

UCAELI Student Handbook

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General UCAELI Information

UCAELI's Mission Statement

Based at the University of Connecticut, a leading public university, the University of Connecticut American English Language Institute (UCAELI) provides innovative English language programs and exceptionally supportive student services.

Our mission is:

- To provide our students with quality language instruction that enables the achievement of their personal, academic and professional goals
- To maximize our students access to UConn's educational, cultural and community resources
- To assist our students in their transition to mainstream academic courses
- To support university-wide needs for specialized English programs and services
- To provide our students and community with opportunities for international experiences and learning

UCAELI Office

- Hours: 8:00am – 5:00pm, Monday through Friday.
 - *Hours may change and students will get a UCONN email if there are any changes or early closings*
- Location: Rowe Center for Undergraduate Education, Room 218
- UCAELI address:
368 Fairfield Way, Unit 4198
Storrs, CT 06269-1198
- The UCAELI website: www.ucaeli.uconn.edu

IMPORTANT: Be sure to check your UCONN email **daily** for UCAELI updates.

UCAELI Office Staff

Staff Directory

- Jeannie: UCAELI Associate Director
Contact Info: 860-486-8484, Jeannie.Slayton@uconn.edu
- Andrew: UCAELI Academic Coordinator
Contact Info: 860-486-2127, Andrew.Santos@uconn.edu
- Ali: UCAELI Program Coordinator
Contact Info: 860-486-2127, Alexandra.Schipani@uconn.edu

Who to Contact for Your Needs

- International Student and Scholar Services (ISSS)
 - All visa related issues including:
 - Travel signatures
 - Questions about visa status
 - I-20 Extensions

- Core Teacher (Kelly)
 - Personal letters of recommendation
 - Proficiency certificate
 - Assistance with language learning
 - Topics covered in class
 - Feedback on teaching
 - Class activities

- Classroom Instructors
 - Class changes
 - Personal letters of recommendation
 - Assistance with language learning
 - Topics covered in class
 - Feedback on teaching
 - Class activities

- UCAELI Office Staff (Andrew, Ali, and Student Employees)
 - UCAELI Transcripts
 - Trip/Activity Information
 - Request Forms for Letters
 - DMV, Parking, Scholarships, etc.
 - General UCONN issues
 - Housing, Bursar's Office, Student Health Services, etc.
 - General information about UCAELI
 - Filing a formal complaint
 - On-campus and off-campus Resources

IMPORTANT: Please do not request the same documents from more than one staff member. If you do not receive a prompt response during office hours, please call the main office at 860-496-2127.

UCAELI Academic Schedule

UCAELI Classes meet Monday through Friday.

Monday	Tuesday	Wednesday	Thursday	Friday
9am-2:30pm	9am-3:30pm	9am-2:30pm	9am-3:30pm	9am-12pm
Lunch: 11:30-12:30	Lunch: 12:15-1:30	Lunch: 11:30-12:30	Lunch: 12:15-1:30	Conversation partners: 11am-12pm

- UCAELI follows UConn’s schedule for holiday and weather related closings. On days that UConn is closed, UCAELI is also closed and will not hold classes.
- Vacation Weeks (NO UCAELI CLASSES)
 - Fall Semester: the week of **Thanksgiving** (4th week in November)
 - Spring Semester: **“Spring Break”** (2nd or 3rd week in March)

Cost of UCAELI

UCAELI fees are added to your fee bill. These fees include:

- Tuition
- Mandatory health insurance
- Visa Compliance Fee
- Housing (if you live on campus)

Payment is due on or before the first day of the session. You must pay your fee bill in order to be registered in classes. Students who do not pay their fee bill will not be registered in classes.

Any student who is not registered in classes by the 10th day of the semester will violate the terms of their I-20 and may be asked to leave the UCAELI program.

For more information on absences please view the *Attendance and Immigration* section of this handbook.

