

STUDENT HANDBOOK



Spring International Language Center
University of Arkansas
Fayetteville, Arkansas, U.S.A.

STUDENT HANDBOOK

SPRING INTERNATIONAL LANGUAGE CENTER

AT

THE UNIVERSITY OF ARKANSAS

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Dear Student,

Welcome to Spring International Language Center at the University of Arkansas. We are happy that you have chosen Spring International Language Center as the school where you will study intensive English!

Everyone on our staff is interested in you, as a student and as a person. We are confident that you will find a friendly, caring atmosphere here at Spring International Language Center.

As a new student, you will have many questions about the school, the area in which you will be living, and life in the United States in general. This Student Handbook, which refers to policies and programs of Spring International Language Center, will help to answer the questions that are most important to your adjustment to life on campus and in the United States.

Read this handbook carefully. Many topics mentioned here will be discussed at orientation and in your classes; however, if you have questions, feel free to ask your teachers or a member of the staff. We look forward to becoming acquainted with you in the months ahead.

Sincerely,

Leyah Bergman-Lanier, Ph.D.
Director

Mission Statement

Spring International Language Center is a professional academic organization that provides English language training and cross-cultural education.

As an institution, we strive for excellence in an environment which treats faculty, staff, and students with respect.

We endeavor to understand and appreciate the students' cultural differences and to enhance their ability to function effectively across cultures.

We believe in encouraging the language acquisition and personal progress of students in an atmosphere of support, openness, and understanding.

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CHAPTER ONE

SUPPORT SERVICES AT SPRING INTERNATIONAL LANGUAGE CENTER

“I’m new to the U.S. and to Arkansas. How can I find housing?”

SILC's Student Support Services include a Student Services Coordinator (SSC), who will help you with all your housing needs, such as connecting utilities, moving into an apartment, and problems with your host family or life in campus housing. We want your stay to be pleasant and comfortable. Please visit the housing office with any questions, problems, suggestions or just to say hello and let us know how you are doing.

Home Stay with an American Family:

Students receive room, breakfast and dinner on school days, all weekend meals, and laundry facilities.

♦ Advantages:

- The opportunity to practice English every day
- The chance to learn about American culture first-hand
- The comfort of a new family away from home



♦ Considerations:

- Students may find it difficult to adapt to new ways of American living and to adjust to the rules that each host may have
- Many students prefer to live within walking distance to the campus.

Living with an American family offers many opportunities for growth! You can expect to experience many emotions, including exhilaration, anticipation, and excitement at everything that is new and different. At some point, you may feel tension and anxiety because of cultural differences. This is what we call “culture shock.” Culture shock is a normal and healthy psychological reaction to the stress of living in a different culture. If you feel frustrated, sad, or lonely, be sure to talk to your host family or to someone at SILC. You will eventually adjust and begin to feel at “home” with your host family and in your new culture.

SILC gives an orientation for all students living with a host family during the first week of the term. Students may have to move if there is a serious problem that cannot be resolved or if there is a change in the family's or student's circumstances.

Typical house rules for students living in home stays include:



1. Be on time for dinner, usually around 6 p.m. in the United States, or, if you will not be home, please tell the family in advance that you will not be present or that you will be late for the meal.
2. When making overseas or out-of-state telephone calls, use a calling card, online phone program, or call collect.
3. No drinking or drugs in the home. Ask about smoking.
4. No guests of the opposite sex overnight. Overnight guests should be invited with the knowledge and permission of the host family.
5. Keep your own room neat and clean and help with chores as requested by the family.
6. Give two weeks' notice if it is necessary to leave the family situation. No money will be refunded unless this notice is given!

Georgetown Square Apartments:

SILC has several apartments in a complex that are available for graduate students. The charges for the apartment include all utilities and kitchen supplies and vary by the number of roommates.

♦ Advantages:

- Easy access to SILC and other campus computer/language labs, the gym, and the library on the Blue Bus; access to shopping areas on the Red Bus; access to other UA transit routes
- More opportunity to interact with students from many other countries
- Kitchen in your apartment and laundry facilities on site
- Bed linens, towels, cookware, microwave, refrigerator, & TV included
- All utilities paid, including electricity, water, & cable TV & Internet
- Lease is only 9 weeks instead of 6 months. Students don't have to find their own apartment.



♦ **Considerations:**

- 9-week contract & deposit required
- Student must be independent & responsible
- Learning to get along with an apartment mate is sometimes a challenge
- 2-4 people per 2-bedroom apartment

Important information about living at Georgetown Square apartments:

1. Fees must be paid in full during the first week of classes or at the time of pre-registration for the following term.
2. Students are expected to honor a 9-week contract if they choose to live in a SILC apartment. If a student decides to move for any reason (other than emergency) during the first week of the term, a refund will be given minus the deposit and an additional \$100.00 cancellation fee.
3. If a student moves at any time after the first week, no refunds will be given.
4. Students must check out of the campus residence apartment with the SSC or Assistant. Students will be fined \$150.00 for improper checkout or for a lost apartment key.

Campus Residence Halls:

Undergraduate students can live choose to live in the on-campus residence halls and purchase a meal plan to eat meals at the campus dining center. The approximate cost per term for room and board is \$1,800.

♦ **Advantages:**

- Easy access to campus computer/language labs, the gym, and the library; access to shopping areas on the Red Bus; access to other UA transit routes
- More opportunity to interact with students from many other countries as well as Americans interested in international topics
- Hall coordinators arrange special social events and learning activities
- All utilities paid, including electricity, water, & cable TV & Internet



Considerations:

- Students should remain in the residence hall for the academic school year unless returning home or transferring to another university.
- Students must purchase a meal plan
- Learning to get along with roommate is sometimes a challenge

Important information about Campus Residence Halls:

1. Students must pay their room fees directly to the University of Arkansas (UA). You can pay these fees online at isis.uark.edu or at the treasurer's office In the Student Union.
2. Students should remain in residence hall for the academic school year.
3. Students must check out of the residence Hall with University or Arkansas staff. Students will be fined for improper check-out and damages.

Meal plans: Students can talk with the SSC about arranging a meal plan. (minimum for dorm residents is 10 meals a week). Another option is Razorbucks, which works like a credit card. After you deposit money into your personal Razorbucks account, food purchases can be made with your student I.D. card and will be debited from your account. Your balance will be displayed after each purchase. Many locations offer discounts, including the Union Food Court.

Non-SILC Apartment Housing:

Students interested in living in apartments can be provided with a current list of available apartments within bus distance of the school. If a student has limited English ability, he or she should consult with the SSC before signing a lease, connecting utilities, such as phone, electricity, and gas, and purchasing/renting furniture. The SSC may also be able to put the student in touch with an experienced student who can help with the apartment search.



“What should I do if I have a problem with my roommate or my host family?”

Occasionally, a misunderstanding may arise which requires some type of action. If a student has a conflict with a roommate, a host, or a host family member, he or she should:

1. attempt to solve the problem with the other person before the problem becomes so big that it requires the help of others;

2. If the issue is not resolved, then he/she should discuss the conflict with the staff member handling that area or the staff/faculty member with whom he/she feels most comfortable;
3. if the problem is still not resolved, he/she should discuss the conflict with the Director and/or the Assistant Director (AD);
4. if a student follows the above three steps and still feels that the issue has not been solved to his/her satisfaction, or if he/she prefers to present his/her complaint only in writing, he/she should fill out the Student Complaint Form and turn it in to the Director or AD, who will be responsible for finding a fair and satisfactory resolution to the problem. Complaint forms are available at the Front Desk. Students may ask a staff or faculty member for assistance with completing the form. Student confidentiality will be maintained at all times. The Student Complaint Form is required for serious complaints only (i.e., those which could threaten the Center's reputation if not addressed or which might jeopardize the success of the student's stay here).

If these steps for conflict resolution are followed when a conflict arises, many misunderstandings, personal problems, discomfort, and ill feelings can be avoided, and you will be much happier living in the United States.

If a student is not satisfied with the resolution, he/she may send a letter of complaint, a copy of the decision, and any other grievance support paperwork to the Office of the President, Spring International Language Center, at 5900 South Santa Fe, Littleton, Colorado 80120, for a final review. As SILC is accredited through the Accrediting Council for Continuing Education and Training (ACCET), students may also file grievances directly with ACCET. Their website is www.ACCET.org.

“I need to call my family and friends at home. How should I call?”

If you are living with an American host family, you will need to use your cell phone, online phone program such as Skype or call collect (the person you are calling pays for the call). You should not call direct from you host family's phone and then expect to pay for the calls when the phone bill arrives unless you pay a telephone deposit to your host family. The reason for this is that many times a student leaves the family situation before the final bill arrives.

