

Student Handbook

It is with great pleasure that the faculty and staff at the Cal Poly English Language Institute (CPELI) welcome you as a student to the campus of California State Polytechnic University, Pomona.

Here at CPELI you will find a wide variety of educational and social opportunities available and we encourage you to take advantage of everything that CPELI and the university have to offer.

The entire CPELI and Cal Poly Pomona community warmly welcome you as a new member of our community of learners and look forward to helping you achieve all of your goals as an international student.

Sincerely,

Dr. Lisa Xue, Director, Global Education Institute

A handwritten signature in cursive script that reads "Lisa Xue".

Along with Cal Poly English Language Institute Teachers and Office Staff

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CPELI Mission Statement

The mission of the Cal Poly English Language Institute is to provide exemplary instruction for students with diverse cultural backgrounds and linguistic ability in English with exposure to American culture that advances academic, professional and personal goals.

I. Academic Requirements

A. Placement:

As part of the student orientation on the first day at CPELI, each student is required to take a placement test. The English Placement Test evaluates listening, grammar, reading and vocabulary. In addition, there is a 30-minute writing test, which is holistically rated by CPELI teachers to assess the student's writing level. Students are placed into the correct instructional level based on these test results.

B. Diagnostic tests in each class in the first 2 days; Requesting a level change:

Students may request to change their class level if they feel they have been placed in a level that is too low or too high for their ability. To request consideration for level change, you must complete the “**Level Change Request Form**” which is available at the CPELI front office. Level changes are made only during the first week of a new term.

C. Books

The textbooks needed for your classes are paid for when you pay your bill for each term. You will receive your books in class from your classroom teacher. If you are requesting to change level, please DO NOT write in your books until after Level Change time is complete. Please be sure to bring your textbooks to class everyday so you are prepared to participate fully in the class.

D. Assignments:

All CPELI instructors give students assignments to be completed outside of the classroom. Students are expected to complete all out-of-class assignments and projects. Failure to complete homework will negatively impact a student's learning and will contribute to poor performance in the class. This may result in a poor grade for the course that may result in failing the level.

E. Assessment:

At the beginning of each session, each instructor distributes a syllabus for each class. This syllabus outlines the class schedule and all required assessments for passing the level successfully. It is the student's responsibility to read the syllabus carefully, to meet all of the class requirements, and to ask the instructor to explain any information that is unclear. In addition, an end of term proficiency exam is given to all students. The grade from this exam, scaled to your class level, is part of the final grade you receive for the class.

F. Grading:

Instructors will evaluate a student's performance using the following grades. A grade of 70% (C-) or higher is required to successfully complete a level to move to the next level in the following term.

Letter Grade	Percentage	Description
A	90%-100%	Excellent
B	80%-89%	Above average
C	70%-79%	Average
D	60%-69%	Poor
F	59% and below	Failing

G. Non-performing Student:

Students who consistently refuse to complete class assignments, projects, and/or homework are deemed "non-performing." If non-performance persists, the student is given a first warning by the instructor. If a second warning is necessary, the instructor will communicate the second warning to the student as well as notify the CPELI Director in writing. When a third warning is issued, it will result in a meeting with the CPELI Director to discuss the non-performance. A decision will be made at that time with the student as to how to remedy the problem.

H. Academic Integrity:

Students are required to do their own work on all assignments, tests and papers. The CPELI plagiarism policy is printed on all course syllabi. Please read the policy there to understand how to avoid plagiarism in your CPELI classes and as you go forward in your academic career.

I. Intention to Return:

During week 16 of Fall or Spring Term or week 8 of Summer Term, students complete a "Stay/Go Form" to communicate their plans for the next term. This information must be completed each term so that the CPELI admission officer can be sure that your I-20 status is kept up-to-date correctly.

II. Session registration

A. Beginning of each term :

Students report to CPELI on the start dates of each new term. New schedules for the term are available on the first day of classes. Failure to report to CPELI for the first day of classes may result in the student not being able to enroll for the current term. Late enrollment will be permitted only at the discretion of the Director. Please report any changes in address or telephone number to the front office. This is a SEVIS requirement.

