

UCAELI Student Handbook



Revised 2/15/07

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Academic Information

Schedule

UCAELI is an intensive English language program. Classes meet Monday - Thursday, 9:00 am - 3:30 pm and Friday 9:00 am – 11:00 am.

Holidays

The following year holidays are celebrated in the United States. On these days, public offices and banks are closed. UConn is closed on the days marked (*). UCAELI observes the same schedule as UConn and will be closed on the days that the university is closed.

<u>Holiday</u>	<u>Observed on</u>
Memorial Day*	last Monday in May
Independence Day*	July 4
Labor Day*	first Monday in September
Columbus Day*	second Monday in October
Veteran's Day	November 11
Thanksgiving Day*	fourth Thursday in November
Christmas Day*	December 25
New Year's Day*	January 1

UCAELI classes are not held the week of Thanksgiving (the fourth week of November). Students have a break during this week of the Fall session. Holidays such as Thanksgiving and Christmas tend to be busy times for travel. If you intend to travel during this time, be sure to book your travel arrangements well in advance.

Placement

New students are placed according to scores on a grammar test, reading test, writing sample and an oral test called the PhonePass. Placement tests can be completed online before the student arrives. There are 3-5 levels of the Core Skill Courses (Listening/Speaking, Grammar/Communication and Reading/Writing). A student may be placed in different levels for different skills. The afternoon elective courses are chosen by students. Exit tests are given in each Core Skill Course at the end of a session. Instructors then submit recommendations for placement of returning students at the end of a session.

Evaluation

All students have a permanent academic file. A transcript is kept for the duration of a student's study period at UCAELI. Test scores are recorded at the beginning and end of each session. TOEFL scores are also recorded. Instructors give a final score in each skill

area based on the NAFSA English Proficiency Guide. (On the scale of 1-6, an average of 4.0 from all skill areas is equivalent to minimal academic proficiency). Instructors complete written evaluations at the middle of a session and end. Students receive a copy of the mid-session evaluation. At the end of a session, students meet with their Listening/Speaking instructor and review their complete file. An official copy of a transcript can be requested at any time after completion of the program. Students should contact the program office, leaving at least one week for preparation of the official document.

Completion of levels

For each level of each of the Core Skill courses, there is a set of objectives that a student must meet to complete that level. Exit tests and instructor evaluations determine whether a student has met the objectives. The full curriculum with objectives for each level can be found on theUCAELI website at: <http://www.ucaeli.uconn.edu>. If a student has not met the objectives for a particular level, he or she may need to repeat the level. The program is completed when a student either 1) reaches academic proficiency as measured by NAFSA scores given by instructors or 2) completes the highest level of each Core Skill course. The average length of study required for an intermediate student to reach academic proficiency is 15-23 weeks, while for a beginner, 30-62 weeks may be required.

Changing classes

Class changes are permitted up until the end of the second full week of class. Students should attend 2-3 classes before deciding to change. If a student wishes to change levels or electives, he or she should use the Class Change Form included in this book. One form is required for each class change. The signatures of both instructors should be obtained before the form is submitted to the current Instructor. Instructors will decide on class change requests at the first instructor meeting (after 1 week of classes have been held). Some class change requests may be denied due to student level or class size.

Auditing UCONN Classes/Taking UCONN Non-Degree Courses for Credit

Advanced students who have attended at least one session atUCAELI may attend UCONN classes with the permission of the Director. Usually, students audit or take a non-degree course in place of 1 or 2UCAELI elective courses. Two options are available. Auditing a class means that the student attends all lectures, may participate in discussions and activities, but does not take exams or receive a grade. No fee is required by UCONN, however, the student will pay full-time tuition toUCAELI. The student auditing a course submits a permission form with the professor's signature to theUCAELI Director as well as a weekly report on the class. If a student takes a non-degree course for credit, he or she pays the course fee to UCONN, takes the course exam and receives a grade and credit for the course. In this case, the student pays only for theUCAELI courses he or she is taking.

Certificates/Special Recognition

At the completion of each session, certificates are awarded to all eligible students. In addition, the Honors Certificate is awarded to students who have shown exceptional leadership qualities, have had excellent attendance and have shown exceptional effort in each class. Part-time students or late arrivals receive a certificate indicating the dates of attendance.

The UCAELI Proficiency Certificate can be awarded to students who have demonstrated that they are capable of academic work. The criteria for this certificate is based on final scores of the following: TOEFL (minimum 525), TWE, Michigan (minimum 75), and an averaged NAFSA score (minimum 4.0 - 4.5) based on all instructors' final evaluations. The proficiency certificate is accepted by the UConn admissions office in lieu of a TOEFL score of 550. Students who require this certificate should contact their current instructor or the director.

Classroom Texts

It is mandatory for UCAELI students to purchase their classroom texts. Books may be purchased in the UConn Coop. If a student does not purchase the book required for the class, the UCAELI Certificate may be withheld. In case of financial need, a very limited number of books can be borrowed from the UCAELI library. Please speak with an instructor. Photocopying of texts is prohibited by law. Photocopiers in the UCAELI office and classroom are for instructor use only.