If you are living in an apartment and do not have telephone service yet, you can call AT&T at (479) 587-1030, and they will set up phone service for you. If you are not comfortable calling the phone company yourself, the SSC can help you. A telephone company different from AT&T will provide long-distance phone service. You should find out what kind of special overseas telephone rates are available for your country and choose the company that offers the best price.

For local calls, if you are calling within the Fayetteville/Springdale area, you DO NOT need to dial “479” first. In addition, if you are calling from a telephone on campus to another location on campus, you DO NOT need to dial “575” or “718” first. You only need to dial the last five numbers. For example, the telephone number at SILC is 575-7600. You only need to dial 5-7600 from any telephone on campus.

“I brought money with me from home to pay for my tuition and living expenses. Should I open a bank account?”

Yes, you should! Any student who plans to stay in the U.S. for two months or more should open an account with a bank. Most students prefer to open checking accounts so that they can pay for their expenses easily. However, most checking accounts do not earn interest, so if you have a significant amount of money with you, you might want two accounts: a checking account for monthly expenses, and a savings account that earns interest for most of your money. Your money will always be safe in a bank because it is insured by the U.S. government. Banks are generally open from 8:00 a.m. to 5:00 p.m. Monday through Thursday, from 8:00 a.m. to 5:30 p.m. on Friday, and from 8:00 a.m. until noon on Saturday. We will help you to open an account at a bank located near the school during the first week of the term.

CHECKS AND DEBIT CARD:



If you open a checking account, the bank will issue you some personal checks that you may use to pay bills, such as your tuition, room and board, food, or clothing at a local store. They are convenient because they can be sent in the mail to pay bills. NEVER SEND CASH in the mail because it may be lost or stolen. REMEMBER: When you open your checking account, you must be very careful to keep track of how much money you have in your account. IT IS ILLEGAL TO WRITE CHECKS FOR MORE MONEY THAN YOU HAVE IN YOUR BANK ACCOUNT. It will cost you about \$20 for each check you write over the amount of money you have in the bank (your account balance).

A debit card is also a good idea for making purchases around town or online. A debit card is not a credit card. Only the money in your checking account is available to spend. As with checks, it is illegal to spend more money than is in your account. You will have to pay penalties if you overdraw your account.

TRAVELER’S CHECKS:

Traveler’s checks are the safest way of carrying large amounts of money on a trip. They are generally easier than a personal check to change into cash when you need it. Also, your personal checks from Arkansas may not be accepted in other states. When you buy traveler’s checks at the bank, you will sign your name on them; then, when you want to pay for something, you will need to sign the checks a second time. CAUTION: DO NOT sign your traveler’s checks until the merchant asks you to do so. Many merchants will want to see you sign your traveler’s check in their presence.

MONEY ORDERS:

Money orders are sometimes requested by various merchants for a one-time payment – usually for a large amount of money. Money orders assure merchants that the bank guarantees that the money is valid and already available in the bank. Money orders can be purchased at banks and many post offices.

IDENTIFICATION FOR CASHING CHECKS:

When cashing any type of check, you will generally be asked for identification. You should carry your UA Student Identification Card and one or more of the following: a copy of your passport, an Arkansas driver's license, a credit card, a bank guarantee card, or an Arkansas identification card (available from the Department of Motor Vehicles).

“When is mail delivered and how can I receive it?”

The mail is usually delivered to your home or residence Monday through Saturday. If you are staying with a friend or American host family, you should instruct your friends and relatives who want to send mail to you to do so by writing “c/o (or care of) the name of the person you are living with.” This will ensure that your mail is not returned because the mail carrier does not know you live at the address.

EXAMPLE: Ali Kulic, c/o Mrs. Helen Jones.

“What is a Post Office Box and how can I get one?”

Another way to receive mail is to rent a Post Office Box at your local Post Office (either at the Student Union or on Dickson Street). For about \$30 a year, you will receive a key to your own private mailbox, and you will have access to your mail day or night (Note: Post Office Boxes at the Union are not accessible at night). If you do not pick up your mail, the post office will hold your mail for you. If you receive a package that is too large for your box, you will get a note in the box telling you to pick up your package at the service window.



“How can I mail a package or letter?”

When you want to send a package or letter overseas or within the United States, you can go to your local Post Office on Dickson Street or in the Student Union and purchase postal stamps or pay the Postmaster directly to have your mail sent. Charges are based on the weight of your package or letter and whether your package is traveling overseas, requires insurance to pay for theft or damage, or you are sending it “First Class” (airmail) or another class of mail that won't be as fast.

“What will happen to my mail if I move to a new address?”

If you are moving to or from an apartment, transferring to another school, or leaving the United States, you will need to tell the Post Office about the move so that they can forward your mail. You will need to go to

the Post Office and fill out a change-of-address form. You may put it in the mail at the Post Office or mail it from your home. A few days later, you will receive a packet of change-of-address cards. Fill out one of these for everyone you receive mail from, such as credit card companies, utility companies, and schools, and mail them. They will update their records with your new address, and you will receive your mail at your new location.

“Do I need a social security number?”

Sometimes, international students are asked by banks, apartment managers, or other agencies for a social security number (SSN). Usually, the people who ask for this information are unfamiliar with the situation of international students. If you are in the U.S. on a B1/B2 visa, you cannot obtain a social security number. If you are here on an F1/F2 visa, it is not necessary for you to get a SSN. You can do anything an American citizen does (for example, open a bank account, get a driver’s license, or rent an apartment) even if you don’t have a SSN: just present your UA I.D. card, passport, and/or your I-20 and I-94 card to the person who asks for you SSN. You may also need to explain that you are a foreign student and are not required to have one. The number on your UA I.D. will be fine for most situations.

“What kind of transportation is there in Fayetteville?”

It may seem that everyone in Fayetteville has a car and that everyone needs one. Cars are certainly convenient, but they are expensive to buy, operate, and maintain. A car is not a necessity in Fayetteville, so consider everything carefully before buying one. Using public transportation or a bicycle may suit your needs after all!

USING THE BUS

Razorback Transit’s free public bus service offers you the best way to get to class. The buses are clean and safe, and service is quick and reliable. Razorback Transit’s seven bus routes provide convenient stops and frequent service near all locations on the UA main campus, the Fayetteville square, shopping malls, and medical and service areas. If you have questions, please ask your bus driver or call 575-3500 for transit service information. If you lose something on a bus, please call the Razorback Transit Office at 575-3507. Items found on buses are turned in to this office daily. (See the Transit Map and Bus Schedule). Bus route information can be found in your orientation binder.



OZARK REGIONAL TRANSIT

Ozark Regional Transit (ORT) is another public transit system that operates in Fayetteville and also in the rest of Northwest Arkansas. Maps and schedules are available at: www.ozark.org. One of the ORT buses stops at Spring International and makes stops at the mall and near the University of Arkansas main campus. The cost is \$1.25 per ride, but is currently free for students at Spring International Language Center.

AIRPORT SHUTTLES

- Jim's Express Shuttle: 1-866-535-0127
- Dynasty Taxi: 1-800-521-0097

TAXICABS

If the Razorback Transit cannot reach your destination, or if you do not want to take the bus, you may want to take a taxicab.

- NWA Taxi Service: 479-640-1430
- Dynasty Taxi: 1-800-521-0097
- Green Cab: 479-966-4111

AUTOMOBILES

If you decide to buy a car, you **MUST** get an Arkansas Driver's License or have an International Driver's License. In Arkansas, your International Driver's License is only good for 90 days after the date of entry if accompanied by your home country driver's license. This is regardless of the expiration date on your license. You will have to pass a written examination and a driving test in order to receive a license. For further information or to make an appointment to take the driver's test, call (479) 751-4498.



Buying a car:

Once you are ready to buy a car, don't be in a hurry. If you take your time and are careful, you have a better chance of saving money and getting a good car. Take along a friend who is knowledgeable about purchasing a car and can help you evaluate its condition, or ask if you can take the car to a mechanic to check it for you. **IMPORTANT:** After you have paid the owner of the car "in full" (the entire amount), you must make sure you get a certificate of ownership, called the "title." The dealer or previous owner must provide you with the title and note on the paper that you are the new owner. You will need this slip to register the car in your name or to sell it at a later date.

IMPORTANT:

When you buy a car, you must register the car and buy insurance. It is against Arkansas law to drive a car without doing these things first. Also, you must pay for maintenance and repairs. If you plan to drive your car to classes on the UA campus, you must purchase a university parking permit at the Parking and Transit office on Razorback Road.

Auto Insurance:

Arkansas law requires that all automobiles have insurance. Look in your telephone directory and call several insurance companies to try to get the best rates. Your auto insurance coverage must provide at least the following:

- \$25,000 for injury to, or death of, each person in any one accident
- \$50,000 for property damage caused by any one accident

WHAT DOES YOUR INSURANCE COVER?



