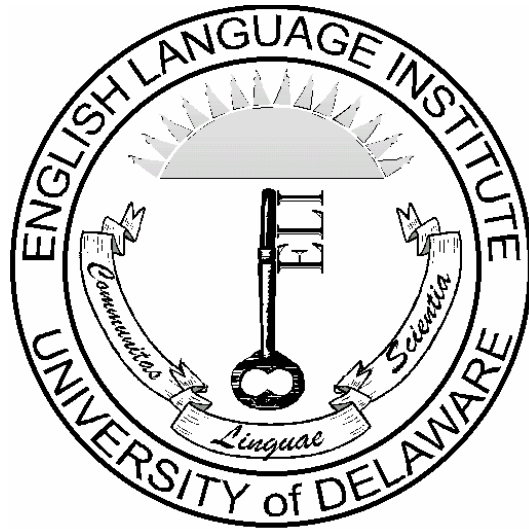


# Student Handbook

ELI





## **English Language Institute Mission Statement**



### ***For Our Students***

*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 or exceed our students' expectations for developing their linguistic, academic, and professional skills.

Contribute to international understanding by engaging students in meaningful inter-cultural exploration.

Provide our students with the support and services they require to make the transition from their own countries to life in the United States.

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*

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# University of Delaware English Language Institute

**The director, faculty, and staff all wish to welcome you to the University of Delaware's intensive English program.** We want you to feel comfortable in Newark while you are here. You have been accepted to this Institute because of your expressed 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 will attend all ELI academic classes on time every day, and participate fully 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 here 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 Institute useful, rewarding, and enjoyable.

# ELI Staff Members

*(Where to find them & What they can do for you)*

**Dr. Scott Stevens, Director**  
ELI Room 104

- ☑ Emergencies, Vacation permission, Serious problems or concerns, Requests to change length of stay

**Joe Matterer, Associate Director**  
ELI Room 109

- ☑ Academic advisement, Class changes, Level changes, UD class

**Deborah Detzel, Assistant Director**  
ELI Room 103

- ☑ Scheduling, Housing, Orientation

**Dru Arban, Assistant to the Director**  
ELI Service Window

- ☑ Billing or financial questions, Meal plans

**Kelly Galvin, Admissions Counselor**  
ELI Room 103

- ☑ Immigration questions, Admission procedures, Conditional Admission to UD, Intention and Departure Forms

**ELI Secretary**  
ELI Lobby and Orientation

- ☑ Schedule appointments, Return ELI papers, Parking, Housing Arrangements, Meal plans, Trip registration, Test registration, Travel information, Campus employment information, Driver's license information

**Chris Wolfe, Esq., Legal Studies Coordinator**  
ELI Room 307

- ☑ ALLEI information, Informal legal advice

**Ken Cranker, Tutoring Center Coordinator**  
Rodney Annex Room 026

- ☑ Tutoring schedule & changes



## IMPORTANT TELEPHONE NUMBERS



### Emergency:

Fire, police or ambulance	911
Newark Police (off-campus)	366-7111
University Police (on-campus)	831-2222
Scott Stevens at home, call <b>anytime</b> Or call his cellular phone if you have an emergency.	369-4432 584-5710
Joe Matterer at home, call <b>anytime</b>	738-7810

**Note:** If you are on campus and have an emergency, you can use the blue light phone boxes located all over campus. They are a direct open line to the University Police. You do not need to know where you are because the phones are connected to a computerized map of campus. The police will be happy to assist you.

### Other Important Numbers:

#### On-Campus

ELI Office	831-2674
Foreign Student Services	831-2115
Housing and Residence Life	831-1201
Dining Services	831-6761
Student Health Center	831-2226
Student Center Information	831-0616

#### Off-Campus

Post Office	737-5770
Train/Amtrak	1-800-872-7245
Greyhound Bus	655-6111
Telephone Number Information	411



*Welcome to your ELI Experience!*

# Orientation Week

*All new ELI students must complete new student orientation before they can begin classes. This orientation will introduce you to the ELI, the University of Delaware, and the City of Newark. The ELI orientation staff will help you to settle into your new home by assisting you with:*



**CAMPUS TOUR:**

All new ELI students take a walking tour of the University campus on their first day in Newark. On the campus tour, students see ELI classroom locations, dining halls, the UD library, Student Health Center, Main Street.

and Newark's

**STUDENT IDENTIFICATION CARDS:**

Each ELI student receives a University of Delaware student identification card. These picture IDs entitle the student to use all University facilities such as the library and sports facilities. Students using the University meal plan must present their IDs in the dining halls.

**BANK ACCOUNTS:**



Most ELI students have bank accounts at the WSFS Bank in the Trabant University Center on Main Street. You can take your money and passport to the Bank between 11:00 a.m. and 5:00 p.m. You can open checking and savings accounts, and also get a "cash card" to use in bank machines all over the United States.

# Orientation Week



## ★ **PLACEMENT TESTING:** ★

★ The intention of the ELI placement testing is to place students in levels ★  
★ that are appropriate for their learning and English development. An appro- ★  
★ priate level is a level of English study that is a little higher than the students' ★  
★ current ability. An appropriate level should not be too difficult or too easy. ★

★ The ELI uses the following tests for placement: the Michigan Test of ★  
★ Aural (listening) Comprehension, an interview with an ELI teacher, the ★  
★ Michigan Test of English Language Proficiency (grammar, vocabulary, and ★  
★ reading), and a written essay. The two Michigan tests are scored from 0 – ★  
★ 100. The ELI uses a score range to identify the level of the test score; for ex- ★  
★ ample, the range for Level I is 0 to 36 and the range for Level VI is 90 to 100. ★  
★ The interview and essay are rated by level, so a student's interview and es- ★  
★ say are rated as Level I or Level II and so on. All four placement tests are ★  
★ used to place a student into the two main classes: the Listening and Speak- ★  
★ ing class and the Reading and Writing class. However, the Michigan Aural ★  
★ and the interview are used primarily to place student into the Listening and ★  
★ Speaking class, and the Michigan Proficiency and essay are used primarily ★  
★ to place student into the Reading and Writing class. It is possible for a stu- ★  
★ dent to be in a different level for each class. ★

★ Students learn the results of the placement procedures and tests ★  
★ when they receive their schedules on the first day of the session. The sched- ★  
★ ule shows the student's levels and classes. A student can get the scores for ★  
★ the Michigan tests after the session begins from the ELI Assistant Director (ELI ★  
★ room 103). ★

