CONNECT WITH US!

Social Media

facebook.com/UDelELI
instagram.com/udel_eli
UniofDelaware

Websites

ELI website udel.edu/eli
AT website udel.edu/eli/at

Email

Main ELI ud-eli@udel.edu
Conditional admissions CAPadmissions@udel.edu
AT Academic advising CAPadvisor@udel.edu
ELI Housing eli-housing@udel.edu
ELI Financial Office elibilling@udel.edu

189 West Main Street
Newark DE 19716 USA
Telephone: +1-302-831-2674 | Fax: +1-302-831-6765
## WHAT IS IN THIS HANDBOOK?

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INTRODUCTION</strong></td>
<td>4</td>
</tr>
<tr>
<td>Welcome message</td>
<td>4</td>
</tr>
<tr>
<td>Mission statement</td>
<td>4</td>
</tr>
<tr>
<td>Accreditation</td>
<td>5</td>
</tr>
<tr>
<td><strong>YOUR FIRST WEEK AT THE ELI</strong></td>
<td>5</td>
</tr>
<tr>
<td>What will you do during Orientation</td>
<td>5</td>
</tr>
<tr>
<td>Placement testing</td>
<td>6</td>
</tr>
<tr>
<td>Billing and financial questions</td>
<td>7</td>
</tr>
<tr>
<td>Housing</td>
<td>7</td>
</tr>
<tr>
<td><strong>IMPORTANT CONTACTS FOR STUDENTS</strong></td>
<td>8</td>
</tr>
<tr>
<td>Telephone numbers</td>
<td>8</td>
</tr>
<tr>
<td>Staff directory</td>
<td>9</td>
</tr>
<tr>
<td><strong>ACADEMIC INFORMATION AND RESOURCES</strong></td>
<td>12</td>
</tr>
<tr>
<td>Check your program details</td>
<td>12</td>
</tr>
<tr>
<td>What is on your schedule</td>
<td>12</td>
</tr>
<tr>
<td>Courses</td>
<td>12</td>
</tr>
<tr>
<td>Textbooks</td>
<td>12</td>
</tr>
<tr>
<td>Tutoring</td>
<td>13</td>
</tr>
<tr>
<td>Listening laboratory</td>
<td>13</td>
</tr>
<tr>
<td>Self-Access Learning Center (SALC)</td>
<td>13</td>
</tr>
<tr>
<td>Advising services</td>
<td>14</td>
</tr>
<tr>
<td>Taking the TOEFL exam</td>
<td>15</td>
</tr>
<tr>
<td><strong>HELPFUL THINGS FOR STUDENTS TO KNOW</strong></td>
<td>16</td>
</tr>
<tr>
<td>How to get news and information</td>
<td>16</td>
</tr>
<tr>
<td>Student visas and I-20 Forms</td>
<td>17</td>
</tr>
<tr>
<td>Billing information</td>
<td>18</td>
</tr>
<tr>
<td>Bank accounts</td>
<td>19</td>
</tr>
<tr>
<td>Housing</td>
<td>19</td>
</tr>
<tr>
<td>Dining</td>
<td>19</td>
</tr>
<tr>
<td>Bad weather</td>
<td>19</td>
</tr>
<tr>
<td>Driving in the United States</td>
<td>20</td>
</tr>
<tr>
<td>Drinking alcohol and driving</td>
<td>20</td>
</tr>
<tr>
<td>Alcohol in the United States</td>
<td>21</td>
</tr>
<tr>
<td>How to get around in Delaware</td>
<td>21</td>
</tr>
<tr>
<td>How to get to other cities</td>
<td>22</td>
</tr>
<tr>
<td>Parking your car at the ELI</td>
<td>22</td>
</tr>
<tr>
<td>Shopping in the United States</td>
<td>24</td>
</tr>
<tr>
<td>Size, weights and measures</td>
<td>25</td>
</tr>
<tr>
<td>U.S. currency</td>
<td>25</td>
</tr>
<tr>
<td>Sending mail: U.S. Postal Service</td>
<td>26</td>
</tr>
<tr>
<td><strong>GETTING INVOLVED AT THE ELI</strong></td>
<td>27</td>
</tr>
<tr>
<td>Signing up for activities</td>
<td>27</td>
</tr>
<tr>
<td>Clubs and activities (examples)</td>
<td>27</td>
</tr>
<tr>
<td>Using university facilities</td>
<td>28</td>
</tr>
<tr>
<td><strong>ADMINISTRATIVE POLICIES AND INFORMATION</strong></td>
<td>29</td>
</tr>
<tr>
<td>Late arrival/early withdrawal</td>
<td>29</td>
</tr>
<tr>
<td>English-only policy</td>
<td>29</td>
</tr>
<tr>
<td>Code of conduct</td>
<td>30</td>
</tr>
<tr>
<td><strong>ACADEMIC POLICIES AND INFORMATION</strong></td>
<td>31</td>
</tr>
<tr>
<td>Attendance &amp; academic policy</td>
<td>31</td>
</tr>
<tr>
<td>Student grade reports</td>
<td>32</td>
</tr>
<tr>
<td>Certificates</td>
<td>32</td>
</tr>
<tr>
<td>Multiple repeater policy</td>
<td>32</td>
</tr>
<tr>
<td>Academic dishonesty policy</td>
<td>33</td>
</tr>
<tr>
<td><strong>ELI JUDICIAL SYSTEM</strong></td>
<td>34</td>
</tr>
<tr>
<td><strong>HEALTH AND MEDICAL INFORMATION</strong></td>
<td>35</td>
</tr>
<tr>
<td>Hygiene and grooming</td>
<td>35</td>
</tr>
<tr>
<td>What to do if you are sick</td>
<td>35</td>
</tr>
<tr>
<td>UD student health services</td>
<td>37</td>
</tr>
<tr>
<td>Medical insurance</td>
<td>37</td>
</tr>
<tr>
<td>Dentist information</td>
<td>37</td>
</tr>
<tr>
<td><strong>APPENDIX: CEA STANDARDS</strong></td>
<td>38</td>
</tr>
<tr>
<td>Accreditation standards related to students</td>
<td>38</td>
</tr>
<tr>
<td><strong>WHAT TO DO IN AN EMERGENCY</strong></td>
<td>BACK COVER</td>
</tr>
</tbody>
</table>
**WELCOME MESSAGE**

We want you to feel comfortable in Newark while you are here. You have been accepted to the ELI because of your interest in a very strong and serious English program. We have many high expectations of you:

- That you will complete all of your work to the best of your ability;
- That you attend all ELI academic classes on time every day, and participate in class activities;
- That you will make every effort to join cultural activities to increase your awareness of the United States, make new friends and improve your English;
- That you will work hard to achieve your goal, whatever it might be;
- That you will speak English in and out of the class.

Please remember that we are here to help you. We will challenge you and give you much work, but we will also help you with problems, and offer our friendship.

We hope you find your time at the ELI useful, rewarding and enjoyable.

Dr. Scott Stevens  
Director, English Language Institute

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**MISSION STATEMENT**

Through an unwavering commitment to excellence and renewal, the ELI faculty and staff endeavor each day to enhance our reputation as a leader among intensive English programs. Our leadership is based on a clear understanding of our goals and the means to achieve them.

As teachers, tutors, administrators and staff, we strive to:

- Meet the ordinary and extraordinary needs of our students, ensuring that their experience at ELI is productive and fulfilling.
- Recruit only the most talented and experienced English language specialists and staff and promote their continued professional growth.
- Assume personal responsibility for solving problems, value each other as highly as we do our clients, and support each other in our work.
- Manage our resources, attaining financial viability without compromising the outstanding value of an ELI education.
- Enrich the University of Delaware and the local community, fostering cross-cultural communication and interaction.

Adopted May 19, 1999
ACCREDITATION

The University of Delaware ELI is fully accredited by the Commission on English Language Program Accreditation (CEA). The goal of CEA is to make sure programs like the ELI can meet accepted standards of the profession and show continuous improvement to meet the needs of students like you. CEA is officially recognized by the U.S. Department of Education. To learn more about CEA, please visit their website at www.cea-accredit.org.

In the appendix, you will find a summary of the CEA standards that we try every day to meet or exceed in service of our students. If you believe the ELI is not meeting any of the standards shown, please talk to Dr. Stevens or any ELI administrator or faculty member. We will do our best to address the problem and improve the program.

YOUR FIRST WEEK AT THE ELI

You must complete New Student Orientation before you can begin classes. This orientation will introduce you to the ELI, the University of Delaware and the city of Newark.

WHAT WILL YOU DO DURING ELI ORIENTATION?

During orientation, you will learn more about UD. We will also share information about some resources that can help you to achieve your goals—and have fun—in Delaware!

You will also do your important business during orientation (e.g., take your placement test, get your UD student identification card, complete your student visa “check-in” process, pay your tuition bill, take the campus tour, etc.).

It will be important for you to follow the orientation schedule carefully so that you participate in all of the necessary activities.

Accredit

(verb) to say that something is good enough to be given official approval

adverb: accredited • noun: accreditation

Learnersdictionary.com

If, however, you believe we are not responding to your concerns or that we are failing to fulfill the requirements of these standards, you may file a complaint in writing to CEA online at www.cea-accredit.org/about-cea/complaints.

We hope that your experience at the ELI will be enjoyable and successful. Together, our mission statement and the CEA standards represent our promise of caring and quality. Please let us know how we can do better.

Orientation

(noun) the process of giving people training and information about a new job, situation, etc.

Learnersdictionary.com

IMMUNIZATIONS

www.udel.edu/eli/newstudents/immunizations

For more information, visit the ELI web page shown above. Students should try to get their immunizations in their home country; however, students who have not yet received the required vaccines prior to coming to Delaware will be taken to the UD Student Health Center to get them after they arrive. There might be a fee to pay for immunizations received in Delaware.
PRESENTATIONS

Throughout orientation, we will do some presentations and show you some videos about important topics, such as:

- Student visa regulations and how to maintain your visa status
- Tips for being successful in your ELI program
- Fire safety
- Tips for staying safe in Newark when walking or riding your bicycle (including bike safety rules)
- Where to go if you need help or have questions
- How to access class schedules online

These presentations and videos are very important; plus, some of the videos were made by previous ELI students!

SCHEDULES

Students will view their schedules online in the UD Student Information System (UDSIS) at www.udel.edu/eli/udsis.

TEXTBOOKS

After you receive your course schedule, it will be important for you to buy your textbooks. The ELI arranges an opportunity for you to buy your books after orientation finishes. We will take you to the bookstore and help you to find the right books for your classes.

Textbook
plural: textbooks
(noun) a book about a particular subject that is used in the study of that subject especially in school

Learnersdictionary.com

PLACEMENT TESTING

HOW DOES THE PLACEMENT TEST WORK?

As you know, all students take a placement test when they first arrive at the ELI. We use the placement test to put you in a course that is at an appropriate level for your English ability. It is best for your courses not to be too easy or too hard for you; so, the ELI will place you in courses that are just a little more advanced than your current ability. AT students should refer to the AT Student Handbook.

