

EASTERN MICHIGAN UNIVERSITY
English as a Second Language (ESL) Program
Eastern Michigan University

Student Handbook

(Printed Copies Available on Request)



College of Arts & Sciences

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ESL Program Mission Statement

The English as a Second Language program (ESL) at EMU prepares international students, scholars and professionals to effectively use English language skills and academic strategies to confidently and successfully participate in academic study in university programs.

Goal

The goal of the ESL Program is to provide non-native English-speaking students with the resources and opportunities to develop their reading, writing, listening and speaking, and study / academic skills to a level appropriate for university study and to equip them with the academic strategies necessary for successful study in a language and culture that may differ from their native language and/or culture.

Staff Directory

Office staff and faculty members will meet with students during scheduled office hours and/or by appointment.

ESL Office (734) 487-0338, 318 King Hall

Walk-in advising for the ESL Program during the semester is Monday – Thursday, 12:00 p.m. – 2:00 p.m. Students can come in without an appointment during this time. Hours may be different during breaks and holidays. You can also make an appointment online through the ESL website: <http://www.emich.edu/esl/>

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Contacting Instructors and Staff

If you would like to speak to your teacher or someone in the ESL office, you should go to their office hours or walk-in hours. Teachers' office hours are on your syllabus, posted outside their office doors, and posted in the ESL office. You can come in during these times for help and you do not need an appointment. If you cannot come during those hours, email your teacher or advisor to make an appointment. Please do not expect to get help from your teacher or advisor if it is not office hours or you do not have an appointment. Teachers and advisors want to help you, but they may be busy with other work, so it is important to make appointments.

ESL Calendar

The ESL Program offers courses in the following semesters:

- Fall: September – December (15 weeks)
- Winter: January – April (15 weeks)
- Summer: May – August (15 weeks)

ESL Admission

English as a Second Language (ESL) courses are taught in the Department of World Languages. We are a flexible program that offers different options for international students. See our website for important links to admission information: <http://www.emich.edu/esl/admission.php>

1. Intensive English Program (IEP) admission: you can be admitted to EMU to study ESL only. While you are studying ESL, if you choose to apply for a degree program at EMU, we can help you start the application process. Students in the IEP program do not receive University credit for their ESL courses and will take 0-level equivalents of the credit-bearing courses (e.g., ESLN 034 is not for credit, ESLN 314 is for credit). If you want to apply for IEP admission, you must apply to the ESL office directly.
2. ESL Conditional Admission: you can be admitted to a degree program, even if you need to study ESL first. ESL courses have academic credit that can be used for elective credits toward graduation requirements in the degree program. Please talk to an advisor in your program to find out how many credits you can count toward graduation. If you want to apply for conditional admission you must apply through the EMU Admissions Office. If you want conditional or full admission to EMU, you must submit a test score on one of the English proficiency tests, e.g. TOEFL or MELAB.

Types of Admission

EMU Intensive English Admission	EMU ESL Conditional Admission	EMU Full Admission (no ESL required)
<p>No TOEFL, IELTS or MELAB score is required. Students will take an ESL Placement test on the EMU campus upon arrival to determine placement in ESL courses.</p>	<p>Undergraduate (UG) students with:</p> <ul style="list-style-type: none"> • a TOEFL score of 499 (PBT), 60 (iBT), or lower • a MELAB score of 71 or lower • an IELTS score of 5.5 or lower • a PTE score of 43 or lower <p>Graduate (GR) students with:</p> <ul style="list-style-type: none"> • a TOEFL score of 549 (PBT), 78 (iBT), or lower • a MELAB score of 76 or lower • an IELTS score of 6.0 or lower • a PTE score of 52 or lower • a sub-score (if required) below the minimum required by the program 	<p>Undergraduate (UG) students with:</p> <ul style="list-style-type: none"> • a TOEFL score of 500 (PBT) 61 (iBT), or higher • a MELAB score of 72 or higher • an IELTS score of 6.0 or higher • a PTE score of 44 or higher <p>Graduate (GR) students with:</p> <ul style="list-style-type: none"> • a TOEFL score of 550 (PBT), 79 (iBT), or higher • a MELAB score of 77 or higher • an IELTS score of 6.5 or higher • a PTE score of 53 or higher <p>(Some graduate programs require higher scores or sub-scores – contact the advisor in the graduate program for more information.)</p>
<p>Students take only ESL courses. F-1 and J-1 visa students must take 18 credit hours per semester of ESL courses. Intensive ESL courses may not be applied to a student's degree program.</p> <ul style="list-style-type: none"> • For admission: contact the ESL Program directly. • While studying in the Intensive English program, students may apply for degree admission. 	<p>Students take the required ESL courses. F-1 and J-1 visa students must 18 credit hours per semester from the beginning – advanced levels of ESL, 12 for the academic level, and 9 for the graduate level. ESL credits may be applied to a student's degree program for graduation, pending advisor's approval.</p> <ul style="list-style-type: none"> • For admission: contact the Office of International Admissions and complete an EMU application. • Undergraduate students may be eligible to take regular EMU courses at the same time as 400 level ESL courses. • Graduate students may be eligible to take regular EMU courses at the same time as 500 level ESL courses. • Students proceed directly to their degree program after finishing required ESL courses. 	<p>Students are not required to take ESL courses, but may choose to take ESL courses. ESL credits may be applied to a student's degree program for graduation, pending advisor's approval.</p> <ul style="list-style-type: none"> • Students are not required to take ESL courses, but may choose to take ESL courses. ESL credits may be applied to a student's degree program for graduation, pending advisor's approval. • For admission: contact the Office of International Admissions and complete an EMU application

When students have successfully completed the required ESL courses, their admission status is changed from conditional to regular. Regular University academic probation and dismissal policies apply to students in ESLN courses.