★ These placement procedures and tests have been used at the ELI ★  
★ since 1980, and they are reliable and accurate. Over 95% of the ELI's stu- ★  
★ dents are satisfied with their placement into the ELI levels and classes. ★  
★ Sometimes, students disagree with their placement or feel that they did not ★  
★ do well on their test due to fatigue or for other reasons. In these cases, stu- ★  
★ dents have an opportunity to retest. ★

★ Students who disagree with their initial placement and want to be ★  
★ tested again must first speak to the teachers of the class that they wish to ★  
★ change. The teacher will arrange for the student to test again on the Thurs- ★  
★ day of the first week of classes. On Friday, the ELI faculty and administrators ★  
★ review the test results and make necessary placement changes. Students ★  
★ receive written notes that tell them if their levels or classes have been ★  
★ changed. If students have questions, or they disagree with the results of the ★  
★ retests, they can speak with the ELI Associate Director (ELI room 109). ★



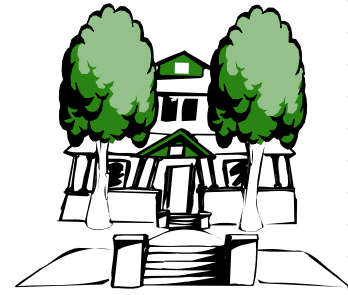


# Orientation Week



## ★ HOUSING:

★ The ELI will assist each student with housing.  
★ Students living in University dormitories who have  
★ questions or problems can see the ELI Resident Assistant  
★ (RA) for additional assistance.



## ★ DINING:

★ Any English Language Institute student may  
★ purchase a meal plan and use the university dining facilities. Meals are sold in  
★ blocks of 100 or 50 meals. Students can use these meals for four months from  
★ the date of purchase. There is no refund available for unused  
★ meals.



★ Another dining option is the university's FLEX system, which  
★ allows students to deposit cash in an account and use their  
★ student ID card as a debit card.

## ★ TUITION & OTHER BILLS:

★ Tuition and fees for each ELI session are due the first week of classes.  
★ Students will receive a separate bill for dining and housing fees during the  
★ second week of the session.

★ Students may pay their bills at the ELI office with a credit card, or by  
★ check or cash at the Cashier's Office at the Student Services Center. Students  
★ who have questions about their bills should see Dru Arban, the ELI Accountant.  
★ You can find his office window in the ELI Library open for service every  
★ weekday afternoon from 2:00 - 4:00.

## ★ STUDENT ID NUMBER or SOCIAL SECURITY NUMBER?

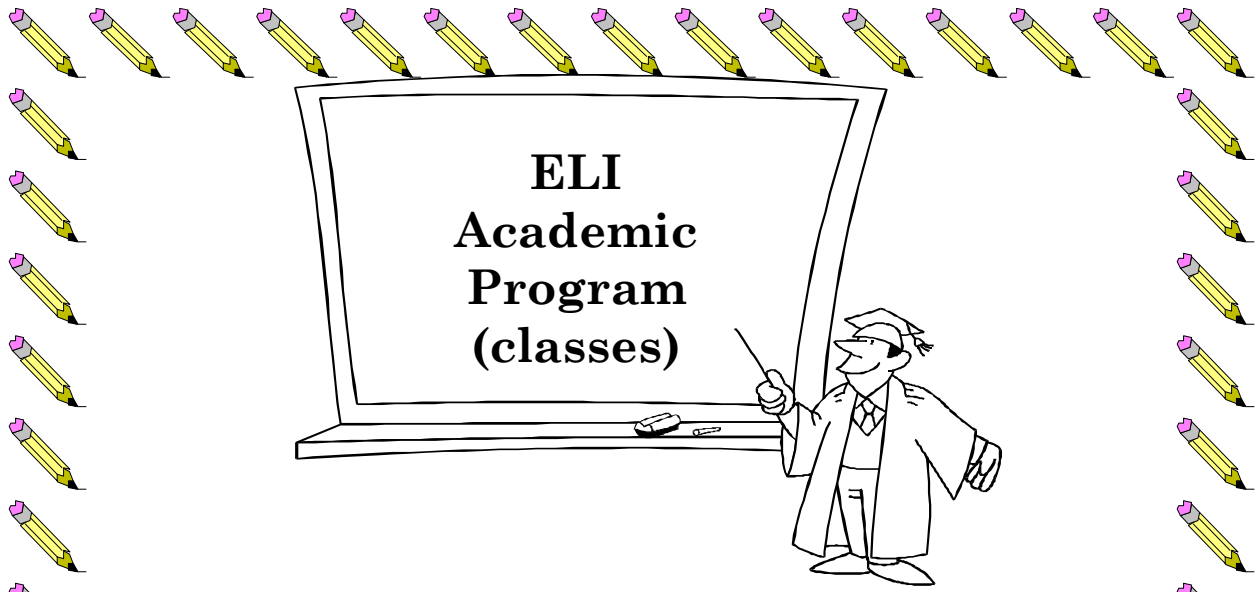
★ The University of Delaware gives every student an identification number.  
★ This student ID number has the same format as a Social Security Number (SSN),  
★ but it is not an official SSN.

★ For any student without permission to work, the Social Security  
★ Administration requires the following items before they will issue an SSN:

★ - a letter from the government agency requiring the SSN. This letter must  
★ be an original on the agency's letterhead (no form letters or photocopies),  
★ must specifically identify the person needing the SSN, must cite the law that  
★ requires the applicant to have the SSN, and must indicate that the applicant  
★ meets all of that agency's requirements except having a SSN.

- ★ -proof of identity
- ★ -proof of age
- ★ -proof of immigration status (example: I20 Form and Visa)





**SCHEDULE:**

Each student receives a schedule which lists his or her classes, instructors, tutoring & laboratory schedules, and books to be purchased.

**CLASSES:**

ELI classes are from 8:30 am to 12:15 p.m., Monday through Friday. There is a 15 minute break at 10:15 am to prepare for your next class. Students should bring all assigned books to class every day. Students can purchase books and supplies at the University of Delaware bookstore. All students must purchase a separate notebook to be used for writing assignments.

**TESTING PREPARATION COURSE.**

Once each session, the Institute offers a course to prepare ELI students for standardized examinations like the TOEFL. See your teacher for details and dates.