B. Tuition:

Tuition fees are due on or before the first day of each term. Students will only be given a schedule if all fees have been paid. If tuition fees are not paid in full or a financial guarantee letter is not submitted, classroom privileges may be suspended and the student will be charged a late fee of \$100. The late fee will be assessed to all tuition payments made on or after the 1st day of class.

C. Refund Policy:

- Full refund given only before the first day of class.
- 50% refund given if withdrawal occurs in the first 5 days.
- Not eligible for refund after the first week (5 days).
- Refund paid only to the person who paid the tuition.
- Exception: Any student who must leave due to a documented emergency may receive a prorated refund.

III. Absence/Attendance Policy

A. Attendance Requirement:

CPELI students are required to attend at least 80 percent in all classes. If a student falls below this 80% threshold, he or she will be at risk of being out-of-status.

B. Absences:

Good class attendance is important for two reasons: 1) to do well in the class and 2) to maintain the requirements of the I-20 student visa.

The I-20 requirement for attendance is that a student attends at least 80% of all classes. We know you may miss class if you are sick or have a problem and this I-20 policy allows for that. Do not miss classes unless you are sick or have an emergency. Absences add up quickly.

C. Attendance Policy:

Please be on time to class. Being on time shows respect for your teacher and for your classmates. Your instructor will take attendance in every class. If you are late to class, please enter the room quietly, sit at the back of the room, and do not interrupt the class. If you are more than one hour late, you will be marked absent for the entire class period. When you are absent from class, the instructor will mark a yellow "Attendance Violation card" with your name on it. The instructor will give you the Violation Card when you return to class. Keep this card and any cards you receive to know how many classes you have missed. When you miss five classes, the next Violation Card will be a red card. More than eight cards in a class means that you "out of status" and you will be dropped from the class. You must be a fulltime student for the F-1 visa, so do not miss class to the point of being dropped from the class!

Attendance is reported to the office every Friday. The total number of hours missed in class cannot be more than 20% of the total class time to remain in compliance with CPELI policy and F-1 status.

D. Attendance Probation:

E. If you have absences for any reason and fall below the 80% attendance requirement, you will be on attendance probation. Any student who is below the 80% attendance requirement at the end of term, will be on "Term Probation" for the following session. Attendance probation means that you must improve your attendance before the end of the term. If you do not improve your attendance and meet the requirement, you may be considered "out of status", and terminated from the program. Your record in SEVIS will be terminated and you will not be eligible to transfer as an active student.

F. Attendance Advising:

Please keep track of your attendance. Students who miss class too often will receive Attendance Warning Letters in class and by email. If you receive a letter, please read it carefully and follow any instructions you find there.

IV. Completing the term

A. Graduation Ceremony:

At the end of each term, CPELI recognizes the accomplishments of all students. You will receive information about the time and place of each graduation. Please join us in the celebration!

B. Certificates of Completion:

Students who are completing their time of study at CPELI receive a certificate at the graduation ceremony. This certificate will show the highest level you have achieved in your study and the dates of your entire time of study here.

C. Grade reports/transcripts:

Grade reports are prepared for each student at the end of term. Students' transcripts can be picked up or from BLDG. 220A-206 or or emailed after the graduation ceremony of each term.

V. Complaint Procedure

A. Classroom complaint:

A student who has a problem or a complaint regarding classroom instruction should first consult with his or her instructor. If the student is not satisfied with the outcome of this conference, the student should next make an appointment to see the CPELI Director.

B. Other complaints:

Problems or complaints not related to classroom instruction can be addressed through the complaint form located in the front office. The completed complaint form should be submitted to the front office in a sealed envelope. The front office will pass the envelope along to the CPELI Director, who will bring the complaint to the attention of the necessary CPELI staff member(s). Follow-up actions will be taken if needed.

C. Suggestion Box:

The CPELI Suggestion Box is located in Room 105A in Building 220A. Students are welcome to complete the suggestion forms located on the side of the box and place them in the box.

VI. Visa Information

A. In Status:

Make sure that you are always in status. **IN STATUS** means that you are following the rules of your F-1 Student Visa. These requirements include that you are registered as a full-time student at Cal Poly English Language Institute and that you are attending classes regularly.