Check the details in your auto insurance policy as soon as possible. The Collision Coverage in your policy will pay for damage to your car, while the Liability Coverage will pay for damage to the other vehicle – presuming that you are found liable (responsible) for the accident. Don't have your car repaired without first giving your insurance company an opportunity to evaluate the damage. They may or may not require more than one estimate of cost before giving you permission to repair your car. In most multiple-car accidents, at least one of the drivers will eventually be found legally liable for the accident. If you are NOT at fault, you or your insurance company can file a damage claim under the other driver's liability coverage. Collision Coverage, however, provides a quick way to get your car repaired while you wait to see if you will be found legally responsible for the accident. It is up to the insurance companies to decide who ultimately pays for the damages in an accident.

HOW DOES THE INSURANCE DEDUCTIBLE WORK?

The deductible is a stated amount that you will have to pay toward the cost of repairing your car if you are at fault in an accident. If the appraised (or estimated) repairs are calculated to be \$600.00 for each car damaged in an accident and your deductible is \$200.00, the insurance company will pay the full \$600.00 to repair the other car but only \$400.00 for yours. The higher the deductible, the smaller your premiums (or insurance payments).

WHAT TO DO IF YOU HAVE A CAR ACCIDENT

Even a minor car accident can make you anxious or angry, but it is important to behave logically and calmly. Gather the information required to make a claim. If you take the following steps after an accident, you will get the accurate documentation you need to speed the settlement process and put your car back into service.

AT THE SCENE

Presuming that you or the other driver hasn't been injured in the accident, get out of your car and insist that both vehicles remain in the accident position. THEN, CALL THE POLICE. The police report will describe the accident, complete with a diagram showing the position of each vehicle. That kind of detail can help reconstruct the events leading to the accident and perhaps determine who was responsible. While waiting for the police to arrive, get the following information from the other driver:



- NAME, ADDRESS, AND HOME AND WORK TELEPHONE NUMBERS
- Driver's License number and the state in which it was issued
- Name, address, home and work telephone numbers of the OWNER of the vehicle, if different from the driver
- Year, make, and model of the vehicle
- Car license plate number and state
- Vehicle identification number (usually can be found on the dashboard or inside of the car door)
- Insurance Company name, policy number and policy expiration date
- Note the time of day that the accident occurred, along with such contributing factors as weather conditions, improper street lighting, or roadway obstructions.

Also, write down the exact location of the accident and try to formulate statements that will give a concise description of what happened. For example: "I was traveling west on Dickson Street. I stopped my car for a red light at the corner of Arkansas Avenue, approximately 15 feet from the corner, and the other vehicle hit my vehicle from behind."

HOW MUCH WILL THE INSURANCE COMPANY PAY?

In most cases, the insurance company's total limit of liability for damage to a vehicle in a collision will be the lesser of the actual cash value of the car or the amount necessary to repair or replace it. The actual cash value is the present market price. If it would cost \$10,000 to repair a 1990 sports car but the car is only worth \$8,500 on the market, (that is, if it were to be resold) the insurance company will only pay the actual cash value of the vehicle. That would be \$8,500, since this is the lesser of the two appraisals.

NOTE: If the other driver or the driver's insurance company pays you for your damages after your own company has reimbursed you, you are required under your policy to return the insurance money to your insurer.

DEALING WITH YOUR AUTO INSURER AFTER AN ACCIDENT

If your policy provides collision coverage, call your insurance agent and report all facts as gathered from the scene of the accident. Both you and your agent are obligated to give prompt notice of a collision to the insurance company as well as to the police if the damage is over \$100.00. Specifically, you should report HOW, WHEN, and WHERE the accident occurred. Back up all telephone conversations you have with the insurer by sending letters confirming the details of your discussions, and be sure to keep photocopies for your own records. Send the letters by certified mail if possible as this will help to ensure that your claim (or case) is dealt with promptly.

WHAT IF YOU DON'T HAVE COLLISION COVERAGE?

If you don't have collision coverage and you feel that the other driver is responsible for the accident, contact your agent for advice. He or she will refer you to the local claims office of the other driver's insurance company. Again, send certified letters to confirm your phone calls.

WHAT IF THE OTHER DRIVER DOESN'T HAVE AN ENFORCEABLE INSURANCE POLICY?

You still have an outlet for legal recovery if you decide you want to take your claim to Small Claims Court. Depending on state law, you can present a legal claim for damages for around \$1,000 to \$1,500 or more without retaining an attorney. Your willingness to be thorough and persistent with gathering details and evidence to back up your damage claim can pay off in court.

If possible, obtain the names and addresses of any "independent witnesses" who are neither passengers nor friends. Their statements can confirm your version of the accident and speed up the settlement. In addition, see if you can get some PHOTOGRAPHS of the event. There may be someone with a camera nearby who could be recruited to take pictures for you. A photograph could help you prove your case to the insurance companies and possibly help you if you have to go to court. Keep your own records because it is possible that you or the other driver may question the accuracy of the police officer's report. You may also need the details of the accident before the police report is released. Before leaving the accident scene, get the names and badge numbers of the responding officers along with their precinct number or police district number.

"What should I do if I am sick?"

If you are sick, you should go to the PAT WALKER HEALTH CENTER first. It is located on GARLAND AVENUE. You can easily call and make an appointment at 575-4451. The Health Center is open from 8:00 am - 5:00 pm Monday through Friday and 9:00 am—3:00 pm on Saturday. If you go to the Health Center, you need to take your STUDENT I.D. card with you. The appointment is FREE, but, if any tests are done, you will need to PAY the BILL at the time of the appointment.



“Is it important for me to have student health insurance?”

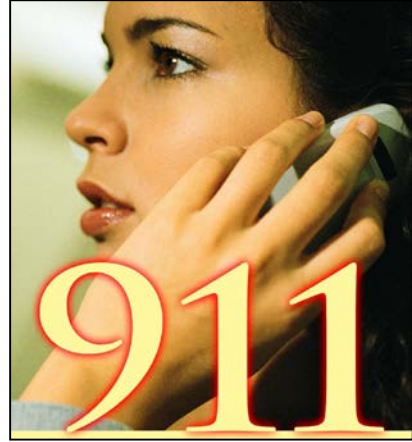
Yes! In the U.S. health insurance is essential. Medical costs are extremely high, so it is to your benefit to have an insurance policy that will cover any major illness or accident you might have during your stay in the United States. Spring International and our host institution, the University of Arkansas, **REQUIRES THAT YOU HAVE MEDICAL INSURANCE**. You may purchase medical insurance through SILC. The policy provides reimbursement for most of your medical expenses, illnesses, or injuries that occur while you are studying at SILC. If you purchased medical insurance in your country that will cover you while you are in the United States, you must bring proof of your insurance to our office. Students who are sponsored by their government may have other types of insurance; however, there are some general rules for using all types of insurance. Carry your insurance I.D. card with you at all times. It provides information that can save time and confusion when you are faced with an emergency. The card will be given to you soon after the term begins if you purchase SILC insurance. If your insurance has been approved, carry that information with you.

- If you need help making an appointment with a doctor or dentist, see the SSC or go to the front desk. Be on time for the appointment. If you cannot keep the appointment, call the doctor’s office or ask our staff to do so.
- There is a Student Health Center on campus (the PAT WALKER HEALTH CENTER). Visits to the doctor are free because they are covered by your student services fee. However, the fee does not cover laboratory tests, x-rays, medications, or special procedures. These procedures may be covered by your medical insurance.

Remember, you will not be allowed to start classes until you either show proof of insurance or buy insurance through SILC. You may be referred to a physician, dentist, or ophthalmologist by calling Washington Regional Medical Center’s Physician Referral Service at 443-3377. For a list of doctors, dentists, and medical facilities, see the administrative assistant at the SILC front desk and/or check the Fayetteville phone directory.

“What do I do if there is an emergency?”

For all serious emergencies, including police, fire, rescue, and medical, dial 911. The 911 emergency phone number is hooked up to a computer for fast emergency service and can be called from ANY public or private telephone. The call is free. **DO NOT CALL 911 UNLESS IT IS A REAL EMERGENCY!** Calling 911 without a real emergency is against the law. If you have an emergency and it is after school hours, you may call the SSC at: 841-4340 (emergencies only).



“Who should I talk to if I have questions about anything in Chapter One?”

Please see the SSC with questions about the information in Chapter One.

CHAPTER TWO

INTENSIVE ENGLISH AT SPRING INTERNATIONAL LANGUAGE CENTER

“What hours and days am I expected to attend classes?”