**TOEFL:**

The Institute administers the Institutional TOEFL examination six times per year. Students enrolled in the program may register for the test for a fee. Your ELI teachers will announce the testing dates. In addition, students may register to take the International TOEFL at the University of Delaware at any time. International TOEFL registration booklets are available in the ELI Office.



## ELI Academic Program (Tutoring/Labs)

### TUTORING CENTER:

Each full-time student in the full intensive program has two hours of instruction in the Tutoring Center each week. Tutoring is an excellent way to improve your English!

If a student expects to be late or absent, he or she should call the Tutoring Center (831-4864) at least two hours before the scheduled tutoring time.



### AFTERNOON LABORATORIES:

There are three afternoon laboratories. The first is the **listening laboratory**, which varies according to a student's level. The second is a **computer laboratory**, and the third is the **Self Access Learning Center (SALC)**. Open hours for the computer lab and SALC appear on the student schedule and an instructor is available at all labs to assist students.



### COMPUTER INSTRUCTION:

There are several computing centers on campus which are available to ELI students. The computer labs at the SALC and Smith Hall are frequently used by ELI students as well as the computer lab at Christiana Commons.

### SELF ACCESS LEARNING CENTER:

The ELI Self Access Learning Center is a technology-based classroom where students can work to improve their reading, vocabulary, writing, and listening skills with advanced computer systems. A teacher is available to assist students using the equipment and organizing their studies.

After an initial orientation to the SALC, you can use the equipment any afternoon at a time that is convenient for you. Check your class schedule for the SALC hours.

## ELI Administrative Policies & Information



### ATTENDANCE:

Students must attend all classes. Three late arrivals for class (up to 15 minutes) equal one absence. To be eligible to receive a certificate, a student must attend 85% of his or her classes and maintain at least an average grade of C. To receive honors or awards, a student must attend 90% of his or her classes and maintain an A grade average. Students who miss 12 or more classes and/or have an average of C- or below will not earn a certificate for that session. **Sixteen class absences in one session violate immigration laws of the United States and may result in dismissal from the program and loss of your student visa.** The ELI permits fewer absences for students attending only part of a session.

### CERTIFICATES:

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

### LATE ARRIVAL/EARLY WITHDRAWAL:

Our sessions are 8 weeks in length. Students must make any special arrangements for late arrival or early withdrawal from the program with the Director before the student begins his/her session of study at the Institute. The ELI offers no refunds for late arrival, early withdrawal, or dismissal..

### STUDENT GRADE REPORTS:

The ELI will issue student grade reports at the end of each session. Students can pick up grade reports from the ELI office.





**UNIVERSITY COURSES:**

Students in the high intermediate and advanced class only may register for University of Delaware courses through the Division of Continuing Education. The student's instructor and the director of the ELI must approve the course and give permission to study. Please see the Associate Director for details.

**ADVISEMENT:**

If you are planning to attend a university program in the United States after your English studies, we can help you select and apply to a university.

For questions about:

- |  |                                |
|--|--------------------------------|
| All undergraduate admissions (UD and others) | Kelly Galvin                   |
| All MA TESL admissions                       | Scott Stevens                  |
| All MBA admissions                           | PRE MBA Coordinator            |
| All other graduate admissions                | Director or Associate Director |

**ADMISSIONS:**

Students with questions and/or problems about admission to the University of Delaware should make an appointment with the Admissions Office in 116 Hullahen Hall.

The ELI's Conditional Admissions Program (CAP) offers conditional admission to UD for qualified international undergraduate students who complete the highest level of the English for Academic Purposes Listening/Speaking and Reading/Writing classes with appropriate grades. Please see the ELI Admissions Counselor for details.

**ELI STUDENT CONCERNS:**

Students with questions and/or problems about the program and the policies of the Institute should make an appointment to speak with the Director or Associate Director. Please use the *Student Problem Resolution Form* from the back of this handbook to explain your situation.

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.

**STUDENT APPOINTMENTS:**

Students should schedule appointments during their free time. All activities such as driving tests, banking business, doctor's appointments, etc. must be taken care of outside of class time.

## Code of Conduct

The ELI Code of Conduct is designed to help ELI student know what kinds of behavior American culture finds acceptable by college students. To avoid trouble, know and follow these policies. The complete text of ELI Student Policies is on the ELI web page ([www.udel.edu/eli](http://www.udel.edu/eli)). The box below contains a brief guide to some of the behavior you should avoid.

Those ELI student living on campus must also be familiar with and follow UD Housing Rules and Regulations. The ELI Resident Assistant, representing the UD Office of Residence Life, will meet with on-campus students at the beginning of each eight-week session to review these policies and answer any questions about them.

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 web page (<http://www.udel.edu/stuhb/>).

The flowchart on the next page provides a visual guide to the way in which the ELI's Judicial System works when a student violates ELI and/or UD policy.

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:

### **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*- 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; copying sentences or 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 & 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; 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.

Let's take a walk through the ELI Judicial System!



Student and/or Complainant (s) or other(s) concerned meet with the **ELI Director**, who will suggest action to resolve the situation

Potential student violation of ELI or UD Code of Conduct reviewed by the **ELI Director**

**ELI Director** determines that **Student** has violated UD Housing Policy or criminal code

**Student** referred to University of Delaware judicial system\*

Student and/or Complainant(s) or other(s) concerned accept the decision of the **ELI Director**

Student and/or Complainant(s) appeal to ELI Student Conduct Committee to amend or revise the decision of the **ELI Director**

-or-

**Situation Resolved**

**Situation Resolved**

**Situation Resolved**

*At any stage of the judicial process, the ELI may call upon appropriate university or community resources (e.g.- Dean of Students Office, Foreign Student & Scholar Services, UD Counseling Center, UD Public Safety) for assistance or consultation.*

\*For more information on the UD Judicial System, see the *Student Guide to University Policies* under the *Rules and Responsibilities* section of the *UD Official Student Handbook* (<http://www.udel.edu/stuhb/>).

## Getting Involved

### SOCIAL AND CULTURAL ACTIVITIES:



The English Language Institute Orientation Committee plans social and 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.

Some ELI activities, such as the trip to New York City or Washington, DC, are free; but require a deposit of \$20. Other trips require advance payment.

Seating on any trip may be limited, and refunds are not available.

### LANGUAGE PARTNERS:

During the regular school year, the ELI can match our students with American students who want to meet international students. Language partners meet for about one hour each week. The office can provide you with information on this program.

