



UTEP
PROFESSIONAL AND
PUBLIC PROGRAMS
EXTENDED UNIVERSITY

ENGLISH LANGUAGE INSTITUTE

STUDENT HANDBOOK

English Language Institute

Professional and Public Programs
Extended University
The University of Texas at El Paso
Memorial Gym, Suite 107B
101 W. Robinson Ave.
El Paso, TX 79968-0602



CONTACT INFORMATION

ENGLISH LANGUAGE INSTITUTE

For questions and more information,
please contact the ELI Program Manager.

Phone: (915) 747-8474

E-mail: p3lang@utep.edu

Fax: (915) 747-5538

Website: ppp.utep.edu/eli

PROFESSIONAL AND PUBLIC PROGRAMS

Memorial Gym,
101 W. Robinson Ave., Suite 107B


Phone: (915) 747-5142


E-mail: ppp@utep.edu

Website: ppp.utep.edu

CONNECT WITH OUR P3 COMMUNITY

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WELCOME MESSAGE



BETH BRUNK, PH.D.

Dean of Extended University

Welcome to the English Language Institute (ELI) at the University of Texas at El Paso (UTEP). ELI offers an excellent English as a Second Language program for participants from all over the world.

ELI is a quality, intensive program designed so non-native speakers gain a functional command of English through listening, speaking, reading and writing. English is the official language in many countries and our program will enhance your English Language Learning skills, so you can communicate effectively in social and business settings.

As an ELI student, you will experience the highest academic quality and lowest tuition cost in the United States. You will also have the unique experiences of learning to speak and use the English language while gaining exposure to the rich culture and diversity of the U.S.-Mexico borderland.

This is an once-in-a-lifetime experience, and we invite you to join us for our campus classes and group enrichment activities in beautiful El Paso, Texas. Your culture, traditions and world-knowledge will be respected and appreciated.

Program Highlights:

- ELI is located on campus
- Our classes are small so you get the attention you need. All classes meet for five hours per day
- ELI instructors have a wide range of teaching experience and knowledge
- We offer the institutional TOEFL every month
- Starting in Fall 2019, ELI will offer online courses with a focus on reading, writing, grammar, and listening and speaking.

Our teachers and staff are ready to make your experience a remarkable one.

We look forward to working with you!

Sincerely,

The English Language Institute team



HECTOR GONZALES

Director

Professional and Public Programs



MARIA PLACENCIA

Program Manager

Professional and Public Programs

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INTRODUCTION

ABOUT PROFESSIONAL AND PUBLIC PROGRAMS

ELI is a unit within Professional and Public Programs; Professional and Public Programs is a unique and varied learning agency within The University of Texas at El Paso. Professional and Public Programs's mission is to provide high-quality continuing education, non-traditional academic instruction, and lifelong learning opportunities for professional development, personal enrichment, and academic growth. It fosters and supports the larger University's mission to serve as a gateway to an improved quality of life for people of the Paso Del Norte Region.

ABOUT THE UNIVERSITY OF TEXAS AT EL PASO (UTEP)

The University of Texas at El Paso (UTEP) is forging dramatic new directions in higher education. UTEP has become a national model for creating and successfully executing highly competitive academic and research programs while maintaining a deep commitment to serving a 21st century student demographic. It is this dedication to providing access and excellence to students in the region that has resulted in UTEP becoming a top tier research university with a Mexican-American majority student population.

UTEP officially opened in the fall of 1914 and is the second oldest institution in The University of Texas System (www.utsystem.edu). Today, it enrolls more than 25,000 students and is designated an R1 university (very high research activity) by the Carnegie Classification of Institutions of Higher Education, one of only 130 (4.5%) among the 2,883 four-year higher education institutions across the U.S. UTEP serves its primary constituency — residents of far west Texas, southern New Mexico, and northern Mexico — with 74 bachelor's degree programs, 74 master's programs and 22 doctoral programs, including a growing portfolio of online degrees. With an 80% Hispanic student population, UTEP proudly reflects the demographic composition of the bi-national region from which it draws the vast majority of its students. Eighty-three percent of students are from El Paso County and 4 percent are Mexican nationals.

YOUR FIRST WEEK AT ELI

1. What will you do during arrival check in?

A new student may enter the U.S. no more than 30 days before the course start date. You have 15 days from the date you entered U.S. to check in at ELI. You must submit a copy of the biographic page from your passport, copy of your signed I-20, copy of I-94, copy of your F-1 student visa and report your local U. S. physical address. OIP will issue you a new I-20 marked "continued attendance." If your arrival is not reported, OIP will terminate your I-20. If your status is terminated, that means you will have to leave the country immediately.

2. What do you do during the placement test?

You will take the ELI placement test to determine your level of proficiency. You will be tested in grammar, reading, listening, writing, and speaking. The results determine your initial starting level for each class (Grammar, Reading, Writing, and Listening and Speaking). You may be placed on different levels for each of the core courses.

If you are a returning student, you may not re-take the placement exam in hopes of placing at a higher level the following term. Anyone who has been away from the ELI program for six months is required to re-test.