ESL Program Placement Procedures

Placement Procedures for New Students

- **Step 1: Placement Test**

New students will receive an email and a letter that lists the placement testing dates and times. Dates and times are also available on the ESL website. You can sign up for a placement test online or you can schedule a time to take the **ESL Program Placement Test** by emailing esl@emich.edu or calling the ESL office (734) 487-0338. Placement test sections include:

1. Listening and Reading (COMPASS): Approximately 60 minutes
2. Writing Assessment: Approximately 50 minutes
3. Oral Interview: Approximately 5 minutes

- **Step 2: Placement**

You will be placed using the results of the ESL Program Placement Test by the ESL Program advising staff. ESL advisors will place the student into classes by looking at the scores for each section by itself and compared to other scores.

In general students are placed into one level (for example, all 100-level). In special situations, a student may place into different levels for different skills (for example, 100-level writing and 200-level speaking and listening).

Procedures for Re-Taking the ESL Program Placement Test

If a student feels his/her scores and placement misrepresent his/her language ability, he or she may retake the ESL Program Placement Test before the start of the semester. To retake the ESL Program Placement Test, the student must:

1. Register for the next available test if one is available before the first day of classes. However, the student must wait at least 24 hours after taking the first placement test.
2. Pay a fee of \$20.00.

The higher score for each skill (Listening, Reading and Writing) will be considered for final placement.

- **Step 3: ESL Course Registration**

After you are placed into the ESL Program, an ESL Advisor will register you for ESL courses. All students must take the core classes at each level: Writing, Reading, and Speaking and Listening. You will be required to choose from the other courses available each semester when you need to meet your credit requirements for that semester.

ESL Courses and Information

Intensive English Program (18 credits / semester)				Academic (12 credits) / Graduate (9 credits)	
ESLN 002 Foundations in ESL Writing, 6 cr	ESLN 012/112 Beginning ESL Writing 6 cr	ESLN 022/212 Intermediate ESL Writing 6 cr	ESLN 032/312 Advanced ESL Writing 4 cr	ESLN 042/412 Academic ESL Writing 3 cr	ESLN 052/512 Graduate ESL Writing 3 cr
ESLN 004 Foundations in ESL Reading, 6 cr	ESLN 014/114 Beginning ESL Reading 6 cr	ESLN 024/214 Intermediate ESL Reading 6 cr	ESLN 034/314 Advanced ESL Reading 4 cr	ESLN 044/414 Academic ESL Reading 3 cr	ESLN 054/514 Graduate ESL Reading 3 cr
ESLN 006 Foundations in ESL List/Spkg 6 cr	ESLN 016/116 Beginning ESL List/Spkg 6 cr	ESLN 026/216 Intermediate ESL List/Spkg 6 cr	ESLN 036/316 Advanced ESL List/Spkg 4 cr	ESLN 046/416 Academic ESL List/Spkg 3 cr	ESLN 056/516 Graduate ESL Speaking/Listening 3 cr
ESLN 001 Foundations in ESL Grammar, 3 cr	ESLN 010/110 Beginning ESL Grammar 3 cr 3 cr	ESLN 020/210 Intermediate ESL Grammar 3 cr	ESLN 030/310 Advanced ESL Grammar 3 cr	ESLN 040/410 Academic ESL Grammar 3 cr	ESLN 058/518 Vocabulary workshop 3 cr
ESLN 008 Foundations in ESL Vocab 3 cr	ESLN 018/118 Beginning ESL Vocab 3 cr	ESLN 028/218 Intermediate ESL Vocab 3 cr	ESLN 038/318 Advanced ESL Vocabulary 3 cr	ESLN 048/418 Academic ESL Vocabulary 3 cr	ESLN 562 Rsch Comm for Intl Stds in Sci & Tech 2 cr
	ESLN 015/115 Study Skills I 3 cr	ESLN 035/315 Study Skills II 3 cr	ESLN 033/313 American Pronunciation 3 cr		ESLN 565 Prof Healthcare Comm for Intl Students 3 cr
	ESLN 017/117 Amer. Lang. & Culture 1 3 cr	ESLN 039/319 Community & Current Events 3 cr	ESLN 037/317 Amer. Lang. & Culture 2 3 cr		

Course Policies

- Once students are enrolled in ESL courses, they must complete the sequence of ESL courses, or gain full admission to the University by submitting a new TOEFL/IELTS/MELAB/PTE score. Once enrolled in ESL courses, students may not skip levels or test out of individual courses.
- Students must complete writing, reading and listening/speaking classes with a grade of B (84%) or higher AND must place into the score range on the ESL placement test to advance to the next level of these core subjects. Students must complete the elective courses with a grade of B or higher. Students who do not pass their elective courses must repeat these courses or their equivalent in the next semester that they are enrolled.
- Students are required to complete core classes to advance to the next level. Students who do not complete one or more core classes in a level will take restricted elective classes along with core classes until they successfully complete core classes.
- ESL conditionally-admitted students are eligible to take other EMU courses at the same time as ESL classes only if they have all academic-level ESL courses (undergraduates) or graduate-level courses (graduates) remaining. Registration for courses outside of the ESL Program will depend on students' level and the number of credits needed to complete their registration.