The placement testing activities and their range of scores are shown in the chart below:

<table>
<thead>
<tr>
<th>Listening/speaking</th>
<th>Reading/writing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michigan Test of Aural Comprehension Scored from 0-100</td>
<td>Michigan Test of EL Proficiency Scored from 0-100</td>
</tr>
<tr>
<td>An interview with an ELI teacher Scored from Basic to</td>
<td>A written essay Scored from Basic to Level 6</td>
</tr>
<tr>
<td>Level 6</td>
<td></td>
</tr>
</tbody>
</table>

HOW WILL I LEARN THE RESULTS OF THE PLACEMENT TEST?

You will learn the results of the placement tests when you receive your schedule on the first day of the session. The schedule shows your levels and classes. AT students: See the AT Handbook for details on AT placement.

Note: It is possible for you to be in a different level for each class (e.g., level 3 in listening/speaking and level 4 in reading/writing).

If you would like details about your placement test scores, you can get them after the session begins from Joe Matterer, the ELI Associate Director. His office is at 318 South College Avenue (2nd floor).

RETESTING: WHAT IF I AM NOT SATISFIED WITH MY SCORE?

Our placement tests have been used at the ELI for many years, and they are reliable and accurate. Over 95% of the ELI’s students are happy with their placement into their ELI classes.

If you do not agree with your placement or feel that you did not do well on your test, you will have an opportunity to retest during the first week. This usually happens on Wednesday during the first week of classes. Test results will be ready in about 2 days; these results will tell you if your levels or classes have been changed.

If you have questions, or disagree with the results of the retests, you may schedule an appointment to speak with Joe Matterer, ELI Associate Director. You may contact his assistant, Tanya Kang, at tkang@udel.edu to schedule an appointment.

Important: Remember, if you decide to retest, you must continue attending your original courses, participating in the lessons, and doing your homework until the ELI confirms whether your classes are changed.
BILLING AND FINANCIAL QUESTIONS
www.udel.edu/eli/financials

Some of the information that you may need about billing matters, payments, meal plans, etc. can be found on page 18 of this handbook. We also always keep the most updated information online.

To speak with an employee of the ELI Financial Office, visit the ELI Cashier’s Window at 189 West Main Street. Normally, the Cashier’s Window is open every weekday from 1 p.m. to 4 p.m.; however, during the first 2 days of the session, it is open for additional hours. Check the lobby TVs or ask an ELI employee for more information about this.

HOUSING
www.udel.edu/eli/housing

Much of the information that you need to know about housing can be found online. You will also receive more information when you move into your new home. Here are a few more things to know:

- If you are staying in the ELI-approved hotel during orientation and you have already made a reservation to live in ELI housing, then the ELI will provide you with transportation from your hotel to your housing on Move-In Day.
- If you have not yet reserved housing for your first session at the ELI, please contact eli-housing@udel.edu or see the ELI Housing Coordinator at 108 East Main Street.
- Housing request forms are sent to students by email about 1 month prior to orientation.
- If there is a problem when you move into your housing, it is important to tell someone about it immediately so that we can fix it before it becomes worse (and so that you will not be held responsible for causing the problem).
  - If you live in an apartment, contact the leasing office immediately and tell them that there is a problem.
  - If you live with a homestay host, then speak with the host or contact the ELI Homestay Coordinator, Stacey Leonard, at eli-homestay@udel.edu.
  - If you live in the Global Community, speak with your American Global Fellow (AGF), with the hall director, or contact Tim Kim at eli-housing@udel.edu.
  - If you live in the INNternationale, then contact Randy Becker in the front office of the INNternationale or by email at randybecker@theinnternationale.org.
  - If you live in the residence halls (i.e., dormitories) on campus, contact your resident advisor (RA).
# IMPORTANT CONTACTS FOR STUDENTS

## TELEPHONE NUMBERS

### EMERGENCIES

Emergency information and instructions can be found on the back cover of this handbook.

### ELI DIRECTORS (HOME NUMBERS)

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr. Scott Stevens, ELI Director</td>
<td>+1-302-369-4432</td>
</tr>
<tr>
<td>Joe Matterer, Associate Director</td>
<td>+1-302-738-7810</td>
</tr>
<tr>
<td>Dr. Karen Asenavage, Associate Director</td>
<td>+1-267-456-3185</td>
</tr>
</tbody>
</table>

### NON-EMERGENCY POLICE PHONE NUMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newark Police (off campus)</td>
<td>+1-302-366-7111</td>
</tr>
<tr>
<td>University Police (on campus)</td>
<td>+1-302-831-2222</td>
</tr>
</tbody>
</table>

### OTHER IMPORTANT TELEPHONE NUMBERS

#### On Campus

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELI Office</td>
<td>+1-302-831-2674</td>
</tr>
<tr>
<td>Office for International Students and Scholars (OISS)</td>
<td>+1-302-831-2115</td>
</tr>
<tr>
<td>UD Residence Life and Housing</td>
<td>+1-302-831-4663</td>
</tr>
<tr>
<td>UD Dining Services</td>
<td>+1-302-831-6761</td>
</tr>
<tr>
<td>Student Health Center</td>
<td>+1-302-831-2226</td>
</tr>
<tr>
<td>University Student Centers</td>
<td>+1-302-831-2792</td>
</tr>
</tbody>
</table>

#### Off Campus

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>U.S. Post Office</td>
<td>+1-302-737-5771</td>
</tr>
<tr>
<td>megabus</td>
<td>+1-877-462-6342</td>
</tr>
<tr>
<td>Telephone number information</td>
<td>411</td>
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</tbody>
</table>
STAFF DIRECTORY

Who works at the ELI?

DIRECTORS

Dr. Scott Stevens
ELI Director
Location: 189 West Main Street
sstevens@udel.edu
Dr. Stevens can help you with emergencies and major concerns.

Joe Matterer
Associate Director,
Director of ELI Intensive Programs
Location: 318 South College Avenue
jwm@udel.edu
Joe oversees level changes, as well as the Intensive English Program, the Listening Lab, the SALC and the Tutoring Center.

Dr. Karen Asenavage
Associate Director,
Director of ELI Academic Programs
Location: 108 East Main Street
kasen@udel.edu
Karen oversees the ELI’s academic advising services, Academic Transitions, the Graduate Conditional Admissions Program, and the International Teaching Assistant Program.

FRONT OFFICE STAFF

189 West Main Street
Lynn Robinson
Office Coordinator
Dr. Stevens’ Executive Secretary
crobin@udel.edu
Linda Morris
Assistant to the Office Coordinator
llmorris@udel.edu
Phyllis Cohen
Assistant to the Office Coordinator
phyllis@udel.edu

318 South College Avenue
Tanya Kang
Office Coordinator
Joe Matterer’s assistant
tkang@udel.edu
Kathy Shea
Assistant to the Office Coordinator
kmshea@udel.edu

RECRUITMENT, MARKETING AND COMMUNICATIONS (ORMC)

189 West Main Street | eli-ormc@udel.edu | www.udel.edu/eli/ormc

Nadia Redman
Assistant Director, ORMC

Chang “Emily” Liu
Marketing Recruiter/Analytics Specialist

Leah Jane Davidson
International Recruiter

Tabitha Groh
Communications Coordinator

ADMISSIONS OFFICE

189 West Main Street | ud-eli@udel.edu | CAPadmissions@udel.edu

The ELI Admissions Office helps students with their applications to the ELI. You probably spoke with a member of the Admissions team before you came to Delaware! They can help you to apply for conditional admission to the University, or they can help your friends and family members to apply to the ELI. They can also answer questions about your student visa status.

Kirsten Brown
Assistant Director, ELI Admissions

Jeanine Chapman
Admissions Coordinator

Rebecca Boyle
Admissions Assistant
FINANCE AND BILLING
189 West Main Street | elibilling@udel.edu | www.udel.edu/eli/financials

The ELI Financial Office helps students with billing and financial services and signing up for cultural trips.

Dru Arban
ELI Business Administrator

Rebecca Usher
Financial Coordinator

Helen Vavala
Financial Office Assistant

ORIENTATION, HOUSING AND STUDENT SUPPORT SERVICES
108 East Main Street | eli-housing@udel.edu | www.udel.edu/eli/housing

The Orientation Team is responsible for organizing new student orientation, placing students with housing, providing counseling services to students and helping students with special problems.

Tim Kim
Assistant Director, ELI Student Life
tkim@udel.edu

Anne-Claire Frank-Seisay
Housing Coordinator
eli-housing@udel.edu
+1-302-831-7493

Stacey Leonard
Homestay Coordinator
eli-homestay@udel.edu

Note: Tim provides confidential counseling services to students who may be facing a stressful problem.

ELI REGISTRAR’S OFFICE
108 East Main Street | eli-registrar@udel.edu | www.udel.edu/eli/registrar/faq

The ELI Registrar’s Office is responsible for any updates or changes to your student record while you are enrolled at the ELI. This includes scheduling courses, choosing/changing classes, providing enrollment verification letters for sponsors or the DMV, managing intention forms, providing travel/vacation approvals, and more.

Sue Walton
ELI Registrar

Bridget Casterline
Assistant Registrar

SPECIAL PROGRAMS AND GROUPS
189 West Main Street | ud-eli@udel.edu

The ELI organizes many special groups in cultural and professional programs.

Baerbel Schumacher
Assistant Director, International Projects
baerbel@udel.edu

Lin McDowell
Administrative Coordinator
linbmcd@udel.edu

MariaJosé Riera
Program Coordinator
mjriera@udel.edu

Kate Copeland
Khbrat Coordinator
copekd@udel.edu

COHORT PROGRAM
Program that helps students to develop academic, social and cultural skills through activities, community service and participating in campus events with experienced UD student mentors.

Sharon Mitchell
Undergraduate Coordinator
slmitc@udel.edu

Leslie Connery
Graduate Coordinator
lconnery@udel.edu
ACADEMIC ADVISING TEAM
Academic Success Centers | 108 East Main Street, Room 209 | 318 South College Avenue, Room 228

The Academic advising team helps students to meet their academic goals. They track student performance, help students choose the right classes, and often work in the ELI Academic Success Centers.

Blythe Mibury-Steen
CAPadvisor@udel.edu
Academic advisor for students in Academic Transitions (AT) and the Conditional Admissions Program (CAP)

Ross Fenske
rossfm@udel.edu
Assistant Academic Advisor

Robbie Bushong
rbushong@udel.edu
Academic advisor for students in the Intensive English Program (IEP)

TUTORING CENTER
318 South College Avenue | www.udel.edu/eli/tutoring

The ELI offers private and cluster tutoring to students in nearly all programs. The Tutoring Center staff is responsible for managing all tutoring business, including creating/changing your tutoring schedule.