Health Insurance

IMPORTANT: All UCAELI students must purchase UCONN health insurance. *The only exception to this rule is Saudi Arabian Cultural Mission (SACM) students with*

AETNA health insurance. This is part of the SACM scholarship. No other exceptions will be made.

- For more information on the cost of health insurance please visit the UCAELI website at <http://wp.ucaeli.uconn.edu/programs/intensive-english-program-iep/intensive-english-program-dates-costs/>
- UCAELI students are provided with Consolidated Health Plans (CHP) insurance. For more information on your plan and coverage please visit the CHP website at <https://consolidatedhealthplan.com/>

Holds on Your Account

A hold may be placed on your account for a variety of things. **It is your responsibility to get these holds lifted.** Make sure you check your Student Admin account to see if you have any holds. The UCAELI office will also notify you of holds when necessary.

- Some examples of holds are:
 - Bursar's Office for failure to pay tuition or health insurance
 - ISSS check-in
 - Parking tickets
- If you have a hold for failure to pay for services (including housing, health insurance and tuition) **you will not be able to...**
 1. attend classes (These absences will count against you. Please see the Attendance and Immigration Status section of this manual);
 2. change classes;
 3. use UCONN services such as the gym and the library;
 4. get any documents from the UCAELI office (like transcripts, letters of enrollment verification)

Academic Life at UCAELI

UCAELI Classes

Placement

- New students are placed in classes based on their placement test scores. These tests are given to the students after their applications have been completed, and before they arrive at UCAELI.
- Returning students are placed in classes based on teacher recommendations and EAQUALS Proficiency Levels. Students at the “+” level are advanced to the next class. For example, a student with an A2+ in Writing is placed in the B1-B1+ Focus on Writing course.
- Only students with a B1+ in all skill areas are allowed to take English for Academic Purposes. Students below this level who wish to enter the course must have the EAP instructor’s permission and sign an EAP Placement Waiver form acknowledging that their level is below the minimum requirements for the class.
- Intermediate and Advanced students will have the opportunity to choose their afternoon classes during the first week of the semester. The UCAELI teachers will place students who are absent for the class selection session in afternoon classes.

Changing Classes

If you believe that you have been placed in the incorrect level or afternoon class please follow these steps:

1. **Go to at least two classes first**
 2. Talk to the teacher of the class that you are assigned to and ask the instructor for a “Class Change Form”
 3. **If the teacher agrees**, they will give you a form. You will need to fill out the top portion of the form with your information.
 4. Get two signatures, one from your current instructor and another from your new teacher.
If you cannot get two signatures, then you cannot change classes.
 5. Once the form is complete, bring it to the UCAELI office to be changed.
- Your attendance records will transfer from one class to another. For example, if you are absent two times in Communication Skills A1-A1+ and you move to Communication Skills A2-A2+ you will have two absences in your new class (A2-A2+)

- There are NO class changes after the second week of classes. This is the end of the University Add/Drop period and UCAELI cannot make exceptions for this rule.

IMPORTANT: *If you have a Bursar hold on your account you will **NOT** be able to change courses. This is a University policy and the UCAELI office does not have any control over this (see “Holds on Account” section).*

UConn Classes

High Intermediate and Advanced level students may attend UConn classes.

- You must get permission from the UCAELI Academic Coordinator and they will help you find a UConn Class
- If you are interested in taking a UConn course for credit or observation, please visit the Registrar’s site for Non-Degree students <http://nondegree.Uconn.edu/non-degree-registration/> and click on “Dynamic class search” to begin looking for possible courses

Observing a UConn Class

- **Your EAQUALS score must be B1+ or above in all areas**
- You may observe a class in place of an afternoon UCAELI class if you are able to fulfill all of the responsibilities below
 - You must get permission from the Academic Coordinator
 - Your responsibilities include:
 - Attending all lectures
 - Participating in discussions or activities
 - Paying your full UCAELI tuition
 - Participate in the UCAELI course “Bridge to UConn”
 - Posting weekly summaries of the class you are observing in HuskyCT
 - You do **not** need to take quizzes or tests in the UConn course
 - You will **not** receive a grade for the UConn course