Brief Course Descriptions

You can find descriptions for each course on the Eastern Michigan University website:

[http://catalog.emich.edu/search_advanced.php?cur_cat_oid=14&search_database=Search&search_db=Search&page=1&ecpage=1&ppage=1&spage=1&tpage=1&location=33&filter\[keyword\]=ESLN](http://catalog.emich.edu/search_advanced.php?cur_cat_oid=14&search_database=Search&search_db=Search&page=1&ecpage=1&ppage=1&spage=1&tpage=1&location=33&filter[keyword]=ESLN)

Course Changes

Although students are usually placed correctly, in a student's first semester, a teacher may find a student is not placed well, and should move up or down in level. The teacher will recommend a change in the first two weeks of the course based on diagnostic material. ESL advisors will review the recommendation and consult the student to determine whether or not to move the student.

If a student wants to change to another section of the same course, the student must make a written request in the ESL Office by filling out the Course Change Request. The ESL Office will determine whether the change can be made. Some courses become full, and it is not possible to make a change. This request must be made in the first two weeks of the term before the last day for late registration.

Students are placed in courses to give them the best possible learning situation. This means when a course becomes too full, some students must be moved to a new section. The ESL Office moves students according to open times in their schedule, their native language, and gender. In this way, the courses can remain diverse. If a student is moved to a new course, but cannot attend the course at that time because of an important reason, such as childcare, he or she can make a request through the ESL Office following the procedure above.

Course Fees

A \$25 or \$35 fee is assessed for each ESL class. These fees pay for costs associated with testing, orientation, International Student Resource Center materials and equipment, and other resources that directly benefit students in the ESL Program.

ESL Courses for Credit

Many programs in the University allow ESL courses to count for credit towards a Minor in English as a Second Language if you are conditionally admitted. You may also be able to apply ESL course credits toward electives. Talk to your advisor to see how ESL course credit can apply toward your graduation. See the current Catalog for more information:

http://catalog.emich.edu/preview_program.php?catoid=14&poid=6696&returnto=1938

Placement and Advancement Procedures for Continuing Students:

Students continuing in the ESL Program are placed into courses based on:

1. a final course grade of a B (84%) or higher, which means meeting a majority of course objectives
AND
2. a satisfactory Exit Proficiency Test score for each skill (Listening, Reading and Writing).

Exit Proficiency Test

At the end of each semester, all students must take the Exit Proficiency Test. The Exit Proficiency Test will be administered 2-3 weeks before final exams. Students' Exit Proficiency Test scores will be considered for course advancement. Students will receive their scores *after* final exams and with their course grades. Students must demonstrate a satisfactory improvement in proficiency of each skill. If a student's score does not meet the proficiency level of the next course, an ESL committee will review the student's grades, scores, and proficiency reports to determine course advancement.

Re-Taking the Exit Proficiency Test

If a student wants to retake the Exit Proficiency Test, he/she may choose to retake it. Students will *not* know their *1st* or *2nd* scores until the end of the semester. A student may retake the test only one time. The Re-Take Exit Proficiency Test will be administered in the last week of the semester. To retake the Exit Proficiency test, the student must register for the Re-take Exit Proficiency Test. The higher score for each skill (Listening, Reading and Writing) will be considered for final placement.

ESL Placement / Exit Proficiency Test (COMPASS)

The ESL Placement Test is used for three main purposes:

1. initial placement into the ESL Program
2. continuing placement into ESL courses
3. exiting the ESL Program

Part 1: Writing

You will be asked to write an opinion essay on one specific topic. Or you will be asked to write a position essay on a particular issue and provide a solution. You will be given 5 minutes to brainstorm and 50 minutes to write. This is a hand-written assessment. You will be given a piece of paper to write your essay. Please bring a pencil. No dictionaries are permitted.

Part 2: Student Survey (not graded-only used for program information)**Part 3: Listening/Reading**

Time: There is no time limit for each section. However, Part 2 takes approximately 60 minutes to complete in its entirety. You should watch your time and allocate roughly 30 minutes for each section. You will be asked to exit out of the test if you take longer than 60 minutes to complete it. Questions become harder as you continue through each section.

Listening includes approximately 11 questions. Question types include recognizing simple social cues, recognizing instructions and directions, recognizing main ideas and details.

Reading includes approximately 13 questions. Question types include recognizing the main idea of a picture, inferring meaning, vocabulary, style and tone, locating explicit details, recognizing main ideas and details, applying new concepts to the passage.

Sample Test Questions: Go to <http://www.act.org/compass/sample/index.html>

Test-Taking Tips: <http://www.act.org/compass/student/tips.html>

General Compass Test Information: <http://www.act.org/compass/student/index.html>

Student Progress and Advancement

Course Assessments and Grades

Your ESL teachers give you your assignments and tests under the direction of the ESL Program. They give you grades on your homework assignments and tests according to how well you show that you can use a certain skill in English. Your homework and tests each count a certain percentage toward your final grade. These percentages are shown on your syllabus at the beginning of the semester. You can keep track of your grades and know how you are doing during the semester by understanding these percentages.