To make the most of your time here at UD, get involved in all the ELI activities and programs. Remember, a lot of your language learning will happen *outside* the ELI classroom. Be adventurous and explore!



### HOST FAMILY PROGRAM:

The Institute can provide host families for interested ELI students to visit for social gatherings and holidays. The Host Family Coordinator is Nancy Purcell. Contact her if you would like a host family. Unfortunately, host families are limited in number and we cannot guarantee a family for every student.

### UNIVERSITY CLUBS:

There are approximately 150 organizations and activities in the University that ELI students may join. These organizations give ELI students excellent opportunities to meet American students and share cultural experiences with them. The ELI orientation staff can provide you with information about UD clubs. You can check UD's Registered Students Organizations at <http://www.udel.edu/RSO/>

**Join the Club!**

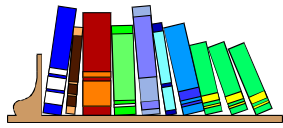




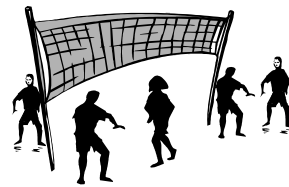
## UNIVERSITY FACILITIES:

With the University ID card, ELI students have the same access to UD facilities and the same privileges as UD students. The ELI encourages all students to take advantage of everything the University of Delaware has to offer. For example, ELI students can use UD's...

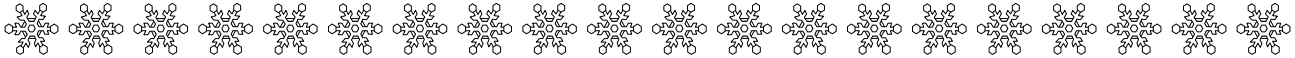
Academic facilities, such as the *Morris Library*, *Educational Resource Center*, and all *UD computing sites*. The library has over 2.5 million books, documents on microfilm, videos, and much more. There are also specialized branch libraries for agriculture & chemistry.



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 atmosphere. 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 which host films and other programs that can give you great exposure to American culture.

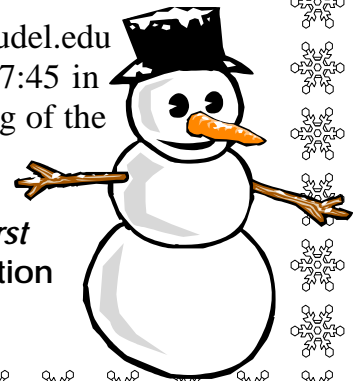


## BAD WEATHER?

In case of very bad weather (a big snowstorm), the University and the ELI may close. Your teacher will start a "phone chain" to inform you if the ELI is closed because of bad weather. If you do not receive a call, you may phone the ELI office at 831-2674 after 7:30 a.m.

You may also check the University web site at [www.udel.edu](http://www.udel.edu) or listen to FM radio station WVUD 91.3 between 6:30 and 7:45 in the morning for an announcement of the closing or late opening of the University.

Please plan to join us at the ELI for the traditional *first snow* snowman building and snowball fight. The orientation staff will tell you when to come out to play!



## *Are your papers in order?*

The UD office of **Foreign Student & Scholar Services** (FSSS) is the office which issues ELI students' visas and I-20's. FSSS handles all details concerning visas and U.S. Citizenship and Immigration Service regulations. **Mrs. Susan Lee** is the Foreign Student Advisor. You should make arrangements in advance if you need to see her; call 831-2115 to set up an appointment.

### **STUDENT VISAS:**

Most Institute students have either an I-20 (F-1) or DS-2019 (J-1) visa. The United States Citizenship and Immigration Service requires these students to attend all classes. If a student has excessive absences, the Institute notifies the student by mail that his/her non-attendance may be reported to the Philadelphia District Office of the United States Citizenship and Immigration Service for appropriate action.

### **FEDERAL LAW REQUIREMENTS:**



1. Students must report any change of address or phone number to the office within 5 days of the change.

2. Before students leave the program they must complete a Departure Form, take the form to FSSS to be signed, and return this form to the Institute.

### **Travel Outside of the United States:**

Most ELI students have a multiple-entry visa, which allows them to leave the United States and come back more than one time. However, **students who travel outside of the U.S. must have their I-20's signed by the UD Foreign Student Advisor before they leave the country.**

If your I-20 is not signed, you may not be allowed to re-enter the United States. See Kelly in the Admissions Office **at least one week before you plan to travel**; you will need ELI and FSSS approval.



# Medical Information



## **MEDICAL EMERGENCIES:**

If you have a medical **emergency** on campus, you can call UD Public Safety for an ambulance. Public Safety's telephone number is **831-2222**. You can also use one of the emergency telephones, which are located around the campus and marked with a blue light on top. Lift the receiver and you will have a direct open line to the Public Safety.

If you are off campus and have any kind of emergency, you can call **911** from any telephone. Tell the operator where you are and what kind of emergency you have (fire, injury, etc.). The operator will relay your message to the appropriate emergency department. **You can also use your orange emergency card to contact an ELI staff member if you have any kind of emergency.**

## **STUDENT HEALTH SERVICE:**

If you feel ill or are injured and you need to see a doctor, you can go to the University's Student Health Service in Laurel Hall. The Student Health Service is open 24 hours/day, every day. Physicians are on duty from 8:00 a.m. to 5:00 p.m. Monday - Friday. A doctor is "on call" after hours and nurses are on staff all the time. Phone: **831-2226**

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

## **MEDICAL INSURANCE:**

All University and ELI students **must** have medical insurance. If you do not have your own insurance, you must purchase UD health insurance.

Health insurance is included on students' tuition bills. If you already have insurance, show your insurance card to the ELI Office staff at the beginning of the session and the insurance charge will be removed from your bill. Please note that students cannot attend class if they do not have current medical insurance.



## **MEDICAL HISTORY FORMS:**

All University students must complete the medical history form. This form contains important medical information and is kept on file at the Student Health Service.



# Student Insurance Information

## ELI Insurance Coverage Policy

English Language Institute students are required to have insurance coverage for the duration of their studies at the ELI. Many students are covered by policies from their home country; they must provide proof of this coverage to the ELI staff upon arrival. Students who are not covered by other insurance are automatically enrolled in the ELI's group insurance plan.

