



ESL Student Handbook



The English Second Language Program
2121 Euclid Ave JH 314
Cleveland Ohio 44115
www.csuohio.edu/ielp

Michele Bowman, Ph.D
ESL Program Director

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ESL Program Handbook



Dear IELP student,

Welcome to the Intensive English Language Program (IELP) at Cleveland State University. CSU has over 1,000 international students from over 82 nations. The IELP has had students from over 20 different countries in the past 10 years. We keep our classes small in order to give you more attention.

Mission Statement

The Intensive English Language Program (IELP) at Cleveland State University:

- Provides quality instruction in a learner-centered environment & welcoming atmosphere
- Prepares students who need English for academic as well as professional or personal reasons.
- Facilitates assimilation into the American academic environment
- Familiarizes students with the United States, Cleveland and Cleveland State University
- Promotes international cultural exchange across the campus
- Encourages the use of current methods and technologies through program meetings and presentations
- Provides resources for staff and instructors to carry out their duties and to continue improving their professional skills and development.

Best of wishes for a successful stay at CSU!

ESL Staff

Administrative Staff

Michele Bowman, Director

Alevtyna Kolomiyets, Coordinator

Office Staff

Shewonna Gray, Administrative Assistant

Tareq Handousa, Student Assistant

Rachel Arzuaga, Student Assistant

Instructors:

Boshra El-Guindy, Ph.D. – Full-time instructor

Current Part-time instructors: Miran Khadra, Marta Kirit, Ilya Elnatanov, Dawn Little, Halina Mazurak, Maggie Braathen, Brigitte Deutsch, Karen Dixon, Corina Fleaca, June Coughlan, Maggie McGinty, Angela Bailey Sandahl, Oscar Rivera

Important Phone Numbers

Resources for International Students

CSU ESL Program875-9669
JH 314

Center for International Student Services..... 687-3910
MC 106

Campus411/All-in-1 Services687-5411
MC 116

International Admissions.....687-5411
Appointments at All-in-1 (see above)

Transportation

ACE Taxi Service..... (216) 361-8700

Greyhound..... (216)-781-0520

Emergency Numbers

Ambulance, Fire, Police.....911

Health and Wellness Services...687-3649
UN 263

CSU Police.....687-2020
Campus Safety Building

National Poison Control...1-800-222-1222

Personal Problems

Counseling Services.....687-2277
UN 220

Women's Center.....687-4674
MC 142

Other Transportation

Greater Cleveland RTA – Bus and Rail www.riderta.com

Rail: Red line is useful because it goes out to the airport and Tower City

Trolley: The E-line comes along Euclid Avenue until East 21st street from Public Square (free)

Bus: Healthline goes from Public Square to University Circle on Euclid Avenue. Many other routes can be found on the website.

The new Cleveland State line runs on the old Route 55 and has stops in Bay Village, Westlake, Rocky River, Fairview Park and Lakewood before coming to campus.

Students can buy a Upass for \$20 that allows students to ride for the entire semester, but only during the semester. You must be registered, paid at least one payment in order to get the Upass. Regular fare is \$2.50 and student fare is \$1.50 with id if you do not have Upass.

Laketran (Lake Country) – Bus Service <https://laketran.com/>

Provides bus service into Cleveland with some stops right beside CSU. Schedule is limited.

Bus #13 comes from Willoughby Hills/Pine Ridge Area

Bus # 10 comes from the Mentor area

Regular fare is \$3.75 and student fare is \$1.50 with id.

Conditional Admission

Students, who have been identified as academically admissible to undergraduate programs by Cleveland State University, but need to improve their language skills, may be conditionally admitted to the university with the understanding that they will first enroll in IELP courses. Letters will be created by International Admissions and sent to the ESL Program Office. ESL Program staff will e-mail the student to say the letter has been received and is ready for pick-up.

Registration:

Students must first test and be placed into an appropriate level of the Intensive English Language Program. ESL Program staff will register the student in the correct courses. The information should show up on the students' campusnet account the next day. Students should make payment or begin a payment plan within that first week. Non-payment will cause late fees to be added and could create holds. If a student still has tuition due at the end of a semester, he/she will not be able to pay for the next semester.