You must attend class 25 hours a week, Monday through Friday. Classes are scheduled from 8:30 a.m. to 3:00 p.m. Monday through Thursday and 8:30 through 11:30 on Fridays. The hours of instruction include grammar, writing, reading/vocabulary, and listening/speaking.

Attendance Policy

SILC's attendance policy has two purposes: to encourage students to attend all classes so that they may progress quickly in their English proficiency and



to fulfill the United States Immigration and Customs Enforcement (USICE) regulations of full-time participation in an authorized course of study. Experience, classroom performance, and test results have all shown that students who miss more than a few class hours often fall behind and find it difficult to keep pace for the rest of the term. The program has been organized to help students learn as much English as they can in as short a time as possible so that they can achieve their educational and personal goals with the strongest preparation. To ensure that students do their best to achieve this result, the following rules have been established for full-time students attending 225 hours of class per term:

Because this is an intensive English program, attending class every day is very important. Full-time students can miss up to 39 hours of class. Every day, full-time students come to class for 5 hours. If you are a full-time student and you miss 40 hours of class (8 full days at 5 hours a day), you will be dismissed from the program. This is a very serious problem. If you are dismissed from the program for attendance reasons, you will have to go back home.

If you are a full-time student and you miss 15 hours of class, you will receive a letter of WARNING. This letter tells you that you should be careful about attendance. If you are a full-time student and you miss 20 hours of class, you will receive a letter saying that you are on PROBATION. This means that, the following term, you will have 20 (not 40) hours to miss during the term before being dismissed. If you finish THREE terms on probation, you will have 10 (not 20) hours to miss during the fourth term before being dismissed.

These rules may seem strict, but we know it is necessary for students to be in class as much as possible to learn and make progress.

If you are a part-time student or you arrive at Intersession, you will have fewer hours to miss. These hours are determined according to the number of hours you are taking or the date you entered the school. If you have questions about this, please see the International Student Advisor in Room 204.

These rules about missing class apply to every absence: doctor's appointments, sickness, counseling appointments, trips to the bank or the airport, TOEFL or other tests, and religious holidays.

If you are sick on a day when there is a test in your class or classes, you must call our school at 575-7600 before 8:30 a.m. and tell us that you are sick and will not be able to come to school. Only if you call or communicate with us will you be able to make up the test or tests you missed.

If you are sick a second time on a day when there is a test in your class or classes, you must BOTH call our school and 575-7600 before 8:30 a.m. to report that you are sick AND show a doctor's certificate that explains that you were sick on that day. If you do not do these two things, you will not be able to take the test or tests you missed.

Tardiness

Students must arrive to every class at the correct time. If students arrive late, they will be marked tardy. Three tardies equal one absence. If students are 1-14 minutes late, they will be considered tardy! If a teacher is late to class, students must wait 15 minutes before they notify the office of SILC.

If students are 15 minutes late to a class, they will be marked absent for that class hour.

Other absences

Having a student visa (an F-1 visa) means that your main responsibility in the United States is to come to school and to study. To be successful in our studies, you must have all your books and materials, do your homework, pay attention in class, and participate actively. In this way, you will make good progress in your English. For this reason, we have the following rules:

1. If you sleep in class, you will be marked absent for that class hour.
2. If you use your cell phone in class, you will be marked absent for that class hour, and your teacher will take the phone from you for the rest of the day.
3. If you do not have your textbook(s) in class, you will be marked absent for that class hour.

Although these rules may seem harsh, they will help everyone in the class to make progress and learn English faster.

Warnings and Probations

Any full-time student who misses **15 hours** of classes will receive a written warning.

Any full-time student who misses **20 hours** of classes will receive a written notification and have an interview with the SILC staff to notify the student that he or she is on probation and at serious risk of dismissal. The student will have a second warning from the office of SILC, and his or her sponsor will be notified of the student's failure to attend class.

Dismissal

Any full-time student who misses 40 hours of classes will be dismissed from the program. The student's sponsor will be notified of this decision.

Other reasons for dismissal (for students in Levels 500 and 600 only)

In the upper levels (500 and 600), the main focus is on acquiring academic skills, e.g., writing documented and research papers, giving speeches, and participating in formal debates. All these tasks require a significant amount of homework outside of class (doing research, planning, organizing, and developing arguments, for example). Students must do all this work outside of class to be able to participate successfully in the classes and learn effectively. If they do this, they will be successful later on in their university studies. For these reasons, the following rule applies to students in Levels 500 and 600:

1. Any student who refuses to write the documented essay or the research paper, to do the background work required for either project, to give speeches, and/or to participate in the formal debate will be dismissed from the Reading/Writing class, the Listening/Speaking class, or both, as appropriate.
2. Any full-time student who is dismissed from one class or more will fall below the minimum requirement of United States Immigration and Customs Enforcement USICE regarding hours of study at an intensive English program and will have to transfer to another school.

These rules may seem harsh. However, you need to understand that your main responsibility while in the United States on a student visa is to do the work designed by the program of the school you applied and were admitted to. SILC has a very well-designed curriculum that will prepare you well for your university studies.

First- and Second-Term Attendance Probation

Any full-time student who has missed more than 20 hours during a given term will be placed on first-term attendance probation the next school term. A letter of first- or second-term probation will be given to the student upon receipt of their schedule for the new term.

First- and Second-Term Warnings and Probation

Any first- or second-term probation student who misses **10 hours** of classes will receive a written warning from SILC.

Any first- or second-term probation student who misses **15 hours** of classes will receive a written notification and have an interview with the SILC staff notifying him or her that he/she is on probation and at risk of being dismissed.

First- or Second-Term Dismissal

Any first- or second-term probation student who misses **20 hours** of classes will be dismissed from the program. The student's sponsor will be notified of this decision.

Third-Term Attendance Probation

Students who finish three terms on probation will be on third-term probation and will have only 10 possible hours of absence during the whole term before dismissal.

APPEALS. Students who either believe that they have not violated the attendance policy or who believe that they have had extenuating circumstances may appeal to an appeals Board consisting of a SILC administrative staff member (usually the ISA), the Director of the Office of International Students and Scholars (ISS) or his designate, and an impartial SILC instructor.

Students should fill out the Appeal Request Form within 24 hours of dismissal. An appeals hearing will be set within 72 hours of receipt of the student's Appeal Request Form.

At the hearing, the appeals Board will give the student the opportunity to explain their circumstances and to answer any questions that the Board may have. The Board will then meet privately to discuss the case, seek further information, and render a decision. The decision of the Board will be final. The Board will make their decision within 48 hours of the hearing.

LEVEL PLACEMENT AND ASSESSMENT



“What level will I be placed in?”

SILC has seven core levels of English instruction, ranging from basic to advanced. On the first day of the term, you will be given the Michigan Test, a standardized test that includes grammar, vocabulary, reading, and listening skills. You will also be given a written test and an oral interview. You will be placed in a level according to your score on these tests. Other diagnostic tests may be administered to help us place you correctly.

“What if I don't agree with my placement?”

Stay in the level where you are placed for the first week of school.

- ♦ If you think your classes are too **DIFFICULT**, please tell your teachers **IMMEDIATELY**.
- ♦ If you think your classes are too **EASY**, please **WAIT UNTIL FRIDAY**. Do your best in class to show your abilities. Your teachers will be looking at your work carefully during the first week of the term.
- ♦ Buy your books, but save your receipt. **DO NOT WRITE IN YOUR BOOKS!** This way, you will be able to return your books if your level is changed.

If your level has not been changed by the first Friday, you can fill out a level change request form. You have to ask each of your teachers for a form, and you must complete this form and return it to your teacher by noon on Monday of the second week. If your teachers think you can move, the AD or the Director will let you know by the following Tuesday. In most cases, the Michigan Test is very accurate.

“How will I be graded in my classes?”

You will be graded in each class through homework, tests, quizzes, and performance in class. You will receive an evaluation report at the middle of the term and a final grade report at the end of the term. The final grade report includes evaluations for each class as well as Michigan Test scores. A copy of the final report will be sent to your sponsor and to colleges and universities at your request. The evaluations given in each class include:

- **A** = Consistently excellent work in all aspects of the course with full control of the material.
- **B** = Generally good work in all aspects of the course with sufficient control of the material.
- **C** = Satisfactory work in most aspects of the course with questionable control of the material.
- **D** = Less than satisfactory work in most aspects of the course with inadequate control of the material for this level (Not passing)
- **F** = Unsatisfactory work with no evidence of control of material or concepts at this level. (Not passing)
- **I** = Incomplete. The student has work to complete before final evaluation will be made. (This grade is given only when circumstances beyond the student's control, for example, illness or a family emergency, cause him or her to be unable to complete work before the middle or end of the term. Work must be completed within two weeks of the start of the new term. Otherwise, the grade of "Incomplete" will become a "D" or an "F.")
- **R** = Repeat. Student has completed all course requirements; however, due to lack of control of material for this level, the student will need to repeat.