B. Leaving the U. S. and Coming Back:

If you would like to leave the United States on a trip and come back again, you must obtain the necessary documents from the CPELI office at least **5 days before** you leave the country. **It is extremely important that a Designated School Official (DSO) sign page 2 of your I-20 for re-entry into the United States.**

C. Taking a Vacation Term:

A “vacation term” is granted to students who have completed a full year of academic studies and would like to take a break prior to resuming their studies at the same institution. Students may either stay in the United States or return to their own country during this time. You must have remained a full-time student in status for an academic year (32 weeks) in order to be eligible to take a vacation break. Students who do not intend to return to CPELI are not eligible for a vacation, and should instead use their 60-day grace period to transfer their SEVIS record or leave the country.

D. I-20 Extensions:

If students would like to continue at CPELI and are in good academic standing, have maintained appropriate attendance records, they can apply for an I-20 extension. Students with an I-20 ending during the current term are sent a memo to remind them of the ending date and the exact bank statement or financial guarantee requirements. Once all paperwork is turned in to the front office the process can take approximately 5 business days to complete.

E. Transfer:

If you have been accepted to a college or university and ready to continue your education beyond CPELI, there is an easy procedure to transfer your SEVIS record to the new school. Visit the front office to fill out a Transfer Out Request Form and provide a copy of your admission/acceptance letter to your next school. It is your responsibility to request a transfer. Please allow 2 business days for processing of the request.

VII. CPELI Advising

A. Academic Advising:

- Provide students a supportive relationship to facilitate their transition from the educational system in their own country to that of the U.S.
- Assist students in developing a plan for success.
- Provide accurate information regarding CPELI resources and programs.
- Assist students in evaluating and/or reevaluating progress toward established educational and career goals and objectives.
- Inform Students about English language test waiver and Semester@CPP Program.
- Assist students in identifying universities to apply for; help with applications, as needed.

For **Semester@CPP Program** go to: <https://www.cpp.edu/cpge/semesteratcpp/index.shtml>

B. Personal Support

C. Provide students with information and assistance needed to address the personal issue

- Provide students with strategies for how to address their personal issues
- Ensure each student's privacy per the information exchanged in the advising meeting

D. I-20 Advising

- Provide accurate information regarding SEVP regulations
- Suggest action on the part of the student that addresses their personal needs and SEVP and CPELI regulations, policies, and procedures.
- Educate students on how to maintain status throughout their academic career in the US.

E. Referral Policy:

When CPELI instructors, administrators, and/or support staff deem that a student requires services beyond the expertise and resources of those provided by CPELI staff, the student should be referred directly to the CPELI Director. The CPELI Director will assess the apparent need of the student and seek out the appropriate services either on or off campus to accommodate the need.

VIII. Health Insurance and Use of Health Services

A. Student Health Insurance:

CSU Executive Order 1082 requires that F-1 international students have health insurance which includes medical evacuation and repatriation. Adequate medical insurance is essential to ensure that your study in the US is not interrupted due to accident or illness. An unfortunate accident or illness can lead to very expensive medical bills which can hurt your financial status and your ability to maintain full-time student status.

B. CPELI Insurance:

All students (with the exception of government scholarship students) will be required to purchase **CPELI health insurance**.

C. Insurance Reporting:

All F-1 students must purchase or provide proof of health insurance each session. Students who need help with insurance information or medical expense processing through insurance can get help at the CPELI front office.

D. Emergency Providers:

The student health insurance plan offered by Cal Poly Pomona allows the student to contact a physician on the insurance providers list. If you need immediate medical attention, you may visit the following provider hospitals:

Queen of the Valley Hospital or
1115 S. Sunset Ave.
West Covina, CA 91790

San Dimas Community Hospital
1350 W. Covina Blvd.
San Dimas, CA 91773

E. Cal Poly Pomona Student Health Services:

While you are a CPELI student, you may use the Student Health Services at a fee of \$30 per visit. The maximum fee is \$60 per term. Prescription medicines are available at the Student Health Services for a reduced fee. If you require laboratory tests that cannot be done at the Student Health Services, the Student Health Services will charge you what the laboratory charges the Student Health Services. The Student Health Services will require you to show your Bronco identification card to receive services there.