Refund Policy:

Students who applied to and were accepted to the Intensive English Language Program, but do not arrive for orientation will not be charged tuition. Their application fee, as stated, is not refundable. When a student arrives for orientation, s/he takes placement tests and is registered. The tuition will be assessed at this time. If a student leaves before classes begin, s/he will not be responsible for the tuition (or will receive a 100% refund). If a student withdraws during the semester or full summer session (12 weeks) and requests a refund, the IELP will follow the refund schedule as created by the Cleveland State University for undergraduate students.

Withdrawal:

By the end of the 2nd week	100%
Until the end of the 3rd week	50% refund
Until the end of the 4th week	25 % refund
After the end of the 4th week (Friday)	No refund

The refund policy applies to tuition only. Other fees are not refunded. Special cases may be reviewed on a case-by-case basis.

IELP Policies

Our Offices

The ESL Program, which includes the Intensive English Language Program, is part of the Teacher Education Department in the College of Education and Human Services. Our new office is in Julka Hall, room 314. Julka Hall is located at 2485 Euclid Avenue beside Fenn Tower.

Assistance (Help):

We cannot help you if you do not ask. If you have a problem...

In the classroom: First, you should speak with your teacher. If the problem continues, you must make an appointment with your adviser. Levels 1 & 3 meet with the Coordinator, Alevtyna Kolomiyets. Levels 2 & 4 meet with the Director, Michele Bowman. Call (216) 875-9669 or email (see below).

The Director can also speak with you and the teacher to arrive at a solution. If you still have a problem, make an appointment to see the Chair of the Teacher Education Department, Dr. Clifford Bennett in JH 302.

Outside the classroom: You may speak with Alevtyna Kolomiyets, the ESL Coordinator, for help. Her office is JH 310 and the phone number is (216) 875-9903. You may also speak with the program assistant or the director or make an appointment. If she cannot help you, she will find someone who can.

Personal: You may ask the director, the coordinator or program assistant for help. You may also go directly to the Counseling Center on campus at 216 687 2277 or stop by the Counseling Center at UN 2nd

Attendance:

Attendance is required by **all** students. F-1 and J-1 visa students are required to attend classes in order to stay "in status". IELP students are given 4 absences per a semester or session per course. In addition, 4 late arrivals (tardies) will = 1 absence. In certain situations (sick, some appointments), the absence may not be counted, but the student must ask the teacher(s) and have a doctor's note. Poor attendance will result in failure of a course. Sleeping in, going to the airport, some holidays and driver's license test appointments are absences. Please see details on Attendance Policy form.

Attendance is reported to the ESL office by each of your instructors on a regular basis. You will receive one warning if you are approaching your limit. It is your responsibility to keep track of your absences.

Advising: All students will have a meeting with an adviser at least once during the semester. Advising begins just before mid-term for level 4 and just after for the other levels. We discuss the current semester and your plans for the future. You can also ask questions that are not related to school. We may refer you to other offices if you need help that we cannot give. Students moving into academic programs will meet with an academic advisor from their college.

Adviser for levels 2 & 4: Dr. Michele Bowman, ESL Program Director
(216) 875-9669 m.s.bowman@csuohio.edu

Adviser for levels 1 & 3: Ms Alevtyna Kolomiyets, the ESL Program Coordinator,
(216) 875-9903 a.kolomiyets@csuohio.edu

Confidentiality: This word refers to the privacy of your school records. All of your school records are protected under a law referred to as FERPA. It basically says that I can only talk to you about your grades and private information. We also keep our advising meetings private (confidential) unless you need me to talk to someone involved. You must give permission in writing for anyone at the university to speak about your records. You might see the following on the CSU website. All student records are kept on file and protected by *FERPA* (Federal Educational Rights Privacy Act).

Placement:

During orientation, students take 3 tests: Writing Sample, Oral Interview and the COMPASS ESL test (a computerized test with Listening, Reading and Grammar sections). The COMPASS ESL is an adaptive computerized test in multiple-choice format. The Writing Sample has two choices and is read by two instructors. The Speaking test is conducted with two instructors. If the instructors disagree on the writing sample, a third instructor will rate it. The cut-off scores for the COMPASS ESL are: Level 1 < 55; Level 2 56-67; Level 3 68-79; Level 4 80-99. The Writing Sample and Speaking Sample are rated by level using rubrics. The COMPASS ESL test has about 70% of the placement weight. The Writing, another 20% and finally the Speaking about 10% weight. The scores on these tests will be reviewed by instructors and the director in order to place you in the correct level. You must attend the level assigned.