Enrolling in a UConn Class

- **Your EAQUALS score must be B2 or above in all areas**
- You will need to get permission from the Academic Coordinator
- Your responsibilities include:
 - Attending all lectures
 - Participating in all discussions and activities
 - Taking quizzes or tests
 - Pay the course fee to the University of Connecticut
 - Pay for the UCAELI courses you are also taking
 - Participate in the UCAELI course “Bridge to UConn”
- You will receive a grade for the UConn course

Attendance and Immigration Status

All F-1 students are required by law to maintain full-time enrollment at all times. Full-time enrollment means regular attendance of all UCAELI and/or UConn courses in which a student is registered. Many unexplained absences may indicate that a student has dropped below full-time.

Students will be notified to meet with their Immigration Advisor...

1. After 3 absences (2 during Summer sessions) in any one course and UCAELI instructors indicate that the student has not explained the absences and made up missed coursework.
2. After 3 more (1 more during Summer sessions) unexplained absences in any one course without a plan to make up missed coursework will be considered an unauthorized drop below full time enrollment.

IMPORTANT: If a student drops below full-time enrollment without permission from Immigration Services or has 6 or more days of unexplained absences, the student may be subject to **SEVIS I-20 termination** for an unauthorized drop below full course of study. If a student’s I-20 is terminated, they will need to depart from the U.S. immediately and may not be eligible to return to the UCAELI program.

Attendance and Academic Progress

Your attendance and participation in UCAELI courses is very important to your progress as a language learner. You are expected to attend and be prepared for every course. Good attendance shows readiness for college-level academic work.

- Absences from courses and failure to complete course requirements will be

noted on your final transcript. An absence is defined as “a day when you are not in class.” Two late arrivals = 1 absence. You are considered “late” if you arrive more than 10 minutes after the start of class.

- Excused absences may include religious holidays, doctor appointments for yourself or an immediate family member, a test such as the TOEFL test or the GRE test that cannot be scheduled outside of class meeting times, and days when you are too ill to participate in class.
- A significant number of absences (6 or more during Fall and Spring; 4 or more in Summer) or late arrivals from any one course may prevent the instructor(s) from evaluating your English proficiency accurately and will be noted on your final transcript as “English skills not evaluated due to incomplete coursework.” This comment would be equivalent to failing to complete a course.
 - If you are continuing in the UCAELI program, you may need to repeat the course before progressing to a higher-level course.

Why is attendance important?

Attendance of UCAELI classes is extremely important because...

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 depend on your help with a pair work or a group project;
4. You cannot make progress if you do not take full advantage of every opportunity to use English.

Assessment & UCAELI Certificates

EAQUALS and Proficiency

UCAELI instructors use the **EAQUALS** descriptors to evaluate your English language proficiency

- This link describes the different levels of proficiency for listening, reading, spoken interaction, spoken production, written production, strategies (strategic competence) and quality of language.
 - http://clients.squareeye.net/uploads/eaquals2011/EAQUALS_Bank_and_scales.pdf

End of Session Certificates

UCAELI Intensive English Program End of Session certificates are awarded to students who:

- Successfully complete the entire session

- Meet attendance requirements
- Complete all coursework
- If a student drops below full-time enrollment without prior authorization or if the student leaves the program early without completing course requirements, the student becomes ineligible for a UCAELI Certificate.

Honor Certificates are awarded to students who:

- Have shown exceptional leadership qualities
- Have had excellent attendance
- Have shown exceptional effort in every class

Proficiency Certificates are awarded to students who have reached academic proficiency. This is different from the UCAELI End of Session Certificate. Please see the Proficiency Certificate section for more information.

- **IMPORTANT:** The UCAELI Proficiency Certificate requirements state that students must meet all course and attendance requirements leading to a UCAELI Intensive English Program end of session certificate.