Grade Definitions

You are	Grade Definitions
<p>Successful at learning and using English independently within each course.</p>	<p>A Grade (90%-100%): <i>Mastery of Learning Outcome:</i> Student is able to use the language skill independently and with no pattern of error.</p> <p>B Grade (84%-89%): <i>Proficient in Learning Outcome:</i> Student is able to use the language skill independently. There are some patterns of error, but they cause little interference with meaning.</p>
<p>Making improvement but needs more practice learning and using English in the same course.</p> <p>Seek help from ESL teachers and in the ISRC.</p> <p>See an ESL Advisor</p>	<p>B- Grade (80%-83%): <i>Approaching Proficiency of Learning Outcome:</i> Student is able to use the language skill somewhat independently. Patterns of error are present and often cause interference with meaning.</p> <p>C Grade (70-79%): <i>Approaching Proficiency of Learning Outcome:</i> Student can seldom use the language skill independently. Patterns of error are present and cause interference in meaning.</p>
<p>Needs to develop successful learning strategies.</p> <p>Seek help in ISRC or Holman Learning Center</p> <p>See an ESL Advisor.</p>	<p>D Grade (60%-69%) <i>Not Proficient in Learning Outcome:</i> Student cannot use the language skill independently. Patterns of error are frequent and make meaning unintelligible.</p> <p>F Grade (50-59%) <i>Not Proficient in Learning Outcome:</i> Student did not complete enough coursework to assess proficiency.</p>

Advancing to the Next Level

Your total percentage earned on your homework, class projects and tests must be 84% or higher to pass the class. Your course grade decides if you can advance to the next level. You will also take the ESL Program Proficiency Exit Test at the end of the semester. Both the test and your course grade will decide if you can go to the next level.

Proficiency Scale and Reports

At the beginning of each semester, your syllabus shows the objectives and learning outcomes for the course. These objectives are skills you should have by the end of the course. At Midterm, you will receive a report which describes your progress in achieving the objectives of the course. Your teacher will use a proficiency scale which shows if you are 1) not proficient, 2) approaching proficiency, 3) proficient, or 4) mastered in each objective or learning outcome. You will also receive a final proficiency report at the end of the semester. Your teacher will rate your skills again with the same proficiency scale. Both reports

show which skills you need to work on and if you are ready for the next level. The reports will also include the ESL program's grade definition and complete proficiency scale. See a sample at the end of this handbook.

Repeating Courses

If you are not able to use the majority of the skills on the proficiency scale, earn **an 83%** or lower in your class, and do not show satisfactory improvement on the **ESL Program Proficiency Test**, you must repeat the course in the next semester that you are enrolled. ESL courses take priority over a student's academic courses if the student has an ESL condition on their admission.

Students can repeat an ESL course up to 3 times to meet the ESL condition. If the student does not pass the class on the third attempt, he or she will not be allowed to continue taking courses at EMU unless a new TOEFL, MELAB, IELTS, or PTE score is submitted that meets the requirements for full admission (see above).

Exiting the ESL Program

Intensive English Program

To place out of the IEP, students must: (for each course)

1. receive a grade of B (84%) or higher
 2. take the Exit Placement Test and place out of the 300 level
- and*
3. meet a majority of objectives on the Proficiency Report (see the last page for sample)

If the student does not meet the requirements above for one or more courses, the student cannot place out of the IEP and must retake the IEP course(s). Because F1 Visa students are required to enroll in 18 ESL credits, students will enroll in elective courses to fulfill the credit requirement. To continue in the ESL Program beyond the 300-level, students in the IEP Program must apply and be accepted to the University as a conditionally admitted student or apply for Reduced Hours for the semester that they are enrolled in fewer than 18 credit hours.

Undergraduate Students

To completely exit the ESL Program and begin academic courses, students must complete all required ESL courses with a B grade (84%) or higher and show appropriate progress on ESL Exit Tests. If a student receives a B- (83%) or lower or does not pass the Exit Test, he or she must repeat each individual course until the ESL condition is satisfied. ESL holds will be removed within two business weeks upon successful completion of all required ESL courses. At this time the ESL Office will inform admissions that the ESL condition has been met.

A student may use a TOEFL score of 500(PBT) or 61 (iBT) or higher, MELAB score of 72 or higher, IELTS score of 6.0 or higher, PTE score of 44 or higher to test out of the ESL Program and begin taking academic courses. These scores must be submitted to the ESL Office at least two weeks prior to the start of the next semester.

Graduate Students

To completely exit the ESL Program and begin graduate courses, students must complete all required ESL courses with a B grade (84%) or higher and show appropriate progress on ESL Exit Tests. If a student receives a B- (83%) or lower or does not pass the Exit Test, he or she must repeat each individual course until the ESL condition is satisfied. ESL holds will be removed upon successful completion of all required ESL courses within two weeks of completion. The ESL Office will inform the Graduate School that the ESL condition has been met.