In order for a student to be promoted to the next level, he must have done satisfactory work (“C” or better) in each of the components of each of his classes. For example, to pass a Grammar/Writing class, a student must receive at least 70% in grammar and 70% in writing. If a student gets 70% in one grammar but 65% in writing, the student will have to repeat this course. Also, to be promoted to Reading/Writing 500 and Grammar 500, a student must pass BOTH the Grammar/Writing 400 AND the Reading/Vocabulary 400 classes.

ACADEMIC PROBATION

A student is placed on Academic Probation for the following reasons:

1. Failure to maintain an overall final Grade Point Average of 2.0 for the term.
2. Failure to receive a final passing grade of “C” or better in an individual course for the term.

Students are notified in writing that they have been placed on Academic Probation and they will have one term to receive passing grades when repeating any level or course work. All students on Academic Probation must meet with the Director or AD to discuss their individual situations during the first week of classes.

Both counseling and tutoring may be provided to assist students in order to avoid their failing a course two consecutive terms. If a student should fail a course or level for a second time, he or she will be counseled and dismissed from SILC and given assistance to find a new location for English language training.

SPRING INTERNATIONAL LANGUAGE CENTER ACADEMIC HONESTY POLICY

Any student found cheating on tests or quizzes and/or plagiarizing or cheating on written assignments (in or out of class), will be subject to the following penalties:

WRITTEN ASSIGNMENTS

WARNING:

For the first offense on a writing assignment, the student will receive a grade of F on that assignment and may be allowed to redo the assignment at the discretion of the instructor.

PROBATION: For the second offense on a writing assignment, the student will receive a grade of F on that assignment and will not be allowed to redo the assignment. The student will immediately be placed on probation.

DISMISSAL: A student who is already on probation will be dismissed from SILC if another violation occurs.

TESTS AND QUIZZES



PROBATION: For tests and quizzes: the student will not be given any warning and will be given a grade of F on that test or quiz. The student will immediately be placed on probation.

DISMISSAL: A student who is already on probation will be dismissed from SILC if another violation occurs. This policy is continual and will not end with each term. The violations will be recorded in the student's permanent file and will be counted from term to term. "Cheating" means, for example, giving or receiving assistance during a test. "Plagiarism" means offering as one's own work the ideas or words of another person without proper quotation or reference. These are examples and not complete definitions. It is each student's responsibility to thoroughly understand the academic honesty policy of SILC and of any college or university where he or she may be enrolled. SILC subscribes to the Academic Honesty Policy of the UA: see [Academic Honesty: A Guide for Students](#) for further details.

“Are there any important school or college rules?”

Yes, SILC expects students attending our school to conduct themselves in a mature and responsible manner. They should at all times try to act in a cooperative and understanding way toward the many cultures represented at SILC and on the UA campus. Among the actions and behaviors that are **against** school and college rules are the following:

1. Threatening, attempting, or committing physical violence against any person or endangering the health, safety, or welfare of any person.
2. Possessing, consuming, or distributing any alcoholic beverage on campus or during a school function off campus.
3. Possessing, using, or distributing any narcotic or dangerous drug, or appearing at school or on campus while under the influence of any narcotic or dangerous drug.
4. Smoking on campus, including inside and outside of buildings.

“May I smoke at school?”

Smoking is not allowed anywhere on campus (not inside or outside of buildings, on walks, on the grass, or on parking lots). Students **must leave** the UA campus to smoke. If you leave the campus to smoke, make sure that you dispose of cigarettes appropriately. Please throw your cigarette butts in the metal buckets or other disposal containers provided in smoking areas. Throwing cigarettes on the ground is called littering and can be punished with a fine of \$100 or more. Repeat offenders could face a \$1,000 fine.

“Can I come late or leave early from a term?”

No. Students who arrive late for any SILC session or intersession will NOT be guaranteed admission. They may need to wait until next term, which can affect their student status. It is important to know when the school term begins and to attend from the very first day. Students who find that they must leave before the end of the term may not take final exams early. Exams can be made up any time before the start of next term, if arrangements are made with each teacher before the student's departure, and only in the case of family emergency or for health reasons.

"Will I be in the next level if I withdraw from classes at SILC?"

Withdrawing between Day 1 of Week 1 and Day 5 (last day) of Week 3:

Students who withdraw at any of these dates will receive a grade of **“W” (Withdraw)** on the class or classes they withdraw from. If they come back to Spring International on the term immediately following the term they withdrew, they will retake the class or classes they withdrew from.

Withdrawing on or after Day 1 of Week 4:

Students who withdraw on or after Day 1 of Week 4 will receive a grade of **“WF” (Withdraw Fail)** on the class or classes they withdraw from. If they are taking this class or these classes for the first time AND they return to Spring International on the term immediately following the term they withdrew, they will be

allowed to retake the class or classes they withdrew from. **IMPORTANT:** If students are taking this class or these classes for the second time and they receive a **WF**, they will be dismissed from Spring International because of failing the same class or classes twice or failing a class they had passed before.

“Will I be in the next level if I miss a term at SILC?”

If you miss only one term, you will go into the next level if you passed all of your classes. If you failed any of your classes, you will have to repeat them when you return. If you miss two or more terms, your level will be re-evaluated by standardized testing. Your previous grades will also be considered in determining your level when you return.

“Does bad weather ever cause the school to close?”

SILC will close when the UA closes during bad snow or ice storms. In the case of inclement weather, call the school (575-7600) and listen to the recording; check your e-mail (your uark.edu account); and/or listen to the radio (KUAF at 91.3 FM) or watch Channel 7 (40/29) on your TV. Please see the Snow Policy posted in several places in our building. The UA will also post its closings on its website at www.uark.edu.

“What should I do if I have a problem with a class or teacher?”

The staff at Spring International Language Center takes great pride in the cross-cultural understanding which it works to foster among students, between students and the community, and between students and staff members. However, occasionally a misunderstanding may arise which requires some type of action.

If a student has a conflict with another student, a staff or faculty member, the Center, a roommate, a host or host family member, he/she should:

1. attempt to solve the problem with the other person before the problem becomes so big that it requires the help of others;
2. if the issue is not resolved, then he/she should discuss the conflict with the staff member handling that area or the staff/faculty member with whom he/she feels most comfortable;
3. if the problem is still not resolved, he/she should discuss the conflict with the director and/or assistant director.
4. If a student follows the above three steps and still feels that the issue has not been solved to his/her satisfaction, or if he/she prefers to present his/her complaint only in writing, he/she should fill out the Student Complaint Form and turn it into the director or assistant director, who will be responsible for finding a fair and satisfactory resolutions to the problem. Complaint forms are available at the front desk. Students may ask a staff or faculty member for assistance with completing the form. Student confidentiality will be maintained at all times. The student complaint form is required for serious complaints only. (i.e., those which could threaten the center's reputation if not addressed or which might jeopardize the success of the student's stay here.

Students who are still not satisfied may contact Mr. Pambos Polycarpou, president, Spring International Language Center, 2575 Church Avenue, Littleton, CO 80120, or the Accrediting Council for Continuing

Education and Training (ACCET), 1722 N Street NW, Washington, DC 20036, or The Commission on English Language Program Accreditation (CEA), 801 North Fairfax Street, Suite 402A Alexandria, VA 22314.

“What should I do if I have an idea or a suggestion for improving something at SILC?”

SILC is continually adapting and making changes to improve educational quality and student experience. Many of these changes originate from the students themselves. We highly encourage student input, and to ensure that these ideas are received and reviewed by the appropriate staff, it is best that the student offers his or her suggestion(s) by either:

- Writing them down and giving them to one of the student council representatives OR
- Complete a suggestion form (appendix 1) and put in the suggestion box located in the Library. The suggestion may be made anonymously.
- Students can also request a meeting with the director or assistant director to discuss suggestions.

“Will I have an assigned advisor while I study at SILC?”

No. You should refer to the “Who-To -See” list on the end of the handbook and talk with the indicated staff member about your specific situation or problem.

“What must I do to graduate?”

Completion of the program at SILC requires completing all Level 600 classes with grades of C or above in each class.

Any undergraduate student requesting a TOEFL waiver recommendation for the UA must complete the advanced levels of SILC with a "B" average. Any graduate student requesting a TOEFL waiver recommendation for the UA must complete Level 600 with at least a "B" in each class. For details of this policy for both graduates and undergraduates, please see pages 31-32.

“Who should I talk to if I have questions about anything in Chapter Two?”

If you have any questions about the information in Chapter Two, please see the AD in Room 203 or the Director in Room 205.