UCAELI Proficiency Certificates

The Proficiency Certificate is issued to confirm that a student is considered capable of academic work. Receiving a UCAELI Proficiency Certificate is equivalent to completing the program. A student must meet the following criteria to be issued a Proficiency Certificate. If these criteria are met, a proficiency certificate will be issued at the student's request. This certificate is particularly beneficial to those students who do not have the required 550 (Paper based) or 79 (iBT) on the TOEFL Test for entrance to a university.

Specific Criteria:

1. EAQUALS level of at least B2 in all skill areas on a student's course evaluation (a score of B2 indicates minimal academic proficiency, a score of C2 indicates full academic proficiency)
2. An EAQUALS writing score of at least B2 on a timed essay or research paper
3. At least one of the following:
 - TOEFL iBT score of 71 or higher
 - TOEFL paper based test score of 525 or higher
 - IELTS score of 6.0 (minimum of 5.0 on all subscores)
 - Michigan Test of English Language Proficiency score of 85 or higher (if necessary)
 - Satisfactory completion of the UCAELI EAP Listening/Speaking and EAP Reading/Writing courses

4. Satisfactory completion of all course requirements, including attendance, leading to a UCAELI end of the session certificate

How to request a UCAELI Proficiency Certificate

1. Submit a written request to UCAELI Core Teacher Kelly McKenna.
The request must include:
 - Your full name
 - The UCAELI courses you are currently taking
 - Copies of official score reports from the TOEFL or IELTS tests
2. The Core Teacher will evaluate your eligibility and will notify you in writing whether or not you have met the criteria for the Proficiency Certificate.

*This process will take at least 7 days. The decision is final. However, students who have been denied a Proficiency Certificate may make a new request for a Proficiency Certificate after the date listed in the written notification from the Core Teacher.

UCAELI Proficiency Certificate Processing

After receiving a written request from a student for a UCAELI Proficiency Certificate, the Core Teacher will:

1. Consult the student's file to determine eligibility.
2. If the student transcript does not show a proficiency level of B2 in all skill areas from a previous session, then the Core Teacher may ask all of the student's current teachers to supply an update of EAQUALS Proficiency scores in all skill areas.
3. Schedule a date for the student to take the Michigan Test (a standardized language test similar to the PBT TOEFL) if necessary. The test is necessary when a student hasn't taken EAP and has missed the TOEFL exam.
4. If the student has met all of the UCAELI Proficiency Certificate criteria, the Core Teacher will notify the student and the Academic Coordinator in writing. The Academic Coordinator will issue an official Proficiency Certificate letter within three days of receiving notification from the Core Teacher.
5. If the student has not met all of the UCAELI Proficiency Certificate criteria, the Core Teacher will prepare a written response to the student that includes the following information:
 - A copy of the UCAELI Proficiency Requirements
 - Reason(s) the student did not meet the requirements (i.e. low TOEFL scores, EAQUALS levels)
 - A summary of the student's current EAQUALS level
 - A date when the student can request another review for UCAELI Proficiency Certificate eligibility.

The Core Teacher will place one copy of the written response in the student's file.

Academic Advising & Probation

Academic Records and FERPA

The Family Educational Rights and Privacy Act (FERPA) of 1974 is a law regarding your educational records. As a student, you have the right to...

- know the purpose and content of their education records;
- know which University offices maintain their education records;
- ask for changes be made to education records; and
- appeal a decision of a University faculty or staff member not to make the changes requested.

For purposes of FERPA, the University considers all students to be independent. This means educational records will not be provided to relatives without the written permission of the student.

Academic Advising

Academic counseling is available by appointment during the Academic Coordinator's office hours. To make an appointment, email the Academic coordinator (see Office Staff information on p.3) to get help with...

- Creating an academic plan for the next year;
- Getting information about undergrad or grad academic programs;
- Applying for university admission (for students with B1≤ proficiency);
- Signing up for *observing* a UCONN class (for students with B1+≤ proficiency);
- Enrolling in a UCONN class (for students with B2≤ proficiency);
- Academic probation check-ins.