Ken Hyde
Tutoring Center Manager
kenny@udel.edu

Lori Fisher
Assistant Tutoring Center Manager
lofisher@udel.edu

SELF-ACCESS LEARNING CENTER (SALC)
108 East Main Street | www.udel.edu/eli/salc

The SALC is a special technology lab where students use software and instructional tools to practice their English. The SALC team can help you to choose the right software to supplement your course lessons. They also organize many interesting activities, such as the ELI Book Club, our writing contest, the “Friends Couch” and more.

Aura Draper
SALC Coordinator
amdraper@udel.edu

LISTENING LABORATORY
318 South College Avenue

Students in levels BASIC to 4 can go to the Listening Lab to participate in activities that help them to improve their listening comprehension skills.

Phil Rice
Listening Lab Coordinator
philrice@udel.edu
ACADEMIC INFORMATION AND RESOURCES

CHECK YOUR PROGRAM DETAILS

Did you know? The ELI offers several programs simultaneously each session. This means that some of the friends that you will meet during orientation and in social activities may not be enrolled in the same ELI program as you.

[Resource](https://www.learnersdictionary.com) plural: resources

*(noun)* a place or thing that provides something useful

Each ELI program has instructional components that make it special. It is important for you to know what to expect in your specific program.

Though we have some basic information in this handbook, we highly recommend that you visit our website at [www.udel.edu/eli/programs](http://www.udel.edu/eli/programs) to see details about your program.

**WHAT IS ON YOUR SCHEDULE?**

On the first day of each session, you will see your schedule online in the University of Delaware Student Information System (UDSIS) at [www.udel.edu/eli/udsis](http://www.udel.edu/eli/udsis). Your online schedule includes your courses, instructors, days/times, textbooks, cohort and listening lab sessions. Eligible students can make class changes. For more information, visit [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq).

**Simultaneously** *(adverb)* happening at the same time

[www.learnersdictionary.com](http://www.learnersdictionary.com)

**COURSES**

ELI courses are normally organized into 2 categories: listening/speaking and reading/writing. Students may have both classes in the morning, or they may have one course in the morning and another in the afternoon.

- Morning classes are held every morning from Monday to Friday.
- Afternoon classes are held from Monday to Thursday (we normally do not have classes on Friday afternoons).

Class times are shown on your schedule in UDSIS. Classes usually begin at 8:15 a.m.; however, in some sessions, courses may begin at a different time. For example, students are sometimes placed in afternoon classes, when necessary. It is important to follow the information on your schedule and to pay attention to any announcements from the ELI about changes in class times.

It is possible to change your courses during Week 1 of the session; however, not all students are eligible for this service. For more information, visit [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq).

**TEXTBOOKS**

You can purchase books and supplies at the University of Delaware Barnes & Noble bookstore. You should bring all assigned books to class every day. You must purchase a separate notebook to be used for writing work.

Most questions that you may have about selecting or changing classes can be found on the Registrar’s FAQ web page at [www.udel.edu/eli/registrar/faq](http://www.udel.edu/eli/registrar/faq).
TUTORING

www.udel.edu/eli/tutoring

The ELI is one of the only ESL centers in the U.S. that offers private tutoring as a central part of its programs. Most ELI programs include private tutoring (usually for 2 hours each week). Tutoring is an excellent way to improve your English!

INDIVIDUAL TUTORING

In tutoring sessions, students work with their tutors to make an instructional plan which might include:

- Help with class assignments
- Work on individual programs with English
- Questions about American culture
- Conversation skills practice

Students in Academic Transitions 1 (AT1), the Graduate Conditional Admissions Program (CAP) and students who are sponsored by a government organization are required to attend tutoring.

CLUSTER TUTORING

The ELI also offers “cluster tutoring” (i.e., tutoring that is done in small groups) to students in most of its programs. Cluster tutoring is a terrific option to help small groups of students to learn about a specific subject or theme. Cluster topics can be related to:

- Academics (e.g., grammar)
- Culture (e.g., Kitchen Class, idioms)
- Professional activities (e.g., presentations, networking)
- Test preparation (e.g., IELTS, GMAT)

Clusters are usually offered for 2 hours per week (and they replace 1 hour of private tutoring)—and they are free! We encourage you to try a tutoring cluster while you are studying at the ELI. We are confident that you will find the experience useful and enjoyable!

To learn more about tutoring clusters, visit the tutoring website and/or attend the Cluster Faire during Week 1 of the session.

LISTENING LABORATORY

318 South College Avenue

Listening laboratory attendance is required for students in levels Basic to 4.

If you are eligible for listening lab, then your lab time will be printed on your schedule (or you may ask your listening/speaking teacher for information). Listening laboratory time varies according to your level.

SELF-ACCESS LEARNING CENTER (SALC)

108 East Main Street | www.udel.edu/eli/salc

Hours: Monday-Thursday: 8 a.m. - 6 p.m. | Friday: 10 a.m. - 5 p.m.

The SALC is a multimedia resource room where you can work to improve your reading, writing, listening, speaking, pronunciation, and vocabulary skills with a variety of materials. The SALC has many books, CDs, DVDs, software programs and access to the Internet to assist you with your study of the English language. The SALC staff can assist you with using the equipment and choosing materials.

LEARN HOW TO USE THE SALC

There are so many wonderful resources and activities at the SALC, so it is important to learn how to use them. To help you to know more about what you can do there, you can attend an SALC orientation session during the first week of the session. If you miss the SALC orientation, then you can watch the helpful orientation videos on the SALC website.
BE #SALCSocial

Activities in the SALC

The SALC offers a variety of social and cultural activities for students! It is the home of the popular ELI book club, movie meetings, the Collaborative Homework Table, the Writing Table, a writing contest, speaking appointments and the “Friends” conversation couch—where ELI students and UD students meet for conversation and fellowship. These activities are offered for free—so join in the fun!

ADVISING SERVICES

The ELI offers a variety of advising services to students.

ADMISSIONS ADVISING

If you are planning to attend a university program in the U.S. after you complete your English studies, the ELI’s Academic Advising Team can support you! We help students to better understand the admissions process at U.S. universities and to learn about the resources available to help them choose a university. For more information about this, contact your academic advisor (see below).

For questions about conditional admission to the University of Delaware (or to one of our partner colleges or universities) via Academic Transitions (AT) or the Graduate Conditional Admissions Program (Grad CAP), contact Jeanine Chapman, Admissions Coordinator, at CAPadmissions@udel.edu.

ACADEMIC ADVISING

The ELI has an excellent team of academic advisors that work hard to help students to achieve their goals in our programs. These advisors are here to help you if you are having difficulty in your classes or if you simply want to make sure that you are “on track” (i.e., making progress in your program).

The lead academic advisors for the ELI are:

- **Blythe Milbury-Steen**: Academic advisor for students in AT and CAP | CAPadvisor@udel.edu
- **Robbie Bushong**: Academic advisor for students in the Intensive English Program (IEP) | rbushong@udel.edu
- **Ross Fenske**: Assistant Academic Advisor | rossmf@udel.edu

ACADEMIC SUCCESS CENTERS

www.udel.edu/eli/asc

The Academic Success Centers (ASCs) are “one-stop shops” that provide students with a variety of advising services, including:

- Assistance with schedule planning and class changes
- Assistance with making a plan/strategy to complete big projects and assignments
- Advising about conditional admissions requirements
- Information about the admissions process and how to apply to American universities
- Tips for writing application essays, statements of purpose and resumes required when applying to American universities

Students who do not need traditional advising services can come to the ASC to study during designated “quiet hours”—or to simply have a coffee and some fellowship with their peers and advisors.

Locations:

- 108 East Main Street, Room 209
- 318 South College Avenue, Room 228

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**Fellowship**

*(noun)* a friendly relationship among people

Learnersdictionary.com
**VISA ADVISING SERVICES**

The UD Office for International Students & Scholars (OISS) is the department that issued your I-20 Form (or DS-2019 Form). OISS handles all details concerning visa regulations.

The OISS Immigration Services Advisor for ELI students is Vina Titaley. If you need to see her, please make an appointment in advance. You can contact (302) 831-2115 or send an email to titaley@udel.edu.

For more information about visas, see page 18.

**COUNSELING**

The ELI offers counseling services to students through Tim Kim, Assistant Director, ELI Student Life. Tim is a trained counselor and helps students that may be facing problems or stressful situations. He can be reached at tkim@udel.edu.

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**Counseling**

*(noun) advice and support that is given to people to help them deal with problems, make important decisions, etc.*

Learnersdictionary.com

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**TAKING THE TOEFL EXAM**

www.udel.edu/eli/toefl

The ELI offers the paper-based Institutional TOEFL exam in sessions 1, 3 and 5. The score from this exam can be used for your application to the University of Delaware.

In addition, UD is an official testing center for the Internet-based TOEFL (IBT). The score from the IBT can be used to apply for any university that requires a TOEFL score for admission.
HELPFUL THINGS FOR STUDENTS TO KNOW

At UD, we share information primarily by email. Important deadlines, ELI news and information about your I-20 Form and student visa status will be sent to you by email. Please verify that the ELI has your correct email address, and start checking your email each day for messages from the ELI.

HOW TO GET NEWS AND INFORMATION

There is always something happening at the ELI! Whether it is a cultural activity, a trip to an interesting location, or an important deadline or announcement, the ELI always has news to share with students. It is very important for you to know how you can get information while you are enrolled at the ELI so that you do not miss anything!

SET UP YOUR UD EMAIL

Just before orientation, you will receive an email instructing you to set up your UD email address. You will need your UD email address for several important reasons. For example, you will need it to access UD WiFi, see your course schedule in UDSIS or to use Canvas in your courses. Please set up your UD email address and be sure to check your email every day. If you have difficulties, please come to the SALC to get help.

ELI WEEKLY NEWSLETTERS

The ELI distributes 2 email newsletters each week. You can sign up to receive the newsletters at eepurl.com/rzxJT.

**ELI Weekly News**
We share this newsletter every Monday morning during the session. It contains announcements and information about academic activities.

**Orientation Express**
We share this newsletter every Tuesday morning during the session. It contains information about cultural activities and events happening during the week, and trips throughout the session.

ELI CURRENT STUDENT WEBSITE

[www.udel.edu/eli/csp](http://www.udel.edu/eli/csp)
This is one of the most important tools that you will need while you are enrolled at the ELI. The ELI current student website has much of the information that you need in order to manage your student life while you are studying with us. Some of the important information on this website includes:

- Student forms
- Visa regulations and I-20 Form information
- Academic resources
- ELI policies
- Vacation policy
- How to get a driver’s license

We strongly encourage you to learn what information is shared on this website as early as possible during your time in the ELI.

ELI MAIN WEBSITE

[www.udel.edu/eli](http://www.udel.edu/eli) | Click “ELI News”
Anyone who is interested in the ELI, including our students, staff, the University community, sponsors, homestay families, and more can see announcements. Here, you will see important news about UD, information about holidays, news about the ELI closing in bad weather, a schedule of upcoming trips and activities for this session, and more.

You can sign up to receive an automatic email whenever we post a new announcement on the website. Simply visit the website shown above and enter your email in the box entitled “Subscribe by Email.”