## Insurance Provider

Insurance coverage for ELI students is provided by HTH Worldwide Insurance Services; the coverage is underwritten by the Continental Assurance Company. The ELI's insurance broker is OMA Limited. Any questions regarding claims should be addressed to:

HTH Worldwide Insurance Services  
12900 Federal Systems Park Drive  
Suite 2A  
Fairfax, VA 22033

Phone: 800-242-4178  
Fax: 703-322-1636

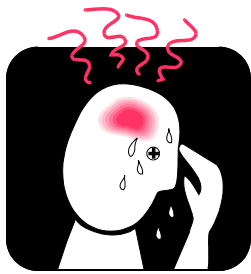
## Procedures

Students who have purchased insurance through the English Language Institute should, whenever possible, use the Student Health Center on campus for their health care needs. The HTH Worldwide policy requires a deductible of \$100, but this is waived **IF** the student uses Student Health Services before visiting another provider. The Student Health Center will refer students to other facilities for x-rays, lab work, or other services as required.

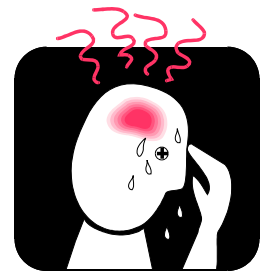
The UD Student Health Center, located in Laurel Hall, is staffed 24 hours per day. The university's Public Safety office will transport students from any location on campus to the health center upon request. In case of an emergency, students should go directly to the Newark or Christiana Hospital emergency room.

Students should submit a claim form to the insurance company as soon as possible after receiving service. Claim forms are available at the ELI, and will soon be available on the internet. Students should be sure to include all bills with the claim form. It is also a good idea to make a photocopy of the claim form and all documents submitted to the insurance company.

The HTH Worldwide policy covers 50% of the cost of prescription drugs. Students must pay for the prescription themselves, then submit a claim to the insurance company. The company will reimburse them for half the cost of the prescription. When filing a prescription claim, students should be sure to include the address to which the company should send the reimbursement check.



# Health Care Procedures for ELI Students



Does the student have ELI insurance?

Yes

No

Student sees provider of choice, submits claim to own insurance company.

Is this an emergency situation?

Yes

No

Student visits closest health care provider, contacts ELI staff.

Student visits Student Health Center on campus or makes an appointment with them.

Student referred to off-campus health care provider

Treatment completed. No insurance claim.

Student submits claim to HTH Worldwide Insurance. Claim forms available at the ELI or online ([www.hthworldwide.com/claims.htm](http://www.hthworldwide.com/claims.htm)).

*In an emergency situation, ELI students or their homestay families should contact one of the ELI administrators listed below:*  
  
*Scott Stevens- (H)369-4432; (W)831-8224*  
*Joe Matterer- (H)738-7810; (W)831-1809*  
  
*While the University of Delaware Student Health Center is staffed 24 hours per day, student will be seen more quickly if they make an appointment in advance.*  
  
*Student Health Center—831-2226*

# SIZES, WEIGHTS AND MEASURES

The United States is one of the few nations of the world which has **not** adopted the metric system in daily life. The metric system **is** used in scientific fields and is slowly becoming more common in everyday life. The following charts will help you make conversions from U.S. measurements to metric.

## 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.

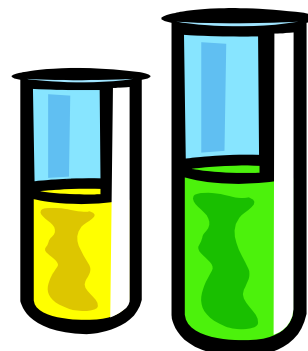
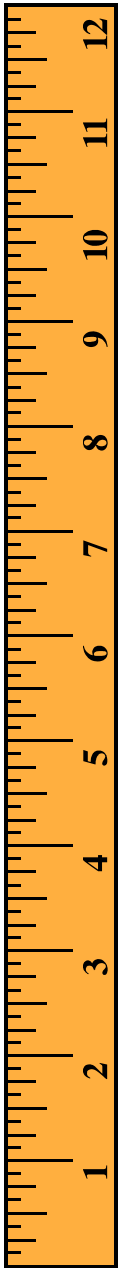
12 inches (12") ..... 1 foot (1')  
3 feet ..... 1 yard  
1 mile ..... 5,280 feet

## Metric Conversion

1 inch = 2.54 centimeters  
1 cm = .39 inch  
1 foot = 30.48 centimeters  
1 m = 39.4 inches  
1 yard = 91.44 centimeters  
1 km = .62 miles  
1 mile = 1.6 km

## Liquid Measurement

1 cup = 8 ounces (8 oz.) = .24 liter  
1 pint = 2 cups = 16 oz. = .47 liter  
1 quart = 2 pints = .95 liter  
1 gallon = 4 quarts = 3.8 liters  
1 liter = 1.05 quarts



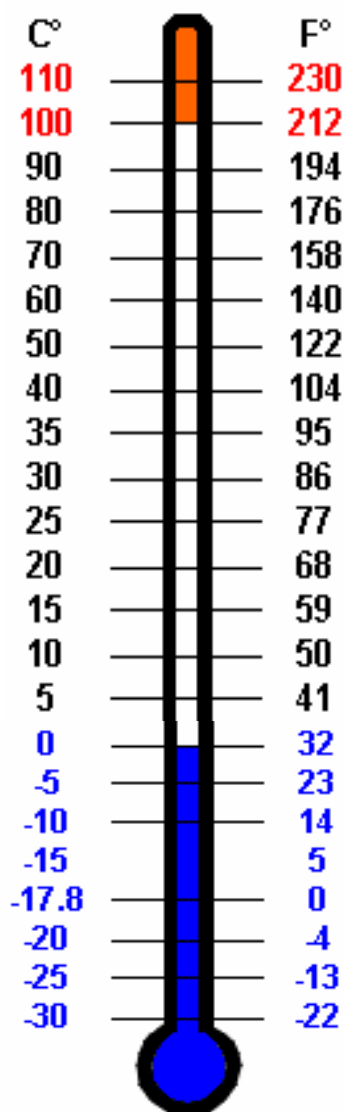
## Weight

1 ounce (1 oz.) = 28.35 grams  
1 pound = 16 ounces = 454 grams  
1 ton = 2,000 pounds

1 kilogram (Kg) = 2.2 pounds  
1 metric ton = 2,200 pounds

## Temperature

The United States uses the Fahrenheit scale for thermometers measuring body, cooking, and air temperatures. Science laboratories use the Centigrade (also called "Celsius") scale.

