

English Language Learning Center Student Handbook

English Language Learning Center

English Language Learning Center at Governors State University is proud of the quality of our curriculum and instructors - we are experienced post-secondary and higher education educators with years of experience.

Mission

English Language Learning Center provides high quality instruction to help achieve international students and Chicago Southland's community members' academic, professional, and/or life goals. Students will also learn social, cultural, and academic expectations that are expected in the U.S. higher education institutions and society.

Administrative Staff

English Language Center Director: Akiko Ota, Ed.D.

School of Extended Learning Governors State University
708-534-3143 aota@govst.edu

Enrollment Services Coordinator: Kimberly Harris

School of Extended Learning Governors State University
708-235-3973 esl@govst.edu

Arrival and Orientation

It is your responsibility to arrive to campus on time for the placement test, beginning of the semester orientation, all scheduled classes, on and off-campus events, and program exit exam.

ELLC Program Orientation

The ELLC Program has an orientation on the first day of class. Each new student will be notified through an email for the date and time prior to arrival.

These are topics discussed at orientation:

Contents

English Language Learning Center Student Handbook	0
English Language Learning Center	1
Mission	1
Administrative Staff	1
Arrival and Orientation	1
ELLC Program Orientation	1
Courses	3
REQUIRED Courses for Fulltime Students:	3
Class Schedule	3
Textbooks	3
ELLC & GSU Policies	3
Classroom Behavior	4
Academic Honesty	4
Attendance	4
<i>Tardiness (Lateness)</i>	5
<i>Religious Holidays</i>	5
Grading	5
<i>The End of the Semester Exams</i>	6
Grievance	7
Sexual Misconduct (Title IX)	7
Smoke Free/Tobacco Free Campus	8
In accordance with (110 ILCS 64/) the Smoke-Free Campus Act, as of July 1, 2015, Governors State University prohibits smoking and the use of tobacco products indoors and outdoors on campus property, including parking lots and in parked cars. Littering the remains of tobacco products or any other related waste product on campus property is further prohibited.	8
Student Privacy	8
Students with Special Needs	8
Student Services	9
Advising	9
Academic Field Trips	9
Campus Events	9
Computer Lab (CUBE)	9

Guidelines.....	10
GSU Help Desk	10
GSU Shuttle Bus	10
Health and Student Counseling Center	10
<i>Counseling Services</i>	11
Library	11
Office of International Services	11
Recreation Center	12
Tutoring.....	12
University Housing	12
Writing Center	12
Community Resources	12

Courses

REQUIRED Courses for Fulltime Students:

1. Reading and Vocabulary
2. Writing & Grammar
3. Listening and Speaking
4. Multimodal Literacy

Part-time students can take any individual or combination of courses as needed.

Class Schedule

- International Students will study 20 hours per week. A detailed schedule will be given at the ELLC orientation.
- Classes are offered between 9 a.m. and 4 p.m., Monday through Thursday for most of the semesters.

Textbooks

- Textbooks will be provided for you.

Health Insurance

- Health insurance will be charged by GSU to your GSU account.

ELLC & GSU Policies

You are expected to make learning English your priority and make every effort to improve your English proficiency both in and outside class. Attend every class, be on time and stay alert. Be prepared for class by arriving with any required assignments completed per the requirements of the course.

Classroom Behavior

Behavior that interferes with the instructor's ability to conduct the class or the ability of students to benefit from the instruction is not acceptable. The class is composed of students from widely diverse backgrounds with different values. You are expected to treat your classmates, student mentors, and the instructor with respect and be open-minded to the differences around you. Electronic devices such as cell phones and laptops should be used for academic purposes only while in class.

Academic Honesty

Academic honesty, integrity, and plagiarism: Students are expected to maintain the highest standards of academic integrity and behaviors that violate these standards are not acceptable. The unacceptable conducts include:

- Using and copying any unauthorized material
- Using and copying any work of another student
- Using and copy any of your own work submitted/done for previous and/or another class

These conducts are not only penalized but also prevent you from improving your English skills, and following measurement will be taken:

1. Your instructor may personally meet with you to discuss plagiarism and its consequences – zero on exam, a lower grade for the course, etc. The instructor will send an e-mail to the ELLC director, and the record will be filed.
2. A copy of the letter of understanding will be written and signed by the student, instructor, and the ELLC director.
3. If the same student is caught with plagiarism for the second time, the students may fail the course.
4. If the same student caught with plagiarism more than twice, the student is subject to fail the course and dismissal from the program.

Attendance

Attending every class is essential to improve your English skills. When students are not in class, it is more difficult to advance in English language proficiency.

English Language Learning Center at Governors State University requires at least 90% attendance each course over the course of a semester to remain in good standing and for eligibility to enroll for another semester.