Reference Books and Tapes

UCAELI students can check out supplemental texts and tapes through an instructor to help with English language skill development. Please ask instructors for recommendations and for assistance signing out all materials. Materials should be returned at the specified time.

UCAELI Computer Lab/Graduate Center Room 301

All computers are Internet ready and can be used for email as well as independent study. There is a variety of language learning software available for use in the lab.

Under no circumstances can software leave the UCAELI Computer Lab.

Software will be checked out for **in lab use** with the assistance of the student worker or instructor on duty and must be returned at end of class or lab time.

It is your responsibility to adhere to all university regulations regarding computer usage. Violation of these codes could result in one of the following: user privilege denied, disciplinary and/or legal action. For details of your responsibility go to:

http://www.resnet.uconn.edu/kb_violations.html

E-mail/Mailboxes

UCAELI office staff and instructors communicate with students primarily through the use of e-mail. Upon arrival to the program, students will be assigned an e-mail account. We require students to check their mail daily for communications from the UCAELI office. Communications such as class cancellation, change of schedule, university closings, program events, immigration issues and payment deadlines will be announced through the email listserv.

In addition, students will have mailboxes located on the third floor of the Whetten Graduate Center. Please check them daily.

Feedback/Evaluations

UCAELI is very interested in feedback from our students and encourages students to share feedback in the following ways:

Comment/Complaint box: If you have a complaint, please register it immediately by e-mailing a note to kristi.newgarden@uconn.edu or drop off your confidential note in Kristi's mailbox in the Grad Center. Your complaint will be responded to within 24 hours of receipt. Please do not let your complaint go unspoken. We can only address complaints of which we have knowledge. (Please see Policy section for Suggestion/Complaint information)

Midterm Evaluation: Around the middle of the session, Director Kristi Newgarden, and full-time instructors will provide a format called the *Midterm Lunch* to hear feedback from you regarding all aspects of your program. You are encouraged to be direct and honest in your evaluation of the program thus far.

End of Session Evaluation: At the end of the session, you will be asked to complete an evaluation form that rates all aspects of your program (instruction, texts, registration, housing, etc...). From this feedback, we can determine the areas of strength and growth at UCAELI and respond accordingly.

Evaluation Guides

NAFSA Guide to English Proficiency

1) Nil Proficiency

Speaking- Virtually no proficiency

Aural Comprehension- Virtually no proficiency

Reading and vocabulary- Virtually no proficiency

Writing- Virtually no proficiency

2) Elementary Proficiency

Speaking- Asks and answers questions on daily personal needs and familiar topics with limited vocabulary

Aural Comprehension- Understands simple question and statements on familiar topics if spoken slowly

Reading and Vocabulary- Reads and understands elementary lesson materials

Writing- Writes simple statements and questions

3) Intermediate Proficiency

Speaking- Converses intelligently in most social situations, but without complete control of structure and pronunciation.

Aural comprehension- Understands most questions, statements and conversations on familiar topics at normal speed; requires occasional restatement.

Reading and Vocabulary- Reads and understands most intermediate lesson materials, narrative texts, and simple expository writing.

Writing- Writes statements and questions on familiar topics with fair control of basic patterns.

4) Minimal Academic Proficiency

Speaking- Participates, effectively, sometimes hesitantly, in social and academic conversations; makes occasional errors in idiom and structure, often obscuring meaning

Aural Comprehension- Understands most informal questions, statements, and conversations at normal speed; comprehends lectures on familiar topics with some difficulty

Reading and Vocabulary- reads and understands most expository materials with regular use of an all-English dictionary.

Writing- Has most sentence structure under fair control within familiar and academic areas, with occasional obscurity of meaning

5) Partial Academic Proficiency

Speaking- Participates effectively in social and academic conversations; makes occasional errors in idiom and structure, seldom obscuring meaning.

Aural comprehension- Understands most conversations and lectures on familiar topics at normal speed.

Reading and Vocabulary- Reads and understands general expository materials and texts.

Writing- Writes with ease but with occasional errors and misuse of idioms; has sufficient background for rapid development of control and self-correction.

6) Full Academic Proficiency

Speaking- Speaks naturally with only occasional idiomatic imprecision.

Aural Comprehension- Understands academic and colloquial conversation, and most lectures with no difficulty.

Reading and Vocabulary- Reads and understands most academic material; displays ability to extract salient elements, sometimes with use of dictionary, at somewhat below native speed.

Writing- Writes with occasional errors in idiom at somewhat below native speed; demonstrates good understanding and control of organization or expository/argumentative essay.