Leveling:

During the first week, your instructors will watch your work and give you assignments to be sure that you are in the correct level. You may tell the instructor if you are interested in moving, but you must still attend your current level. The director will collect information from all instructors and will make the final decision. All decisions will be made by the end of the second week of classes. All decisions are final.

Dismissal:

Students who are on visas must stay “in-status” in order to continue at the IELP. In addition, the IELP reserves the right to dismiss any student who continues to disobey IELP policies, especially the attendance policy. Students will receive warnings and probation before dismissal. A formal memo will come from the IELP director and/or from the Center for International Services if a SEVIS record is about to be terminated.

IELP Textbook Policy:

IELP students must buy all required texts listed on the course syllabus. Students must also have a clean new or used text, not a book with all the answers. The textbook(s) must be brought to every class session. Students who do not bring these textbooks will be unprepared for class assignments/activities, which could negatively affect the course grade.

Attendance Policy:

IELP students must attend classes. When you are not in class, it is called an “absence”. The IELP allows 10% per course in a semester based on meeting times. Allowed Absences: Grammar or Listening/Speaking = 5 absences; Writing or Reading =4 absences; and Vocabulary= 3 absences. If you sleep late or go to take your driver’s test, it is an absence. If you need to see a doctor, it will also be an absence since doctor’s appointments can be made for a time when you are not in class. If you reach the limit, you need to have a doctor’s note (or similar) and you must speak with your teachers. If you are 15 minutes late (tardy), it will be marked. It does not mean that you can arrive 14 minutes late every day. Teachers will count four (4) tardies as one (1) absence. Once you have gone over the limit in a class, you will fail the semester. Questions should go to your teacher first, then to the ESL Director.

Advancement:

Students must have passing grades in all courses in order to move to the next level.

Level 1 or 2: Students in level 1 (elementary) and level 2 (low intermediate) must receive 70% course grades in order to move to the next level.

Level 3: Students in level 3 (high intermediate) must receive 75% course grades **and** have COMPASS ESL test scores of 75 in Reading and Listening and 65 in Grammar. These are within 15 points of the completion requirements. Low COMPASS scores will require a review of grades.

Level 4: Students may pass a level 4 (Advanced) course with 80% course grades, but must also have certain COMPASS ESL test scores (see below) for program completion.

Skipping a level (not 4) is sometimes possible. A student must have grades over 80% and COMPASS scores equal to those needed for initial placement in the new level. Borderline cases will require teacher recommendations. Any student with questions must make an appointment with the ESL Program Director.

Completion:

Students in level 4 (Advanced) must receive 80% course grades and have COMPASS ESL test scores of 90 in Reading & Listening and 80 in Grammar. Completion of the Advanced level (4) fulfills the language proficiency requirement for admission to Cleveland State University. Completion Certificates will be awarded at a reception at the end of the semester or session. Students who pass their courses will still receive an attendance certificate, but not a completion certificate.

Appointments: The ESL Program office is open 8am – 5pm. The Program Assistant, Shewonna Gray, can answer most questions. The Director & Coordinator will have walk-in appointment hours, especially for students they advise. (The Director advises levels 2 & 4 and the Coordinator advises levels 1 & 3). Longer meetings may require you to make an appointment for the next day. Simple requests may be answered by the program secretary or student assistant.

IELP Cell Phone Policy:

In order to create a good class environment and minimize distractions, **cell phones must be kept in students' bags during class and be either turned off or set to silent.** Students must not answer or make phone calls or send or receive text messages during class unless it is an emergency situation. If you expect an emergency call, let your instructor know ahead of time. Please use break time, lunch or after-school hours to make and receive all phone calls even if it is from family. IELP would like students to become accustomed to American academic and business culture, including the etiquette we practice regarding technology.