SOCIAL MEDIA | #UDELELI

We share pictures, interesting information, and announcements about upcoming events or promotions via social media. Our most popular social media platforms for students are Facebook and Instagram.

- Facebook: [www.facebook.com/UDeLELI](http://www.facebook.com/UDeLELI)
- Instagram: [www.instagram.com/udel_eli](http://www.instagram.com/udel_eli)

LOBBY TELEVISIONS

Some ELI buildings have a television located in the lobby. These TVs show images with information about upcoming events, announcements, news, and more.
RESOURCES TO LEARN MORE ABOUT MAINTAINING YOUR VISA STATUS
www.udel.edu/eli/csp/visas
Visit the Current Student Portal visa pages for more information about:

- Extending your I-20 Form (or DS-2019)
- Requirements to maintain your visa status
- Visa status violations
- Vacation, travel and leave of absence
- Transferring to another school

Please take a moment to look at the information on that website. It may help you to keep your visa status out of trouble!

www.udel.edu/oiss
The OISS website is full of information for all international students and scholars at UD. You can find news about changes/updates to visa regulations, information about campus resources and activities for international students and instructions/procedures related to maintaining your visa status. Be sure to check this website regularly.

HOW POOR ATTENDANCE OR GRADES CAN AFFECT YOUR VISA STATUS
Most ELI students have either an F-1 visa or a J-1 visa. Federal regulations require student visa holders to make normal academic progress in their program and to follow the attendance policy at their school. Students who do not meet the ELI’s academic and/or attendance requirements may be dismissed; this means that their visa status will be terminated. This has serious consequences.

For more information about the ELI’s attendance and academic requirements, please see page 31 or speak with your academic advisor.

For more information about how dismissal can badly affect your visa status, contact your immigration advisor at OISS.

Termination
(noun) an act of ending something - formal
Learnersdictionary.com

CHANGE OF CONTACT INFORMATION
At the start of each session, you will receive an email requesting your local address and local phone number. You are required to submit the form each session.

If you later change your address, phone number or email address, you are required to notify the ELI and OISS within 5 days of the change by completing the online Contact Update form: www.udel.edu/eli/csp/contactupdate. UD is required to notify the U.S. government any time you have a change in contact information.

TRAVEL OUTSIDE OF THE U.S.
www.udel.edu/eli/csp/travel
Most ELI students have a multiple-entry student visa, which allows them to leave the U.S. and come back more than one time. If you travel outside of the U.S. you must have your I-20 Form (or DS-2019 Form) signed by an advisor at OISS before you leave.

If you do not follow this procedure, you may not be allowed to re-enter the U.S. To apply for travel authorization, you must complete a Travel Request Form at www.udel.edu/eli/csp/travelform.
WHEN DO STUDENTS RECEIVE THE BILL?
Bills for tuition and other fees are e-mailed to students before the session begins.

WHEN MUST BILLS BE PAID?
Bills must be paid before the end of orientation. The due date is printed on the front of the bill.

HOW DO I PAY MY ELI BILL?
Payment by credit card
- You may pay your bill by credit card online using the website address that is written on the front of the bill.
- You may also pay your bills by credit card by coming to the ELI Cashier’s Window at 189 West Main Street.

Payment by bank/international funds transfer
To pay your bill by international funds transfer/bank transfer, visit the website address that is written on the front of the bill. Instead of picking the payment by credit card option, pick international funds transfer. You will then receive instructions via email on how to transfer the funds.

Payment by cash or check
If you want to pay your bill by check or cash, you must go to the UD Cashier’s Office at the Student Services Building located at 30 Lovett Avenue.

WHAT IF I HAVE A QUESTION ABOUT MY BILL?
Come to the ELI Cashier’s Window at 189 West Main Street. It is normally open every weekday from 1 p.m. to 4 p.m.; however, during the first 2 days of the session, the Cashier’s Window is usually open for additional hours. You may also email elibilling@udel.edu. All questions are answered within 1-2 business days.

REFUND POLICY: TUITION AND FEES
The ELI follows the University of Delaware refund policy. The ELI’s refund policy is online: www.udel.edu/eli/financials/refund.

Refunds are only available if you officially drop or withdraw from courses during the first week of classes (the “drop/add” period). No refunds will be given after “drop/add.”

Things to know about refunds for two-session bills
- The refund policy also applies to students who have requested a two-session discounted bill.
- If you decide that you want to change back to a one-session bill, you must do so before the end of “drop/add.” No refunds will be given after “drop/add.”
- No full or partial tuition refunds will be given if a student withdraws from the first session, does not continue in the second session, or changes programs.

REFUND POLICY: TRIPS
When students pay for a trip at the ELI Cashier’s Window, any approved refunds for trips will be made as follows:
- If you paid by credit card, your refund will be made directly to the same credit card.
- If you paid by cash or check, you will receive a refund through a UD check. It may take as long as 4-5 weeks from the time you request the check refund until you receive it.

In addition, any student who wants to request a refund must do so before the Wednesday before the trip.

HOW DO I PAY FOR HOUSING?
The housing payment process depends on which housing type you live in.
- ELI Global Community. If you have been placed in the ELI Global Community, you will receive a separate bill by email, which will contain your housing fee.
- Homestay. If you are living with a homestay host, you will pay your host directly.
- Apartments. If you are living in an apartment off campus, you will pay your rent in the leasing office when you move in.
- UD dorms. If you are living in the residence halls on campus, you will receive a separate bill by email, which will contain your fees.
BANK ACCOUNTS

www.udel.edu/eli/csp/banking

Many ELI students have bank accounts at the PNC Bank in the Trabant University Center on Main Street. To open an account, take your money and passport to the bank between 9 a.m. and 5 p.m. You can open checking and savings accounts and also get a debit card to use to withdraw cash from bank machines (ATMs) all over the U.S.

HOUSING

www.udel.edu/eli/housing | eli-housing@udel.edu

We offer several housing options to students; however, the type of housing that you can choose depends on the ELI program that you are doing. Before deciding where you want to live, consider your housing priorities and the housing policy related to your program. Details about housing options, terms and conditions and reservation instructions are online.

DINING

www.udel.edu/eli/dining | elibilling@udel.edu

In most ELI programs, meal plans are not required; however, we offer 2 meal plans that can be used on campus, as well as an off-campus meal plan. Information about the different plans and their prices can be found online.

BAD WEATHER

Will the ELI be closed in bad weather?

In case of very bad weather (e.g., a big snowstorm or hurricane), UD and the ELI may either have a delayed start or will simply close for the day. If either of these situations happens, the news will be shared with you in several ways:

- We will send out a message to all students by email (usually by 7 a.m.)
- We will post a message on the website www.udel.edu/eli | click ELI News
- We will post a message on the ELI Facebook page www.facebook.com/UDelELI
- We will record a message on the ELI’s answering machine; call (302) 831-2674

In addition, information about the University’s closures is usually announced on the WVUD radio station (91.3 FM) between 6:30 and 7:45 a.m.
Driving in the United States

Rules for Driving in Delaware

Driving laws are different for each state, but the general rules are the same.

Seatbelts and child car seats
Many states, including Delaware, have mandatory seatbelt and child restraint laws. The driver and all passengers must always wear a seatbelt. In addition, small children (7 years old and under) must be restrained in an approved car seat or booster.

Using a cell phone while driving
In Delaware, it is illegal to use a cellphone while driving. If you are in your car and you need to use the phone, you must stop and park in a designated parking zone. You may also use a hands-free system to make/receive calls while driving.

Driving direction
Cars in the U.S. drive on the right side of the road. It is extremely important to remember this, even if you do not drive. Look both ways before crossing the street.

Other rules
There are many other rules for driving in Delaware. It is the driver’s responsibility to know and obey all driving regulations.

Getting A Driver’s License

Getting a Driver’s License

Do I need to get a driver’s license in Delaware?
Delaware regulations indicate that you can drive in the U.S for up to 60 days with a driver’s license from another country; however, if you plan to stay in Delaware for more than 60 days, then you must obtain a Delaware driver’s license within 60 days of your arrival.

If you do not have a license from another country, then you must get a Delaware license before you can drive.

Required documents to get a Delaware driver’s license
To get a license you will need the following documents:

- Your I-20 Form (it must be valid for at least 60 days)
- Proof-of-residence verification letter from the ELI
  - It must be an original letter that is signed by the ELI Registrar.
- Social Security Card
  - If you do not have a Social Security Card, you may request a “Letter of Ineligibility” from the Social Security Administration (SSA). To do this, you can visit the closest SSA Office at 101 Chesapeake Blvd, Elkton, Maryland 21921. Take your I-20 Form, your passport, and your I-94 card to them and request the “Letter of Ineligibility.”
- Passport
- F-1 visa
- Two documents that show where you live
  - Examples: Your apartment lease, a utility bill, any piece of mail that shows your address

Where to Get A Driver’s License

www.dmv.de.gov/home/locations

Students can get a driver’s license at an office of the Delaware Division of Motor Vehicles (DMV). There are 4 DMV offices in Delaware. Use the link above to see a map, addresses and hours of operation for each DMV.

How to Get the Driver’s License*

www.dmv.de.gov

1. Go to the local DMV office
2. Complete a driver’s license application
3. Take an eye exam to test your vision
4. Take the driver’s license examination. This includes a written test about driver laws and a driving test.

If you live in Pennsylvania or Maryland, please visit the ELI’s website at www.udel.edu/eli/csp/driving for more information.

Drinking Alcohol and Driving

Drunk driving is a serious crime in the U.S., and one of the leading causes of death of people under the age of 25 years. It can also badly affect your visa status. Drivers are considered drunk if their blood-alcohol level is .08 (that is approximately 3 drinks in 1 hour). If you are arrested for driving under the influence of alcohol (DUI), you will lose your license and you may go to jail. Also, any rental car insurance you may have purchased is invalid if an accident is alcohol-related.

* This information is subject to change. Students are responsible for checking the website of the Delaware Division of Motor Vehicles (DMV) to ensure that they meet all requirements and bring all required documents. See http://www.dmv.de.gov.
HELPFUL THINGS FOR STUDENTS TO KNOW

ALCOHOL IN THE UNITED STATES

American customs and laws regarding alcohol and drinking are probably very different than the laws in your country. Please read the following information and follow the rules. The University and local authorities are very serious when they enforce alcohol laws; saying “it is different in my country” is not considered an acceptable excuse.

AGE RESTRICTION

You must be 21 years old to purchase and drink alcohol in Delaware. This law is very strict. It is very common for the store clerk to ask to see your “ID” (i.e., passport, driver’s license or state identification card) to prove your age when you are buying alcohol.

HOW TO GET AROUND IN DELAWARE

RENTING A CAR

Renting a car can be complicated, and most rental companies want you to have several of the following qualifications:

- You must pay a large deposit (e.g., $400); you will get this money back when you return the car undamaged.
- You must be at least 25 years old.
- Some companies will allow you to rent a car at the age of 18 or 21 but may charge an additional fee.
- You must have a valid American or international driver’s license.
- You must have a major credit or debit card.
- You must show your passport and student ID.