Test of Written English (TWE)

Scoring Guide

- 6** Clearly demonstrates competence in writing on both the rhetorical and syntactic levels, though it may have occasional errors.
- A paper in this category
- Is well organized and well developed
 - Effectively addresses the writing task
 - Uses appropriate details to support a thesis or illustrate ideas
 - Shows unity, coherence, and progression
 - Displays consistent facility in the use of the language
 - Demonstrates syntactic variety and appropriate word choice
- 5** Demonstrates competence in writing on both the rhetorical and syntactic levels, though it will have occasional errors.
- A paper in this category
- Is generally well organized and well developed, though it may have fewer details than does a “6” paper
 - May address some parts of the task better than others
 - Shows unity, coherence, and progression
 - Demonstrates some syntactic variety and range of vocabulary
 - Displays facility in language, though it may have more errors than does a “6” paper
- 4** Demonstrates minimal competence in writing on both the rhetorical and syntactic levels.
- A paper in this category
- Is adequately organized
 - Addresses the writing topic but may slight parts of the task
 - Uses some detail to support a thesis or illustrate ideas
 - Demonstrates adequate but undistinguished or inconsistent facility with syntax and usage
- 3** Demonstrates some developing competence in writing, but it remains flawed on either the rhetorical or syntactic level, or both.
- A paper in this category may reveal one or more of the following weaknesses
- Inadequate organization or development
 - Failure to support or illustrate generalizations with appropriate or sufficient detail
 - An accumulation of errors in sentence structure and/or usage
 - A noticeably inappropriate choice of words or word forms
- 2** Suggests incompetence in writing
- A paper in this category is seriously flawed by one or more of the following weaknesses
- Failure to organize or develop
 - Little or no detail or irrelevant specifics
 - Serious and frequent errors in usage or sentence structure
 - Serious problems with focus
- 1** Demonstrates incompetence in writing
- A paper in this category will contain serious and persistent writing errors, may be illogical or incoherent, or may reveal the writer’s inability to comprehend the question. A paper that is severely underdeveloped also falls into this category.

Academic Policies

UCAELI Attendance Policy

Revised 9/25/06

Your attendance of UCAELI classes is extremely important. Why?

- 1) You may miss important material or fall behind if you are absent from even one class
- 2) Instructors evaluations of you are based on your performance in their classes
- 3) Other students may be depending on you to contribute to pair work or a group project
- 4) You cannot make progress if you do not take full advantage of every opportunity to use English

If you need to be absent from a class you should:

- 1) Contact the instructor (if possible before your absence) and give the reason for your absence
- 2) Find out what you have missed and make up the work
 - 1) In case of emergency, contact the UCAELI office and let us know if we can help

Summer Sessions (8 weeks)

3 absences from any course: You will receive a warning from your instructor.

4 absences from any course: You will receive an email notice to meet with the Director. You must schedule a meeting within 3 days of receiving the notice.

5 absences from any course: You will not receive a certificate from UCAELI. You will be notified by email to meet with the Director and it will be your responsibility to schedule this meeting. You will have violated your non-immigrant status in the United States. This may cause problems for you in the future if you attempt to return to the US with another or same visa status. You may be dismissed from UCAELI.

Fall and Spring Sessions (15 weeks):

4 absences from any course: You will receive a warning from your instructor.

6 absences from any course: You will receive an email notice to meet with the Director. You must schedule a meeting within 3 days of receiving the notice.

8 absences from any course: You will not receive a certificate from UCAELI. You will be notified by email to meet with the Director and it will be your responsibility to schedule this meeting. You will have violated your non-immigrant status in the United States. This may cause problems for you in the future if you attempt to return to the US with another or same visa status. You may be dismissed from UCAELI.

Note: For Conversation Course: You may not miss more than 4 classes.

PLEASE NOTE: 1) Students who depart early from the program will not receive a certificate.* 2) If you do not receive a certificate for two consecutive sessions, you will not be allowed to register at UCAELI for a third session. * Federal Government Guidelines state that if you depart a program before its completion you do not have a 60 day grace period, you must leave the US immediately or after consulting with a designated school official and getting permission for early departure, you will have a 15 day grace period to leave the US.

Lateness to class: If you are more than 15 minutes late for a class, you will be marked absent. Chronic lateness may prevent you from receiving a certificate. Be on time!

Suggestion/Complaint Policy

This is to inform you of our procedure for student suggestions and complaints.

Students who wish to make a suggestion or complaint have two choices:

- 2) send the suggestion or complaint by email to the director at:
Kristi.Newgarden @uconn.edu

OR

- 2) fill out a complaint form and put it in Kristi's mailbox in the Graduate Center

**ALL SUGGESTIONS AND COMPLAINTS WILL BE KEPT
CONFIDENTIAL**

Procedure for Responding to Suggestions/Complaints:

- 1) Your suggestion or complaint will be recorded and filed
- 2) The Director will determine what action to take regarding your suggestion or complaint
- 3) If you have included your name, you will be notified that your suggestion or complaint has been received and informed of the action to be taken
- 4) If a meeting is necessary, you will be contacted to schedule a time
- 5) The action taken will be recorded and filed

UCAELI STUDENT SUGGESTION/COMPLAINT FORM

Your name: _____

Date: _____

Description of suggestion or complaint :

Do you want to meet with the Director? _____ yes _____ no

UCAELI Zero Tolerance of Violence Policy as of 1/31/00

UCAELI is a place where people from many different countries and cultures learn to live and work together peacefully. Therefore, no act of violence will be tolerated. Any student who commits an act of violence, either verbal or physical, will be suspended from attending classes immediately. Pending the outcome of the following steps, a decision will be made as to whether the student will be allowed to remain in the program.