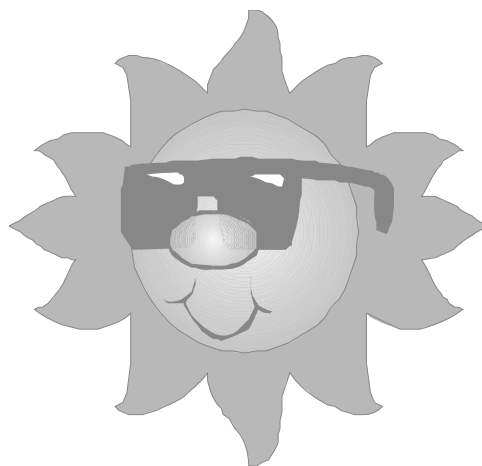


Water freezes at 32°F  
Water boils at 212°F  
Room temperature is about 70°F  
Human body temperature is 98.6°F

### To convert Fahrenheit to Centigrade:

$$^{\circ}\text{F} - 32 \times \frac{5}{9} = ^{\circ}\text{C}$$

$$^{\circ}\text{C} \times \frac{9}{5} + 32 = ^{\circ}\text{F}$$



## UNITED STATES CURRENCY (Money!)

The "dollar" is the basic unit of exchange. The dollar is divided into 100 "cents". One cent = \$0.01 = a penny.

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



penny  
1¢



nickel  
5¢



dime  
10¢



quarter  
25¢

Paper money is usually referred to as "bills". All bills are the same color and have similar designs, so pay attention to the denomination (number). They are also the same size, so be careful.

Bills come in denominations of \$1 (often called a "buck"), \$2 (rare), \$5, \$10, \$20, \$50, \$100 and higher. New currency designs were introduced recently, so you may see different designs on large bills.



ten bucks



# U.S. MAIL

## POST OFFICES:

The closest post office is downtown, on the corner of East Main Street and Center Street. You can purchase air letters, postage stamps and money orders from 8:30 a.m. to 3:30 p.m., Monday - Friday.

The main Post Office, where you can pick up packages, is on the corner of Ogletown Rd. and Library Ave., next to the "Pathmark". The main Post Office hours are 7:30 a.m. - 6:00 p.m. Monday - Friday, and 9:30 a.m. - 1:00 p.m. on Saturday.

## RECEIVING MAIL:

You can receive mail at your local home address **and** at the ELI. At the ELI there is a student mailbox which is alphabetized by family name. Mail is delivered to the ELI in the morning and afternoon. Your address at the ELI is:

*Your Name*  
English Language Institute  
189 W. Main St.  
Newark, DE 19716  
USA

## SENDING MAIL:

You can send mail from the Post Office, any public mailbox (often located on street corners) and from the ELI "outgoing mail" basket. Be sure you include stamps on your envelope or package. You need \$0.70 in postage to send a half ounce letter to a foreign country.

This is the correct format for addressing an envelope:

**Your Name**

**Address**

**City/State/ZIP**



**Person you are sending mail:**

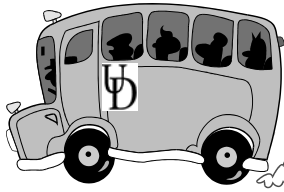
**Name**

**Address**

**City/State/Country/ZIP**

# Planes, Trains, and Automobiles

## UD SHUTTLE BUS SERVICE:



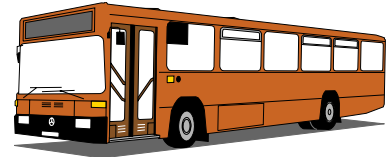
During the academic year from September to May, the University operates free UD shuttle buses. These buses have several different routes around Newark and the UD campus. The main bus stop is next to Smith Hall at the overpass. All the bus routes are "loops", traveling in large circles. The buses run from about 7:30 a.m. to as late as 4:00 a.m. on Friday and Saturday nights.

Schedules are available at the ELI office, Foreign Student Services and at UD Public Safety.

The best way to become familiar with the bus schedule and routes is to take some time, get on a bus, note which loop it is, and watch where it goes. After about one hour, you will return to your starting point.

## DART BUSES:

DART ("Delaware Administration for Regional Transit") 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. **Bus number 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).



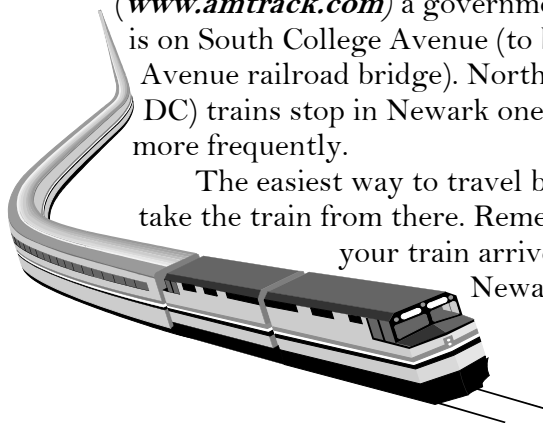
The schedules may change slightly every six months. You can get a bus schedule from the ELI Office, the Student Center, or Foreign Student and Scholar Services. You can also check the DART website [www.DartFirstState.com](http://www.DartFirstState.com)

## TRAINS:

In 1997, the Philadelphia commuter train began to make stops in Newark. You can take the SEPTA (South-East Pennsylvania Transit Authority) R2 train from Newark to Philadelphia Monday through Friday. The SEPTA station is just off South College Avenue, near the Chrysler factory. R2 schedules are usually available at the ELI or the Trabant University Center, or you can access the website [www.SEPTA.org](http://www.SEPTA.org).

Passenger railroad service in the United States is provided by **Amtrak**, ([www.amtrack.com](http://www.amtrack.com)) a government supported corporation. Newark's Amtrak station is on South College Avenue (to be accurate, the station is under the South College Avenue railroad bridge). Northbound (New York) and Southbound (Washington, DC) trains stop in Newark one time every day. Trains stop in Wilmington much more frequently.

The easiest way to travel by rail is to take the DART bus to Wilmington and take the train from there. Remember that there is no DART service on Sundays; if your train arrives in Wilmington, you will have to take a taxi to Newark.