A student may use a TOEFL score of 550 (PBT) 79 (iBT) or higher, MELAB score of 77 or higher, IELTS score of 6.5 or higher, PTE score of 53 or higher to test out of the ESL Academic Program and begin taking academic courses.*

*Note that some graduate programs require higher scores and/or specific sub-scores.

University Completion Rate and Academic Probation

The ESL Program is subject to the University Course Completion Rate (CCR) and GPA probation and dismissal policies. In short, students must complete 67% of their courses (CCR) successfully and maintain a 2.0 GPA to remain in Good Standing academically. Students who do not meet these requirements will be put on academic probation. Students who are on probation will be contacted by an ESL advisor to discuss their probation and possible dismissal, as well as academic success strategies.

To view the academic probation policy, please see the EMU Catalog Academic Probation and Dismissal <http://www.emich.edu/policies/policy.php?id=224>

For information on how to make a dismissal appeal:

http://www.emich.edu/uacdc/forms_library/201420dismissalprocedureundergrads.pdf

Students can see their completion rate and probation status on their transcript in my.emich or use the Cumulative Completion rate calculator to determine their academic standing.

www.emich.edu/uacdc/forms_library/completionrate.php

More information about University policy can be found here:

<https://www.emich.edu/ombuds/pdfs/policies2013-2014.pdf>

ESL Student Policies

Signatures

The ESL Program asks students to sign the following documents: initial advising form, attendance policy, and early registration. You should know that your signature is very important. If you sign something, you agree to the information on the paper. We will provide translation if possible if you have a question about something that you are signing. Please ask if you have questions before you sign a document.

Attendance

Students are expected to attend approximately 90% of the classroom hours for each course. This percentage is measured in terms of class sessions; students who are not in class at the time of attendance will be counted absent for that class. Students are allowed a certain number of absences for each class (detailed below) for any reason, including illness, court dates, standardized test-taking, doctor appointments, birth of a child, and transportation issues. If a student exceeds the allowed number of absences in the case of a serious, unplanned emergency, the student should contact the Student Services Specialist in the ESL Office for assistance regarding withdrawal, Reduced Hours, or Incomplete grades.

Number of Absences Allowed per Class:

- 1) For six-credit ESL courses that meet for 6 hours over 4 days per week (e.g, ESLN 022 / 212), students will be allowed to miss 6 classes before absences will affect their grade. The student's grade will be lowered one notch for each absence beyond 6. For example a B+ becomes a B upon the 7th absence, and a B- upon the 8th absence, which means the student must repeat the course the next semester he or she is enrolled.
- 2) For three- and four-credit ESL courses that meet for 3 hours over 2 days per week (e.g. ESLN 042 / 412), students will be allowed to miss 4 classes before absences will affect their grade. The student's grade will be lowered one notch for each absence beyond 4. For example a B+ becomes a B upon the 5th absence, and a B- upon the 6th absence, which means the student must repeat the course the next semester he or she is enrolled.

Additional Information on Pregnancy, Chronic Disability, and Unplanned Emergency:

- 1) EMU does not have a policy for absence because of the delivery of a child during the semester of study in which the mother is enrolled. Domestic students typically do not choose to take classes if they know they will deliver a child during the semester. A female international student who is pregnant and chooses to study in the term she is scheduled to deliver will not be excused from class because of the birth of her child. The planned delivery of a child is not considered an emergency. A pregnant woman who is registering for the semester in which she will deliver is advised to take medical reduced hours and consider not taking classes during the semester in which she will deliver. A woman in these circumstances should consult the Office of International Students regarding their options for not taking classes during a semester in which she will give birth to a child. If she decides to take classes during that semester, she will be held to the ESL Program attendance policy.
- 2) Students who have a documented, chronic reason for missing classes can consult the Disabilities Resource Center, 240 Student Center, regarding their absences and accommodation. Students who are experiencing chronic illness may be advised to withdraw from a semester due to medical reasons. Students who need to withdraw during fall, winter or their first semester of study should go to the Office of International Students for immigration advising. For a list of disabilities that can be accommodated see the Disabilities Resource Center website:
http://www.emich.edu/drc/student_info/dis_info.php

- 3) Incomplete grades are given only in the case of a serious, unplanned emergency when the student has completed the majority of the work in the course at a B grade or better, yet had to miss several classes toward the end of the semester due to the emergency. Please see Records and Registration policy for more information: <http://www.emich.edu/registrar/faq/>

This policy is based on the knowledge that students benefit academically, socially, and in increased language proficiency from regular class attendance.

English

You must speak English in your classes as much as possible. This is your chance to learn, so please don't speak your native language in class. Your teacher may ask you to speak only English in class.