Step 1: A counseling session will take place between the student and UCAELI Director.

Step 2: The student will be referred to the Department of International Services and Programs for counseling.

Step 3: A hearing will be held with the student, the UCAELI Director, and the Executive Director of International Affairs.

In accordance with UCAELI's tuition refund policy, there will be no refund of tuition when a student is dismissed from the program.

UCAELI Vacation Policy Updated 4/4/01

Students who are issued the I-20 by UCAELI may take a vacation upon completion of their study at UCAELI.

Students who wish to take off the summer session must have completed both fall and spring sessions (the equivalent of a full academic year) and be registered for the following fall session.

Students who have not completed a full academic year, but wish to take a break between sessions will need to reapply and pay a reinstatement fee to obtain a new I-20 when they wish to return to UCAELI. However, there is no guarantee that a new I-20 will be issued.

There will be no breaks granted for the purpose of studying for standardized tests.

UCAELI Part-Time Student Policy Effective 10/30/00

Students who have studied at UCAELI full time for one session or more are legally permitted to use their 60 day period after completion of a session to study part-time at UCAELI. Students who choose this option must write a letter to the UCAELI Director stating that they will leave the U.S. before or on the 60th day after completion of their last session as a full-time student. Students electing this option will need to inform UCAELI before the end of their final full-time session. Because of the need to prioritize full-time students, on-campus housing will not be provided for students with this part-time status.

UCONN Operations & Student Services

UCAELI Office

The UCAELI office address and phone/fax is:

843 Bolton Rd., U-1198, Room 20
Storrs, Connecticut 06269-1198
phone: (860)486-2127 facsimile: (860)486-3834
web site: <http://www.ucaeli.uconn.edu>

Office hours are as follows: 8:00 am - 5:00 pm Monday - Friday
Our emergency number is (860) 465-7958 - Kristi Newgarden

UCAELI regrets that it is unable to provide usage of the fax machine or phone for long distance use. In addition, the photocopier is not available for student use.*

*emergency use for students with permission only.

UCAELI Staff

Director: The Director oversees all aspects of UCAELI and provides academic advising for those students who wish to transition to degree programs or take other UConn courses. The Director will respond to any program concerns that you might have and is available for a meeting by appointment. Please see the Program Assistant or e-mail the Director directly to set up an appointment.

Director: Kristi Newgarden
Email: kristi.newgarden@uconn.edu
Phone: 486-5094

Program Coordinator: The Program Coordinator is responsible for all aspects of your programming outside of your classroom. This includes your admission and registration, immigration advising, orientation to local & university services (including student employment, medical services, parking services, dining & housing services, ID cards) and arranging socio-cultural events & activities.

Program Coordinator: Arthur Galinat
Email: Arthur.Galinat@uconn.edu
Phone: 486-6854

Financial Assistant: The Financial Assistant is responsible for the collection of all program fees and student invoicing. She is available without appointment, Monday through Friday.

Financial Assistant: Lena Dillman
Email: Lena.Dillman@uconn.edu
Phone: 486-2127

Program Aide: The Program Aide assists the Program Coordinator with admissions and student services.

Program Aide: Neena Kapoor
Email: Neena.Kapoor@uconn.edu
Phone: 486-2127

UCAELI Student Employees: UConn students work at UCAELI to assist full time staff members. They are very knowledgeable of the program and can assist you regarding routine program questions. If they cannot assist you themselves, they will direct you to the correct staff person or will help you make an appointment to see the appropriate staff person.

UCONN Student Services

Career Services - (6-3013) This department offers programs to help students explore career possibilities, and set job seeking goals. A number of workshops are offered to students during the year. For further information, please visit:

<http://www.career.uconn.edu/>

Counseling - (6-4130) If you are struggling with personal issues or need someone to talk to regarding any aspect of adjustment during your stay at UConn, you may set up a confidential appointment with a counselor . For further information, please visit:

www.ucc.uconn.edu/~wwwcsvc

Community Outreach - (6-1165) This center will help you plug into opportunities for volunteer services throughout the UConn and local community. This is a great way to learn English, make friends and get more familiar with your new culture. For more information, please visit: www.volunteer.uconn.edu

Computer Center - (6-help) This center is a support center in providing information technology and communication services for the UConn community. UConn students are welcome to use the center's in-house facility (just bring your own disk to save your work). On line help is also available for those students who are having trouble with their computer. For more information please visit: www.ucc.uconn.edu

Dining Services - (6-3129) You can purchase meal plans, cash point cards and even a Husky Gold Card through this department. For a complete list of offerings and cafeteria listings & times (even the daily menu!) visit: www.ucc.uconn.edu/~wwwfds/

Field House - (6-0002) This is just the place to go if you want to work out, lift weights, play racket ball, etc... Present your UConn ID when entering. For more information visit: www.recreation.uconn.edu

Husky Escort - (6-4809) As part of the Community Safety Assistant Program, Husky Escort Service helps UConn students get home safely. When you feel unsafe, or it's late at night, just call for transportation from one end of campus to the other.