The closest car rental agency is Enterprise Car Rentals in Newark Shopping Center (next to the Main Street Movies 5). The telephone number is (302) 292-0524. You should always buy the vehicle renter’s insurance that is offered by the company. This will help you to avoid major expenses if the car is damaged while you are responsible for it.

UD SHUTTLE BUS SERVICE

www.udshuttle.com

The University offers a free shuttle bus service for all students during most periods of the year. You can use their website to get information about the routes and the buses’ current location. Note: schedules may change in the summer or winter sessions.

DART BUSES (DELAWARE PUBLIC TRANSPORTATION)

www.dartfirststate.com

Delaware Administration for Regional Transit (DART) buses serve most of New Castle County around Newark and Wilmington. There are over 20 different routes, most of which begin or end in downtown Wilmington.

Important bus routes for you to know

- Bus #33 or #34 travels from Newark to the Christiana Mall.
- Bus #6 travels from Newark to the Wilmington Amtrak Station on Kirkwood Highway (Route 2).

Bus schedules

The schedules may change slightly every six months. You can get a bus schedule from the front desk staff at ELI buildings, in the University Student Centers or at OISS. Bus schedules are also available online at www.DartFirstState.com.

There is no DART service on Sundays.

Uber and Lyft are also popular options for students.
**HOW TO GET TO OTHER CITIES**

**BUS SERVICES**

Bus travel between cities in the U.S. is usually the cheapest mode of public transportation, but it is also the slowest.

Megabus (us.megabus.com) provides service to major cities on the East Coast of the U.S. They depart from the Parking Lot #6 on Christiana Drive, located on the UD North Campus above Christiana Commons. Download a UD campus map at www.udel.edu/eli/campus-map.pdf.

It is important to stay alert and pay attention in and around bus stations.

**TRAINS**

Newark has a basic train platform on South College Avenue (under the South College Avenue railroad bridge). Here, you can take an Amtrak train (www.amtrak.com) to New York or to Washington, D.C. You can also use the SEPTA train (www.septa.org) to get to Philadelphia.

Tip: There is a bigger train station with more train route options in Wilmington, Delaware.

**TAXI CABS**

The Seacoast Cab Company serves Newark and Wilmington (302) 834-7575. Taxi cabs can sometimes be very expensive.

Uber and Lyft are also popular options for students.

**AIRPORT SHUTTLE SERVICE**

[www.delexpress.com](http://www.delexpress.com) | (302) 454-7800

If you need transportation to the Philadelphia International Airport, consider making a reservation with Delaware Express. You can make a reservation by calling them or visiting their website. When you make your reservation, indicate where you want to be picked up and what time you need to be at the airport.

If you enter the student discount code (114906), you will get an 8% discount. The price includes the price of the trip plus a tip for the driver. It normally costs approximately $50.

**Note:** Shuttle service to JFK Airport is very expensive; if you need to go to JFK you can take the train or rent a car.

**PARKING YOUR CAR AT THE ELI**

**PARKING AT 318 SOUTH COLLEGE AVENUE**

Parking at 318 S. College Ave. is shared by students, teachers, tutors and staff. There are not enough parking spaces for everyone who would like to park there. Please see the map for designated parking areas.

- Only students who have classes, listening lab, tutoring or an ELI planned activity at 318 S. College Ave. may park there.
- You can only park your car at 318 S. College Ave. when you are in the building. You cannot leave your car there if you leave the building to go to another location.
- You may only park in the Student Parking area (see #1 on the map).
  - Exception: You can use faculty lot #3 (see map) in the morning; however, you must move your car before 12:30 p.m. If your car is in the faculty lot #3 after 12:30 p.m., it will be towed.
- When you enter the parking lot from South College Avenue, the area on the right (area #4 on the map) is never permitted for ELI students. This area belongs to a UD office called MARACOOS. It is not for ELI use.
- Area #5 is for cars with handicapped permits. Handicapped permits are provided by the State of Delaware, not the ELI or the University.
- Parking spaces have white lines. Parking is not permitted where there are no white lines.
- We suggest that you arrive for your class, lab or tutoring at least 10-15 minutes before the start time so that you have time to find another place to park if no spaces are available at 318 S. College Ave.

**PARKING ELSEWHERE ON CAMPUS**

There are several parking options in the area of the UD campus. Most parking in the area is not free, so please be prepared to pay for your parking. Some parking options on campus include the parking garages next to the Perkins Student Center and Trabant University Center. There are also parking meters on many of the roads around campus. Finally, you can buy a parking pass from UD Parking Services in the Perkins Student Center or online at [www.udel.edu/parking](http://www.udel.edu/parking).
What happens if I park in the wrong place?
If your car is parked in an area where it is not permitted, that car may be towed away. “Towed” means that the car will be taken away and you will need to pay to get the car returned. We do not want to have cars towed, but we will do so if necessary.
Shopping in the U.S. may be a new and different experience for you. Fortunately, Delaware has no sales tax! Here are some hints to help you in your shopping experience.

- Prices at retail stores are fixed; you cannot bargain for a reduced price. The only exceptions are car dealers and flea markets (second-hand markets);
- Remember, there is no sales tax in Delaware. Other states may charge you a sales tax.

**KNOW THE RETURN POLICY**

No matter where you shop, you should always keep your receipt or sales slip and return the product’s warranty card to the manufacturer. Ask the shopkeeper or salesperson about the store’s return/refund and service policy. If you do not like the answer, shop somewhere else.

In the U.S., it is also very common to shop online. Most major stores give customers the ability to shop online or through a mobile app. There are also major websites like Amazon.com and ebay.com that sell items only online (i.e., they do not have a store that you can visit).

**WHEN SHOULD YOU LEAVE A TIP?**

When eating at a restaurant it is customary in the United States to leave at least a 15%-20% tip. This is because the servers mostly get paid through tips, not through a salary. It is also appropriate to tip for good service in the following situations:

- When you get a haircut, manicure, pedicure, facial, or any other beauty service (15%-20%)
- When you take a ride in a taxi, Uber or Lyft (10%-20%)
- When you stay at a hotel, you can tip the person who helps you carry your bags ($1-$3 per bag) or the person who cleans your room ($2-$5 per night)
- When you order food for delivery, you can tip the delivery person (a few dollars)

The tip amounts listed above are just suggestions. You can decide how much you want to tip for any service based on how happy you are with the service you received. For more information, you can do search online for “tipping etiquette in the U.S.”

**PLACES TO SHOP**

<table>
<thead>
<tr>
<th>Main Street</th>
<th>Newark Shopping Center</th>
<th>Suburban Plaza</th>
<th>Christiana Mall</th>
</tr>
</thead>
<tbody>
<tr>
<td>UD Barnes &amp; Noble: This is where you can get your textbooks. They also have an Apple Store and Starbucks.</td>
<td>Dollar Tree: This store sells many items for under $5. The prices are low, but the quality is not the best.</td>
<td>There are many stores, restaurants and services in this plaza, including a grocery store, a pharmacy, hair salon, cell phone store and banks.</td>
<td>The mall has 4 department stores: Target (cheapest), JC Penney’s, Macy's, and Nordstrom (most expensive).</td>
</tr>
<tr>
<td>Walgreens: This is a pharmacy where you can get many general items and medicine.</td>
<td>Goodwill: This store sells many used clothing and other items at a low price.</td>
<td>ACME: This is the closest grocery store that sells a wide variety of food and household goods.</td>
<td>It has over 150 different stores and many restaurants. It is a very popular place to shop.</td>
</tr>
<tr>
<td>National 5 &amp; 10: They have many school and household supplies at low prices</td>
<td>Enterprise Rent-A-Car: If you want more information on how to rent a car, see page 21.</td>
<td>Walgreens: This is a pharmacy where you can get many general items and medicine.</td>
<td>To get there, take the DART bus #33. The fare is $1.75 (one-way).</td>
</tr>
</tbody>
</table>
SIZE, WEIGHTS AND MEASURES

The U.S. is one of the few nations of the world that has not adopted the metric system in daily life. The metric system is used only in scientific fields. The following information will help you convert U.S. measurements to metric measurements.

LINEAR MEASUREMENT

The most common unit of length is the “foot”. The foot is divided into 12 “inches.” Inches are divided into halves, quarters, eighths, sixteenths, etc. Some common equivalencies are shown below (including several ways of writing them).

12 inches (or 12” or 12 in.) = 1 foot (or 1’ or 1 ft.)
3 feet (or 3’ or 3 ft.) = 1 yard (or 1 yd.)
1 mile = 5,280 feet

<table>
<thead>
<tr>
<th>Metric</th>
<th>U.S. System</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.54 cm</td>
<td>1”</td>
</tr>
<tr>
<td>1 cm</td>
<td>0.39”</td>
</tr>
<tr>
<td>30.48 cm</td>
<td>1’</td>
</tr>
<tr>
<td>1 m</td>
<td>39.4”</td>
</tr>
<tr>
<td>91.44 cm</td>
<td>1 yd.</td>
</tr>
<tr>
<td>1 km</td>
<td>0.62 miles</td>
</tr>
<tr>
<td>1.6 km</td>
<td>1 mile</td>
</tr>
</tbody>
</table>

LIQUID MEASUREMENT

<table>
<thead>
<tr>
<th>Metric</th>
<th>U.S. System</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.24 L</td>
<td>1 cup = 8 ounces (8 oz.)</td>
</tr>
<tr>
<td>0.47 L</td>
<td>1 pint = 2 cups = 16 oz.</td>
</tr>
<tr>
<td>0.95 L</td>
<td>1 quart = 2 pints</td>
</tr>
<tr>
<td>3.8 L</td>
<td>1 gallon = 4 quarts</td>
</tr>
<tr>
<td>1 L</td>
<td>1.05 quarts</td>
</tr>
</tbody>
</table>

WEIGHT MEASUREMENT

<table>
<thead>
<tr>
<th>Metric</th>
<th>U.S. System</th>
</tr>
</thead>
<tbody>
<tr>
<td>228.35 g</td>
<td>1 oz.</td>
</tr>
<tr>
<td>454 g</td>
<td>1 pound (1 lb.) = 16 oz.</td>
</tr>
<tr>
<td>1 kg</td>
<td>2.2 lbs.</td>
</tr>
<tr>
<td>1 metric ton</td>
<td>2,200 lbs.</td>
</tr>
</tbody>
</table>

TEMPERATURE

The U.S. uses the Fahrenheit scale for thermometers measuring body, cooking and air temperatures.

Science laboratories use the Celsius (also called “Centigrade”) scale.

- Water freezes at 32°F (0º C)
- Water boils at 212°F (100º C)
- Room temperature is about 70°F (21.11º C)
- Human body temperature is 98.6°F (37º C)


U.S. CURRENCY (MONEY)

BASIC THINGS TO KNOW

- The “dollar” is the basic unit of exchange. The dollar is divided into 100 “cents”
- One cent = 1 ¢ = $0.01 = a penny
- Paper money is usually referred to as “bills”

A “dollar” is often referred to as a “buck” (e.g., $10 is often called “10 bucks”).