Student Code of Conduct:

Cheating of any kind is not allowed. Plagiarism is when you use someone else's words, sentences, or ideas and pretend that they are your own without giving credit by citing the original source. You might be plagiarizing if you:

- Hand in someone else's work as your own.
- Buy a paper from another source.
- Copy complete or parts of sentences, phrases, paragraphs, or ideas from someone else's work, published or unpublished, without naming the original author.
- Copy any work, including any type of multimedia (graphics, audio, video, internet streams), computer programs, music compositions, graphs, or charts without naming the original author.
- Paraphrase someone else's idea or phrase in your paper without naming the original author.

In the U.S., plagiarism may have serious academic and professional results. American schools, including IELP and Cleveland State University, regard plagiarism as academic dishonesty.

If you plagiarize or cheat in any way, you may fail an assignment/test, receive a lower course grade, and/or even fail a course. At the university level, you can also be dismissed from the university.

Other behaviors that may cause a student to be charged by Student Judicial Affairs are: harassing another student, including bullying, and threatening or causing physical harm. The full Student Code of Conduct is available on the Student Life webpage.

<https://www.csuohio.edu/sites/default/files/StudentCodeOfConduct.pdf>

If you are charged, you must have a meeting at their office and may have a hearing. Once there a charge is given, a student has the right to appeal. Punishment can vary from warning or probation to dismissal from the university.

Tuition: The IELP will register you for ESL classes. As soon as your tuition shows on campusnet, you can make payment or make a payment plan. All payment can be done online. Cash can only be accepted at the Cashier's office in MC. If you have a scholarship, the financial guarantee letter must be received at the beginning of the semester in order to be accepted. If it is not received soon after classes begin, you will be responsible for tuition.

Activities:

Several activities are planned each semester. They are provided in the orientation folder for new students and during our first meeting (IELP Assembly). Most activities are free. If payment is required, you will be informed ahead of time. Most require advance sign-up, so we know what size bus to order for the day. Some of our activities will be Cedar Point, Niagara Falls, and The Botanical Garden.

Workshops:

We will also provide several workshops over the semester. The first workshop will be given to help any student who needs to begin or finish his/her application to Cleveland State University. Other workshops will include practice for the COMPASS ESL test, meeting academic advisers (level 4 only). Let us know if you have other ideas for workshops.

Maintaining Your Good Visa Status

- ▶ **Valid Passport (do not let it expire)**
- ▶ **Valid I-20 (do not let it expire)**
- ▶ **Current U.S. address in Campusnet (Must notify within 10 days after moving)**
- ▶ **Maintain a full course of study**
- ▶ **Do not work illegally**
- ▶ **Do not listen to friends for immigration advice**
- ▶ **Plan ahead when making travel plans. Check dates and have a valid travel signature on your I-20.**
- ▶ **Watch the dates on your documents. Visas can expire while you are in the US, but you must have 6 months on the visa if you are returning to the US.**
- ▶ **Bring your questions to the ESL office**

Using Campusnet and CSU email. You will be provided with a temporary password when you first arrive. How to log on will be demonstrated at orientation and at the first day assembly. All IELP students must either check CSU email or forward it to their own email address (e.g. yahoo, gmail). If you do not see emails from either esl@csuohio.edu or from your advisor coming through your email by next week, stop by the ESL office (JH 314) to let us know. If you forget or lose your password you must call 216 687 5050 or go to RT 11th floor with your id to get a new one. Campusnet is used for updating your address, checking your account, your grades, etc. Any time you move, you must change your address in Campusnet within 10 days.

Health Insurance Information

Students are required to buy the CSU health insurance policy. Students may NOT purchase insurance from an outside carrier, especially not travel insurance.

There are only three reasons that will allow different insurance.

1. You are sponsored by the U.S. government, your government or an agency that includes health care with a scholarship.
2. You already have coverage through a parent's work or spouse's work.
3. You are currently insured with a U.S. health insurance company receiving benefits for a continuing illness or accident.

You must fill out a waiver form and give it to the Health and Wellness Office in UN 263. The form can be found at http://www.csuohio.edu/internat/health_insurance/ You must meet one of the stated requirements to waive the health insurance fee or you MUST purchase CSU insurance.

Health & Wellness Center

All international students must do a TB check. When you arrive, you will have to take Tuberculosis (TB) test or show a recent record of immunization in English to the Health & Wellness Center, which is in SR 153. The test will be taken at the Health Center during orientation. The cost is \$10.