International Center - (6-3855) This department (also know as the Department of International Services & Programs) assists international students by providing services that address US immigration concerns, personal, cultural and academic adjustment, orientation, cross cultural training and special events for the campus community. For more information, please visit: www.ia.uconn.edu

Library, Homer Babbidge - (6-4636) UCAELI students may take a library tour with one of their instructors. UCAELI students are issued a sticker affixed to their ID card to activate library privileges at the reference desk on the first floor.

Mail service - (6-2024) If you move your residence during your stay at UConn, contact Sally Johnson (6-5903) for mail forwarding services

Parking services - (6-1448) Maps that indicate student parking lots are issued from this office. To get a student parking permit, see the UCAELI Program Aide for a request letter. Take this letter along with \$42 to parking services to pick up your sticker and map. Parking violations are issued through the police department of the Town of Mansfield. You have the right to contest the charges. For more information visit: www.park.uconn.edu

Res-net - (6-4087) If you are interested in activating a data connection in your dorm room, contact this department. For more information, please visit: <http://www.resnet.uconn.edu/>

Residential Life - (6-2926) There are several housing options through UConn, including graduate dorms, undergraduate dorms, and off campus housing. UCAELI students have particular needs, such as available housing during university breaks as well as summer housing. Speak with the UCAELI Program Assistant regarding your requests for residency or change of residency. For more information regarding UConn residences, visit: www.drl.uconn.edu

Shuttle service - (6-5013) - campus bus service runs from 6:40 am - midnight, Monday - Thursday and until 10:00 pm on Friday during the academic year. There are lower usage weekend and vacation schedules. There are several bus stops, schedules and routes and maps (all subject to change). For more information, please visit: www.park.uconn.edu

Student Employment - (6-3474) UCAELI students are eligible for campus jobs after:

- 1) securing a social security number
- 2) showing receipt of their student invoice paid in full (important: keep all program receipts).

Jobs cannot interfere with your class schedule. To begin the process of securing a social security number, see the UCAELI Program Aide for a request letter, which you will take to the social security office in Willimantic. They will process your social security number and send it to you approximately one to three weeks later. You are allowed to work up to 3 pay periods before you receive your social security number once it is being processed.

Student Health Services (SHS) - (6-4700) It is mandatory for all international students to register with SHS for a health screening. Students living on campus are required to sign up for the Student Health Services coverage. One of the advantages of using the campus infirmary is the convenience of seeing a doctor or nurse practitioner immediately just by walking over to the clinic from your dormitory. See the UCAELI Program Aide for purchasing details.

Student Union Clubs - One of the best ways to make new friends and have fun at UConn is to join a club or organization! The Student Union is the hub of student social activity, and there are several departments within this building that can help you find clubs and current activities. Call the following numbers for: campus programs 6-2311, activities 6-3423, student clubs 6-3421 and student help desk 6-1140 For more

information visit www.saup.uconn.edu. UCAELI also keeps a current list of all clubs and organizations at UCONN. Please see the Program Aide for this list to contact the club of your choice.

Writing Center (6-5747) This center is available to help students with all aspects of writing. Tutors are available to assist. There is no charge and no appointment is needed.

UConn Co-op (63537) This campus bookstore offers a wide selection of merchandise including texts for classrooms, clothing, gifts office and computer supplies. For more information visit: www.bookstore.uconn.edu

UConn Course Offerings - For those students who are interested in taking a UConn class whether by audit or for credit, visit the following address for a current list of course offering at: <http://vm.uconn.edu/~dirclass/> for upcoming semesters

UCONN STUDENT ACTIVITIES Information

Department of International Services and Programs-(6-3855) This department, also known as the International Center, provides programming and activities for the international community at UConn. Programs include weekly coffee hours and discussions on culture, culture festivals, movies, and trips to destinations like Boston, New York, and Montreal.

UCAELI All-Program Activity- (6-2127) Each session UCAELI students participate in an activity or trip designed to enhance their English studies and experience with the local area. Some previous activities include trips to: Newport, Rhode Island, Sturbridge Village (a working museum of an 18th century New England Village), and the Pequot Museum (dedicated to research and education about local Native American tribes and history).

UCAELI Conversation Partner Program -(6-2127) UCAELI works with a representative from Community Outreach to match all UCAELI students with a native speaking conversation partner. Partners meet informally to discuss topics of general interest. Sometimes a learning exchange is established where student and partner exchange language skills. This is one of the best ways to learn about UConn and to make new friends. The conversation partner program is available only during fall and spring.