BILLS

- Nearly all bills are the same color and size, and they have similar designs; it is very important to pay attention to the denomination of each bill.
- A $1 dollar bill is often called a “single” (i.e., a single dollar).
- Bills come in denominations of $1, $2 (rare), $5, $10, $20, $50, $100 and higher.

COINS

- Coins come in denominations of $1 and smaller
- Coins are silver-colored except for the penny, which is copper-colored
- The size of the coin is not related to its value.

<table>
<thead>
<tr>
<th>Denomination</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Penny</td>
<td>1¢ ($0.01)</td>
</tr>
<tr>
<td>Nickel</td>
<td>5¢ ($0.05)</td>
</tr>
<tr>
<td>Dime</td>
<td>10¢ ($0.10)</td>
</tr>
<tr>
<td>Quarter</td>
<td>25¢ ($0.25)</td>
</tr>
</tbody>
</table>

Denomination (noun) the value of a particular coin or bill

Learnersdictionary.com
HELPFUL THINGS FOR STUDENTS TO KNOW (continued)

SENDING MAIL: U.S. POSTAL SERVICE

LOCATIONS AND HOURS
The closest post office is at 110 East Main Street (next to the ELI building at 108 East Main Street). It is open from Monday to Friday (9 a.m. to 4 p.m.) and on Saturday (8 a.m. to 12 p.m.).

There is also a larger post office at 401 Ogletown Road (on the corner of Library Avenue and Main Street/Route 273). It is open from Monday to Friday (7:30 a.m. to 8 p.m.) and on Saturday (8 a.m. to 1 p.m.). This is the main post office that serves our area; this is where you can pick up packages that could not be delivered to your home.

POST OFFICE SERVICES
At the post office, you can buy mail supplies (e.g., postage stamps, envelopes, boxes). You can also buy money orders.

Receiving mail
You should arrange to receive all of your mail at your local home address. Large packages or sensitive mail can be sent to the ELI at 108 East Main Street (2nd floor), Newark DE 19711. Be sure that the sender includes your full name (as it appears on your passport) on the package. Mail is delivered to the ELI in the afternoon.

Sending mail
You can send mail from the post office, any public mailbox (often located on street corners on in commercial plazas) and from the ELI “outgoing mail” basket. You must include sufficient postage stamps and a return address (i.e., your address) on your envelope or package. If you are not sure how many stamps to put on a package, you should take it to the post office so that they can help you. The USPS also has a helpful postage calculator tool on its website: https://postcalc.usps.com.

Currently, it costs approximately $1.15 to mail a regular letter (weighing 0.5 oz.) to another country. Delivery dates are different for each destination.

This is the correct format for addressing an envelope:

<table>
<thead>
<tr>
<th>Your name</th>
<th>Place stamp here</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your address</td>
<td></td>
</tr>
<tr>
<td>City, State ZIP code</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recipient's name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipient's address</td>
</tr>
<tr>
<td>City, State ZIP code</td>
</tr>
</tbody>
</table>
GETTING INVOLVED AT THE ELI

Ways for students to have fun (and practice their English) in Delaware!
www.udel.edu/eli/activities

SIGNING UP FOR ACTIVITIES

The ELI has many cultural trips and activities each session. These activities are a valuable part of your experience here in the United States, so you should take advantage of them.

PRICE FOR CULTURAL ACTIVITIES AND TRIPS

- Nearly all ELI activities are free!
- Some trips may require a cash deposit of $20 (which will be returned to you when you depart for the trip).
- Some trips require advance payment. If a trip has a price, we will publish the price when we advertise the trip so that you know it in advance.

TRIP REFUNDS
www.udel.edu/eli/financials
The ELI has a trip refund policy (see page 18).

LIMITED SPACE/SIGN-UP DEADLINES

Seating on any trip may be limited. If you want to go on an ELI trip, please reserve your ticket as soon as possible. The last day to sign up for a trip is the Monday before the trip date. If your trip is on a Friday or Saturday, you must register for the trip before the Monday of that week or you will not be able to go.

CLUBS AND ACTIVITIES (EXAMPLES)

AMERICAN HOST PARTNER PROGRAM
www.udel.edu/eli/ahpp
The American Host Partner Program (AHPP) is an opportunity for UD students and international students to build cross-cultural friendships. American hosts are current UD students who are passionate about welcoming and hosting an ELI student as a visitor and guest to the UD campus and community.

BOOK CLUB
www.udel.edu/eli/bookclub
The book club is a very popular activity organized by the SALC. Students read one book each session. Participants have many chances to practice their speaking and reading skills and to form friendships with ELI classmates. Check the SALC website for book club times and dates.

ELI GARDEN
www.udel.edu/eli/garden | 189 West Main Street
Working in the ELI Garden is a terrific way to interact with Americans while enjoying a useful—and delicious!—project.

ELI GUITAR CLUB
If you enjoy music, then this is the club for you. Learn to play the guitar, practice your own instrument or simply sing along. It is a great opportunity to learn American songs—and even teach your peers some songs from your country!
Information about the ELI guitar club is available in the weekly “Orientation Express” email newsletter.

“FRIENDS” CONVERSATION COUCH
www.udel.edu/eli/friendscouch
The SALC organizes a popular conversation corner where ELI students and UD students can chat about university life and topics of general interest.

INTRAMURAL SPORTS
www.udel.edu/004006
Sign up to play sports with friends from the ELI and UD students through the Intramurals program. Some of the sports offered in the program include soccer, American football, basketball, or volleyball. Contact Tim Kim for more information (tkim@udel.edu).
**WOMEN’S GROUP**

www.udel.edu/eli/wlsg

The Women’s Group supports women of diverse cultural backgrounds transition to American culture. We share conversations about cultural identity and challenges faced in daily life. The group provides a safe space to build cross cultural friendships. All female students from ELI and UD are welcome.

**UNIVERSITY OF DELAWARE CLUBS**

studentcentral.udel.edu

There are over 400 registered student organizations (RSOs) at UD, and many of them welcome ELI students. RSOs give you excellent opportunities to meet American students and share cultural experiences with them.

**Where to find information about RSOs:**

- Check the UD Student Central website (studentcentral.udel.edu); it contains general information about each RSO, as well as upcoming events and news.
- Ask the ELI orientation staff.
- If you are starting your program at the ELI in the fall semester, you can attend Student Activities Night at the beginning of the semester.

**UNIVERSITY OF DELAWARE EVENTS**

studentcentral.udel.edu | events.udel.edu

There are always activities happening at UD, including sporting events, guest lectures, art exhibits, plays, etc. We highly recommend that you visit UD Student Central and the UD Events Calendar in order to keep track of activities that you may want to join.

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**USING UNIVERSITY FACILITIES**

With the University ID card, you have the same access to many UD facilities and the same privileges as UD students. The ELI encourages you to take advantage of everything the University of Delaware has to offer. You can use your ID for:

- **Academic facilities** such as the Morris Library, the Educational Resource Center, and UD computing sites.
- **Sports facilities** like the Carpenter Sports Building and the UD Ice Arena. The sports buildings are great places to meet UD students in a relaxed environment. You can make friends while playing basketball, swimming, or exercising. ELI students also receive free admission to UD football and basketball games, and reduced admission prices for other sporting events.

- **Cultural facilities** such as the University Gallery, Music Department practice rooms, and student activities centers. The UD Art Department hosts several exhibitions each year and maintains a permanent display in the Old College gallery. The Music Department presents concerts every few weeks with student, faculty, and visiting performers. The university also has two student centers that host films and other programs that can give you great exposure to American culture.
Be aware of important policies so that your time in Delaware will stay positive and enjoyable!

**LATE ARRIVAL/EARLY WITHDRAWAL**

ELI sessions for most programs are 7-8 weeks in length. Academic Transitions (AT) is based on 4-month semesters. You must arrive by the first day of each session or you may be asked to wait until the next session (and this would have an affect on your visa status). In rare cases, an exception may be made for new students. New students who need to arrive late must make special arrangements with the ELI Admissions Office before arriving in Delaware. The ELI Admissions Office can be contacted at ud-eli@udel.edu.

The ELI offers no refunds for late arrival, early withdrawal or dismissal. For more information, see the refund policy at www.udel.edu/eli/financials/refund.

New or returning students who do not check in on the first day of the session will be marked absent and will not be able to change classes.

**ENGLISH-ONLY POLICY**

In the past, we surveyed our students regarding the use of English at the ELI. Here are the results of the survey:

- Nearly 40% of students reported that they did not use English very often outside of class.
- More than 50% of students thought it rude and uncomfortable when students around them spoke a language they could not understand.
- More than 92% of students reported that they remember English vocabulary and grammar better when they use English frequently.
- Nearly 90% of students said they would speak English more frequently if those around them used English.
- Finally, 77% of students agreed or strongly agreed with a proposed new policy to enforce an English-only policy for all ELI spaces.

As a result of that survey, we created the English-only policy at the ELI. This means that only English may be spoken in ELI buildings, on ELI property, and in any building where ELI classes and activities are being held.

**WHY IS THIS IMPORTANT?**

You and/or your sponsor are spending a great deal of time and money on your English language education. The more you use English, the more quickly you will learn it. This policy will help you meet your English goals faster and graduate from the ELI sooner.

All of us—faculty, staff, and students—work hard to create an international community of learning where students can study and make friends with people from around the world. Using your native language in the presence of others may send the message that they are not welcome in your group; it works to divide, rather than unite, the ELI student body.

**HOW DOES THE POLICY WORK?**

ELI tutors, staff, and teachers look for students who speak English outside of classes and tutoring time. We will give those students raffle tickets. Students can turn in their raffle tickets for prizes!

Prizes include:

- 1 ticket = Pencil or keychain
- 3 tickets = Pen, pencil, sharpener, notepad or lanyard
- 6 tickets = Rubik’s cube, coin container or notebook
- 10 tickets = mug, canvas bag or $5 gift card
- 15 tickets = $10 gift card

Tickets are also entered in a raffle! A $10 gift card will be raffled every week. At the end of the session, weekly winners will be entered in a chance to win a $100 gift card!

Redeem your tickets at the front desk of 108 East Main Street or at 189 West Main Street between 12:30 p.m. and 2 p.m.
Administrative policies and information (continued)

CODE OF CONDUCT

www.udel.edu/eli/studentconduct

The ELI Code of Conduct is designed to help you know what kinds of behavior American college students find acceptable. To avoid trouble, know and follow these policies.

Below is a list of Code of Conduct violations that can lead to disciplinary hearings, possible dismissal from the ELI, or even criminal charges. Please note that this list is not exhaustive. The UD Student Guide to University Policies contains very detailed descriptions of all conduct and housing violations, including felonies. This document is available on the University of Delaware website at www.udel.edu/stuguide.