Suggestions and Complaints

If you are unhappy about something in the ESL program or you have an idea about how to improve it, we want you to tell us. If you have a suggestion or complaint about the ESL program, this is what you can do

During the semester:

1. If you have a complaint or suggestion, talk to the person who is directly involved. For example, if you have a problem in one of your classes, you should speak with your teacher about it. Teachers are available during office hours to talk with you about your homework, your grade, or your concerns about the class. Because of class schedules, do not expect to speak to your teacher about your problem during or immediately after the class, unless you and the teacher have agreed upon this beforehand. Speaking directly to the person involved at the appropriate time is the best way to solve your problem in American culture.
2. If you cannot solve the problem with the person who is involved, you can make an appointment to discuss your suggestion or complaint with the Student Services Specialist in the ESL office. The Student Services Specialist will listen to your concern and talk to you about the problem.
3. If you decide to make a formal complaint after speaking to the Student Services Specialist, you can fill out the ESL Program Formal Complaint Form, which you can get in the ESL office (the Student Services Specialist can help you understand the complaint form and process, if necessary). Return the form to the Student Services Specialist, who will make a copy for you to keep. A formal complaint is a written document that states the student's problem and desired solution. All formal complaints will be received, copied, and filed by the Student Services Specialist, who will then forward within three days the original complaint along with any other documentation to the appropriate supervisor. You should then contact that supervisor to make an appointment to discuss your complaint. After your meeting, an explanation of the resolution will be written and confirmed in writing by you.
4. A student following the above procedure, but continuing to have an unresolved problem has the right to talk to the Office of the Ombuds regarding their concern: <http://www.emich.edu/ombuds/>

Privacy Statement: Any information regarding complaints is shared only with those people concerned and kept in a confidential file in the ESL Program offices.

At the end of the semester:

- You will receive a Student Satisfaction Survey in your email at the end of each semester. You can follow the link and write your suggestions or complaints in the survey. If you want a paper copy of the survey or help filling it out, you can ask the Student Services Specialist in the ESL office.
- At the end of each semester, you will receive a Faculty Course Evaluation to fill out in your classroom for each class. The teacher will leave the classroom during this time. If you have a suggestion or complaint about your teacher or course, you can write it on the Faculty Course Evaluation. Your teacher will not know that the comments are from you and your grade will not be affected by anything you write. Beginning-level students will receive help from a graduate assistant from the ISRC in filling out evaluations.

EMU Student Policies

Weather

Michigan weather can change a lot from day to day. It can get very cold in the winter and snow and ice are likely. Be cautious when driving or walking in the ice and snow. Be sure to wear a warm coat, mittens, scarf, and a hat to avoid frostbite. Allow plenty of time to get to your classes in bad weather. Checking the latest weather forecast is recommended. You can check the weather through the link in your my.emich.edu account when you first log in. If the campus closes for extreme weather, you will receive an email and you can check the main page of the website for an announcement: www.emich.edu; <http://www.emich.edu/univcomm/closureinfo/emuclosings.php>

Religious Holidays

You may miss class because of a religious holiday for a religion that you practice that is recognized on the interfaith calendar. Please tell you teacher that you will miss the class and make a plan to make up any missed work for that class period.

Academic Dishonesty

EMU has a Student Conduct Code:

<http://www.emich.edu/policies/policy.php?id=124&term=student%20conduct>

It states that you must do your own work. You may ask another person to help you check your own work, but you must make the changes. You CANNOT:

- copy another student's homework
- copy anything written by another person, including websites and textbooks
- have someone else do your homework for you
- ask another person to fix your work for you
- look at another student's paper while you are taking a quiz, test, or exam
- use notes during a test (unless your teacher tells you to)
- use Google or other translating devices to translate your work into English

If you do any of these things, you will receive a failing grade on the assignment and may be reported to the Office of Student Conduct and Community Standards. Academic Dishonesty can cause you to fail an assignment or test, fail a class, and possibly not graduate.

Classroom Behavior

It is important that all students can learn and feel safe in the classroom. You must respect your teachers and other students in the class. For example, please do not:

- use your cell phone, iPad, laptop, etc. in class (unless your teacher asks you to)
- speak while your teacher or another student is speaking to the class
- speak in a language other than English
- argue with your teacher in front of the class
- make other students afraid or uncomfortable

If another student makes you afraid or uncomfortable, please tell your teacher or the ESL Office immediately.

Giving Gifts

It is not necessary to give any teacher or staff member a gift. However, if you want to thank your teacher or staff member, you can write a thank-you note or letter, or send an email and copy the supervisor for special recognition. Small items from your home country or culture that can be displayed in their office are welcome gifts. Please do not give your teacher or staff member gifts that are personal or expensive. Please do not give gift cards or money. Although such gifts are appreciated, they are not appropriate in American culture. You can thank your teachers with notes or small gifts after final exams.

Special Needs Accommodations

If you have a disability that makes it difficult for you to learn, please tell the Disability Resource Center in Room 240K of the Student Center, phone: 734-487-2470. You may be able to get special help for your disability.

Reporting Status Changes

The Student Exchange Visitor Information System (SEVIS) requires that F-1 and J-1 visa students report to the Office of International Students (OIS), room 244 Student Center, within 10 days of the event:

- Changes in your name, local address, major field of study, or source of funding.
- Changes in your degree-completion date.
- Changes in your degree level (ex. Bachelors to Masters).
- Intent to transfer to another school.

You should get permission from OIS before doing the following:

- Changing your degree-completion date.
- Dropping ALL courses as well as carrying or dropping BELOW minimum credit hours.
- Employment on or off campus.
- Registering for more than one ONLINE course per term (F-visa only).
- Endorsing I-20 or DS-2019 for re-entry into the USA.

Failure to report may result in the termination of your SEVIS record and even arrest and deportation. If you have questions or concerns, contact the OIS at 734-487-3116.

