

Student Handbook

Welcome!

Welcome to IEI! We are very happy that you will be studying with us. Our teachers will do their best to help you learn as much English as possible. All of us will try to help make your stay in Memphis a wonderful and memorable experience. Please feel free to ask us about anything. We are happy to help in any way we can.

Our program

We offer English instruction at six levels of proficiency. Each student is placed into a level after taking a placement test. Students stay at one level for 8 weeks. We offer classes in grammar, writing, and reading and vocabulary each morning Monday through Friday. In the afternoon, we offer listening and speaking classes and electives. Afternoon classes meet Monday through Thursday. Students who pass their classes (with a C- or higher) receive a certificate of completion.

Our teachers

IEI teachers have taught English in the U.S. and abroad, including such countries as China, Peru, Japan, Kuwait, Yemen, Lebanon, and France. They all have advanced degrees and many years of expertise and experience. Our teachers are here because they love working with international students.

Important phone numbers

Cheri Chadwick, IEI Admissions	678-2107
Lisa Goins, IEI Director	678-3162
Nina Clark	678-3161
Daniel Harper	678-1412
IEI Teachers' Office	678-2374
Clar Nunis, International Student Advisor	678-2055
University of Memphis Weather Information	678-0888
University of Memphis Emergency Contact	678-4357

Your information

IEI asks all students for personal information about themselves and local contact information, that is, their address, phone number(s), and people to contact in case of emergency. It is very important that this information is accurate. Therefore, we request that you inform us whenever you move or change phone numbers, etc. **If you are an F-1 student, you must notify us and Immigration whenever your address changes.**

Attendance Policy

For classes that meet five days per week:

- Up to four absences are allowed without penalty.
- At five and six absences, your final grade will be reduced by one letter grade for each day missed.
- At seven absences, you will be withdrawn from the class and you will receive a final grade of F.
- Arriving more than 10 minutes late is considered an absence. See your class syllabi for any additional rules your individual teachers may have regarding lateness.

For classes that meet two days per week:

- Up to two absences are allowed without penalty.
- At three absences, your final grade will be reduced by one letter grade.
- At four absences, you will be withdrawn from the class and you will receive a final grade of F.
- Arriving more than 10 minutes late is considered an absence. See your class syllabi for any additional rules your individual teachers may have regarding lateness.

Special Note for F1 students:

Immigration requires that you maintain a full course load throughout your time of study in the US. If you are withdrawn from any of our classes because of absences, you will also be dismissed from the IEI program and your I-20 will be terminated immediately, meaning that you will be required by immigration to leave the US immediately as well. We do not wish this circumstance for any of our students, but it is the student's responsibility to maintain his or her immigration status.

Note for all students:

If you are going to be absent, you must inform the IEI office as soon as possible. Please call **678-2107** to let us know which classes you are going to miss. It is your responsibility to make up any work that you have missed. We understand that sometimes illness, injury or other serious circumstances can cause a student to be absent. We will work with students who have these kinds of problems, but it is the student's responsibility to keep the IEI office informed about his or her situation. Doctor or hospital information may be required to document the problem.

Leaving before the session ends

Students should attend classes until the end of each session. Please do not make plans to leave until the session is over—check your calendar! If you leave early, you will be marked absent for the days you miss. In addition, you will not be present to complete assignments and take exams, so your grades will be affected. If you must leave before the session is over, you may ask your teacher if he or she will agree to let you take your final exam early. However, a final exam cannot be given earlier than the Friday before the last week of classes. Be careful with the absences that you have before the last week of class so that you do not risk being withdrawn from the class. If you leave

earlier than this, or if you do not inform anyone of your departure, you will be considered to have withdrawn from IEI.

Closing due to severe weather

Sometimes, The University of Memphis cancels classes because of severe weather (for example, snow!). When the university closes, IEI also closes. If we have severe weather and you think that classes may be canceled, you can find out about the closing by one of the following methods:

- Calling the University's special information line (after 7:30 in the morning) at **678-0888**.
- Looking up the university's website at **www.memphis.edu**
- Listening to the local radio stations or watching local TV news.
- Sign up for **Tiger Text** to receive a message from the university on your cell phone

Holidays

IEI is usually closed on any holidays for which The University of Memphis is closed.