DISCIPLINARY HEARING VIOLATIONS

Academic dishonesty
- Stealing an exam
- Giving another student an answer during a test
- Handing in work or papers written by someone else
- Posing as someone else to take a test for her/him

Attendance problems
- Arriving late to class more than three times
- Missing too many classes

Cheating
- Stealing an exam (either physically or electronically)
- Giving another student an answer during a test
- Handing in work or papers written by someone else
- Posing as someone else to take a test for her/him
- Copying an answer from another student’s paper or test
- Peeking at notes when notes are not to be used during an exam

Disruptive classroom behavior
- Talking to another student while class discussion is going on or while the teacher is speaking to the whole class
- Making other distracting noises or gestures
- Talking too much (so that no other student has time to talk)
- Verbally or physically threatening another student or the teacher

Plagiarism
- Stealing another person’s idea or illustration and using it as one’s own without giving credit to the original author or source
- Copying sentences of paragraphs directly from an article or book to use in an essay without giving credit to the original author

CRIMINAL CHARGES AND/OR VIOLATIONS OF THE UNIVERSITY CODE OF CONDUCT

Alcohol and drug violations
- Possession or use of alcohol by a minor (person under the age of 21)
- Providing alcohol to a minor
- Carrying an open container of alcohol in a common or public area
- Driving under the influence of alcohol or drugs
- Possession of a controlled substance

Sexual harassment
- Persistent, unwelcome flirtation, requests for dates, advances or propositions of a sexual nature
- Unwanted touching such as patting, pinching, hugging or repeated brushing against an individual’s body
- Repeated degrading or insulting comments about an individual’s sexuality or sex
- Sexual assault

Driving violations
- Speeding, reckless or careless driving
- Failure to obey traffic signals
- Etc.
ACADEMIC POLICIES AND INFORMATION

Be aware of the policies that affect your enrollment in our programs and your visa status.

ATTENDANCE & ACADEMIC POLICY

It is very important that you attend class to be in good standing at the ELI and to maintain your visa status.

HOW DOES THE ELI COUNT ABSENCES?

Absences are recorded as follows:

<table>
<thead>
<tr>
<th>Action</th>
<th>Absences</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you do not attend a class/discussion</td>
<td>1 absence for each meeting missed</td>
</tr>
<tr>
<td>If you do not attend tutoring/cohort</td>
<td>One-half (0.5) of 1 absence for each meeting missed</td>
</tr>
<tr>
<td>If you do not check in on Opening Day</td>
<td>1 absence</td>
</tr>
<tr>
<td>If you are on your first probation and you do not attend the required Attendance Probation meeting</td>
<td>1 absence</td>
</tr>
<tr>
<td>If you arrive to class/discussion late, leave early, or take too many breaks (less than 15 minutes for any of these cases)</td>
<td>One-third (0.33) of 1 absence for each time you are late, leave early or take excessive breaks</td>
</tr>
<tr>
<td>If you arrive to tutoring/cohort late, leave early, or take too many breaks (less than 15 minutes for any of these cases)</td>
<td>0.5 of 1 absence for each time you are late, leave early or take excessive breaks</td>
</tr>
<tr>
<td>If you arrive to class/discussion late, leave early, or take too many breaks (more than 15 minutes for any of these cases)</td>
<td>1 absence for each time you miss more than 15 minutes</td>
</tr>
<tr>
<td>If you arrive to tutoring/cohort late, leave early, or take too many breaks (more than 15 minutes for any of these cases)</td>
<td>One-half (0.5) of 1 absence for each time you miss more than 15 minutes</td>
</tr>
</tbody>
</table>

In general, you must attend 80% of your class/tutoring/cohort meetings each session, or you will be placed on attendance probation. This means you will be placed on attendance probation if:

- The session is 7 weeks long and you miss 14 meetings
- The session is 8 weeks long and you miss 16 meetings
- Your Academic Transitions (AT) class is 16 weeks long and you miss more than 6 class/discussion/tutoring/cohort meetings in each 8-week period

If you have more than 20 absences in an 8-week period and/or you have more than one attendance probation, the ELI Student Conduct and Attendance Committee and ELI Director will discuss your case. You may be dismissed from the ELI.

Note: ELI and UD content course instructors may have more strict attendance policies in order for you to be successful in your program.

HOW TO GET OFF OF ATTENDANCE PROBATION

To get off attendance probation, you must attend 85% of your class/tutoring/cohort meetings. This means:

- If the session is 7 weeks long, you cannot miss more than 10 class/tutoring/cohort meetings
- If the session is 8 weeks long, you cannot miss more than 11 class/tutoring/cohort meetings
- If your Academic Transitions (AT) semester is 16 weeks long, you cannot miss more than 5 class/discussion/tutoring/cohort meetings in each 8-week period.
ACADEMIC PROGRESS REQUIREMENTS

It is very important that you make good academic progress to be in good standing at the ELI and to maintain your visa status. If the average of your grades is below a C at the end of a session, you will be on academic probation for the next session; however:

- Academic Transitions (AT) students must earn a C+ or higher in ARSC150, ARSC151 and ENGL110. If you do not earn the minimum grade of C+, then you will be placed on probation and you must repeat the course.
- Students that are required to take ARSC152 must earn a C+ or higher. If you do not earn the minimum grade of C+, then you will be placed on academic probation, and you must repeat the course.

HOW TO GET OFF OF ACADEMIC PROBATION

To get off academic probation, you must pass all your classes with a C or higher (73%). If you do not do this, the ELI Student Conduct and Attendance Committee and ELI Director will discuss your case. You may be dismissed from the ELI.

AT students must earn a C+ or higher in ARSC150, ARSC151, ENGL110, and ARSC152. If you do not earn a C+ or higher you can take the course one more time. If you do not earn a C+ or higher the second time, you will likely be dismissed from AT and from the ELI.

STUDENT GRADE REPORTS

We will issue student grade reports each session. Students who are graduating will receive their grade report at graduation. Students who are continuing at the ELI, can view their grades using UDSIS.

Please visit www.udel.edu/eli/levelobjectives for a detailed description of ELI level skills and learning objectives.

CERTIFICATES

The ELI awards a certificate to each student who completes their ELI course in good standing. You need overall attendance of 85% and an average grade of C to qualify for a certificate.

MULTIPLE REPEATER POLICY

A student has two sessions to pass* at any given level**.

A student who fails or is retained at the end of the second session will take the placement test and be considered for replacement at a lower level (subject to administrative discretion in exceptional cases). If the placement test does not indicate replacement, the student may stay at the same level. If the student does not pass in the next (third) session (either at the same or lower level), the student will be dismissed, except by special permission of the Director or Associate Directors in extraordinary circumstances.

* “Passing” for Level 6 CAP students refers to meeting the program’s matriculation requirements. Information about these requirements is available at www.udel.edu/eli/cap/matricreqs. “Passing” for AT students refers to meeting the requirements to move to the next AT semester or to matriculate after AT2 or AT3. Information about AT promotion and matriculation requirements can be downloaded (PDF) at www.udel.edu/eli/at/reqs.pdf. If you have a question about these requirements, contact CAPadvisor@udel.edu.

** For the purposes of this policy, General 5 and EAP 5 are considered two levels, and General 6 and EAP/Grad 6 are considered two levels. Further, the two Pre-MBA listening/speaking courses (ABCS and Entrepreneurship) will also be considered two levels.
ACADEMIC DISHONESTY POLICY

The relationship between a professor and their student is based on trust. Students trust professors to have mastery over their subject area and to create a positive learning environment. Professors trust students to be persons of integrity and to want to learn, expanding their mind and intellect by acquiring knowledge and by becoming critical thinkers and problem solvers. Learning can only take place when students stretch their minds by doing their own work. At the University of Delaware, professors and students establish and ensure mutual trust by endorsing, upholding, and embracing UD’s Student Code of Conduct. As an ELI student, you are responsible for knowing and following this code. For complete information, see www.udel.edu/stuguide.

“All students must be honest and forthright in their academic studies. To falsify the results of one’s research, to steal the words or ideas of another, to cheat on an assignment, or to allow or assist another to commit these acts corrupts the educational process. Students are expected to do their own work and neither give nor receive unauthorized assistance. Any violation must be reported to the Office of Student Conduct.”

If an instructor believes that you have violated the academic honesty policy, they will report the violation to the ELI Registrar. The instructor can assign a variety of penalties based on the nature of the violation and whether or not you have a previous violation. They may:

- Give you a warning and ask you to re-do the assignment;
- Reduce your grade for the assignment;
- Give you a failing grade for the assignment;
- Require you to meet with the Director of Academic Programs or AT Academic Advisor.

If you have previously violated the academic honesty policy, or if the violation is due to dishonesty rather than a skill deficiency, the penalty will be more serious. Severe or repeated violations will be reported to the UD Office of Student Conduct, and your case will go through the UD Student Conduct Process. This process can result in a failing grade, a permanent notation on your academic transcript, or suspension or expulsion.

WHAT IS AN EGREGIOUS ACT OF PLAGIARISM?

Egregious acts of cheating or plagiarism include:

- Submitting the work of another as one’s own
- Downloading a paper (in whole or in part) from the internet and submitting as one’s own
- Stealing or copying an exam either physically or electronically
- Plagiarizing a paragraph or more from another source

Egregious violations of ELI’s policy will be immediately reported to the Student Attendance and Conduct Committee, which will make a record of the event and issue a letter of warning. If a second egregious act occurs, you would be asked by the Student Attendance and Conduct Committee to meet for a hearing to determine if you should be dismissed from the program and, if you are a conditionally admitted student, whether the University should withdraw its offer of conditional admission.

AT students should see the AT Student Handbook.

Plagiarism

(noun) the act of using another person’s words or ideas without giving credit to that person

Learnersdictionary.com
ELI Judicial System

The flowchart below explains how the ELI judicial system works. If you have any questions about this, contact Tim Kim, Assistant Director for ELI Student Life at tkim@udel.edu.

ELI Director reviews your potential violation of the Code of Conduct.

- ELI Director determines that you have violated UD Housing Policy or criminal code.
  - You and/or complainant(s) or others concerned will meet with ELI Director, who will suggest action to resolve the situation.
  - You are referred to the UD Judicial System. For information on the UD Judicial System, see www.udel.edu/stuguide.
  - You and/or complainant(s) or other concerned accept the decision of the ELI Director.
  - You and/or complainant(s) appeal to ELI Student Conduct Committee to amend or revise the decision of the ELI Director.

Situation is resolved.

At any stage in the judicial process, the ELI may call upon appropriate university or community resources (e.g., Dean of Students’ Office, Office for International Students and Scholars, UD Counseling Center, UD Public Safety, etc.) for assistance.
HYGIENE AND MEDICAL INFORMATION

HYGIENE AND GROOMING

Ideas about hygiene can be very different between cultures. Since hygiene is such a personal subject, discussing it can sometimes be awkward and embarrassing.

Unfortunately, the perception of poor personal hygiene and grooming can have negative effects for people in the U.S. For example, sometimes, when a person is perceived to have poor hygiene, it can be difficult for them to make friends. Another important negative impact to consider is that poor hygiene can make people very sick. At the ELI, we care about your health. To help you to stay healthy while you are studying in Delaware, we are providing you with some information about recommended hygiene practices.