CHAPTER THREE

COLLEGE CLASSES AND PLACEMENT IN UNIVERSITY

“Can I take college classes while I study English at SILC?”

The UA offers credit classes for students who have been formally admitted to the university. In special cases, you may be allowed to take classes for credit while you are at SILC. These decisions are made on a case-by-case basis.

In order for undergraduates to take UA courses for credit while still attending SILC, students must have the approval of the Director of SILC and International Admissions and Recruitment. Graduate students will also need the approval of the Graduate School and the student's department of study.

Students or their sponsors pay separately for these university courses on a per-credit basis in most cases.



“How should I apply for special student status in order to take a course or courses at the UA?”

You must:

- Fill out an application for admission to the UA (if you have questions, see the ISA).
- Supply transcripts of previous academic work along with the application from the UA.
- Pay the application fee for the UA.
- Have completed Level 500 with at least a “B” (3.00) average at SILC.
- Be enrolled full-time in level 600 at SILC.
- Request a letter of recommendation from the SILC Director.

“Will someone help me to enter a college or university after I finish my English studies?”

Yes, one of our Instructors, Molly Staeheli, will help you find a college or university that offers a program in your chosen field. The best way to begin is for you to look through the books that the ISA has in her office or check the Internet. These sources can give you information about colleges throughout the U.S. that offer your major. You should begin your search for information early. Many colleges and universities have very early deadlines for applications. **If you want to apply to the UA, please see the ISA as soon as possible.** Generally, students in the U.S. apply to more than one college or university. This is a good idea for you, too.

To complete an application and be accepted at a U.S. college or university, you must be academically admissible, have sufficient funds to attend an academic institution, and provide an adequate TOEFL score or other test scores as required (GMAT, GRE, SAT, etc.)

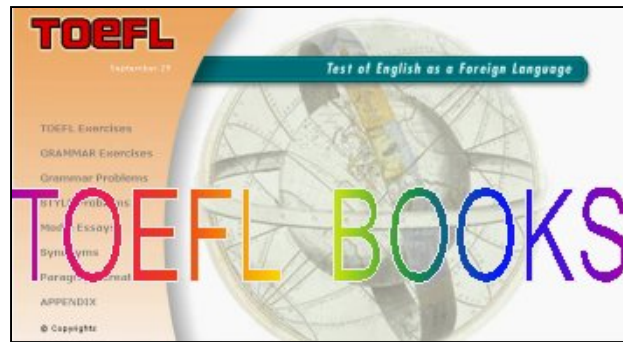
“Can I be admitted to a college without my high school degree?”

All U.S. colleges and universities require a high school diploma or a General Education Development (GED) Certificate. In addition, each college and university requires certain high school averages for admission. Graduate schools have similar requirements for grade point averages from undergraduate institutions.

“Can I be admitted to the UA without the TOEFL?”

Conditional Admission to the UA

Applicants who meet the academic Language Center and financial requirements but who do not meet the English proficiency requirement of the UA will be offered conditional admission and be required to attend the intensive English program through SILC. Final admission may be met by one of the following:



550 on the paper-based TOEFL, 6.5 on the IELTS, or 79 on the Internet-based TOEFL

OR

- For undergraduates: Successful completion of the advanced levels of SILC with a “B” average; completion of a TOEFL Waiver Application and meeting the TOEFL WAIVER requirements; and receiving a recommendation from the Director.
- For graduates: Successful completion of Level 600 of SILC with “A’s and “B’s in their Level 600 classes; completion of a TOEFL Waiver Application and meeting the TOEFL WAIVER requirements; and receiving a recommendation from the Director and approval from the UA Graduate School.

TOEFL WAIVER PROCESS FOR SILC STUDENTS CONDITIONALLY ADMITTED TO THE UA

UNDERGRADUATE APPLICANTS (for B.A., B.S., etc.):

Conditionally admitted undergraduate students will be fully admitted to the UA when:

- They obtain a score of 550 on the paper-based TOEFL;
- They obtain a score of 79 on the Internet-based TOEFL; OR

- They obtain a score of 6.5 on the IELTS

OR

- They complete the advanced levels of SILC with a "B" average; submit a recent ITP, IELTS, or IBT score, complete a TOEFL WAIVER APPLICATION; and receive a recommendation from the Director. Any conditionally admitted student who does not obtain a score of 550 on the paper-based TOEFL, 79 on the Internet-based TOEFL, or 6.5 on the IELTS may apply for a TOEFL WAIVER. TOEFL WAIVER APPLICATIONS (TWA) will only be considered in December for the Spring semester and August for the Fall semester.

The TOEFL WAIVER process is as follows:

- Applicants attend a meeting called by the AD. During this meeting, applicants complete the TOEFL WAIVER APPLICATION (TWA) form and write an essay on the topic indicated on the application form. This meeting usually takes place during Week 8.
- Applicants must take the Michigan Test at the end of the term.
- The Director examines each applicant's application form and essay, course grades, Michigan scores, TOEFL/IELTS scores, and teachers' comments and recommendations.
- The Director makes a recommendation and forwards it to the Office of International Admissions as soon as possible after the term is over.
- Undergraduate students are notified by the Director of International Admissions as to their final admission to the University.

SILC's final recommendations may take any of the following forms:

1. NO recommendation at this time: remain full-time at SILC.
2. Remain part-time at SILC and take one or two UA courses (this may include EASL courses).
3. Enter the UA full-time with UA EASL courses and academic courses.
4. Enter the UA full-time with NO EASL course requirements.

Once final recommendations are sent to IAO, final decisions on admission are made. Letters outlining course requirements are then sent from IAO to students the week following the end of SILC terms.

No undergraduate student will be eligible for a TOEFL WAIVER recommendation from SILC if he/she does not complete a term and take the final Michigan Exam. All SILC recommendations are based upon student performance and SILC evaluation of potential for success in an academic program. Evaluations are made on a case-by-case basis.

Recommendations are based upon grades, Michigan Test scores, teacher evaluations, and classroom performance along with recent TOEFL/IELTS scores.

GRADUATE SCHOOL APPLICANTS (for M.A., M.S., M.B.A., Ph.D., etc.):

Conditionally admitted graduate students will be fully admitted to the UA when:

- They obtain a 550 on the paper-based TOEFL, an 79 on the Internet-based TOEFL, or a 6.5 on the IELTS;

OR

- They successfully complete Level 600 at SILC with "A" and "B" grades in their Level 600 classes; submit a recent ITP, IBT, or IELTS score; complete a TOEFL WAIVER APPLICATION form receive a recommendation from the Director; and obtain approval from the UA Graduate School.

Recommendations will only be considered in December for Spring semester admission and August for Fall semester admission. No summer or mid-semester recommendations will be sent.



Applicants for a TOEFL WAIVER should follow the process below:

Conditionally admitted undergraduate students will be fully admitted to the UA when:

- They obtain a score of 550 on the paper-based TOEFL;
- They obtain a score of 79 on the Internet-based TOEFL; OR
- They obtain a score of 6.5 on the IELTS

OR

• They complete the advanced levels of SILC with a "B" average, submit a recent ITP, IBT, or IELTS score, complete a TOEFL WAIVER APPLICATION; and receive a recommendation from the Director. Any conditionally admitted student who does not obtain a score of 550 on the paper-based TOEFL, 79 on the Internet-based TOEFL, or 6.5 on the IELTS may apply for a TOEFL WAIVER. TOEFL WAIVER APPLICATIONS (TWA) will only be considered in December for the Spring semester and August for the Fall semester.

The TOEFL WAIVER process is as follows:

- Applicants attend a meeting called by the AD. During this meeting, applicants complete the TOEFL WAIVER APPLICATION (TWA) form and write an essay on the topic indicated on the application form. This meeting usually takes place during Week 8.
- Applicants must take the Michigan Test at the end of the term.
- The Director examines each applicant's application form and essay, course grades, Michigan scores, TOEFL/IELTS scores, and teachers' comments and recommendations.
- The Director makes a recommendation and forwards it to the Office of International Admissions as soon as possible after the term is over.
- Graduate students will be notified by the Dean's Office of the Graduate School regarding their full admission to Graduate School.

SILC's final recommendations may take the following forms:

1. NO recommendation at this time; remain full-time at SILC.
2. Enter U of A full-time with U of A EASL courses and academic courses.
3. Enter U of A full-time with NO EASL course requirements.

Once final recommendations are sent to IAO and the Graduate School, final decisions on admission are made. Letters outlining course requirements are then sent from IAO and the Graduate School to students as soon as possible after the end of SILC terms.

Graduate students are required to maintain B's in their advanced level 600 courses at SILC and in the academic courses which they undertake once they have been academically admitted. SILC does not consider recommendations for graduate students who have not completed level 600 with "A" and "B" grades.