All students may go to the Health and Wellness Center, whether they have CSU student insurance or scholarship insurance. The HWC is located in the Union Building, 1836 Euclid Avenue, 2nd floor. When you have student insurance you must go to the HWC first unless it is an emergency or if the HWC is closed. **Everyone with student insurance can print out an insurance card.** Instructions are available in orientation folders or at the ESL office. You can also get help at the Health and Wellness Services in UN 263.

The Counseling Center is also located in the Union Building on the 2nd floor and can provide a variety of counseling services.

Housing Options

On-campus housing! Please contact Resident Life at <http://www.csuohio.edu/residence-life/residence-life> or 216-687-5196. If you need help, please contact the ESL office at 216-875-9669 or at esl@csuohio.edu. There is no on-campus housing for married students. No children are permitted in the residence halls. Off-campus housing: There are several properties near campus:

Chesterfield 1801 East 12th St. (216) 619-3805
www.thechesterfieldapts.com

Reserve Square 1701 East 12th St. (888) 292-6315
www.reservesquareapts.com

Statler Arms 1127 Euclid Ave. (216) 696-6800
www.thestatlerarmsapartments.com

The Langston 2044 Euclid Ave. (216) 694-8946
www.TheLangston.com

1900 Euclid Lofts 1900 Euclid Ave, (216) 241-9800
<http://www.thecoralcompany.com/>

Walker & Weeks 2404 Prospect Ave,
(216) 566-7676 www.walkerweeks.com

Hotels: There are several hotels nearby:

Hampton Inn 1460 East 9th St. (216) 241-6600
www.hamptoninn3.hilton.com

Comfort Inn 1800 Euclid Ave. (216) 861-0001
www.comfortinn.com

Wyndham Hotels and Resorts
1260 Euclid Ave. (216) 651-7500
www.wyndhamcleveland.com

Holiday Inn Select 1111 Lakeside Ave.
(216) 241-5100
www.holidayinn.com

http://www.csuohio.edu/offices/international/student_services/new_student/housing.html

Inexpensive Local Restaurants

#1 Pho
3120 Superior
216-781-1176
Sunday-Thursday, 11 am-10 pm
Friday and Saturday, 11 am-11 pm

Subway Restaurant
2 on Euclid Ave near 18th & 22nd streets
216-687-1017
Monday-Sunday, 8 am – 9 pm

Café Ah-Roma
2230 Euclid Avenue
216-771-8700
M-F 6:30am – 9 pm
Sat 3:30 am – 5:30 pm
Sunday 8:00am-5:30 pm

**Miega Korean BBQ
Traditional Korean Grill
(Located in Asian Town Center - 2nd Floor)**
3820 Superior Avenue
Cleveland, OH
216-432-9200

Hard Rock Café
230 West Huron (in Tower City Shopping Center) 216-830-7625

Minh Anh
5428 Detroit
216-961-9671
Monday-Thursday, 11 am-9:45 pm
Fri & Sat 12pm-10:45 pm
Sunday 12 pm-8:45 pm
Elements Bistro
2300 Euclid Ave
216-802-3131
Monday-Friday, 11 am – 4 pm

Chipotle
224 Euclid Avenue
216-472-3023
Mon-Sun 11am-10pm

Pasha Café
2912 Euclid Avenue
216-298-9119
Mon-Thur 10 am-12 am
Friday 10 am-2 am
Sat 12 pm-12 am
Sun 5 pm- 12 am

On Campus Food Shops

College of Business

Wheat Street Deli: Salads, sandwiches and wraps.
Caribou coffee. Au Bon Pain Soup

College of Law

The Link: Located in the college of law first floor.
Outtakes food to go, Caribou coffee, Au Bon Pain Soup.

Student Center

First Floor:

Bar Uno: Personal deep dish pizza, grill favorites,
great lakes beer.

Atrium Café: Starbucks, Bialy's bagels, fresh pastries
and hot sandwiches.

Student Center 2nd floor

Quizno's: Sandwiches and subs

Outlakes: Convenience store

Grill Nation: Burgers and sandwiches

Chop & Wrap: Salads and wraps

Viking Marketplace: Cafeteria style meals. Variety
of salads.

Main Classroom

Papa John's: Located in Main Classroom first floor.