3. What do you do during orientation?

You will attend a briefing covering ELI policies and your classroom schedule. You will also receive instructions on how to order your textbooks.

4. Getting your Miner Gold card

To obtain a UTEP Student ID card, you must go to the Miner Gold card office located in **room 116 of the Academic Services Building** between 1 and 5 p.m., Monday through Friday. To obtain the card, you must bring a picture ID (passport, driver's license) and the letter from ELI. The UTEP ID will be issued free of charge for the 1st issue, and it is issued only for identification purposes. Subsequent requests to order or replace a UTEP ID will incur a \$25 fee.

5. When do you pay your course fees?

Core: The remaining course fee will be paid by the last day of the first week of each semester.

Electives: The full course fee will be paid on registration.

INTRODUCTION TO ELI

CORE PROGRAM

The Intensive English Program (IEP) is designed as a non-credit to help non-native speakers around the world gain a functional command of English in grammar, listening, speaking, reading, and writing.

The program has seven levels, catering to the beginning English speaker as well as advanced students. The summer program offers an intensive 10-week session packed with 16 weeks' worth of material. Spring and fall classes meet Monday to Thursday from 8 a.m. to 1:20 p.m., and summer classes meet Monday to Friday from 8 a.m. to 1:20 p.m.

The Core Program is taught in 4 modules which are: listening/speaking, grammar, reading, and writing.

Reading: You will learn to read strategically parts of the article, and passage. You will learn to think critically using inferencing skills and improve your reading comprehension skills. You will also build up your vocabulary.

Writing: You will learn the rules and formats for writing in English. As you progress up the levels, you will learn how to write sentences, then paragraphs, and finally essays. Emphasis is placed on the writing skills you will need as a student enrolled in an undergraduate program in the United States.

Grammar: You will learn the grammatical structure of English. Through structured explanations, grammar-focused exercises and practice, you will learn the rules that will help you write and speak English more accurately. This class focuses specifically on the mechanics of language, making it an excellent support for reading, writing, listening and speaking courses.

Listening and Speaking: You will learn listening comprehension skills and ability to speak English. The class is highly interactive, and as your skills improve, you will practice with more challenging listening and speaking tasks. Emphasis is placed on authentic language acquisition in order to prepare you for real-world interaction.



On completion of this quality, intensive program, students can expect to use English successfully in the workplace and interact well with English speakers on a linguistic and cultural level. Students who are so inclined will also be able to have a successful academic experience in an American institution of higher learning or to pass the Test of English as a Foreign Language (TOEFL). Please consult our course guide for current listings or visit us at ppp.utep.edu/eli.

ELECTIVES

In addition to our core program, we also offer elective courses. These classes are offered weekday afternoons, evenings, and weekends and focus on such topics as conversation or pronunciation. Please consult our ELI webpage at <http://www.ppp.utep.edu/eli> for current course listings.

Conversation: For many, learning to speak a foreign language is one of the most challenging things to do. In this course, you will hone your conversational English skills, including pronunciation and listening. Strong emphasis is placed on achieving confidence in the ability to speak English. The course focuses on vocabulary, presentations, and discussions of current affairs. You can continue to build your confidence and fluency by taking the intermediate and advance courses.

TOEFL iBT: This course is designed to prepare students for the internet-based Test (iBT) of English as a Foreign Language (TOEFL). Successful completion of the TOEFL iBT is required for admittance into American undergraduate and/or graduate programs. It will cover all the knowledge and skills evaluated by the TOEFL iBT, such as: listening and reading comprehension, vocabulary, English language structure and essay writing skills. In addition, test-taking strategies will be addressed to help students excel when taking the test.

Pronunciation & Accent Reduction: Students will strengthen their listening, speaking and pronunciation skills. The course emphasizes phonological rules (much like grammar rules), in particular, phonetic environments, stress, rhythm and inflection. Students will learn how to self-monitor and improve their English pronunciation.

ELI ONLINE COURSES

Experienced instructors lead the English online courses in reading, writing, grammar, and speaking to help improve your English proficiency with courses that span for six to eight weeks. Our online courses will be available for the Fall 2019 session and beyond.

Writing for ESL: Learn how to write in English more effectively to succeed in college and at work.

Grammar for ESL: If English is your second language and you need to speak and write coherently, this course will teach you the principles of grammar and structure you'll need to succeed.

SATURDAY COURSES

ELI also offers courses on Saturday mornings. Classes meet for 10 weeks in the spring and the fall and 10 weeks in the summer. Please consult our catalog at <http://www.ppp.utep.edu/eli> for current listings.

PROMOTION AND GRADUATION REQUIREMENTS

Promotion between levels is based on proficiency, which refers to your actual skill in using English. You will be promoted only if you demonstrate that you are ready for the next level. To demonstrate this proficiency, you should attend class, participate in discussions and other activities, complete assignments, speak English with your teacher and classmates, and of course, pass your final exam.