Health Center Hours*:

Monday-Friday 8:00 a.m.-5:00 p.m.
Saturday-Sunday Closed



Health Center Phone Number: (909) 869-4000

IX. Housing

A. CPELI Policy on Housing:

CPELI provides information on housing options on the website (<https://www.cpp.edu/cpecli/student-life/housing.shtml>) and in the acceptance package on a referral basis only. Students are expected to consult the corresponding websites for information on housing options and cost. If a student owes housing fees to the Cal Poly Pomona Village or University Housing, CPELI will not issue certificates, transcripts, grade reports, or any other paperwork.

X. Opening a Bank Account

A. Banks of Choice:

Many students choose to open a bank account once they arrive. There are several banks and credit unions located in Pomona. Some of these institutions include:

Bank of America
U.S. Bank
Chase Bank
Wells Fargo Bank

www.bankofamerica.com
www.usbank.com
www.chase.com
www.wellsfargo.com

444 S. Garey Ave.
101 W. Mission Blvd. St.105
100 W. Second Street
321 E. Holt Ave.

B. Documentation:

Make sure to bring your passport, I-20, and I-94 card with you when you open a bank account. You may be asked for a social security number, but as an F-1 student, you are not required to have a U.S. social security number in order to open a U.S. bank account or for most other financial transactions. Simply explain to the account representative that you are an F-1 international student and ask to complete the IRS form W-8 "Certificate of Foreign Status."

XI. Identification Cards

A. Identification:

All Cal Poly English Language Institute students receive a Bronco identification card during the first part of their first term of study. This card identifies you as a CPELI student. You are required to show your identification when using the Cal Poly Library, Health Center, Fitness Center, or when purchasing discount tickets at the Games Room. This card may be used to get student discounts: when purchasing a bus pass, movie tickets, or other items from participating retailers.



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B. California Identification Card:

Steps to obtain a California Identification Card or Driver's License:

- Complete an application online (<https://www.dmv.ca.gov/portal/driver-licenses-identification-cards/dl-id-online-app-edl-44/>) and pay a fee at one of the Department of Motor Vehicles offices.
- Show confirmation code of online application, proof of age and status (passport, I-20, I-94). If you are applying for a California Identification Card only, you will be photographed, your signature and fingerprints will be taken, and you will receive a temporary identification card while your permanent identification card is being processed.



C. California Driver's License

If you are applying for a Driver's License, you must take the Vehicle Code Examination and the road test. The Department of Motor Vehicles publishes a booklet which contains rules and laws you need to know in order to pass the written test. These books are available at the Department of Motor Vehicles (DMV). To apply for a driver's license, you must bring the original copies of the following documents:

- Valid passport, I-20, I-94 card

The Department of Motor Vehicles offices are located at:

1600 South Garey Avenue
Pomona, CA 91766
(909) 865-0097

800 South Glendora Avenue
West Covina, CA 91791
(818) 575-8611

D. International Driver's License:

California does not recognize International Driver's License as valid in California. If you are going to drive in California, you must get a California Driver's license. Please check the California DMV website for information.

XII. Important Phone Numbers

A. Front Desk:

Notify the CPELI office at (909) 979-6619 if there are any emergencies that CPELI should be aware of. If you would like to speak with the Director, you may contact the Office and make an appointment. If you have any questions about your student visa, medical insurance or need assistance, please go to the CPELI Office (BLDG. 220A-206) and ask for help. We are here to help you.

B. Faculty:

. See your course syllabus for faculty e-mail and office information.

C. Additional Numbers:

Other Campus phone numbers are:

Main Campus	(909) 869-7659
Library	(909) 869-3074
Lost and Found	(909) 869-4288
Campus Police	(909) 869-3070
Health Services	(909) 869-4000



D. Campus Address:

Cal Poly English Language Institute
 California State Polytechnic University, Pomona
 3801 W. Temple Ave., Bldg. 220A
 Pomona, CA 91768

XIII. University Services

A. Bronco Student Center Services:

The Bronco Student Center (Building 35) provides a variety of service facilities that accommodate the campus community. These services include: The Games Room, ASI Ticket Service, Exhibit Gallery, Business Office (money orders, bus passes, travelers checks, etc.), Bank of America ATM, Cal Poly Pomona Credit Union, and Bronco Copy'N'Mail (copy and mailing services).