Textbooks

Students are expected to have the proper textbook(s) for each of their classes from the time classes begin. You will go to the University bookstore with your first morning class on the first or second day of classes to purchase books. Just in case you need to return a book, you should not write in any of your books and you should keep your receipt. Books can be returned for a refund for a limited time only—please read your receipt.

If you plan to buy a used textbook from another student or from the bookstore, you should make sure that the book is CLEAN. Teachers will not allow you to use a book that is already written in. You should also make sure that the used book is going to be used the following session. Sometimes, we change textbooks. Also, due to copyright laws, it is illegal to photocopy any textbook. Your teacher will not allow you to use copies of books.

If you want to buy your textbooks online, you will need to find out which books are going to be used for your next level BEFORE the next session begins so that you can order your books ahead of time. Again, you should have all your books with you when classes begin.

If you would like to sell your textbook to another student for the next session, don't write in it — or you must erase anything that you've written. In some cases, the bookstore will buy your used textbook back after you have finished with it. Please check with the bookstore.

Classroom conduct

IEI students are expected above all to be courteous and respectful to everyone in the classroom. These general guidelines should be followed in every class:

- Students should arrive on time and prepared to work.

- Students should participate in class activities and listen respectfully when teachers or other students are speaking.
- Everyone should speak English ONLY in class.
- Class assignments should be neat and turned in on time.
- Cell phones must be turned off during class.

Grades and Certificates

At IEI, you receive a grade for each class. Grade reports are given at the end of the 8-week session. We use the following scale:

<u>Letter grade</u>	<u>Approximate percentage equivalent</u>
A = excellent	90 – 100
B = very good	80 – 89
C = good	70 – 79
R = needs to repeat	69 or below
W= withdrawn	

Each teacher assigns these grades in his or her own way, so read the syllabus for each class. If you have questions, ask your teacher.

You must receive a C– or higher in order to move to the next level. If you receive an R, you must remain at your current level. Students may skip a level only on the recommendation of their current teachers. At the end of 8 weeks, if you have successfully completed a level, you will receive a Certificate of Achievement.

If you require proof of enrollment or letters concerning your attendance at IEI, please ask the office.

Dropping/adding classes

If you are not an F-1 student, you may add a class up until the first Friday of classes (last day to enroll).

Non-F-1 students can withdraw from a class or all classes at any time, but partial refunds are available only during the first ten days of class. Here's what you should do to withdraw:

- 1) Go to the IEI office for a Withdrawal form.
- 2) Complete the Withdrawal form, ask the Director to sign it, and return the form to the office.
- 3) If you expect a refund (see below), you must fill out another form requesting a refund. You can get this form from the office.

If you withdraw from IEI, you will receive a "W" on your grade report. "W" means that you withdrew and did not pass the course. If you would like a letter attesting to the amount of time that you spent in the course, you may request one from the Director.

If you wish to return to IEI for the session immediately following the one from which you withdrew, you will be placed in the same level you were in when you withdrew. If you return to IEI for another session after being away for more than one session, you will be re-tested to determine your placement.

Refunds for withdrawal

If you need to withdraw from a course for any reason, you may be eligible to receive a full or partial refund for your tuition and fees.

<u>You may receive:</u>	<u>if you withdraw:</u>
A full refund	on or before the first day of class
75% refund	from the second day of class through the fifth day of class
25% refund	after the fifth day of class through the tenth day of class

If you withdraw after the first ten days of class, you cannot get a refund. Application fees are non-refundable.

Changing levels

Students are placed into one level for all classes. Sometimes, a new student may not be placed in the correct level. In that case, either the student or the teachers may request a re-placement. If you are a new student and believe that you have not been properly placed, this is what you should do.

1. Talk to your teachers.
2. Ask in the IEI office for a green Change-of-Level Form.
3. Complete the form and return it to the office. Your current teachers and the teachers in the requested level will meet and discuss your work.
4. **WAIT** until your current teachers notify you of the decision regarding your request.
5. You will also receive a copy of the Change-of-Level Form with the decision in your mailbox. You may not move out of your current class until you receive a copy of this form.

New students cannot request to be moved after the second Friday of the session.