INFORMATION FROM THE U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION (CDC)

www.cdc.gov

The CDC is a government organization that is responsible for protecting Americans from health risks. They provide us with information on many topics related to healthy living.

Here are a few links to helpful CDC web pages:

- Body, facial and dental hygiene: bit.ly/CDChygiene
- Coughing and sneezing etiquette: bit.ly/CDCcoughing
- Keeping hands clean: bit.ly/CDChands
- Hygiene-related diseases: bit.ly/CDChyg-dis

PREVENTING FOOD-RELATED SICKNESS

- Pack your lunch safely: www.udel.edu/004008
- Keeping food safe in your home: www.udel.edu/004009
- Protecting yourself and your family from food poisoning: www.udel.edu/004010

OTHER HYGIENE TIPS AND RESOURCES

- Laundry on campus: sites.udel.edu/freas-aux/#laundry
- 6 tips for reducing body odor (from WebMD): bit.ly/reducebo
- Wearing too much perfume and cologne is not recommended because it can cause serious allergic reactions and/or discomfort for other people.

WHAT TO DO IF YOU ARE SICK

EMERGENCY SITUATION

If you must go to the hospital, call 911 and ask for an ambulance. See the back cover of this handbook for details.

NON-EMERGENCY SITUATION

If you are sick but it is not an emergency, you can get medical help right here on campus. All ELI students pay a health clinic fee with their tuition bill each session; this gives them access to the doctors and nurses in the Student Health Center on campus, which is open 24 hours per day. Sponsored students whose governments provide them with medical insurance can also go to off-campus doctors that are included in their insurance plan.
MEDICAL TREATMENT AND INSURANCE PROCEDURES

Do you have ELI medical insurance?

No.

Go to a hospital or doctor that is included in your insurance plan. Bring your insurance card. Send the claim to your insurance company.

Yes.

Is this an emergency situation?
(trouble breathing, significant bleeding, broken bone)

No.

Go to Student Health Services (SHS) on campus (or make an appointment).

Yes.

Call 911 or go to the closest emergency room. Remember to contact ELI, too. (See back cover for telephone numbers.)

In most cases, your treatment will finish at SHS and you will not do an insurance claim. However, if SHS sends you to a doctor or service off campus, you will submit a claim to GeoBlue.

Submit the claim to GeoBlue insurance. Claim forms available at the ELI or at geo-blue.com.
UD STUDENT HEALTH SERVICES

Phone: (302) 831-2226

If you feel ill or are injured and you need to see a doctor, you can go to the University’s Student Health Services in Laurel Hall. Laurel Hall is located on South College Avenue near East Park Place, a 5 minute walk past the Morris Library. It is close to the ELI building at 318 South College Avenue.

The Student Health Service is open 24 hours per day, every day. Doctors are on duty from 8 a.m. to 5 p.m., Monday through Friday. A doctor is "on call" after hours, too. Nurses are on staff all the time.

All ELI students pay a mandatory Health Center fee, so there is no charge at the time of your visit.

You should always visit the Student Health Service first if you are not well. They will advise you if you need to go to the hospital or to a different clinic. This approach will also avoid problems with insurance payments.

MEDICAL INSURANCE

All ELI students must have medical insurance. ELI students are required to purchase GeoBlue insurance coverage for the duration of their studies at the ELI (unless the student is sponsored by a government organization that provides him/her with a better insurance policy). Health insurance is included on students’ tuition bills.

If you have questions about insurance, please contact Tim Kim at tkim@udel.edu or by phone at (302) 831-1174.

INSURANCE PROVIDER: GEOBLUE HEALTH INSURANCE

Insurance coverage for ELI students is provided by GeoBlue Health Insurance.

You will receive an ID card with your name and insurance ID number on it during your first session at the ELI. If you need proof of insurance before you receive the card, you can visit the ELI Cashier’s Window at 189 West Main Street to request a copy.

DENTIST INFORMATION

In case you need to visit a dentist, the closest offices are:

- Newark Dental Associates on East Main Street (www.newarkdental.com), and
- Park Place Dental Care on West Park Place (www.thedentalgroupofdelaware.com).

Your insurance has minimal dental coverage.
APPENDIX: CEA STANDARDS

ACREDITATION STANDARDS RELATED TO STUDENTS

MISSION STANDARD #1
The program or language institution has a written statement of its mission and goals, which guides activities, policies, and allocation of resources. This statement is communicated to faculty, students, and staff, as well as to prospective students, student sponsors, and the public, and is evaluated periodically.

CURRICULUM STANDARD #1
The curriculum is consistent with the mission of the program or language institution, appropriate to achieve the organization’s goals and meet assessed student needs, and available in writing.

CURRICULUM STANDARD #3
The instructional materials and methodologies are appropriate and contribute to the mastery of course objectives. (See www.cea-accredit.org/about-cea/standards for additional curriculum standards.)

FACULTY STANDARD #1
Faculty members have education and training commensurate with their teaching assignments.

FACULTY STANDARD #3
Faculty who teach English demonstrate excellent proficiency in English. (See www.cea-accredit.org/about-cea/standards for additional faculty standards.)

FACILITIES, EQUIPMENT AND SUPPLIES STANDARD #1
The program or language institution has facilities, equipment, and supplies that support the achievement of its educational and service goals; are adequate in number, condition, and availability; and are accessible to students, faculty, and administrators.

ADMINISTRATIVE AND FISCAL CAPACITY STANDARD #2
The program or language institution has an administrative structure and a governance system that are effective in helping it achieve its mission and the mission of the host institution, if applicable. Administrator and staff positions within that structure are adequate in number and staffed with individuals who have appropriate education, training, and experience. (See www.cea-accredit.org/about-cea/standards for additional administrative and fiscal capacity standards.)

STUDENT SERVICES STANDARD #1
Admissions policies are consistent with program objectives and with the mission of the program or language institution (and with the host institution if applicable), and are implemented by properly trained and authorized individuals. The admissions process ensures that the student is qualified to enroll in and benefit from the instructional program. Both the policies and the personnel who implement them adhere to ethical practices.

STUDENT SERVICES STANDARD #2
The program or language institution provides academic and personal advising and counseling, as well as assistance in understanding immigration regulations. Such advice and assistance are provided in a timely and accurate manner by qualified individuals.

STUDENT SERVICES STANDARD #3
The program or language institution provides pre-arrival and ongoing orientation (1) to support students in their adjustment to the program or institution (and to the host institution if applicable) and to the surrounding culture and community and (2) to help them understand immigration regulations and procedures, as well as health and safety issues.

STUDENT SERVICES STANDARD #4
The program or language institution seeks to ensure that students understand policies regarding enrollment, registration, attendance, repeating levels or courses, and progression through the program of study.
STUDENT SERVICES STANDARD #5
Students have access to health insurance if required
and, in all cases, students are informed about the need
for adequate health insurance coverage.

STUDENT SERVICES STANDARD #6
Students have access to social and recreational
activities that provide a cultural context for their
language acquisition and other studies, as appropriate.

STUDENT SERVICES STANDARD #7
The program or language institution clearly states and
fulfills its responsibilities regarding student housing.

STUDENT SERVICES STANDARD #8
The program or language institution clearly states and
consistently provides the extent of student services
described in any written, electronic, or oral promotional
information or in agreements.

RECRUITING STANDARD #2
All written, electronic, and oral information used
to describe or promote the program or language
institution to students and other relevant parties is
accurate and complete.
(See www.cea-accredit.org/about-cea/standards for
additional recruitment standards.)

LENGTH AND STRUCTURE OF
PROGRAM OF STUDY STANDARD #1
The calendar states the number of terms per year, the
number of weeks per term and the number of hours of
instruction per week. The calendar is consistent with
and supportive of the program or language institution’s
stated mission and goals.

LENGTH AND STRUCTURE OF
PROGRAM OF STUDY STANDARD #2
The program or language institution’s curricular design
clearly indicates the levels of instruction and specifies
how students progress through a full program of study.

STUDENT ACHIEVEMENT STANDARD #1
The program or language institution has a placement
system that is consistent with its admission
requirements and allows valid and reliable placement
of students into levels.

STUDENT ACHIEVEMENT STANDARD #2
The program or language institution documents in
writing whether students are ready to progress to
the next level or to exit the program of study, using
instruments or procedures that appropriately assess
the achievement of student learning outcomes for
courses taken within the curriculum.

STUDENT ACHIEVEMENT STANDARD #4
The program or language institution informs students of
the assessment procedures used to determine placement,
progression from level to level, and completion of the
program, as well as their individual results.
(See www.cea-accredit.org/about-cea/standards for
additional student achievement standards)

STUDENT COMPLAINTS STANDARD #1
The program or language institution makes available
to students, in writing, procedures by which they may
lodge formal complaints. The program or language
institution documents and maintains records of formal
student complaints, as well as the resolution of any
such complaints.

PROGRAM DEVELOPMENT, PLANNING
AND REVIEW STANDARD #1
The program or language institution has a plan, in writing,
for development of the program or language institution,
including planning, implementation, and evaluation.
(See www.cea-accredit.org/about-cea/standards for
additional program development standards.)

STUDENT COMPLAINT FORM
Students are welcome to speak to any ELI staff
member or teacher about any problems or concerns.
Remember, the ELI staff is here to help you as well
as teach you English. Students with questions and/or
concerns about the program and the policies of the
ELI should make an appointment to speak with the
Director or Associate Directors.
The Student Complaint Form can be found online at
www.udel.edu/eli/csp/concerns.
WHAT TO DO IN AN EMERGENCY

In the United States, contacting the emergency services (e.g., fire department, police, or paramedics) is very efficient. We have one number to call: 911.

OFF CAMPUS EMERGENCY
Call 911 from any telephone. Tell the operator where you are and what kind of emergency you have (fire, injury, etc.). The operator will contact the appropriate emergency department for you.

ON-CAMPUS EMERGENCY
Call 911 in an emergency. You can also call UD Public Safety (campus police) at (302) 831-2222.

Blue light phones on campus
If you are on campus and have an emergency, you can also use the blue light phone boxes located all over campus. They are a direct line to the University police.

Just open the phone compartment and press the big button. Someone will answer you using the speaker.

If you do not know where you are, do not worry -- the phones are connected to a computerized map of campus, and the police will know where to find you if you stay near the phone.

CONTACT THE ELI
If you have an emergency, contact the ELI at +1-302-831-2674.

I AM SICK BUT IT IS NOT AN EMERGENCY
If you have a health or medical problem that is not an emergency, please see the information and instructions on pages 39-40 of this handbook.

WHAT IF MY ENGLISH IS NOT GOOD ENOUGH TO USE IN AN EMERGENCY?
Take the orange ELI emergency card out of your wallet. It has the phone numbers the ELI directors. It also helps to identify you as an ELI student. Give the card to anyone nearby and they can help you to call us.