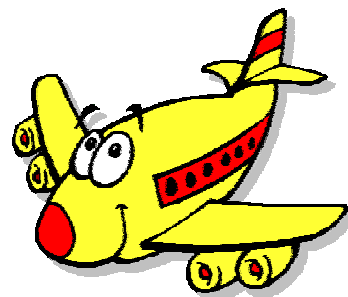
## BUSES

Bus travel in the U.S. is usually the cheapest public transportation, but also the slowest. Greyhound ([www.greyhound.com](http://www.greyhound.com)) and Peter Pan ([www.peterppanbus.com](http://www.peterppanbus.com)) provide service to major cities on the east coast of the United States and depart from the Wilmington Transportation Center at 101 N. French Street, across the street from the Amtrak train station. You can take the DART Bus #6 from Newark to the Wilmington Amtrak Station. (But **NOT** on Sundays!). Bus stations are usually in the center of a city, in the older, less safe part of town. Be alert and pay attention in and around bus stations.

### AIRPORT SHUTTLE SERVICE:

The Delaware Express Shuttle bus service serves the Philadelphia Airport. It operates 24 hours/day. If you need transportation to the airport, call this company:

Delaware Express Shuttle  
(302) 454-7800



You can also make a reservation for the Delaware Express Shuttle online at:

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

If you enter the student discount code, 114906, you will receive an 8% discount. The price includes the price of the trip, plus a tip for the driver. Simply call the service and tell them where you want to be picked up and what time you need to be at the airport. They will tell you what time they will pick you up. Shuttle service to JFK Airport is also available, but it is very expensive; students who need to go to JFK should take the train or rent a car.



### TAXI CABS:

There is only one taxi company in Newark, and it is very unusual to find a taxi on Main Street. If you need a cab, you will probably have to make arrangements in advance. The Seacoast Cab Company serves Newark and Wilmington. Their number is 834-7575.

### RENTING A CAR:

To rent a car from most rental companies, you must be at least 25 years old, have an international drivers license and have a major credit card. The closest car rental agency is Enterprise Car Rentals, Newark Shopping Center (next to the Cinema Center), 292-0524

## DRIVING IN THE UNITED STATES:

In order to drive in the U.S., you must have a valid driver's license. You can drive anywhere in the U.S. with any state's driver's license, an international license, or any other country's license. However, you may need an American license or international license to rent a car, depending on the rental company .

Driving laws vary somewhat from state to state, but the general rules are uniform. Remember-- many states, including Delaware, have mandatory seatbelt and child restraint laws. **The driver and passengers must wear a seatbelt.** In addition, small children (under 5 years old) must be restrained in an approved carseat.

Remember-- cars in this country drive on the **right**. It is extremely important to remember this, even if you don't drive.

### DELAWARE DRIVER'S LICENSE:

While many ELI students want to obtain a Delaware driver's license, the Delaware Division of Motor Vehicles (DMV) requires license applicants to be in the state for at least one year. **The DMV will not issue you a license if your I-20 is valid for less than 12 months.**



Obtaining a license is a complicated process. To get a license you must first have a Social Security Number. Go to FSSS and show them your passport & visa information. FSSS will give you a form to take to the Social Security office so you can be given a Social Security Number (SSN).

After you receive your SSN, you must go to the DMV to take your test and get your license. Students who live on campus may have to obtain an address confirmation letter, which can be requested at the ELI.

DMV is open Monday, Tuesday, Thursday and Friday from 8:00 a.m. to 4:30 p.m. and Wednesdays from 12:00 noon to 8:00 p.m. The closest office is:

Division of Motor Vehicles  
Airport & Churchman's Rd.  
New Castle, DE  
577-2586

Booklets which describe Delaware's driving laws are usually available at the ELI and at Foreign Student and Scholar Services.



## ONCE AGAIN, HERE ARE THE STEPS FOR GETTING A DELAWARE DRIVER'S LICENSE:

1

Go to FSSS to get the Social Security Application form. FSSS will give you a letter to take to the Social Security office. Get proof of residency from the ELI office.

**\*Your I-20 must be valid for one year.\***

2

Take your documents to the Social Security office. They will process your application and mail your number to you.

**\*You will have to wait for about two weeks to receive your Social Security number (SSN).\***

3

When you receive your SSN, go back to the DMV for your written test and your driving test.

**\*You will have to provide a car for the driving test.\***

4

**Congratulations!**

### *DRINKING AND DRIVING*

Drunk driving is a serious crime in the United States, and one of the leading killers of people under 25. Drivers are considered drunk if their blood-alcohol level is .08 (that's about three drinks in one hour).

If you are arrested for driving under the influence of alcohol (DUI), you will lose your license and may go to jail. Also, any rental car insurance you purchase is invalid if an accident is alcohol-related.

# ALCOHOL

American customs and laws regarding alcohol and drinking are probably very different than the laws in your country. Please read the following information very carefully and follow the rules. The university and local authorities are very serious when they enforce alcohol laws, and "It's different in my country," is not an excuse.

In Delaware, liquor (beer, wine and "spirits") is sold only in separate liquor stores. **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" to prove your age when you are buying alcohol.

Only students of legal drinking age may possess and/or consume alcoholic beverages in the privacy of their own residence hall rooms. **Students under the legal drinking age may not legally possess nor consume alcohol anywhere.** If an underage student is drinking in your room, you will both be charged with an alcohol violation.

**It is illegal for anyone, regardless of age, to possess an open container of alcohol in an area that is not licensed for alcohol consumption.** This means that you may not carry an open can or bottle from one dorm room to another, or from your apartment to your friend's house. It is also against the law to take an open container out of a restaurant or bar.





## *SHOPPING IN THE UNITED STATES*

Shopping in the U.S. may be a new and different experience for you. Fortunately, Delaware has no sales tax! Here are some "tips" to help you in your shopping adventure.

1. Compare prices and compare quality. You may find the exact same merchandise selling for very different prices at different stores.
2. Watch for frequent "sales", which offer reduced prices for a limited time.
3. 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).
4. Remember, there are no sales taxes in Delaware, but in almost all other states you will be charged taxes.

## *PLACES TO SHOP*

### **Main Street:**

There are many small shops on Main Street where you can purchase everyday necessities.



National 5&10 is an older style "everything" store. They have many school and household supplies at low prices.

Rainbow Books & Music is a collection of stores which sell a wide variety of books, music tapes, CDs, posters, even coffee!

Wonderland is a recorded music store which sells tapes and CDs.

Newark News Stand sells hundreds of different newspapers and magazines on every topic you can think of. They also carry many international, foreign-language newspapers and magazines.