Academic Probation

UCAELI students are expected to make normal and satisfactory progress in the IEP program. Students who do not receive the UCAELI certificate for two sessions must meet with the Academic Coordinator and will be put on Academic Probation.

While a student is on academic probation, that student must...

1. Meet with the Academic Coordinator at regular intervals to make sure they are in good standing in each of their UCAELI classes;
2. AND get an End of Session certificate during that semester

IMPORTANT: Students on Academic probation who do not meet the above requirements will not be able to enroll in UCAELI for additional sessions.

Student Visa Information

F-1 Student Regulations

F-1 visa students are full-time students. You must study and attend class full time every semester for the whole semester. If you do not, it is a violation of your F-1 status and Immigration Services must terminate your SEVIS record.

- Full time study for UCAELI is at least 22 hours per week. This also means that you must study for the full duration of the session.
 - For example, if the fall session began August 29 and ended December 15, you are expected to study full-time for that whole time period. If you leave the program or stop studying before the session end date, your I-20 will be terminated.
- If you exceed the number of allowed unexcused absences in any one class, your I-20 will be terminated as well.

IMPORTANT: If you must leave UCAELI early or stop studying for some reason, tell UCAELI and your International Advisor immediately. If you have valid medical reasons, you may be able to study on a part-time basis or take a medical leave of absence, but you must have permission from your International Advisor first before you stop attending classes!

The International Advisor for UCAELI students is Sarah Manning and her email address is Sarah.Manning@uconn.edu.

SEVIS (Student and Exchange Visitor Information System) & Form I-20

SEVIS is the government database that keeps information on F-1 student visa holders. You have a SEVIS record maintained by UCONN that has information about you and your F-1 program.

The Form **I-20** is issued from SEVIS and shows that you have been admitted to UCAELI. The I-20 tells you: where you may study (UCAELI), when you may study (between the dates listed on page one of the I-20) and what you may study (English language, second language learning). You must have an active SEVIS record and an unexpired I-20 form to have legal F-1 status.

- If any information will change on your I-20, you **MUST** contact an International Advisor at Office of Global Affairs-Immigration Services to see if those changes are allowed under your F-1 student status.

- It is your responsibility to be sure you are following all rules and regulations of your F-1 student status.

Passport Validity.

A passport must be valid for at least six months into the future at all times. You can renew your passport in your home country, or you may be able to renew it through your home country's consular representation in the United States.

Duration of Status (D/S) & 60-Day Grace Period

Duration of Status (D/S) means the time when you are a full-time student, which will match the program dates on your Form I-20, plus a 60-day grace period. This means that **you can stay in the U.S. until the 60th day after the program end date on your Form I-20 OR the date that you complete/end your full-time study, whichever comes earlier.**

- If you withdraw from your program or stop attending classes before the semester ends, you must first consult with an International Advisor- you may not be eligible for a grace period AND your I-20 may be terminated for the unauthorized withdrawal.
- All students must leave the U.S. by the grace period end date unless you have applied for a change of visa status with U.S. Citizenship and Immigration Services or extended your F-1 status by transferring to a new school and receiving a new I-20 form. There are no exceptions.
- As an F-1 student, you will not be eligible for any grace period if you violate your F-1 status and your F-1 SEVIS record is terminated.

VERY IMPORTANT: Please note that if you violate your status and your I-20 is terminate, you may have trouble securing a visa to the U.S. in the future.

Visa

As an F-1 student, you must have a valid F-1 visa page in your passport whenever you enter the U.S. in F-1 status. The visa cannot be renewed within the U.S.

Your visa does not tell you how long you can stay in the U.S: if the visa page expires while you are in the U.S., this is no problem if your I-20 form is valid and you continue to study full time in your F-1 program and otherwise follow all F-1 rules.

Extension of stay

If you wish to study beyond the program end date on your I-20 form then you must apply for an extension at least 30 days before the I-20 expiration date.