Teachers have many ways to evaluate proficiency. First, they monitor your completion of assignments and your participation in class. In the middle of the term, your teacher will give you a test to gauge your progress and will let you know what you need to do to further improve your language skills. At the end of the term, you will take a final test to see how much you have advanced. Your teacher will then put all this together to make the final promotion decision.

A typical student who has attended every class and worked hard during the entire eight weeks will usually receive a promotion of one level, for example, from Level 3 to Level 4. Some students may need a second semester at the same level before moving to a higher level. If you have been working hard, don't be discouraged if your teachers think you should stay at the same level for one more semester. Language learning does not always move at the same speed: sometimes you will make a lot of progress, but at other times, your progress may be slower. What is most important is that you are well-prepared for each new level. If you need to continue at the same level for a second semester, use this opportunity to strengthen your skills and gain more confidence.

►► **Note:** To graduate from ELI, you must complete all seven levels with a grade of 75 or better.

CERTIFICATES AND TRANSCRIPTS

You will be eligible to receive a certificate of completion when you have satisfactorily completed all required coursework with a passing grade of 75 or better. ELI may refuse to give a certificate to a student for failing to meet the attendance requirement, or for incomplete homework assignments, tests, or activities. Transcripts for ELI courses will be issued to students upon completion of each course. Please email the Program Manager to pick up your transcript.

REFUNDS

If you choose to drop any ELI class, please be sure to inform ELI at least three business days before the class start date. You will receive a full refund minus \$100, plus a refund for materials, depending on the course. If you inform ELI less than three business days before the class start date, you will receive a full refund less 50% of the course fee. You will not receive any refund for materials. No refunds will be given after the course start date.



UPDATING YOUR ADULT STUDENT PARTICIPATION FORM

Returning students must update their contact information and address. You must complete two documents with your updated information and submit them to the ELI Program Manager by the first day of the semester.

To do this, please follow these steps:

- Visit our ELI webpage at <http://www.ppp.utep.edu/eli>.
- Scroll down to the ELI Student Documents list to locate the forms.
- Click on the link for the ELI Student Data Information form. Download the document, complete the fillable form, and submit it to the ELI Program Manager.
- [Click here](#) for the Adult Student Participation Release Form. Download the document, complete the fillable form, and submit it to the ELI Program Manager prior to the first day of class.

UNITED STATES GOVERNMENT POLICIES

1. Your F-1 student visa

Your visa is a travel document that is stamped in your passport, usually at a US consulate in your country. It allows you to travel to a United States port of entry such as Dallas (DAL), Newark (EWR), or Los Angeles (LAX) airports, where you will officially apply for permission to enter the country. If you are in F1 status, it doesn't matter if your visa expires while you are in the US. (Be careful, however, that your I-20 does not expire.)

2. Your I-20

Your I-20 is a certificate issued by your school to the US government and is a crucial document. It states that you have been accepted for a full-time course of study and that you have enough money to attend classes. Please check that your program end-date matches with your overall study plan. If you have studied in the United States for a while, you may have several I-20s. You should keep all of your old and new I-20s together, with the newest one on top: this packet is what you need to show if you are asked for an I-20 ID copy.

3. Your I-94

Your I-94 is an electronic record of your admission into the US. It indicates when you arrived and how long you can stay. If you are in F1 status, your I-94 will include the letters D/S (for "duration of status"). This means that you can remain in the U.S. as long as you maintain your student status. If you enter the U.S. via a land point of entry, you will have to pay \$6.00 for a small white card, which will be your I-94. However, if you fly into the U.S., you receive only an admission stamp in your passport. Since it is vital that you have a paper copy of your I-94, go to <https://i94.cbp.dhs.gov/> to print out a copy.

4. Maintaining status

If you entered the U.S. on an F1 (student) visa, you must be careful to maintain your student status by observing the following regulations:

- Keep your passport valid at all times. If your passport is going to expire soon, or if you lose your passport, visit your country's New York consulate or embassy in Washington immediately to get information about what to do.
- Attend the school that gave you the form I-20.
- Study in a full-time program (18-20 hours of class each week). Do not register for a part-time program unless you have received special permission.
- Register for classes each quarter until you finish the program or decide to transfer to a different school. (You may take a vacation once each year.)
- Inform the TELC Office Staff/C-354 and carefully follow all required procedures if you wish to transfer to a different school.
- You may not work on campus per UTEP regulations. See page 13, "Working with an F-1 student visa."
- You may not work off-campus without permission.
- If you move to a new apartment, give your new address to the ELI immediately, no more than ten days after moving.

5. Late arrival/early withdrawal

Late arrival - ELI semesters are eight weeks long. You must arrive by the placement date of each semester or you may be deferred to the next semester (this will affect your visa status). In case of an unavoidable delay, you must inform ELI via email at p3lang@utep.edu or any social media platform.

Dismissal - If you do not complete your arrival check-in by orientation day, you will be dismissed from the course and this will affect your visa status.

6. Permanent departure

When you enter the ELI program, you have guaranteed that you will stay in this program for a period of one academic year. However, if medical conditions, family circumstances or reasons that you cannot control arise, you might need to return to your home country.

If you wish to depart to your home country, you first need to inform the ELI Program Manager. Then you must submit a departure form to the ELI. Your I-20 will be terminated with good notation. You will have fifteen days to leave the country after you submit your permanent departure report.

If you wish to return for the next semester and pay the registration fee, you must then reapply for a new I-20 (and pay the SEVIS fee of \$350). After that is completed, you will be able to reenter the country using the new I-20 and existing visa.

7. Transfer to another educational institution

If you wish to leave the program, you must first notify ELI Program Manager. If you are transferring to another program, college or university, you must have the welcome letter of the other institution and the transfer form. You will then fill out a form in the Office of International Programs (OIP) and submit it to them.. The new school, program or institution you are transferring to will issue you an I-20 form, so you can begin your course of study at the new school within 30 days of the transfer.

8. Program extension

You must leave the United States by the completion date shown on your current I-20. If you will not complete the program by the anticipated completion date, you should speak with ELI's Program Manager to discuss the possibility of applying for a program extension. Be sure to do this at least one month before the program end-date that appears on your I-20.

9. Working with an F-1 student visa

Per UTEP regulations, you may not work at UTEP or off-campus on an F-1 student visa. Admission into ELI is not the same as admission into UTEP. ELI students are admitted directly into Professional and Public Programs' English Language Institute and are not admitted through UTEP's Office of Admissions & Recruitment like students who are admitted into a degree program at the University. So, ELI students are not part of the University's BANNER system and are officially not UTEP students. Therefore, they cannot be employed as such.

Note: Per the Department of Homeland Security (DHS) and USCIS Regulations, English Language Training students are allowed to work on campus with proper authorization although they cannot participate in practical training. However, On Campus Work Authorization is strictly for students admitted into an academic program at UTEP. It does not apply to ELI students who are not admitted into UTEP.

10. Vacation

All students may take a semester's vacation after an ELI academic term has been fully completed (this constitutes being continuously enrolled for nine months in ELI Core classes within the ELI program. Students must pay the registration fee for the returning semester before the last day of the current semester.

11. Change of address/email address

You are expected to notify ELI and the Office of International Programs (OIP) if there is an address change within three days of your move. You are also expected to provide a current email address in your ELI application. This account will be used by ELI and OIP to communicate time-sensitive information. If you change your email address, it is your responsibility to update the ELI office.

LIVING IN THE UNITED STATES

WHAT TO PACK

American students usually wear casual clothes, such as blue jeans, shorts, T-shirts and tennis shoes. Bring a suit or nice dress for formal occasions such as a presentation or a conference. El Paso's climate is warm and dry most of the year. The temperatures will be between 35° -40° C during summer, but can occasionally drop as low as 1° -2° C during winters. A good jacket is necessary for the winter.

HOUSING

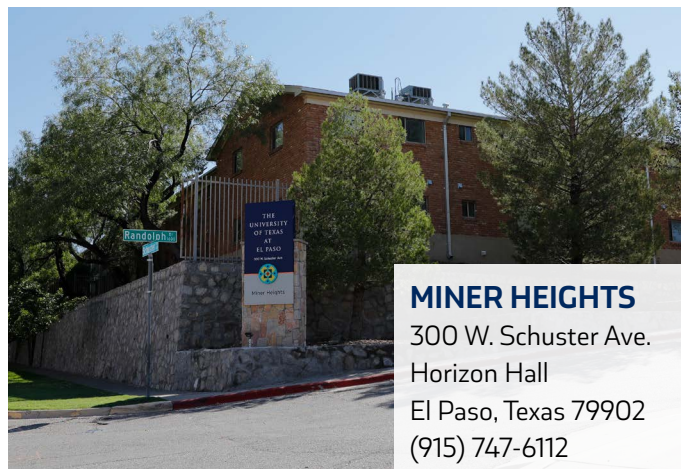
Do you need to be near campus? Do you have transportation? What is your budget? Will you need a roommate?

► Living on campus

The Department of Residence Life provides apartment-style residence halls with several floor plans, from cozy efficiencies to two- and four-bedroom units. There are also community spaces with room for studying and recreation, private mailboxes and administrative offices. All residence halls/dormitories at UTEP are co-educational and ADA compliant rooms are available.



MINER VILLAGE
2401 N. Oregon St.
Summit Hall
El Paso, Texas 79902
(915) 747-6346



MINER HEIGHTS
300 W. Schuster Ave.
Horizon Hall
El Paso, Texas 79902
(915) 747-6112



MINER CANYON
3490 Sun Bowl Dr.
Whispering Springs 100A
El Paso, Texas 79902
(915) 747-6351

For more information, visit <https://www.utep.edu/student-affairs/housing>

► Living off-campus

The amount of time that you sign for is the amount of time for which you are expected to pay. If the place you want to lease with has a 12-month lease, and you cannot stay the entire time, you should ask if subletting is allowed and if there are additional fees associated with a sublease. Depending on your personal finances, you may need a cosigner, so start having conversations with your parent/ guardian sooner rather than later. If you are thinking of having roommates, know that you will need to handle roommate conflicts on your own. Make sure you are comfortable with the person you decide to live with and have open conversations about living together before you commit.

► Other

Shop around. Don't feel pressured to take the first thing you see. If you have time, look at a few places to make comparisons.

► Doing your own search

Below are some websites that can help you in your own off-campus housing search:

- www.apartmentlist.com
- www.apartmentguide.com
- www.apartments.com
- www.padmapper.com

HEALTH INSURANCE AND MEDICAL EMERGENCIES

Medical services and medicine in the U.S. are very expensive. Because of this, ELI students are required to have medical insurance coverage while they are attending classes. Thanks to our location on the Mexican border, students from Mexico are exempt from this requirement, but we strongly suggest you have insurance coverage for medical emergencies in the U.S. We recommend that you have a thorough medical check-up for your own protection before you leave your home country. If you have personal preferences for medicines that you use for fevers, headaches, and colds, plan to bring those with you.

Otherwise, most common medications are available in U.S. stores. However, some products in the U.S. may require a doctor's prescription. Therefore, if you take prescription medication, ask your doctor or pharmacist for a copy of the prescription to bring along. We also advise that you update all of your immunizations in your home country and bring proof of them with you.

► Medical emergencies

If you experience a medical emergency, get help immediately. If you are on campus when you start to feel ill, tell your teacher or the ELI staff. If you are off-campus and facing what you think could be a life-threatening emergency, go to a hospital emergency room immediately.

If you feel too sick to take public transportation, call 911 for an ambulance. U.S. law requires that both public and private hospitals provide emergency medical care even if you don't have health insurance or private funds to pay for the services.

► Pregnancy and related conditions

ELI does not discriminate against any student on the basis of pregnancy or related conditions. Absences due to medical conditions relating to pregnancy will be excused for as long as deemed medically necessary by a student's doctor, and students will be given the opportunity to make up missed work. Students needing assistance can seek accommodations from ELI Program Manager.

CELLPHONES

Cell phones can be purchased from local vendors. Cricket, T-Mobile, Verizon, and Virgin Mobile are just a few that sell prepaid and month-to-month plans. These vendors do not usually require a social security number for prepaid plans or month-to-month plans. However, if you want to sign a contract, those usually span two years and require a social security number. To make a long distance call within the U.S., dial 1 and then the three-digit area code (915 for El Paso), and then the seven-digit local phone number. For example, the number to call the OIP is 1-915-747-5664. To make a local call, simply dial the 7-digit number: 747-5664.

BANK ACCOUNT AND MONEY/CURRENCY

Upon arrival in El Paso you will want to open a bank account with a local bank. El Paso has many banking options. Wells Fargo Bank has a location on campus at the Union Building. However, you should research your banking options and choose the bank that best suits your needs. When choosing a bank you may want to consider branch locations, monthly fees, international money transfer fees, and account options. There are multiple ATMs located on campus. We recommend not carrying large amounts of cash. Travelers checks in U.S. dollars are widely accepted as well.

TEXAS DRIVER'S LICENSE

To apply for a Texas driver's license, your I-20 must be valid for at least three (3) months from the date of application. It requires two forms of identification that may include your passport, visa, I-94 and/or a UTEP Student ID. You must pass a written exam and a driving exam. To study for the written exam, download the handbook at <http://www.dps.texas.gov/internetforms/Forms/DL-7.pdf>. The Department of Public Safety generally requires a social security number to issue a Texas driver's license. However, international students are not eligible to request a social security number solely for this purpose. In lieu of a number, you will need to complete the DL-13 form. The Texas driver's license you receive will be marked "Temporary Visitor"; it is only issued for a year and renewed annually.

SENDING MAIL - U.S. POSTAL SERVICE (USPS®)

Send domestic mail easily with USPS® by properly preparing your letters, postcards and packages according to the USPS's mailing and shipping protocols. For more information, visit <https://www.usps.com>

ELI ACADEMIC POLICY AND INFORMATION

ENGLISH-ONLY POLICY

The ELI is an English-only zone and the English-only policy is a very important part of the ELI. English is the one shared language in our diverse cultural community that we can all speak and understand. All staff work together to make sure that the ELI provides a positive English immersion experience, and you will always be encouraged and supported to speak English. We promote the English-only policy in many ways at the ELI, including the English-only lottery and a three-step warning system.

ETHICAL AND PERSONAL RESPONSIBILITY

ELI prides itself on the integrity, responsibility and respect our students have for each other. We are also proud of the diversity of our student body. As an ELI student, you are responsible for your own behavior and actions and we expect that you will adhere to the highest standards of academic and personal integrity at all times. Accordingly, we expect that any work you provide to your instructors has been completed by you and that you respect the diverse backgrounds and opinions of your peers, ELI instructors and staff.



ELI ATTENDANCE POLICY

The English Language Institute requires a minimum 90% attendance to pass. You are expected to attend all classes and remain in class for the entire period. ELI instructors record absences and tardiness daily. Students with five unexcused absences will be dropped from the ELI program.

If you miss class, it is your responsibility to:

- Contact a fellow classmate to obtain the homework and notes
- Be up-to-date by the next class
- Provide the instructor with a doctor's note the day you return. If a note is not provided within this time frame, the absence is marked as "unexcused."

TARDINESS

Lateness disrupts classroom instruction and is considered impolite in the United States. If a student is more than 15 minutes late, an instructor has the right to refuse to let the student into the classroom.

STUDENT MISCONDUCT

ELI is an educational entity that strives to respect the rights of individuals and meet their educational needs. In doing so, we recognize our responsibility to provide an appropriate learning environment for all participants and support the principle that all ELI students must be free to participate in class activities without excessive interference. Accordingly, ELI shall treat students as adults who are capable of and responsible for conducting themselves in a manner that respects the rights of others. Students who behave in a manner which is disruptive to the learning process, interferes with the well-being of others, or causes damage to the University or contracted facilities, will be subject to suspension from class and/or the ELI Program.

Examples of misconduct include but are not limited to:

- Discriminatory, aggressive, or rude language
- Inappropriate tone of voice when interacting with others
- Repeated disrespectful behaviors such as eye rolling, laughing or sleeping during class
- Disrespecting another student's culture or disrespecting consultants
- Using one's cell phone or allowing the phone to ring during class
- Refusing to actively participate in classroom
- Failing to purchase the required textbooks
- Failing to do homework, as homework affects the completion of the next day's activities
- Reading unassigned material during class
- Engaging in off-topic conversations with other participants
- Asking repeated off-topic questions that disrupt teaching and learning

TECHNOLOGY IN THE CLASSROOM

Try to refrain from handling, accessing or displaying any electronic device during class. Your phone should be on silent or off during class hours in order to promote a positive learning environment. If you have an emergency, please notify your instructor and take your calls outside of the classroom. It is up to the instructor whether or not to allow students to use their electronic devices; however, this privilege should not be abused or obstruct the learning environment.

EXAM AND TEST MAKE-UP POLICY

Late assignments will not be accepted. Missed exams may be made up if the absence qualifies as an excused absence and all required documentation is provided the day of return. All make-up exams must be scheduled with the Program Manager and completed within three (3) days of return to class. Make-up exams will not be scheduled under any other circumstances.

BREAKS

Short breaks are included in our program. Vending machines are available in most buildings. Students must arrive on time to the following class. If students eat or drink in the classroom, they must clean up the classroom before leaving. Food and beverages must not interfere with teaching and learning. If they do interfere, students will be asked to leave the class and will be marked absent.

►► **Note:** Smoking is not allowed on campus, any use of tobacco is prohibited.



Photo courtesy, for more information about UTEP Tobacco Free Campus visit <https://www.utep.edu/tobaccofree/>

RESPECT

ELI prides itself on the integrity, responsibility and respect our students have for each other. We are also proud of the diversity of our student body. As an ELI student, you are responsible for your behavior and actions, and we expect that you will adhere to the highest standards of academic and personal integrity at all times. You must respect the diverse backgrounds and opinions of your peers, ELI instructors, and staff. This means that we do not discriminate on the basis of a person's culture, gender, age, and sexual orientation.

COMPLAINTS

Academic and non-academic complaints about ELI policies and procedures, such as the application or interpretation of student policies, must be initiated by making an effort to resolve the matter with the individual involved.

If the matter is not resolved appropriately, you should attempt to resolve the complaint through consultation with the ELI Program Manager within three working days. If the matter is not resolved within 10 working days of informing the ELI Program Manager, the grievance should be submitted to the P3 Director.

SUBSTANCE USE

No unprescribed drugs or alcohol are allowed on campus. Report suspicious activities or persons immediately to the University Police at 747-5611. University regulations prohibit the possession and/or consumption of alcoholic beverages on University property without prior written authorization from appropriate administrative officials. Residents of University Housing are authorized to possess and consume beer and wine in the privacy of their living quarters, if they are of legal age under state law.

Faculty, staff and student employees in violation of these policies may face disciplinary action up to and including termination and expulsion, in addition to facing sanctions under local, state, or federal law applicable to the unlawful possession, use, or distribution of illegal drugs or alcohol.

FRAGRANCE POLICY

Some people who attend ELI courses report sensitivities and/or allergies to various chemical-based or scented products. We ask for everyone's cooperation in our efforts to accommodate their health concerns. Please do not use any strongly scented products such as shampoo, soap, hand lotions, perfumes, cologne, hair spray, or deodorant before arriving to your class.

ETIQUETTE

Please clean up after yourself and leave the classroom clean and neat after each class. If you eat lunch in the classroom, please clean up any spilled food or drink. At the ELI, we are careful about how we dispose of waste. Separate your garbage and recycle your containers into the correct receptacles. Please leave the washroom neat and clean after use as well. Wash your hands using soap and water and dry them; also wipe up any splashes on the counter or floor.

CAMPUS SAFETY

UTEP is a safe campus, but as at any large university, you have to be aware of your surroundings and use common sense. For more information about crime prevention, visit the UTEP Police Department website at <https://www.utep.edu/police/>.

Emergency phones/yellow call boxes

In an effort to provide a safe campus environment, yellow emergency call boxes (blue light emergency phones) have been installed at strategic locations around the campus. These telephones are located all across campus and provide a direct connection to our police communications department which is staffed 24 hours a day including holidays and weekends. The phones are mounted on poles across campus and marked "emergency" with a flashing blue strobe light on top. There are two types of emergency phones:

1. Receiver phone: Lift the telephone receiver, press the red button and speak into it.
2. Ring down telephone: Just push the call button and speak into the vented box.

For emergencies, **dial 911** directly if you have a mobile phone available.

Safe walk

It is important not to walk alone at night. Contact University Police at 747-5611 for an on-campus safety escort so you can avoid walking alone.

Personal theft

UTEP classrooms are open to everyone, so you must always be careful with your personal belongings. Always keep your valuables with you and leave passports or large amounts of money at home. Do not leave your identification, keys, wallets, checkbooks, or other personal items in open view. Report suspicious activities or persons immediately to University Police at (915) 747-5611.

Scams

International students can be targets for scams in which someone tries to get your money or personal information. This can happen over the phone, online or in person. Never feel that you have to give a person or organization money right away. If you are not sure about something or need assistance, ask the ELI program manager for advice.

Fire/earthquake safety

In the case of a fire, head to the nearest exit. Clear the building quickly and calmly. In the case of an earthquake, follow your ELI consultant's instructions.

Emergency management

As a member of our UTEP community you can prepare for an emergency by

- Becoming familiar with campus building names, locations, etc.
- Providing clear and precise information to campus and rescue personnel
- Being aware of disabled coworkers and students who may need help
- Remaining inside the building (shelter in place) when instructed to do so
- Staying calm, following instructions and not leaving until instructed to do so
- Becoming familiar with the University's Emergency Management Plan found at the UTEP Police Department website at <https://www.utep.edu/police/>

Miner Alert system

Miner Alert is the University's emergency alert notification system. It is used to contact you immediately via text with useful information and updates during urgent or emergency situations. The text messages are sent to your email account (work, home, other) or your wireless device (cell/smartphone). We recommend you register your device to receive this type of notification. If you need further assistance, please do not hesitate to contact the **Help Desk at (915) 747-4357** or helpdesk@utep.edu.

Campus concealed carry policy (<https://www.utep.edu/campuscarry/>)

As of August 1, 2016, individuals with a Texas concealed handgun license may carry concealed handguns on public university campuses. The Texas Department of Public Safety defines a concealed handgun as a handgun the presence of which is not openly discernible to the ordinary observation of a reasonable person. This same definition will be utilized at UTEP. At all times, the handgun must be on or about the license holder's body, or secured and concealed safely. There are areas of the University Campus called Exclusion Zones, where carrying a concealed handgun is prohibited. Please see your program manager/coordinator to learn more and to receive updated information about UTEP's Exclusion Zones.

CONDITIONAL ADMISSION

Being admitted to the ELI is a separate process from being admitted to UTEP. If you wish to attend UTEP as an undergraduate or graduate student, you must apply to UTEP through the UTEP Admissions Office at Mike Loya Academic Services Building, Room 720. UTEP reserves the right to issue or offer conditional admission to prospective students.

SCHOLARSHIPS

ELI accepts scholarship students who are sponsored by different agencies. If you fall in this category, please note that maintenance of a scholarship is your responsibility. You must provide ELI with a current "financial guarantee" letter from the agency sponsoring you. Prior to the start of each semester, you must enroll in the appropriate course, ensure your scholarship is up-to-date, and follow up with the sponsoring agency to ensure your tuition is paid on time.



HECTOR GONZALES

Director

Professional and Public Programs

hmgonzales@utep.edu



MARIA PLACENCIA

Program Manager

Professional and Public Programs

mgplacencia@utep.edu

CAMPUS INFORMATION

IMMIGRATION INFORMATION

The Office of International Programs (OIP) provides comprehensive services to members of the University community. They facilitate international learning and experiences in an effort to internationalize UTEP.

They believe that cultural exploration and engagement are prerequisites to the education of a global citizenry.

The OIP office is located in the Union-East Building, Room 203. You may contact them via phone at **(915) 747-5664** or email at global@utep.edu. During school semesters, the OIP office hours are 8 a.m.-6 p.m., Monday and Tuesday, and from 8 a.m.-5 p.m., Wednesday through Friday. During school breaks, the office closes at 5 p.m. daily.

LIBRARY RESOURCES

You can borrow books and use the computers in the library. For more information about check-out and general rules and regulations of the UTEP Library, visit <https://www.utep.edu/library/about/policies/index.html>.