Grade Grievance Procedures

After the semester is finished:

- If you believe the final grade that you received for a course was unfair, you should talk directly to the teacher about the grade as soon as possible. If the teacher has made a mistake, he or she can change your grade. It is best to talk to your teacher first.
- If you want to make a formal grade grievance, the university policy is available online: http://www.emich.edu/registrar/formslibrary/forms/grade_grievance.pdf

University Grievance Procedures

- If you have a grievance (serious complaint) against Eastern Michigan University, the Office of Ombuds can help. More information is available online: <http://www.emich.edu/ombuds/>

Learning Beyond the Classroom (LBC) Credit

Undergraduate students must earn a certain number of LBC credits in order to graduate:

<http://www.emich.edu/gened/lbc/#Students>

Students in the ESL Program will have opportunities to earn these credits through workshops, Helpy Hour, and conversation clubs. You can speak to an ESL Advisor regarding these opportunities and look for information on the ESL website.

Student Resources

To ensure academic success here at Eastern Michigan University, the university offers many academic resources to you.

International Student Resource Center (ISRC)

318 King Hall

<http://www.emich.edu/esl/isrc/>

Make an appointment: <https://booknow.appointment-plus.com/6z8rg6p8/>

(734) 487-0338

wl_isrc@emich.edu

The International Student Resource Center is part of the Department of World Languages and directly helps ESL students both while they are in the ESL Program and when they take their academic classes. The ISRC offers students assistance with their homework assignments, including help with grammar, writing and reading, and speaking and listening. The ISRC consultants are generally MA TESOL graduate students and have training in working with ESL populations. They can also help international students understand the standards for writing academic papers in the United States.

Office of International Students (OIS)

244 Student Center

(734) 487-3116

<http://www.emich.edu/ois/index.html>

International Student advising on immigration, finances, employment, and personal concerns.

University Writing Center (UWC)

115 Halle Library and satellites (see website)

(734) 487-0694

www.emich.edu/english/writing-center

The UWC is a free resource that offers small group workshops that help students with writing, reading, research and analysis.

Academic Projects Center

116 Halle Library

(734) 487-0020, ext. 2514.

<http://www.emich.edu/apc/>

The Academic Projects Center offers one-on-one writing assistance, help doing research, and technology assistance related to student's research papers and other academic projects.

Disabilities Resource Center

240 J and K, Student Center

734-487-2470

<http://www.emich.edu/drc/index.html>

Holman Success Center

G04 Halle Library

(734) 487-2133

www.emich.edu/tlc

This Center provides instructions and services aimed at helping students develop skills to improve academic performance. In addition, the Holman Learning Center helps student to adjust to the college learning environment.

Free Tutoring Services and Walk-In Labs

The many academic departments at Eastern Michigan University offer free tutoring services or walk-in labs to help with academic course work. Contact individual departments for details.

Counseling and Psychological Services (CAPS)

313 Snow Health Center

(734) 487-1118

<http://www.emich.edu/caps/>

If you are having difficult feelings, such as a lot of sadness or anger, please talk to someone in CAPS. They will listen to you and help you with your situation. It is common for college students in the U.S. to need CAPS, so please don't hesitate to contact them.

EMU Campus Life

345 Student Center

(734) 487- 3045

<http://www.emich.edu/campuslife/>

Find student organizations and get involved!

Campus Map

Check out the interactive campus map at <http://www.emich.edu/maps/> .

Helpful Links

Testing

TOEFL

Test of English for speakers of Foreign Languages

www.toefl.org

IELTS

International English Language Testing System

www.ielts.org

MELAB

Michigan English Language Assessment Battery

<http://www.cambridgemichigan.org/melab>

Housing

Office of International Student information: <http://www.emich.edu/ois/housing>

Student Housing (on campus)

<http://www.emich.edu/residencelife/>

Off-campus Housing

<http://www.emich.edu/offcampushousing/>

Public Transportation

Bus: The Ride

Website: <http://www.theride.org/>

Routes: <http://www.theride.org/routes.asp>

Bus Tips: EMU discounted pass (30 days) is available for sale ONLY at EMU (Cashier's office at 201 Pierce Hall, or Parking Department at EMU's DPS headquarters). EMU identification card must be presented to purchase pass and when boarding bus to use pass. Call EMU at 734.487.3450 for details

Train: Amtrak

325 Depot Street, Ann Arbor Charter Township

Website: <http://www.amtrak.com/home>

Amtrak Tips: Amtrak runs daily on a limited schedule to a few major cities in Michigan and nearby states. Details can be found on the Amtrak website.

Long Distance Bus: Megabus

2694 South State Street, Ann Arbor, MI 48104

Website: <http://us.megabus.com/>

Megabus Tips: Megabus runs daily on a limited schedule. Details can be found on the website.

Taxi Services: Blue Cab

For services call: (734) 547-2222

Website: <http://www.bluecab.net/>

Blue Cab serves all of Washtenaw County.