Goodwill sells lots of used clothing and household goods at very low cost.

### **Newark Shopping Center:**

Located near the beginning of Main Street, near the Travelodge Motel

The Shopping Center has many small shops and restaurants including a Hobby Shop, Wooden Wheels and Bikeline Bicycle Shops, Second Source used computer store, Saigon Vietnamese restaurant, May Flower Japanese restaurant, La Tolteca Mexican restaurant, a cinema, and Enterprise Car Rentals. Just past the Newark Shopping Center, on the same side, there is an Asian Grocery Store.

### College Square Shopping Center:

Located at the end Delaware Avenue.

Pathmark is a large supermarket which sells a wide variety of food, cosmetics, and household goods.

K-Mart is a large discount department store with a wide variety of clothes and household goods. Low prices, but not always the best quality.

Blockbuster Video is one of the largest video rental stores in Newark.



### Fairfield Shopping Center

Located on New London Rd. (Route 896 north) just past Christiana Towers. Includes Superfresh supermarket, Eckerd Drug Store, Dollar Store, a liquor store, and the “New Number 1” Chinese Takeout Restaurant.

### Christiana Mall

This is the largest shopping mall within 50 miles of Newark. It has over 150 different stores, all under one roof, and is a very popular place to shop and just "hang out".

The mall includes four large department stores (Lord & Taylor’s, Strawbridges, Macy’s and Penneys) as well as a wide variety of specialty stores and restaurants.

You can take the DART Bus #33 or 34 to go there. The fare is \$1.15, one way.



### *A Word of Caution*

Many students do a lot of shopping on the ELI trips to New York City. New York has many shops and some shopkeepers will bargain with customers. **Be careful!** New York sales tax is very high, which adds to the price, and some students have had problems with electronic goods they have purchased in New York City.

If you plan to buy a computer, TV, or other electronic device, you should go to a local shop (many students recommend “Best Buy” on the Kirkwood Highway). That way, you will be able to return to the store if you have any problems or need service. Most NYC “bargain” electronic stores do not support the products they sell.

No matter where you buy, 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 don’t like the answer, take your business somewhere else.



# ***TELEPHONE SERVICE***

## **On-Campus:**

Students who live on campus have free local telephone service in their residence hall room, but they must provide their own telephone.

### *Placing a local call:*

1. To call outside the University, dial 9 first.
2. To call another student room, dial only the last four digits of their phone number.
3. To call a University office, dial 5 and the last four digits of the number.






### *Placing a long distance call:*

Students cannot dial direct long distance from their room phones. To make a long distance call you must do one of the following:






1. Sign up with the University Student Telephone Services (located in the Student Service Center, where the ID Office is),  
OR
2. Make arrangements with a long distance company for a telephone calling card. Prepaid calling cards are available from many off-campus stores and markets. Check with other ELI students for the cards with the best rates.

### *Using dormitory voice mail:*

#### *Activating your voice mail:*

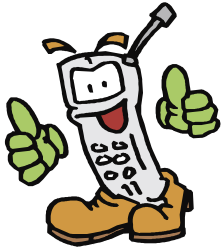
-  Dial 4000 from your room phone
-  Press the pound (#) key to set up your mailbox
-  Choose a passcode (a 4 to 6 digit secret number)
-  Record your name and personal greeting (in English, please)
-  [If you have a roommate, your mailbox may already be set.]

#### *Listening to your messages:*

-  Dial 4000 from your room phone
-  Enter your passcode
-  Press 1 to hear your messages
-  After listening to your messages, press 2 to save or 3 to delete
-  Press \* to end your voice mail call

## Off-Campus:

If you live off-campus in an apartment, you will probably have to arrange telephone service. If you live in a homestay, you **might** have to arrange phone service. The telephone company is:



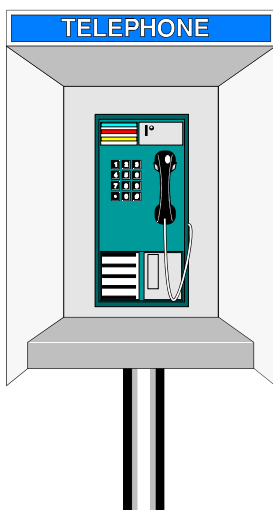
Verizon  
901 Tatnall Street  
Wilmington, DE 19801  
1-800-942-5000

Verizon's hours are 8:00 am to 6:00 pm Monday through Friday.

You will need to provide your own telephone equipment. You can buy a telephone directly from Verizon or at many different stores in Newark: National 5 & 10, Happy Harry's Drug Store, Eckerd's Drug Store, & K-Mart.



To arrange telephone service you must call Verizon at 1-800-942-5000. Prepare to be on the phone for approximately 15 minutes. It takes approximately 5 business days to get telephone service.



The representative will explain the different types of service available along with their monthly cost. There is an installation or new service connection fee. Some service packages will include the installation fee.

Students who live off campus should see the ELL's orientation coordinator if they need assistance with arranging phone service.





# Student Problems or Complaints

We hope that your experience at the English Language Institute is rewarding and trouble-free. However, we do know that problems may occur and we want to help you solve them as quickly as possible. To help the ELI improve its service, please use this *Student Problem Resolution Form* and follow these steps:

1. Complete the form by specifically explaining your problem or situation. Include dates, names of other people involved, and any other necessary details.
2. Give the form to the ELI secretary and ask for an appointment with an ELI administrator.
3. Meet with the administrator (usually the ELI director or associate director) to resolve your situation.

Remember, you can always talk to any ELI staff member, tutor, or teacher if you have questions about an ELI or cultural situation or if you would like advice. If a problem develops, though, do not hesitate to schedule an appointment with an ELI administrator.



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# Student Problem Resolution Form

Student Name: \_\_\_\_\_ Today's Date: \_\_\_/\_\_\_/\_\_\_

Description of Problem: \_\_\_\_\_

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### Office Use Only

Responding Administrator: \_\_\_\_\_ Date of Response: \_\_\_/\_\_\_/\_\_\_

Comments:

Final Disposition:



# Student Problem Resolution Form

Student Name: \_\_\_\_\_ Today's Date: \_\_\_/\_\_\_/\_\_\_

Description of Problem: \_\_\_\_\_

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### Office Use Only

Responding Administrator: \_\_\_\_\_ Date of Response: \_\_\_/\_\_\_/\_\_\_

Comments:

Final Disposition: