessions comprise each level. Final grades of "C" or better allow promotion to the next level.

- Not promoted—consultation between student and teacher was held explaining reasons. See notes on reverse.



STUDENT ATTENDANCE/GRADE RECORD

Grammar

12:00-12:50 p.m.

<input type="checkbox"/> Mr.	<input type="checkbox"/> Ms.	Name (with nickname in parentheses)	Course	Country	Length
------------------------------	------------------------------	-------------------------------------	--------	---------	--------

Session	Beginning Date	Level	Instructor
---------	----------------	-------	------------

Week	Attendance √=present, A=absent, T=tardy					Homework √ or -	Applied Grammar (40%)	Quizzes and Tests (20%)	Exams
	M	T	W	Th	F	Average	Average for week	Grades	Grade on Midterm Exam (20%)
1									
2									
3									
4									
Midterm Totals	<u>Present</u>	<u>Absent</u>	<u>Tardy</u>			<u>Average</u>	<u>Average</u>	<u>Average</u>	Grade on Final Exam (20%)
5									
6									
7									
8									Grade on Final Exam (20%)
Final Totals	<u>Present</u>	<u>Absent</u>	<u>Tardy</u>			<u>Average</u>	<u>Average</u>	<u>Average</u>	

Notes:

Grades: A+ = 98-100%, A = 93-97%, A- = 90-92%, B+ = 88-89%, B = 83-87%, B- = 80-82%, C+ = 78-79%, C = 73-77%, C- = 70-72%, D+ = 68-69%, D = 63-67%, D- = 60-62%, Fail = 0-59%

<input type="checkbox"/> Final Grade (Session Completed) or <input type="checkbox"/> Grade after _____ weeks	
--	--

Two 8-week sessions compose each level. Final grades of "C" or better allow promotion to the next level.

- Not promoted—consultation between student and teacher was held explaining reasons. See notes on reverse.



STUDENT ATTENDANCE/GRADE RECORD

Discussion

1:30-2:20 p.m.

Name (with nickname in parentheses)	Course	Country	Length
<input type="checkbox"/> Mr.			
<input type="checkbox"/> Ms.			

Session	Beginning Date	Level	Instructor

Week	Attendance √=present, A=absent, T=tardy					Speaking Grade and Instructor Comments
	M	T	W	Th	F	
1						
2						
3						
4						
Midterm Totals	<u>Present</u>	<u>Absent</u>	<u>Tardy</u>			<u>Average</u>
5						
6						
7						
8						
Final Totals	<u>Present</u>	<u>Absent</u>	<u>Tardy</u>			<u>Average</u>

Notes:

Final grade components: Speaking Grade: 100%
 Grades: A+ = 98-100%, A = 93-97%, A- = 90-92%, B+ = 88-89%, B = 83-87%,
 B- = 80-82%, C+ = 78-79%, C = 73-77%
 C- = 70-72%, D+ = 68-69%, D = 63-67%, D- = 60-62%, Fail=under 59%

<input type="checkbox"/> Final Grade (Session Completed) or <input type="checkbox"/> Grade after _____ weeks	
--	--

Your Class

Select the class you are evaluating:

- Integrated Skills, 9:00 a.m. to 11:50 a.m.
- Grammar, 12:00-12:50 p.m.
- Discussion, 1:30 – 2:20 p.m.
- TOEFL Preparation, 1:30 – 2:20 p.m.

1. My teacher is friendly and welcoming.



2. My teacher is well prepared for class.



3. I have many opportunities to participate in class.



4. My teacher helps me when I need help in class.



5. The textbooks are suitable for my level.



6. My teacher presents new information clearly.



7. The class is interesting.



8. My teacher answers my questions clearly.



9. I am satisfied with my progress so far.



10. What do you like about this class? _____

11. What could be improved in this class? _____

Homestay

- I have a homestay arranged by Language Pacifica with breakfast and dinner
- I have a homestay arranged by Language Pacifica without meals
- I do not have a homestay arranged by Language Pacifica

If you have a homestay arranged by Language Pacifica, please fill out the following.

1. My host is warm and welcoming.



2. Meals are delicious and satisfying.



3. The home is comfortable.



4. The home is clean enough.



5. My host talks with me.



6. I receive help when I need it from my host.



7. My host taught me how to get to and from Language Pacifica.



8. I have enjoyed staying with this host.



9. What do you like about this homestay? _____

10. What about this homestay could be improved? _____



Complaint Form

We want you to be satisfied with your study and progress at Language Pacifica. If you have a complaint, please talk with the director or the CEO as soon as possible.

If the problem is not solved to your satisfaction, please complete this form and hand it in to the office.

Your name: _____

Your complaint:

How you would like your complaint to be resolved:

Language Pacifica
1528 South El Camino Real
San Mateo, CA 94402
(650) 321-1840
esl@languagepacificacom
www.languagepacificacom

For office use only

Action taken:

Signature of CEO: _____ Date: _____