UCAELI Homestay Program- (6-2127) Students are placed in a homestay situation with a family or mature individual in Storrs or the surrounding area. Students in a homestay situation are introduced to American home life, and will further develop their everyday English speaking and listening skills and expand their intercultural understanding. Please speak with the Lead Instructor or the Program Aide if you are interested in a homestay.

UCONN Activities Websites_The following links will take you to websites with listings of upcoming events (exhibits, concerts, activities, etc.) on the UCONN campus and the surrounding community.

UCONN Advance on-line calendar <http://www.advance.uconn.edu/advance.htm>
(also available from the UCONN homepage under News / Events)

WHUS 91.7 fm <http://whus.org>
UCONN's campus radio station has concert and event listings in addition to information on their daily programming.

Department of Campus Activities <http://www.ca.uconn.edu/>
This web page has listings of all the on campus activities, including links to the Student Union and Community Outreach Center. Community Outreach is an on-campus student volunteer organization and a great way to meet UCONN students and practice your English!

Daily Life in the United States

Banking - Banks are usually open from Monday through Friday 9am to 5pm. Some banks stay open later on Thursdays. Most banks are open Saturday from 10am to 5pm. Always bring your travel documents with you when you go to open an account (Passport, visa, etc..) First Union Bank is located in the center of campus next to the UConn CO-OP.

Community events- UConn and the surrounding community offer many activities in which students may take part. For the best information about what is going on in and around the UConn area check: www.news.uconn.edu

Driving- Like most other countries you need a driver's license to drive. If you own a car you must register it with the Department of Motor Vehicles. The cost is normally quite small. Cars in the State of Connecticut must be insured, so you need to purchase insurance before you may drive on the roads. Police and driving officials in the United States take driving obligations and violations of motor vehicle laws very seriously. Be careful when you drive, and obey all laws.

Renting- There are many companies which rent local housing and apartments to students and the UConn community. Renting means you will usually pay a fee (known as "Rent") per month to live, as well as heating, water, and electric fees. Please be aware that when you rent you must sign a contract (called a lease) which will state that you will rent and pay for your housing for a stated period of time (usually one year). If you are not sure about renting or a lease contract please speak to the UCAELI staff or explore the following website with information on local off campus housing.

<http://www.offcampushousing.uconn.edu/>

Food - If you are being invited to someone's house, you may be asked if you have any dietary restrictions (can't eat pork, allergic to something, fasting). You are expected to be honest in your response. If you are uncertain about foods that you are eating in a restaurant, be sure to ask your waiter/waitress to check with the Chef about potentially harmful ingredients.

Hair Dresser/Barber- If you require the services of a hair stylist or barber you can check the yellow pages of any local phone book. There are many stylists and barbers within walking distance of the campus. For instance there are several located on rte 195 behind the Store 24 plaza. Tipping is considered proper etiquette for a haircut or perm, about 2-3 dollars for a good haircut and more for a perm. Make sure you tell the stylist/barber exactly what you want for a haircut. Give as many details as you can!

Post office - The Storrs/Mansfield Post office is located on South Eagleville road, past Friendly's on Route 195 (The main road through UConn) their hours are 8am - 5pm Monday - Friday, and 9am - 1pm on Saturday. They are closed on Sunday. The Post office offers normal domestic (within U.S. only) and international mail services, as well as express mail for quick or overnight delivery. You may also buy stamps and mail letters from the UConn CO-OP, located in the center of campus next to the library.

Medical care - Medical care is very expensive in the United States. It is also mandatory for all students to have medical coverage. If you did not arrive with medical coverage, you can purchase medical insurance through Bailey Insurance. When you need to see a doctor, you must call first to make an appointment. It is highly unusual to be seen immediately. If you explain that you are in pain (such as a tooth ache or a fever), they will try to fit you in as soon as possible. An alternative to getting an immediate appointment is to go to an immediate medical care clinic (IMC) - found in the phone book or an emergency room - found in a local hospital. A doctor's consultation fee is around \$100 and usually you are asked to pay that fee when the service is rendered. Then you can seek reimbursement according to the coverage of your insurance policy at a later time.

IMPORTANT: ALL EMERGENCIES SHOULD BE HANDLED BY CALLING 911

Medical insurance claims follow one of several procedures depending upon the health center. In all cases, show the receptionist your medical insurance identification card or claim form and keep copies of any related medical receipts.

- 1) Before leaving the doctor's office, have the physician complete his/her section of the form; this will help process the insurance claim.
- 2) If the doctor is unable to complete your insurance form at that time, you may sign the form to authorize the claim and leave the form with the receptionist who will then forward the claim to the medical records office.
- 3) For private doctors, fill out and sign the patient's section of the insurance claim form; the doctor's office completes the claim form and bills the insurance company directly.
- 4) Some doctors require that the patient pay for the medical services him/herself and then wait for the insurance company to reimburse him/her. In that case, have the doctor fill out his/her portion of the insurance form and return it to you. Obtain a receipt with your bill to the insurance company along with the claim form.