Mail Services

US Post Office 108 South Adams Street, Ypsilanti, MI 734.482.3251

UPS 4007 Carpenter Road, Ypsilanti, MI 734.677.7877

US Post Office 3000 Green Road, Ann Arbor, MI 734.662.2005

FedEx 3354 Washtenaw Avenue, Ann Arbor, MI 734.975.0496

News and Weather Information

WDIV Channel 4: <http://www.clickondetroit.com/>

WXYZ Channel 7: <http://www.wxyz.com/>

Fox Channel 2: <http://www.myfoxdetroit.com/>

Local Radio Stations

89.1 FM WEMU (Eastern Michigan University's radio station) <http://www.wemu.org/>

Public Libraries

Residents of Ypsilanti, the Township or Superior Township can apply for a library card at the checkout desk of any YDL location. You will need a valid photo identification (driver's license, passport, state identification) with your current address. If your identification does not have your current address, please bring an official piece of mail with your name and current address along with your picture identification.

Ypsilanti District Library

5577 Whittaker Road, Ypsilanti, MI 48197 (734) 482-4110

Mon-Thursday 9 am-9 pm, Friday & Saturday 10 am-6 pm, Sunday 1 pm-5 pm

Ypsilanti District Library- Michigan

229 West Michigan Avenue, Ypsilanti, MI 48197 (734) 482-4110

Mon-Thursday 9 am-9 pm, Friday & Saturday 10 am-6 pm, Sunday- closed

Residents of Ann Arbor must fill out and sign an application that includes your birth date or driver's license number. A currently photo ID and a proof of current address is also required. If you don't have

these, the library can mail a letter to your address and you bring it back to the library within one month of the date of the letter and you can receive the library card.

Ann Arbor District Library- Traverwood Branch

3333 Traverwood Drive, Ann Arbor (734) 327-4200

Mon. 10am-9pm, Tues-Fri 9am-9pm, Saturday 9am-6pm, Sunday 12pm-6pm

Health Care:

All international students must have health insurance. For advising about health insurance, go to the Office of International Students, 244 Student Center. More information:

<http://www.emich.edu/ois/insurance.html>

Eastern Michigan University, Snow Health Center

Snow Health Center, 2nd Floor, 734.487.1122 , <http://www.emich.edu/uhs/>

St. Joseph Mercy Hospital

5301 McAuley Drive, Ypsilanti, MI 48197 (734) 712-5989

Tips: For a serious illness or emergency, St. Joseph is the hospital nearest Eastern Michigan University campus. This hospital has an emergency room that is open 24 hours a day. (There is a charge for this service.)

ESLN Midterm Proficiency Report (Sample)

Course Information

Course Subject ESLN
 Course Number 216
 Course CRN 27201
 Term 201420
 Student Name:
 Instructor Name:

Midterm Evaluation: 27201 ESLN-216

Midterm Percentage: 94%, A

Midterm Absences: 0

Midterm Participation Comments: Student carefully completes homework assignments. He asks interesting questions in class which relate to specific skills, strategies, and assignments. His "A" grade reflects his efforts in class and out of class!

Recommended ESL Services: ISRC Tutor

Instructor Comments: Student should practice keeping conversation going. He can do this with an ISRC tutor, a conversation partner, or with the International Conversation Club.

- | | |
|---|-------------------------|
| 1. Use language functions (such as giving and refusing permission, asking for information, asking for clarification, agreeing and disagreeing) in social settings (like making friends, shopping, and getting information and services) | Approaching Proficiency |
| 2. Talk about personal and informal topics in class using different roles (e.g. leader, monitor, reporter) | Approaching Proficiency |
| 3. Give short prepared talks based upon personal knowledge | Approaching Proficiency |
| 4. Participate in conversations in class | Approaching Proficiency |
| 5. Follow the teacher's directions | Approaching Proficiency |
| 6. Produce English sounds different from their first language | Approaching Proficiency |
| 7. Produce English patterns of word stress, intonation and rhythm when speaking | Approaching Proficiency |
| 8. Speak for several minutes so that an American friend can understand them | Approaching Proficiency |

ESL Program Grade Definitions

A = 94 -100% A- = 90-93%

B+ = 87-89% B = 84-86% B - = 80-83%

C+ = 77-79% C = 74-76% C- = 73-70%

D+ = 67-69% D = 64-66% D- = 60-63%

F = 59% and lower

ESLN Final Proficiency Report (Sample)

Course Information

Course Subject ESLN
 Course Number 112
 Course CRN 27178
 Term 201420

Student Name:

Instructor Name:

Final Evaluation: 27178 ESLN-112

Final Percentage: 90, A-

Final Exam Grade: B+

Final Absences: 2

Final Participation Comments: Student worked hard throughout the semester. She applied what she learned in class to her homework, and she completed her homework carefully. However, she missed two homework assignments which affected her final graded.

Instructor Comments: Student understands the writing process and can take a simple idea and expand into a full paragraph with interesting details and examples. However, she needs to continue working on spelling and grammar, especially subject-verb agreement.

- | | |
|---|-------------------------|
| 1. Write and edit simple, compound and some complex sentences in a variety of verb tenses | Approaching Proficiency |
| 2. Follow basic instructions from text or instructor to write a paragraph | Proficient |
| 3. Write related sentences to produce a clear paragraph on a specific topic | Proficient |
| 4. Revise a paragraph to make it clearer with stronger support | Approaching Proficiency |
| 5. Use basic vocabulary | Proficient |

ESL Program Grade Definitions

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 C+ = 77-79% C = 74-76% C- = 73-70%
 D+ = 67-69% D = 64-66% D- = 60-63%
 F = 59% and lower