Leaving IEI

Please let us know when you are leaving IEI. Before you leave IEI, you should go to the IEI office to make sure that your exit documents are complete.

Dismissal

Students are subject to dismissal if they have an excessive number of absences, if they do not prepare for or participate in the class, if they are disruptive or if they break University rules or regulations. Dismissal is very serious. F-1 students who are dismissed will be considered out of status and must leave the country immediately.

Grievances

Occasionally, students may be unhappy or dissatisfied with a particular IEI class or teacher. If you are not satisfied with any aspect of a class, you should first talk with your teacher. The teacher will try to address your concerns. If you are not satisfied with

the teacher's response, you should write a letter to the Director explaining your concerns and meet with the Director. The Director will then try to come up with a satisfactory solution to the problem.

IEI student lounge and computers

IEI has a student lounge and computer lab for IEI students in Patterson 107, where you can study and visit friends. Here, you'll find

- 12 computers and a printer
- a microwave, refrigerator and tables for eating lunch

Please **do not eat or drink while using the computers**. Please use a USB drive to save downloaded information. **DO NOT DOWNLOAD ANYTHING ONTO THE HARD DRIVES OF THE COMPUTERS.**

The computers have programs for practicing the TOEFL, keyboarding, and pronunciation. You can also print out class assignments. You can check out practice TOEFL materials from the office.

Personal safety

In general, Memphis is a safe city, and the campus is also safe. Of course, you should always take normal safety precautions. For example, you should keep your apartment and car doors locked. Keep your purse, book bag, and valuables with you all the time; that is, don't ever leave them unattended, even in the classroom. If you're out at night, go with a buddy. If you need to walk anywhere on campus after dark, you can call **Tiger Patrol at 678-4663**. Someone will come and walk with you to your destination.

Emergencies

For emergencies OFF campus, call 911. For emergencies ON campus, call 678-HELP (4357); do NOT call 911.

Staying informed

Each student has a mailbox (folder) at the IEI office. Please check it regularly for announcements and mail. There is a student bulletin board in the office. Please check it regularly for announcements about local events, requests for roommates, used cars & furniture, etc. and pictures. You may also post any information that may be of interest to other students.

University e-mail account

Each IEI student should have a University of Memphis e-mail account. The account is part of the student activity fee paid each semester, and access to the internet is free on campus. To activate your account, go to Administration Building room 124 with your student number and ID card.

General University of Memphis information

IEI follows university guidelines with respect to student conduct and discipline.

SMOKING: Smoking is not allowed in any building on campus. Please do not smoke near building entrance doors.

DRINKING AND DRUGS: Students must not possess, distribute, use or be under the influence of drugs and/or alcohol while on the property of The University of Memphis, including classrooms and dorm rooms.

PARKING: IEI students may park in the general parking lots, but they must get a parking hang tag from the IEI Office. The cost is \$14. The Parking Office is located on the first floor of the parking garage next to the University Bookstore. It is open from 7 a.m. – 6 p.m. Monday – Thursday and 7 a.m. – 4:30 p.m. Friday. The phone number is 678-2212. Be very careful parking on the streets around campus. If you do not understand where you are allowed to park, ask your teacher or the IEI office.

MCWHERTER LIBRARY: The library is usually open from 7 a.m. to midnight on weekdays; 10 – 6 on Saturdays; and 1 – 10 on Sundays. Hours may change during breaks. You can call 678-2201 for more information.

UNIVERSITY COMPUTER LABS: The computer labs in the McWherter Library and Smith Hall are open 24 hours. There are computer labs in other buildings, including Patterson Hall, but each has its own hours.

Going on to the university

Many IEI students would like to stay at the University of Memphis after they complete the IEI program. Some of them want to do undergraduate studies; others want to do graduate studies. Completing the IEI program does not mean automatic admission into the university. However, the IEI staff is happy to assist IEI students in the application process. We can also help you with applications to any other school you are interested in. Students who have successfully completed the IEI University Prep course are allowed to apply to the University of Memphis without taking the TOEFL test.

More conversation?

Would you like some more opportunities to practice English conversation? You may want an American conversation partner and/or to join a weekly conversation group. If you'd like a conversation partner, please see Nina.