B. Student Life Information:

On the Cal Poly Pomona campus, there are a variety of clubs and organizations of different interests.

If you are interested in joining a club, go to:

<https://calpolypomona.campuslabs.com/engage/Organizations>

Once on the website, you can click on the club you would like to join and email them about information.

XIV. Transportation and Travel Services

A. Buses:

Two bus companies, Foothill Transit, and Metro, provide transportation in the Pomona area. There are several bus stops located near Cal Poly Pomona's campus. **CPELI students are eligible to purchase Foothill and Metro bus passes at the discount student rate once they have received their Bronco Student ID card as well as verifying paperwork from the front office.**

For more information or to plan a trip using Foothill Transit, please visit:

<http://www.foothilltransit.org>

For more information or to plan a trip using the Metro Bus Line, please visit:

<http://www.mta.net/default.asp>

B. Schedules and Transfers:

If you need help taking the bus, come to the office for maps, schedules or advice. Sometimes you will need to use two different buses to get to your destination. Always ask the first bus driver to give you a "transfer." A transfer is a small slip of paper which you will then give to the second bus driver as you transfer. The transfer may cost a small fee.

C. Out-of-Town Buses:

Gray Line Bus Tours and Greyhound Bus Lines offer trips outside Los Angeles. Call for information to travel throughout the United States by bus:

Gray Line Bus Tours: (800) 828-6699

Greyhound Bus Lines: (800) 231-2222

D. Uber and Lyft

You can download these apps directly on your phone.

- For Lyft discount codes visit: <https://www.lyft.com/promo-coupon-code-free-rides>
- For Uber Discount codes visit: <https://www.uber.com/promo/>

E. Taxi Services:

Taxi Service is generally far more expensive here than in many other countries. It is customary to pay an additional 15 percent of the fare as a "tip." Most cabs accept all major credit cards. When making arrangements, ask which credit cards are accepted.

XVII. CPELI Activities and Excursions

CPELI offers a variety of on and off campus activities and excursions each session. All students are welcome and encouraged to attend. This is a great way to meet people,

make friends, learn about American culture, and find out about places to visit and things to do in the area.

To maintain a safe, positive, and fun atmosphere during CPELI activities and excursions, CPELI students are expected to:

- Sign up for the activity in advance (and pay if there is a fee)
- Follow all instructions given by the CPELI staff leading the event
- Arrive on-time for bus departures

XVIII. Safety Tips

A. Basic Safety tips

- Never carry large amounts of cash or expensive valuables. Bring only the money you will need for each outing. Use a credit card as much as possible.
- Never leave your belongings unattended.
- Always walk with a friend. At night, wait for buses with other people.
- If you are driving, NEVER give a ride to a stranger. Park your car in well-lit area where there are many people. Lock your car and use an alarm system. If you feel uneasy, particularly at night, ask someone to walk with you to your car.
- Leave your passport at home. Take a copy with you if you need it.
- If you are taking a trip, let your roommate or friend know where you are going. If you will be gone for more than two days, call your parents and tell them where they can reach you.

B. Campus Safety

- There are blue phone boxes located all throughout the Cal Poly Pomona campus. If you feel that you are in danger at any time, you can push the button on the blue phone box and the police will be able to come and assist you.
- If you feel unsafe or need emergency assistance, please contact campus police at **(909) 869-3070**. Store this number in your phone for easy access.
- If you are on campus late and don't feel safe to walk to your car, you can contact campus police and they will walk you to your car free of charge.

C. Tips while At home, in an apartment building, or in a residence hall:

- Keep your room door locked. Never prop doors open.
- Do not hide keys outside of your room or apartment. Do not put your name or address on your key rings.
- Never dress in front of a window. Close blinds or curtains after dark.