Safety & Security_ To protect and serve the university community UConn has its own police force and fire and rescue corps. The use of the telephone number 9-1-1 is for emergency use only. If in an emergency, you can dial 911 on a phone and it will connect you to an emergency dispatcher. You should speak with this person, giving the best description you can about your situation. **DO NOT DIAL 911** if you don't have an emergency. UConn also offers an Escort Service. This service provides you with a person who will either drive you or escort you safely to your dorm. This is an especially useful and comforting service at nighttime.

Police/Fire/Rescue Emergency	9-1-1
Routine police calls	486-4800
ESCORT SERVICE	486-4809

To provide for the security of your personal belongings remember to:

- 1) Always lock your door when away from your room
- 2) Never keep precious valuables or extensive amounts of money in your room

3) Never lend or allow someone to borrow your belongings if you do not trust them

Restaurants - There is an unspoken but understood protocol of tipping the waiter/waitress for service. In moderate restaurants, 15% of the total bill and in fancier restaurants 20% of the bill is designated for a tip.

Shopping- Shopping is easy on the UConn campus with the central location of the UConn CO-OP. The CO-OP is also the place where you may purchase your class materials. There are many local stores where you may purchase music, food, and gifts all within walking distance from the campus. If you have a car or can arrange transportation there is the Buckland Hills Mall area in Manchester, which offers a vast variety of specialty stores and shopping centers.

Transportation Services also runs a bus to Buckland Hills Mall on the weekends operating on a trial basis on Saturdays and Sundays during the academic year. The bus will leave from the front of the Student Union, with no other campus stops and is handicapped accessible. Wheelchair passengers, please let the Help Desk know at time of ticket purchase, so accommodations can be made. The cost is \$5.00 round trip. Each bus holds 37 passengers, so buy your tickets early! Tickets must be purchased in advance at the Student Union Help Desk. Sorry, drivers are not allowed (by CT state statutes) to collect money. The East brook Mall on route 195 in Windham is also close by and can be reached by the WRTD bus.

Prices in the United States are usually set and are never argued or bargained on. Some stores offer discounts to UConn students, especially in the local area. Just ask!!! When shopping for clothes and shoes remember that sizes in the U.S. are different from those in other countries. Either know your size conversion or just try the items on.

Telephone - Using the telephone in the U.S. can be difficult the first few times. Remember that you must dial 0-1-1 for all international calls. One helpful feature of our telephone system is that you can dial 4-1-1 to get directory information. Please be aware that dialing 411 means you will pay a \$.75 charge for the service. Many of our students purchase calling cards to use when calling long distance or to international locations. These are available at most food stores, convenience stores, and at the UConn CO-OP. Americans are normally very polite on the phone and you should try to match their etiquette. Always say "HELLO" when answering the phone and "GOOD-BYE" when hanging up. If you would like a person to hold for you while you do something let them know that you are putting the phone down. When calling another person always announce yourself ("Hi, this is Taigen, may I speak with Steve???) Make sure that you speak loudly enough so that the person on the other line can hear you clearly.

Telecommunications - (7-0123) Located in room #207 of the Student union, this is where you want to go for dorm phone service. For more details visit:<http://www.comm.uconn.edu/wwwvoice/uguide.htm> Remember this information when trying to dial. For example: 486-2127 on campus - 6-2127 or 7-2127 (offices use the exchange #6, dorms use #7), Locally - 486-2127, In-state but long distance 1-(area code) 486-2127 long distance in the USA 1-(area code) 486-2127, long distance internationally 8-011 -(area code) 486-2127

Fees for long distance calls are by peak and lull times, which vary according to the time and day and the long distance carrier and plan you are enrolled in. The yellow pages in the phone directory will help you find area calling codes and time zones. The operator can help you find out the fee. Using an operator to help you connect your call is more expensive than if you dial yourself.

Travel/Transportation- Traveling on campus is not very difficult. Even though UCONN looks huge you can arrive almost anywhere by walking. If you have a car or if you plan to buy one, you will need to purchase a parking permit for your car in order to park on campus. If you live on campus then the fee for a permit is \$84 per year, if you commute to campus then the fee is \$65 or more depending on the parking area permit you buy your permit for. A parking permit is necessary to park anywhere on campus from 7am – 4pm. After 4pm you are allowed to park in any legal parking space. For a map of where students can park from 7am- 4pm please visit the following website www.park.uconn.edu/mappage.htm

In addition to traveling by car there is a University Shuttle system. The Shuttle travels around the campus and to the area apartment complexes. This way if you have to park far away from your classrooms you will not have to walk from the parking lot, you can take the shuttle. You can pick up a shuttle schedule inside the library or by visiting the transportation website at www.park.uconn.edu and clicking on shuttle service. This will give you a map of shuttle service and the approximate times that the shuttles will pass by.

