

Student Handbook

Welcome!

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

Our program

We offer English instruction at five levels of proficiency. Each student is placed into a level after taking placement tests. Students stay at one level for eight weeks. We offer classes in reading, writing and grammar each morning, Monday through Friday. In the afternoon, we offer listening and speaking classes and other classes called modules. Afternoon classes meet Monday through Thursday. Student at our Advanced Level may study at that level for up to five session until they earn the required recommendation for university study. Students who pass their classes (with a C or higher) receive a certificate of completion.

Our teachers

IEI teachers have taught English in the U.S. and abroad. They all have advanced degrees and many years of experience. Our teachers are here because they love working with international students.

Important phone numbers

Cheri Chadwick, IEI Admissions	678-2107
Lisa Goins, IEI Director	678-3162
Daniel Harper, Instructor Coordinator	678-1412
Nina Clark, ESL Lecturer	678-3161
Stacey Smith, ESL Lecturer	678-2374
Clar Nunis, International Student Advisor	678-2055
University of Memphis Weather Information	678-0888
University of Memphis Emergency Contact	678-4357
University of Memphis Information Technology Services	678-8888

Your information

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

Attendance policy

For classes that meet five days per week:

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- At seven absences, you will be **withdrawn** from the class and you will receive a final grade of F.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

For classes that meet two days per week:

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

Special Note for F1 students:

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

Note for all students:

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

Leaving before the session ends:

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

week of class so that you do not risk being withdrawn from the class. If you leave earlier than this, or if you do not inform anyone of your departure, you will be considered to have withdrawn from IEI.

Closing due to severe weather

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

- Call the University's special information line (after 7:30 in the morning) at **678-0888**.
- Look up the university's website at **www.memphis.edu**
- Listen to the local radio stations or watching local TV news.
- Download the Live Safe app to receive a message from the university on your cell phone

Holidays

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

Textbooks

You will go to the University bookstore on the first Friday during Building Week. Students are expected to have the proper textbook(s) for each of their classes from the time classes begin. You will not be allowed to attend class without books. Books can be returned to the bookstore for a refund for a limited time only—please read your receipt.

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

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

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

Classroom conduct

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

- Students should arrive on time and prepared to work.

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

Grades and Certificates

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

Levels 2-4 (Levels 2-4 beginning Fall 2018; previously all levels)

A+	95-100	Student demonstrated consistent mastery of all skills and concepts at this level.
A	90-94	Student demonstrated mastery of all skills concepts at this level, though inconsistently.
B+	85-89	Student demonstrated consistent mastery of most skills and concepts at this level.
B	80-84	Student demonstrated mastery of most skills and concepts at this level, though inconsistently.
C	75-79	Student demonstrated consistent mastery of some skills and concepts at this level. Student is strongly encouraged to repeat this level.*
R+	70-74	Student demonstrated mastery of some skills and concepts at this level, though inconsistently. Student is required to repeat this level.*
R	0-69	Student did not demonstrate mastery of any skills or concepts at this level. Student is required to repeat this level.*
F		Student made no effort, failed to attend, or failed to show adequate progress. Student must have the approval of the Director to return for another session.
W		Student withdrew on or after the first day of the session.

Basic and Advanced Levels (Basic and Advanced Levels Beginning Fall 2018)

MP	Student is making progress; Student should continue at this level.
NO	Student made effort but showed no observable progress; Student should continue at this level
R2, R3, R4, RA	Student is ready for the next IEI level indicated.
RU, RG	Student is ready for university study at level indicated (U=undergraduate, G = Graduate)
RU+	Student is ready for university undergraduate study; exceptionally strong
F	Student made no effort and/or failed to attend and failed to show adequate progress. Student must have the approval of the Director to return for another session.
W	Student withdrew on or after the first day of class.

*In most cases students are only allowed to repeat a level once. Basic Level students may be an exception.