No graduate student will be eligible for a TOEFL WAIVER recommendation from SILC if he/she does not complete a term and take the final Michigan Exam. All SILC recommendations are based upon student performance and SILC evaluation of potential for success in an academic program. Evaluations are made on a case-by-case basis.

Recommendations are based upon grades, Michigan Test scores, teacher evaluations, and classroom performance along with recent TOEFL/IELTS scores.

“Who should I talk to if I have questions about Chapter Three?”

Students with questions about information in Chapter Three should see the AD or the Director.

CHAPTER FOUR

IMMIGRATION REGULATIONS AND YOU



FOLLOWING IMMIGRATION REGULATIONS IS EXTREMELY IMPORTANT!

DO NOT RELY ON ADVICE FROM FRIENDS; THEY MAY NOT KNOW ABOUT CHANGES IN THE REGULATIONS. IF YOU HAVE QUESTIONS OR CONCERNS REGARDING IMMIGRATION, **PLEASE ASK A SCHOOL OFFICIAL!**

“What are the I-20 and the I-94?”

If you are on a student visa, you were sent the I-20 Form with the SILC or UA letter of acceptance. The United States Immigration and Customs Enforcement (USICE) stamped and gave the second page to you. It is extremely important that you keep this form for your records. We will make copies of your passport and the stamped I-20 for your student file.

The form I-94 is the white card stapled in your passport. It is a record of your arrival in the U.S. and shows when you must leave.

YOU SHOULD KEEP ALL YOUR IMMIGRATION FORMS AS YOU CONTINUE YOUR STUDIES IN THE U.S. THESE ARE IMPORTANT, OFFICIAL DOCUMENTS!

“How do I maintain status as an F-1 student?”

An F-1 student has certain requirements and responsibilities in order to remain in legal status on a student visa. There are many regulations. Some of the most important regulations, which you must follow, are listed below.

1. Have a valid passport at all times.
2. Attend the school that you are authorized to attend. This is the school that issued the I-20 that you used to enter the U.S.
3. Attend the school full time. At SILC, you must take the full program of 25 hours per week.
4. Report your address and any change of address immediately to the SILC office. We must have your current address, as it is required by immigration law.

5. Follow the correct transfer procedures if you change schools.
6. Follow regulations on employment. F-1 students have very limited employment opportunities. Do not take a job on or off campus before checking with the Director or ISA about the regulations.

If you fail to maintain status, you will be required to either depart from the U.S. immediately or file for reinstatement from USICE. This procedure is costly and time consuming. If you are denied reinstatement, then you will be forced to leave the U.S. immediately. Please take these rules and regulations seriously. By staying in-status, you will be able to fully enjoy your stay in the U.S., meet your goals, and fulfill your dreams.

“What must I do to transfer to a different school?”

When an F-1 student wishes to transfer from SILC to another school, the transfer must be reported to the USICE. To report a transfer to the USICE, the student must:

1. Inform SILC of his or her intention to transfer.
2. Obtain verification of acceptance from the school he or she plans to attend. Your new school should also issue a Notice of Transfer form to you. Bring the acceptance letter and Notice of Transfer form to the ISA. The ISA will make sure everything is in order.
3. Enroll in the new school in the first term after leaving SILC. Remember, NEVER throw away an old I-20. Keep all copies for your records.

Before transferring, the current regulations require a student to establish that he or she is a bona-fide (true), non-immigrant student who has been taking a full course of study at the last school that he or she was authorized to attend. The school to which the student wishes to transfer is required by immigration to check whether this is true before effecting a transfer.

Once all obligations to SILC are taken care of, we will be happy to release information on the student's status to any school requesting it. This Includes transferring your I-20 record In SEVIS to your new school.

“What if I am on a J-1 exchange student scholar visa?”

You should talk to Michael Freeman, Director of the International Students and Scholars Office (ISSO). He handles these visas. Mr. Freeman's office is located In Holcombe Hall, Room 104.

“What do I need to do if I want to leave the U.S. on a vacation?”

If you plan to leave the United States during a vacation period and you plan to return to SILC, the Director or ISA must sign page 3 of your I-20 (student) copy before you leave, verifying your intention to return. If you are a conditionally admitted student on an I-20 from the UA, you must have your I-20 signed by an ISA In the ISS office (Holcombe Hall, Room 104).

If you have completed your studies at SILC and plan to return to the U.S. to study after a vacation outside the U.S., you must enter on your new school's I-20. Some visas may only be valid for one use. This is why it is important to **CHECK WITH THE SILC OFFICE IF YOU ARE PLANNING TO TAKE A TRIP OUTSIDE OF THE COUNTRY!** Bring your passport and I-20 with you when you come to the office. It is best to come **BEFORE** you make any travel arrangements.

“Who should I talk to if I have questions about Chapter Four?”

If you have questions about any information in Chapter Four, please see the ISA (UPTW, Room 204) or the Director (UPTW, Room 205).



CHAPTER FIVE

PERSONAL SAFETY IN THE U.S.A.

“Is Fayetteville a safe place to live?”

Yes, it is. Fayetteville is a small town, but you still need to take precautions for your personal safety and protection of your belongings. Regardless of whether you travel to another city or stay in the immediate area, you should be careful at all times and follow the advice below.

- NEVER carry large amounts of money with you. Use either personal checks, traveler’s checks, or a debit card. Watch your purse or bag carefully, especially when traveling.
- Do not go out alone at night – always take a friend.
- ALWAYS lock your apartment, room in the residence hall, or home when you leave or are sleeping. If you live with a host family, check with the host to see if there are special safety considerations or procedures that your host would like you to be responsible for. For instance, the host may want you to learn about the burglar alarm system or learn how to lock the windows or garage.
- When someone knocks on your door, always ask, “Who is there?” before you open the door. Ask for identification if you do not know the person.
- If you have a car, be sure to lock it each time you park it. Also, if you have a bicycle, you should bring it inside or lock it whenever you are not using it.
- Do not leave valuables (jewelry, money, etc.) in your room or car. Valuable jewelry and large sums of money should be placed in a safety deposit box at the bank. Also, leave your passport at home in a safe place. Carry a photocopy of your passport in your purse or bag.
- Women: be extra careful, especially if you live alone. Carry a whistle in your purse or on your key chain so you can call for help if you need it.
- Always keep emergency telephone numbers for the POLICE, FIRE DEPARTMENT, HOSPITAL, FIRE DEPARTMENT etc. next to your telephone AND in your purse or bag. Memorize important phone numbers and keep extra coins with you in case you need to make an emergency call (911).

“What should I do to be safe while walking?”

The most important thing you can do to ensure your safety while walking is to pay attention to the people and places around you. It is important to look other people in the eye. If you look directly at people, it shows that you are feeling confident and are aware of them. While you are walking, you should also look at the buildings and streets near you and ask yourself,



“Where could I go to get help or to be safe if something bad happened here?” Other safety techniques for walking include:

- Use the “buddy system.” Walk with a friend or group of people, especially when it is dark outside.
- If you are walking on campus at night, you may call 575-2222, and someone from the Razorback Patrol will be sent to meet you and walk you to your destination so that you do not have to walk alone. This service is FREE!

“If I am ever confronted by someone who intends to harm me, what should I do?”

1. DO NOT PANIC!
2. Give up property (money)
3. Scream to attract attention
4. Run
5. Make your move with full power
6. Fight for your life

“What should I do if I am victimized?”

Call the University Police or 911 as soon as possible. They will respond quickly and provide all the help you need. Also, contact the Director of SILC.

“Who should I talk if I have questions in Chapter Five?”

If you have questions about information in Chapter Five, please see the Director, AD, or SSC.

CHAPTER SIX

LAWS OF ARKANSAS AND OF THE UNITED STATES

“Since I am not a U.S. citizen, must I obey all United States laws – even if the law is different in my home country?”

Yes! International students and foreign visitors in the United States must abide by the same laws as Americans. If you break the law, you will be treated as any American would – you would have the right to an attorney and a trial. If you are found guilty of a crime while in this country, you may be sent to jail and/or be deported (sent back to your country) and could lose your right to return to the United States.

“Can I drink alcohol in Arkansas?”

The legal drinking age in all of the United States is 21 years old. If you are under 21 years of age, it is against the law for you to buy or drink alcohol of any kind. You should remember that you can get into serious trouble if you are arrested for being drunk either in public or while you are driving. **THERE ARE STRICT LAWS FORBIDDING DRIVING WHILE UNDER THE INFLUENCE OF ALCOHOL.**

- You **WILL** be put in jail if you drink and drive and may have to pay an expensive fine and/or possibly lose your driver’s license. If you know you have had too much to drink, **DON’T DRIVE!** Call a cab or have a friend who has not been drinking take you home.
- In addition, you must not carry any open container of alcohol (even an open can of beer) in your car nor can you allow passengers to carry open containers. **IT IS AGAINST THE LAW!!!**

Are there other important rules and regulations I should know about?”