STUDENT RECREATION CENTER

You can join for \$70 per semester to have access to the facilities. For more information about the Student Recreation Center facilities and services, visit <https://www.utep.edu/student-affairs/rsd/>. The Student Recreation Center is located at 3450 Sun Bowl, El Paso, Texas, 79968.

UNIVERSITY ACCOMMODATIONS

ELI students have many options in terms of housing. One option is on-campus student housing. All the residence halls/dormitories at UTEP are co-educational and ADA compliant rooms are available. See page 14 for additional information.

PARKING REGULATIONS

To park your car/motorcycle on campus, you need to purchase a parking permit online through the Profesional and Public Programs website at <https://pace.utep.edu/wconnect/CourseStatus.awp?&course=26AEPARK>. Once you have your permit, you may park only in assigned parking areas; you will receive a fine if you park in other locations.

METRIC SYSTEM VS. ENGLISH SYSTEM

Most countries use the Metric System, which uses the measuring units such as meters and grams and adds prefixes like kilo, milli and centi to count orders of magnitude. In the United States, we use the older Imperial system, where things are measured in feet, inches and pounds.

IMPORTANT CONTACTS

ON-CAMPUS IMPORTANT NUMBERS

- English Language Institute(915) 747-5142
- Library(915) 747-5671
- Office of International Programs(915) 747-5664
- UTEP Department of Residence Life(915) 747-5352
- UTEP Health Center(915) 747-5624
- UTEP Police(915) 747-5611
- UTEP Technology Help Desk(915) 747-4357
- Off-Campus(915) 747-5257
- UTEP Testing Center(915) 747-5009

UTEP STUDENT HEALTH AND WELLNESS CENTER

The UTEP Student Health and Wellness Center helps the UTEP student community get well and remain healthy. All services are confidential. The center is located at:

Union Building East
351 W. University Ave. Ste 100
El Paso, Texas 79968
P: (915) 747-5624
Fax: (915) 747-5015
Pharmacy: (915) 747-6545

Doctor visit: \$30
Emergency visit: \$75
All medication will have a copay fee.

OPENING HOURS

- Monday 8 a.m.-5 p.m. *
- Tuesday 8 a.m.-5 p.m. *
- Wednesday 8 a.m.-5 p.m. *
- Thursday 8 a.m.-5 p.m. *
- Friday 8-11:30 a.m. and 1-5 p.m. *
- Saturday Closed
- Sunday Closed

*Please note: The last patient will be seen at 4 p.m.

For more information, visit: <https://www.utep.edu/chs/shc/>

►► **Note:** If you choose to use the UTEP Student Health and Wellness Center, you must pay \$30 for a doctor’s visit plus any pharmacy charges you may incur.



URGENT CARE CENTERS

If you need urgent care there are clinics called Urgent Care Centers that will treat sudden illnesses. The closest one to UTEP is:

Southwest Urgent Care Center

2030 N. Mesa St.

El Paso, TX 79902

Phone: (915) 532-7100

For emergencies and serious illnesses, the closest hospital to UTEP is:

Providence Memorial Hospital

2001 N. Oregon St.

El Paso, TX 79902

Phone: (915) 577-6011

If there is an emergency, dial 911 for the fire department, ambulance and police. You may also contact UTEP campus police anytime at (915) 747-5611.

QUESTIONS AND CONCERNS

Questions regarding location of classes, instructors, and textbooks can be answered by the registration staff on the front desk of Memorial Gym, Suite 107B. Please refer your questions to them, and if necessary, they will schedule you for an appointment with the ELI Program Manager.

ELI CONTACT INFORMATION

The University of Texas at El Paso (UTEP)

Professional and Public Programs

Memorial Gym, Suite 107B

101 W. Robinson Ave.

El Paso, TX 79968-0602

Phone: (915) 747-8474

Email: p3lang@utep.edu

ppp.utep.edu/eli



MARIA PLACENCIA

Program Manager

STAFF DIRECTORY

PROFESSIONAL AND PUBLIC PROGRAMS STAFF DIRECTORY MEMORIAL GYM

The University of Texas at El Paso
101 W. Robinson Ave., Suite 107B
El Paso, TX 79968-0602
(915) 747-5142 | FAX (915) 747-5538
Email: ppp@utep.edu | Website: ppp.utep.edu

Dean of Extended University

BETH BRUNK, PH.D

blbrunk@utep.edu

Director

HECTOR GONZALES

hmgonzales@utep.edu

Administrative Services Manager

SAM PARTHIBAN

gparthiban@utep.edu

Senior Program Coordinators

MARCUS MCLAIN

mamclain2@utep.edu

MANUEL RENDON

mrendon2@utep.edu

THE ENGLISH LANGUAGE INSTITUTE

Program Manager

MARIA PLACENCIA

p3lang@utep.edu



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ENGLISH LANGUAGE INSTITUTE

Please click on the following link or scan the QR code to complete and electronically sign the Student Handbook Acknowledgement form within two (2) days of the beginning of your first semester.

[LINK: STUDENT HANDBOOK
ACKNOWLEDGEMENT FORM](#)