- To qualify for an extension you must first apply to UCAELI for additional study and show new funding documents to cover the additional period of study.

IMPORTANT: You may not study after the program end date on your I-20. Your program will be completed and you will have to depart the U.S. or take steps to transfer to another school or change to a different visa status.

Report Your Address

You must update your UConn student record within 10 days of an address change, this will notify Immigration Services.

Travel Abroad

F-1 students can take a short trip outside the U.S. during their program, but you *must get a travel signature* from an International Advisor *BEFORE* leaving. Travel signatures are issued on page 3 of the Form I-20. For more information on travel requirements, visit <http://global.Uconn.edu/about/immigration-services/forms/travel-questions/>

Changing Schools

You may only study at the school listed on your I-20 form.

- If you decide to change schools, you must first tell UCAELI so Immigration Services can transfer your SEVIS record from UCAELI to your new school. The new school can then give you an I-20 form. You must do this before the end of your 60-day grace period.
- You must begin studies at your new school within 5 months of your last day of classes at UCAELI.

Employment on Campus

F-1 students may work on campus up to 20 hours per week while school is in session. During official break periods, students may work up to 40 hours per week. Off-campus employment is not allowed- it is a serious violation of F-1 status and your SEVIS record will be terminated.

End of Program

- When you complete your studies at UCAELI you must fill out a departure form. On this departure notice you will tell Immigration Services whether you are leaving the U.S. or going to another school. You can get this form from UCAELI or Immigration Services.

- Please note: if you complete UCAELI before your I-20 end date, your I-20 will be shortened to the completion date.

IMPORTANT: *If you have any immigration/visa questions while at UCAELI please ask your International Advisor.*

UCAELI Services

Document Requests

If you need a document you **must fill out a Letter/Document Request Form.**

- UCAELI will provide students with enrollment letters or official transcripts for the following purposes:
 - Proof of Enrollment for Apartment Leases (Enrollment deposit and/or tuition must be paid to receive an Enrollment Letter)
 - Transcript for DMV (State ID and Driver License)
 - UConn Parking Letter
 - Letters required for Government Scholarships
- If you need a UCAELI transcript please come to the UCAELI office and fill out a Document Request Form

Note: Letter/document requests may take up to **4 days**. You will receive an email confirmation when your letters or documents are available.

UCAELI Letters of Recommendation

Academic letters of recommendation from UCAELI may be requested. The Academic Coordinator determines if a letter of recommendation will be drafted.

- If at any time during your study at UCAELI, you do not receive an End of Session certificate, we will not write an academic letter of recommendation for you.
- You are encouraged to ask your UCAELI instructors for a personal letter of recommendation.
- Copies of letters written on UCAELI letterhead will be placed in your UCAELI academic file.

Note: Letter of recommendation requests may take up to **1 week**. You will receive an email confirmation when your letters or documents are available.

Formal Complaints

A **formal complaint** is a student's written report of a serious problem related to UConn/UCAELI personnel, services, or an incident on campus. Formal complaints usually cannot be resolved by informal means (such as 1-on-1 discussion) and are documented in writing throughout the resolution process.

Examples of incidents considered formal complaints are...

- physical confrontations with anyone on campus
- disputes with UConn/UCAELI students or faculty that cannot be resolved without a mediator
- incidents involving discrimination or harassment with anyone associated with the UConn/UCAELI community
- sub-standard housing conditions (on or off campus)

Examples of incidents that are **NOT** considered formal complaints are...

- a classroom not having windows
- wanting to change classes because of placement
- having too much/any homework
- having to come to class when it is raining outside

To make a formal complaint, the student must fill out and submit a formal complaint form to a UCAELI administrator (Jeannie Slayton or Andrew Santos), possibly after trying to resolve the problem informally. The UCAELI administrator will then follow up and document all steps that are taken to resolve the problem as well as the final outcome. Records of all formal complaints are kept at the UCAELI office at all times.

Cross Cultural Connections Program

If you would like more communication practice outside of class then Cross Cultural Connections is for you.

- 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.
- In some cases, not all UCAELI students will be matched because of the lack of volunteers.

- Please visit the Community Outreach Office in the Student Union for more information and to sign up!

All- Program Activities

Each session, UCAELI students attend trip designed to enhance their English studies and experience with the local area.

- Some previous trips include:
 - New York City
 - Boston
 - Newport, Rhode Island
 - Sturbridge Village (a working museum of an 18th century New England Village)
 - The Pequot Museum (dedicated to research and education about local Native American tribes and history).
- All students are expected to attend as part of their English learning experience.
- Friday activities will also be planned for students interested in doing extra things after class. Most of these activities will be free or low cost.

Housing and Dining Options for UCAELI Students

There are several living options for UCAELI students. These include:

- On-campus housing
- Off-campus housing

On-Campus Housing

Please let the UCAELI office know that you are interested in living on campus and we will assist you in filling out the online housing application through the Residential Life website.

- If you are a continuing student and would like to stay on campus you must let the UCAELI staff know.
- If you accept the university housing and sign the contract you are agreeing to live in the room. If you break your contract, you will have to pay a fee and will not get a refund. *This is a Residential Life policy, not a UCAELI policy and we **cannot** help you get out of your contract.*

- Take a look at the housing website for more information at www.reslife.uconn.edu
- All students who live on-campus in the dorms are **required** to have a UConn dining plan. The only on-campus housing option that is does not are the on-campus apartments.

Off-Campus Housing

UCAELI makes every effort to assist students with finding a place to live. If you prefer to live off-campus and need assistance please let us know **before** you arrive.

- The off-campus website is a great resource for students. Login with your NetID and password to find other UConn students looking for roommates.
- Check out the off-campus housing website for more information. <http://offcampushousing.uconn.edu/>

Dining Services

There are three types of meal plans:

- Ultimate plan (most expensive): Unlimited access during the times the dining halls are open, 35 flex passes, 500 points
- Value plan: Unlimited access during the times the dining halls are open, 40 flex passes, 200 points
- Custom plan (least expensive): Unlimited access during the times the dining halls are open, 75 flex passes, no points
- Visit <http://dining.uconn.edu/meal-plans/> for specific information and cost
- Flex pass: A guest pass for a friend or family member and may also be used at Grab and Go (food pick up) locations
- Points: 1 point= \$1.00 Points can be used at Union Street Market (Student Union), Convenience Stores at UConn, and UConn cafes
- HuskyBucks: A debit card system for UConn (you can add dollars to your account to pay for all on-campus dining establishments, UConn printing, and some off-campus dining establishments)

International Student and Scholar Services (ISSS)

ISSS provide assistance with all visa and immigration issues. If you have questions, are traveling, or just want to meet other international students this is the place for you.

- This department is located in McMahon, just above the Dining Hall.
- ISSS has a lounge with a TV and computers for student use. They provide programs and activities for the international community so it is a great place to go and meet other students!
 - They provide weekly coffee hours and cultural discussions, culture festivals, movies and trips.

Life at the University of Connecticut

UConn Email

Check your email everyday!

- UCAELI instructors and office staff communicate with students through email.
- You will find messages about upcoming trips, changes in the schedule, payment deadlines, class cancellations, and important meetings.
- Each student is assigned a UConn email address (firstname.lastname@uconn.edu)
- Students living in on-campus housing should be sure to check their @uconn.edu address regularly.

University Activities

The following links will take you to websites with listings of upcoming events (exhibits, concerts, activities, sports games etc.) on the UConn campus and the surrounding community. To navigate and of these links, go to www.go.uconn.edu and look under “Student Life.”