JAY WALKING (crossing the street outside of the crosswalk):

On the University campus, pedestrians (walking people) have the right of way. That is, cars must stop for them if pedestrians are crossing the street **on the crosswalks**. The crosswalks are painted lines on the street, showing where pedestrians should walk in order to cross the street safely. As a pedestrian, you should use the crosswalk at all times. If you do not stay within the crosswalks when crossing the street (called “jaywalking”), a police officer can write you a ticket, and you will have to pay a fine. However, the real reason you should stay within the crosswalk is for your own safety. Remember, drivers may not be paying attention to pedestrians, so always stop and look first.

LITTERING (throwing trash or other objects on the ground):

It is against the law to throw “litter” (trash) on the ground. You will have to pay a fine if a police officer writes you a ticket for littering. Also, throwing trash or cigarettes from a moving car can cost you up to \$500 in fines – so please, **DO NOT THROW LITTER OF ANY KIND ON THE GROUND!**

SMOKING:

Many people have strong feelings these days against smoking. There is a growing movement to limit where smoking is allowed in order to protect the health and rights of the non-smoker. If you are a smoker, you should be aware that it is against the law to smoke in certain areas, such as on an airplane, in elevators, in restaurants, or in other designated buildings or outdoor areas. When in doubt, ask another person if it is legal to smoke where you are. Even if it is not against the law, you will want to ask those around you if it is okay with them if you smoke around them. If you are visiting someone's home or traveling with another person in his or her car, be considerate and ask him or her if it is all right to smoke. If your friend tells you it is okay, be sure to put your cigarette butts in the trashcan. Make certain that your cigarette is not burning any longer before putting it in the trash!

DRUG LAWS:

Possession, use, sale or manufacture of illegal drugs is a crime! This includes marijuana, cocaine and/ or any drug that is not prescribed by a doctor or available at your local pharmacy (drug store). **PENALTIES FOR USING DRUGS CAN INCLUDE SIGNIFICANT TIME IN JAIL AND DISMISSAL FROM SILC.** Also, as visitors from other countries, you are subject to **DEPORTATION** (required by the Immigration Service to leave the country) and could lose your right to ever return to the United States.

CONFIDENTIALITY OF INFORMATION (FERPA):

The Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records. Your information as a student is confidential.

Generally, schools must have your written permission to release any information from your education record. You may be asked to sign a release form during registration so that SILC can release your grades or other important information to your sponsor or other important people overseeing your education. However, FERPA allows schools to disclose your records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
- Other schools to which a student is transferring;
- Specified officials for audit or evaluation purposes;
- Appropriate parties in connection with financial aid to a student;
- Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena;
- Appropriate officials in cases of health and safety emergencies; and
- State and local authorities, within a juvenile justice system, pursuant to specific State law.

As a student, FERPA gives you the right to:

- Inspect and review your educational records
- Request to amend your educational records
- Have some control over the release of information from your educational records.

For more information about your rights under FERPA you can see the International Student Advisor in room 204.

CHAPTER SEVEN

HELPFUL INFORMATION

“How can I use my UA identification card?”

Many UA facilities and activities are available free of charge to SILC students with valid student identification (I.D.) cards. We will issue an I.D. card to all new SILC students during the first week of each term. Your I.D. can be used for the University library, student sports facility (HPER building), and all campus computer labs.



You may also use your I.D. card for “Razorbucks.” Using Razorbucks works like using a debit card. It’s a special money management system using your campus I.D. card. You may put money into your personal Razorbucks account and then use your card to buy things on campus. As long as you have money in your account, you can use it like cash at many locations. See the SSC for a list of locations or for additional information about Razorbucks.

Many restaurants and movie theaters in Fayetteville offer discounted prices to students with a UA I.D. card. Ask about any special student rates and show your I.D. to receive the lower price!

“Where can I eat lunch or get a snack?”

For a quick snack between classes you can visit the lunch room at UPTW. You will find vending machines offering a variety of sandwiches and snacks as well as canned beverages and coffee. If you bring your lunch from home and need to warm it in a microwave, you will find one in the lunch room or student lounge on the second floor.



“What is there to do in Fayetteville?”

There are lots of fun things to do in the Fayetteville area! If you like the outdoors, you can visit any of the clear clean lakes and rivers in the area, which are perfect for fishing, boating, and swimming. There are thousands of acres of beautiful forest that provide great hunting, camping, hiking, biking, and picnicking. Fayetteville also has a lot of fun nightspots and fabulous cafes and restaurants. There are always exciting spectator sports and cultural events going on in town.

SILC organizes a variety of social and cultural activities for students each term. Many of these activities are offered free of charge or at a reduced rate to students. Check your calendar and activity description sheet at the beginning of each new term to sign up for some great opportunities to experience new things while in Fayetteville! Socializing with your classmates and having a good time are important to your learning

experience and to your mental and physical well-being. Your studies are very important, but remember to relax and enjoy your time here too!

If you want to know what is going on in Fayetteville there are many places you can look:

- The flyers posted on the walls at SILC
 - The Friday Northwest Arkansas Times newspaper
 - The Fayetteville Free Weekly
 - The Activities bulletin board in front of the computer lab.
- You can also talk to the SSC, who coordinates SILC student activities.



“How can I convert degrees Fahrenheit to degrees Celsius?”

Temperature Conversion

When you know:

Degrees Fahrenheit

You can find:

Degrees Celsius

If you:

Subtract 32, and then
multiply by 5/9

Formula:

$$^{\circ}\text{C} = (^{\circ}\text{F} - 32) \times 5/9$$

When you know:

Degrees Celsius

You can find:

Degrees Fahrenheit

If you:

Multiply by 9/5, and then
add 32

Formula:

$$^{\circ}\text{F} = (^{\circ}\text{C} \times 9/5) + 32$$

“How can I convert American weights and measurements to the metric system?”

1 foot = 12 inches = 30 centimeters

1 pound = 16 ounces = 454 grams

1 quart = 2 pints = 0.95 liters

1 yard = 3 feet = 90 centimeters

1 ton = 2,000 pounds = 1,000 kilograms

1 gallon = 4 quarts = 3.79 liters

1 mile = 5,280 feet = 1.61 kilometers

Who-To-See-For-What-List

<u>Question/Concern</u>	<u>Please See</u>	<u>Room #</u>
Personal Concerns	Director or Assistant Director	205, 203
Level Placement/Testing	Assistant Director or Director	205, 203
Academic Questions	Assistant Director	203
Immigration/Visa Questions	Int'l Student Advisor	204
College Questions	Int'l Student Advisor	204
Financial Questions	Executive Assistant	206
TOEFL Waivers for UofA	Assistant Director	203
Housing	Student Services Coordinator	236
Meal Plans	Student Services Coordinator	236
Student Insurance	Front Desk	Front Desk
Activities & Trips	Student Services Coordinator	236
Conversation Partners	Front Desk	Front Desk
Questions about Campus	Student Services Coordinator	236
Applications for SILC	Int'l Student Advisor	204
Dates of Sessions	Int'l Student Advisor	204
Fees	Executive Assistant	206
Letters of Recommendation	Teacher	104 ~ 108
Travel Information	Int'l Student Advisor	204
Help with Forms	Assistant Director or Teacher	203
Questions about Exams	Teacher	104 ~ 108
General Problems with Courses	Assistant Director, Director, or Teacher	205, 203, 104 ~ 108
Adjusting to life in the USA	Student Services Coordinator or Assistant Director	236 203
Assistance and Guidance	Teacher, Student Services Coordinator, Int'l Student Advisor, or Assistant Director	104 ~ 108 236 204 203
Computer Lab	I. T. Coordinator	234
Library Books Checkout	Front Desk	Front Desk

	Places To Eat	
Panera Bread Company 3638 N. Front St.	479-587-1188	Bakery items, sandwiches
Domino's Pizza 1065 N Garland	479-422-3600	Pizza
Eureka Pizza 826 N Leverett	479-443-7777	Pizza
Lucky Luke's BBQ 1220 Garland Ave	479-521-7550	American Barbeque
Loafin' Joes 201 W Mountain	479-443-9944	Sandwiches & salads
Papa John's Pizza 503 N College Ave	479-444-1999	Pizza

Appendices

- Student Suggestion Form

**SPRING INTERNATIONAL LANGUAGE CENTER AT THE UNIVERSITY OF
ARKANSAS**

SUGGESTION FORM FOR SILC STUDENTS

Directions: If you have a suggestion or idea to make our school better, please write it on this form and put the form in the Suggestion Box in the Library. We value your input. Thanks!