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

You must receive a **C** or higher in order to move to the next level. If you receive an **R+**, **R**, **F**, or **MP** you must remain at your current level. Students earning a **C** may choose to repeat that class the following session. Students may skip a level only on the recommendation of their current teachers. At the end of 8 weeks, if you have successfully completed a level, you will receive a Certificate of Achievement. If you require proof of enrollment or letters concerning your attendance at IEI, please ask the office.

Dropping/adding classes

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

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

- 1) Go to the IEI office for a Withdrawal form.
- 2) Complete the Withdrawal form, ask the Director to sign it, and return the form to the office.
- 3) Talk to the IEI office about any possible refunds. Please see the information below.

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

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

Refunds for withdrawal

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

- On or before the first day of the session (first testing day): 100% refund
- After the first day of the session up to the fifth day of the session (including testing days): 75% refund
- After the fifth day of the session up to the tenth day of the session (including testing days): 25% refund

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

Changing levels

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

1. Talk to your teachers.
2. Ask in the IEI office for a green Change-of-Level Form.
3. Complete the form and return it to the office. Your current teachers and the teachers in the requested level will meet and discuss your work.

4. **WAIT** until your current teachers notify you of the decision regarding your request.
5. You will also receive a copy of the Change-of-Level Form with the decision in your mailbox. You may not move out of your current class until you receive a copy of this form.

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

Leaving IEI

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

Dismissal

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

Grievances

Occasionally, students may be unhappy or dissatisfied with a particular IEI class or teacher. If you are not satisfied with any aspect of a class, you should first talk with your teacher. The teacher will try to address your concerns. If you are not satisfied with the teacher's response, you should write a letter to the Director explaining your concerns and meet with the Director. The Director will then try to come up with a satisfactory solution to the problem.

IEI student lounge and computer lab

IEI has a multi-purpose room in PAN204 and a computer lab in PAN206 for IEI students where you can study and visit friends. In these rooms, you'll find:

- 15 computers and a printer
- A microwave, a refrigerator, tables for eating lunch and doing homework, computers and a television

The computer Lab is available Monday – Friday at lunch time (12:00 – 1:30), after classes Monday – Thursday (3:30 – 4:30) and Fridays 12:00 – 4:30. Please **do not eat or drink while using the computers**. Please use a USB drive to save downloaded information. **DO NOT DOWNLOAD ANYTHING ONTO THE HARD DRIVES OF THE COMPUTERS.** The computers have programs for practicing the TOEFL, keyboarding, and pronunciation. You can also print out class assignments. You can check out practice TOEFL materials from the office.

Tutoring and homework help

Monday – Thursday afternoons from 3:30 until 4:30, IEI students can come to PAN206 to receive additional help from IEI teachers with homework or other English language questions or problems.

Personal safety

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

Emergencies

For emergencies OFF campus, call 911. For emergencies ON campus, call 678-HELP (4357); do NOT call 911. The Live Safe app is also a helpful way to get emergency help.

Staying informed

There is a student information board on the second floor. Please check it regularly for announcements and information. Your teacher will also give you class and program announcements in class.

University e-mail account

Each IEI student should have a University of Memphis e-mail account. The account is part of the student activity fee paid each semester, and access to the internet is free on campus.

General University of Memphis information

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

SMOKING: The University of Memphis is a Tobacco-Free Campus except in designated areas. The location of these areas can be found at Memphis.edu/Tobacco.

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

PARKING: IEI students may park in the general parking lots, but they must get a parking hang tag from the IEI Office. The cost is \$14. Be very careful parking on the streets around campus. If you do not understand where you are allowed to park, ask your teacher or the IEI office.

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

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

Going on to the university

Many IEI students would like to stay at the University of Memphis after they complete the IEI program. Some of them want to do undergraduate studies; others want to do graduate studies. Completing the IEI program does not mean automatic admission into the university. However, the IEI staff is happy to assist IEI students in the application process. Students who have successfully completed Level 5 in IEI can apply for Conditional Admission to the University of Memphis without taking the TOEFL or IELTS test.

Need more conversation practice?

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