D. Tips when driving:

- Carry your car keys when approaching your vehicle so you can enter quickly.
- Drive on well-traveled and well-lit streets.
- Never hitchhike and never pick up hitchhikers.
- If someone tries to enter your car, sound the horn and drive to a safe area.
- If your vehicle breaks down, call the police. Do not allow any person access to inside your car. Roll down your window no more than an inch. Be aware that an accident may be staged to provide the other driver an opportunity to commit a criminal act.
- Do not use your phone while driving, it is illegal to use your phone at all times while driving. You could receive a ticket that could be up to \$200.

While walking or jogging:

- Avoid walking or jogging alone, and try not to walk or jog after dark.
- Avoid dark or vacant areas. Walk along well-lit routes.
- Be alert to your surroundings. If you suspect you are being followed: Run to a lighted area or a blue light emergency phone and yell for help.
- Have your keys ready when returning to your residence hall or apartment. Keep your personal or valuable items concealed and close to your body.
- Avoid wearing headphones when walking or jogging. Always be aware of your surroundings and practice risk avoidance techniques.

Avoid Victimization:

- Lock your door whenever you leave your room for ANY length of time or when sleeping.
- Secure your vehicle. Close all windows and lock all doors.
- Adequately protect all valuables in your room, such as wallets, jewelry, credit cards, cash and computers. Do not leave valuables or cash in plain view.
- Protect your books and put your name in them. Do not leave them in public places.
- Do not loan your keys to anyone.
- Take all valuable items home with you during vacations.

When in a public place, keep valuable possessions out of sight. If you must leave an area for any length of time, take personal items with you.

XX. Places of Interest



XXI. Discount Tickets Available

Discounted tickets for attractions such as Disneyland, Knott's Berry Farm, Six Flags Magic Mountain, San Diego Zoo, Medieval Times, local movie theaters, and more are available at Cal Poly Pomona's Games Room in the Bronco Student Center, Building 35. Prices are subject to change.

Please call 909-869-4467 for the latest prices.

Visit their website: <https://www.cpp.edu/yourlife/enjoy.shtml>



XXII. Useful Links

Visit the CPELI website at <https://www.cpp.edu/cpeLI/> for program information, pictures, news, and the following useful links:

Cal Poly Pomona

- **Cal Poly Pomona's International Center** - The International Center is the focal point for international activities at Cal Poly Pomona, working in cooperation with CPELI, the various colleges, Academic Affairs, student groups and administrative units. [<https://www.cpp.edu/international/index.shtml>]
- **Cal Poly Pomona Admissions Office** - Here you can find information concerning admittance into Cal Poly Pomona, including application deadlines, and admission requirements. [<https://www.cpp.edu/admissions/index.shtml>]
- **Cal Poly Pomona University Housing Services** – This link will take you to the University Housing Services website so that you may view the policies and regulations for living in student housing. [<https://www.cpp.edu/housing/index.shtml>]

Immigration

- **U.S. Citizenship and Immigration Services** - The official site of the U.S. Citizenship and Immigration Services bureau. Find information on immigration laws and regulations, download important INS forms, and see the latest news regarding INS activities. [<http://uscis.gov>]
- **Foreign Embassy Information** - This page gives the addresses, phone numbers, and even internet sites for foreign embassies and consulates throughout the United States. [<https://travel.state.gov/content/travel/en/consularnotification/ConsularNotificationandAccess.html>]

XXIII. Policy and Process

Normal and Satisfactory Progress Policy

To progress from one level to the next higher level in the skills-based courses in the Cal Poly Pomona English Language Institute, a minimum of a C- is required. Students who fall below a C- are retained at level and repeat the level in the following term.

If a student fails a level for the second time, a reason for the failure is sought from class grade records and the instructor consulted as needed. The Michigan proficiency score at the end of term is also noted.

With this information, the student is advised as to their correct placement and how to be successful in the final attempt at the course. Students who fail the same course at the same level three time are deemed as not making sufficient progress and will be counseled to transfer to a another school that may be more suitable for them.

Transfer out Request

A student may transfer schools at any time.

To transfer a student needs:

1. An acceptance letter from the new school
2. The date of transfer
3. To be in good standing in the current program of study