- **Division of Student Affairs:** www.studentactivities.uconn.edu
 - **UConn Athletics:** www.uconnhuskies.uconn.edu
 - **UConn Club Sports:** www.clubsports.uconn.edu
 - **Student Union Board of Governors (SUBOG):** This page is great for fun, and mostly free, on campus student activities. Concerts, movies and Student Union events are posted on the monthly calendar. www.subog.uconn.edu
 - **Department of Recreation:** Includes bodywise (fitness and spinning classes), intramurals and UConn outdoor club information and schedules. www.web.uconn.edu/recreation/ Phone Number: (860)486-2837

For a complete calendar of events go to <http://calendar.uconn.edu>

Parking Services

Parking on the UConn campus is by permit only.

- If you plan to drive a car to campus each day, you must purchase a parking permit from Parking Services on campus.
- Before a student goes to Parking Services, the student should contact the UCAELI office to receive a “parking letter”, this letter tells the Parking Services office that the student is enrolled as a UCAELI student. Please allow at least 2 days for us to process this letter.
- After you purchase the parking permit, you can park in commuter lots on campus only. Ask the person at Parking Services for a map and ask them to show you exactly where you may park. If you park in a lot that is not a commuter lot, you will receive a fine. All lots are labeled.
- Commuter lots fill up early in the day, some of them before 8:15am. Please plan to arrive early. You should also know about other commuter lots where you are permitted to park.
- The fees vary whether you live on campus, commute, or are a part-time or full-time student. A student who comes in the fall semester but does not stay for the spring semester can get a partial refund. Summer parking is also available.
- Tickets (fines) for parking violations are issued through the police department. You have the right to contest the charges.
- For more information visit: www.park.uconn.edu/ or call (860)486-4930

Transportation Services

The Storrs-Willimantic Bus System

The WRTD goes from UCONN into Willimantic (Eastbrook Mall, Big Y (Grocery Store), Wal-Mart, many more!)

- The bus is free for all UCONN students with a student ID.
- For more information visit www.wrtd.net

UConn Bus

There are 7 bus lines on campus during the school week. The buses drop-off and pick-up students at various bus stops on campus and surrounding housing areas.

- The campus bus service runs from 6:45am –midnight, Monday – Thursday, and until 10pm on Friday during the academic year.
- There are special routes and hours for weekends.
- Check Schedules online: <http://transpo.uconn.edu/>
- You can also use the UConn app on your phone to track the buses around campus to make sure you always catch your bus!

In Case of Emergency

Emergency Situations

If you have an emergency call **911**. The police, fire department, and an ambulance will come to your location.

THE PROPER USE OF 911

- Used for possible **life-threatening situations** such as:
 - Automobile accident
 - Someone has collapsed, been injured, having a heart attack or other physical distress
 - Someone is being threatened or attacked
 - Gunshots have been heard or gunfire has been seen
 - Something is on fire

Please do **NOT** use 911 for **non-emergencies**.

If you have an emergency and need to contact the UCAELI office please call and leave us a detailed voicemail at 860-486-2127. You can also email any one of the staff contacts listed in the beginning of this manual.

UConn Alert System

The University Alert Notification System provides a number of ways in which the University may contact the community in the event of an emergency.

- The components of the University Alert Notification System include website alerts, email, voice mail, outdoor sirens and Code Blue Phone Kiosks.
- The University has created a text message alert service as one method by which members of the UConn community may be contacted in the event of an emergency.
- Please visit <http://alert.uconn.edu>

Weather Emergencies

When it is winter, driving in the snow can be dangerous, especially for our students and teachers coming from far away. If it begins to snow heavily during the day, we will make announcements during classes about an early dismissal.

- UCAELI follows UConn's cancel/delay decisions. If UConn classes are cancelled, UCAELI classes are cancelled.
- When there is a weather delay, the university will usually open at 10:00 a.m. so UCAELI classes will begin as follows:
 - Monday/Wednesday classes will begin with Communication Skills or EAP at 10:00 a.m.
 - Tuesday or Thursday, Reading/Discussion and EAP will begin at 10:00 a.m.
 - Friday classes will begin at 10:00 a.m. and will last until 12:00 p.m.

IMPORTANT: Check your email and your phone for alerts or visit alert.uconn.edu