The Strip: Located next to Papa John's.
Personal pizzas to go, bistros. Hand breaded tenders.

Fenn Shoppe: Located in Fenn Tower first floor
Starbucks, outtakes food to go, convenience items,
smoothies. Closed during the summer

Grocery Stores

Directions to the grocery stores are provided starting from Student Center (2121 Euclid Avenue),
Cleveland State University.

Heinen's - Downtown

900 Euclid Avenue (216) 302 3020 Mon –Sat 8am -9pm Sun 9am -6pm

1900 Food & Beverage 1900 Euclid Avenue, Cleveland, OH

Dave's Super Market (grocery store)

3301 Payne Avenue, Cleveland, OH 44114 Tel: (216)361-5130

Directions: North on E. 22nd St. Right (east) on Chester Avenue. Left (north) on E. 30th Street to Payne. Right (east) on
Payne to 3301 Payne Ave.

Family Dollar (department store)

3407 Payne Avenue, Cleveland, OH 44114 Tel: (216) 361-9477

Beside Dave's Super Market.

Reserve Square Market

1701 E 12th Street, Cleveland, OH 44114

Tel: (216) 861-2700

Directions: Located in the lobby of R.S.

Tink Holl (Asian grocery store)

1735 East 36th St., Cleveland, OH 44114 Tel: (216) 881-6996

Directions: Located intersection of E.36th & Payne

West Side Market (Vendors: Fresh produce, dairy, meat, fish, prepared foods) Located on the intersection of W 25th
Street & Lorain Avenue

Directions: Take Bus 81 From Rockwell & E.3rd

Religious and Cultural Student Clubs at CSU

Saudi Student Association

Advisor: Shehadeh Abdelkarim
Phone: 687-6964

Culture In Action

Advisor: Robert Chavez
Phone: 687-9395

African Student Association

Advisor: Maggie Jackson
Phone: 687-4599

Indian Student Organization

Advisor: Harlan Smith
Phone: 687-3910

Black Student Union

Advisor: Michael Williams
Phone: 523-7211

Korean Student Organization

Advisor: Chansu Yu
Phone: 687-2584

Chinese Club

Advisor: Qizhi Zhang
Phone: 687-3929

Latinos Unidos

Advisor: Jamie Vega
Phone: 687-5227

Chinese Students and Scholar Association

Advisor: Zhiqiang Gao
Phone: 523-7211

Muslim Student Association

Advisor: Shehadeh Abdelkarim
Phone: 687-6964

Campus Crusade For Christ

Advisor: Michael Williams
Phone: 687-3929

Turkish Student Association

Advisor: David Anderson
Phone: 687-5580

American Society of Engineers of Indian Origin

Advisor: Chandrasekhar Kathapalli
Phone: 687-2562

Lebanese Student Organization

Advisor: Abed el-Rahman Tayyara
Phone: 687-2562

Equip

Advisor: Rick Walton
Phone: 687-5426

Campus Bible Fellowship

Advisor: Raj Javalgi
Phone: 687-4757

Hillel

Advisor: Holli Goodman
Phone: 687-2300

Taiwanese Student Association

Advisor: Howard Paul
Phone: 687-3685

University Holidays

Exact dates can be found on the academic calendar on the website. Always check the academic calendar or ask the ESL office for Final Exam days.

January

New Year's Day (university closed, Jan 1)

Martin Luther King Day (university closed, usually third Monday)

February

President's Day (university closed, 2nd Monday)

March

Spring Break (Offices open, no classes, check academic calendar)

May

Memorial Day (university closed, last Monday)

July

Independence Day (university closed, July 4)

September

Labor Day (university closed, first Monday)

October

Columbus Day (2nd Monday. University may be closed, no classes, check calendar)

November

Veteran's Day (2nd Tuesday. University may be closed no classes, check calendar)

Thanksgiving (3rd Thursday & following Friday, university closed)

December

Christmas Day (university closed, December 25)

The university may close between Christmas and New Year's. It will be announced in December.

Breaks: There are usually 10-14 days between Spring and Summer and Summer and Fall sessions. There is a month break between Fall and Spring semesters. Spring break occurs exactly in the middle of the semester, sometime in March. The university is open most of the time during breaks.