For local area transportation the WRTD (Willi) bus runs between Storrs and Willimantic passing through the University. The bus service is free with a valid UCONN ID. You can pick up a Willi bus schedule at the library or at their website at http://www.wrtd.net/storrs-willimantic_bus_fares.html. There is also a local taxi company, Thread City Cab that will travel to UCONN and Willimantic.

The Bonanza bus stops on campus near the new chemistry building and runs to Hartford, CT; New York, NY; Providence, RI; Boston, MA; and many other cities as well. You can buy bus tickets and get a bus schedule at the UCONN CO-OP or at the following website <http://www.peterpanbus.com>. A ticket to Hartford is \$11. If you are traveling north or east (Boston or Providence) you should take the bus directly from UCONN instead of traveling to Hartford.

Once in Hartford at the bus/train terminal you can transfer to other cities west by bus using Greyhound or Peter Pan Bus lines. You can check their schedules on-line at www.greyhound.com and www.peterpanbus.com. Hartford's Union Station houses both the bus terminal and the train station. Amtrak trains travel all over the United States. For a schedule and their fees check their website at <http://lb.Amtrak.com>.

Avalon Limousine Service is a good option for pick-up and drop off for Hartford buses and Bradley International Airport call them at: 1-800-395-5466
The cost is \$75-\$100 for door to door service to or from the airport.

RENTAL CAR COMPANIES

<http://www.thrifty.com/>
<http://www.enterprise.com>

NATIONAL BUS LINES

From Hartford

<http://www.greyhound.com> \$25.00 express to New York
<http://www.peterpanbus.com> \$25 to New York

From Storrs

<http://www.peterpanbus.com> \$11 to Hartford
<http://www.peterpanbus.com> \$29 to New York

TRAINS

<http://lb.Amtrak.com>

SHUTTLES AND TAXIS

Avalon Limousine Service - 1-800-395-5466

Thread City Cab (860) 423-5700 Travels to and from Willimantic and the surrounding towns.

Americans & American Culture

Personal space - Every culture has a comfortable distance for people to stand when talking to each other. For Americans, it is usually around 1/2 meter. If you stand closer than that to another person they may feel that you are invading their personal space and they may move back.

Prejudice/equality - gender, race, religion, sexual orientation

The statements below best illustrate the UConn policy on equality.

“The University of Connecticut, like all great universities throughout history, must exist as a forum for the civil and safe exchange of ideas. This is what “academic freedom” is about and this is what makes universities such valuable places for our society”.

President Philip Austin

“We celebrate diverse perspectives and cultures. We do not accept a lack of tolerance for others’ ideas, persuasions, or cultural identities...We strive to provide a safe environment and foster respect for all peoples.” *Interim Chancellor Fred Maryanski*

Punctuality - It is customary to make advance appointments for visits to professional business offices or for meetings with UConn faculty. Be on time for all appointments. Call if you know that you will be late or will miss your appointment. Apologize and explain the delay or cancellation and ask if the appointment can be rescheduled. You may be charged a fee for a missed professional appointments (doctors, dentists, etc...). Public events such as lectures and concerts generally begin on time. Social events are more relaxed and you can arrive to social events up to 30 minutes late. When in doubt, confirm with the host.

Business Etiquette: Business people, like college administrators, work on busy schedules and their time is valuable. American business people have a high respect for confidentiality. Please do not enter any office that is not yours unless invited in, especially when no one is present. When two other people are having a meeting in an office please respect their privacy and wait to be assisted. Do not enter or stand in any office in which a private conversation is taking place. Expect that when you require assistance that those people who have an appointment for that time will be helped first and then others by the order in which they arrived.

Greetings - The standard American greeting of “Hi, how are you?” or “How’s it going?” or “How are things” is confusing because the question is not one really of concern but is just a way of saying “Hi”. The person asking the question does not wait for a reply and it may seem rude. It is polite to simply respond by saying “fine” or “Hi, how are you?” slang: Q: “What’s up?” A: “Not much.”

Informality/formality - People who have just met often call each other by their first names. Do not, however, call your teachers by their first names unless they give you permission first. People usually dress very casually, especially in universities. The business world generally still dresses more formally.

Conversation - Most Americans engage in “small talk” usually about the weather or sports. As people get to know each other better they discuss jobs and families etc. It is considered impolite to discuss people’s salaries and painful personal matters (such as divorce). It is also offensive to joke about racial, religious, ethnic, gender and sexual orientation issues. You should be careful when talking about these issues.

Smoking - Smoking is prohibited in all public buildings in CT. If you are a guest in someone’s home, it is also considered rude to smoke without asking permission. No one can purchase cigarettes under 18 years of age. Purchasers will be asked to show ID to prove their age.

Alcohol - No one can purchase or consume alcohol in a public place unless they are over 21 years of age. If you go into a bar, you will be “carded” which means that you will be asked to show an ID to prove that you are of age.