- 1) If you are not in class, you are counted absent.
- 2) If you arrive to class unprepared, you may be asked to leave and return completely prepared. This is also an absence.
- 3) If you schedule exams, doctors' appointments, or have any other personal reasons to be absent, you will be marked absent.
- 4) All absences should be discussed in advance with each instructor.
- 5) Students with student visa who encounter long-term illness, accidents, or any unforeseen situations must consult with both ELLC director **and** Office of International Student Services. However, dependents/family illness, etc. will not be excused.
- 6) Individual instructors will maintain their own policies regarding make-up work and tests. Therefore, questions about the class make-up work should be directed to the instructor. Questions about the general attendance policy can be directed to the ELLC director.
- 7) When your program attendance is close to 90%, you will be sent a warning email from the ELLC Director.
 - a. If your program attendance continues to drop, a second written warning is sent.
 - b. If your program attendance drops below 90%, you will:
 - i. Have your I-20 cancelled and need to transfer out or leave the United States.
 - ii. Fail the course or be dismissed. This is the ELLC **academic** policy.
- 8) Conditionally admitted students who did not satisfy 90% of attendance will not receive recommendations from ELLC director regarding English language proficiency requirement (Policy 9) waivers regardless of TOEFL/IELTS/PTE scores.

Tardiness (Lateness)

1. Each instructor will set their individual lateness policies. However, the ELLC counts 3 tardiness (arriving late to your class) as an absence.
2. Your housing being far away from the campus or your car having issues will not be excused for lateness and/or absences.

Religious Holidays

Governors State University will make reasonable accommodations for students who are absent from the university in observance of religious holidays. It is the responsibility of the student to notify the faculty in writing of their intention to be absent from class one week prior to their day(s) of religious observance. The instructor will work with each student's request in a reasonable manner. See attendance policy for further information.

Grading

The following grading scale is used in the Intensive English Program:

5 [A]	90-100%	(Excellent)	(Pass)
-------	---------	-------------	--------

4 [B]	80-89%	(Good)	(Pass)
3 [C]	70-79%	(OK)	UG and ELLC (Pass) GR (No Pass)
2 [D]	60-69%	(Poor. Must repeat)	(No Pass)
1 [F]	Below 60%	(Failing. Must repeat)	(No Pass)

The End of the Semester Exams.

You will have two types of final examinations:

1. Class final examination – each instructor will provide final examinations in their classes. These examinations are achievement tests, which measures your achievement during the semester in each class. The class final exams count toward 80% of your final grades.
2. Program exit exam - there will be a final exam during the last week of the term. This exam will count towards 20 % of your final grade.

Your final grade will be a composite of all work in each course. For conditionally admitted students, you must get an A or a B on the final exam as well as in every course during the term.

Tuition & Fees Payment

Your tuition and fees will be posted to GSU's Cashier's Office in C Building (C1336). The ELLC director will inform you when your tuitions are posted. You can pay tuition and fees:

- **By phone** - via credit card or debit card by phoning the Cashier's Office at 708.534.4055.
- **In person** - at the Cashier's office using cash, money order, check, credit card or debit card.

TUITION PAYMENT: How your family can transfer money to pay ESL tuition using Wire Transfers

First Midwest Bank – SWIFT Instructions for Incoming Wire Transfers

- Intermediary Bank: Bank of New York Melon
- Intermediary Bank Address: One Wall Street, New York, New York, 10286
- Intermediary Bank SWIFT: IRVTUS3N
- Beneficiary Bank Account: 8901039004 First Midwest Bank
- Beneficiary Name: Governors State University
- Beneficiary Account Number: *****1031
- Final Future Credit: Governors State University
- Student ID Number

Payment Plan

Payment Plan can be arranged with GSU's Cashier's/Business office. If a student needs to arrange a payment plan, please consult with the ELLC director to obtain an official letter of support.

Payment Deadline/Late Payment

Payment Deadlines	Payments Not Made by the Deadline
Check with the Cashier's Office in C Building	<p>If payments are not made by the deadline:</p> <ul style="list-style-type: none"> • A financial hold will be placed on your account, which will prevent future registration(s). • A late payment fee may be charged. • You are at risk of being dropped from classes.

Grievance

A "grievance" is a complaint that a student may have because of an action by a university faculty or staff member that is in violation of campus policies or procedures. Prior to filing a grievance, the student must seek informal resolution of the issue with the faculty member or administrator directly involved in the issue/incident of concern within 15 days. If the concern is not resolved, you may file a written grievance to the English Language Learning Center Director within 30 days. The grievance committee (Executive Director of School of Extended Learning, ELLC Director, ELLC instructor representative, and/or an Office of International Service's representative) will respond in writing to the grievance. The grievance must state exact circumstances of the event and the desired outcome.

Sexual Misconduct (Title IX)

If you experience sexual misconduct or know someone who has, we encourage you to report it so that we can help create a university community free of any such conduct. Sexual misconduct can include sexual harassment, sexual assault, stalking, dating/domestic violence, or other sexual violence.

Information about the Sexual Misconduct (Title IX) policy and procedures is available on the Title IX Website: <https://www.govst.edu/TitleIX/>

Smoke Free/Tobacco Free Campus

In accordance with (110 ILCS 64/) the Smoke-Free Campus Act, as of July 1, 2015, Governors State University prohibits smoking and the use of tobacco products indoors and outdoors on campus property, including parking lots and in parked cars. Littering the remains of tobacco products or any other related waste product on campus property is further prohibited.

Student Privacy

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student information maintained by the university. FERPA deals with the release of your student education record and affords you certain rights with respect to your education records.

For questions about FERPA, including waivers to share information with parents/families, please visit the registrar's website:

https://www.govst.edu/Admissions/Registration_and_Enrollment/Family_Educational_Rights_and_Privacy_Act/

Students with Special Needs

If you have a documented disability that requires accommodations, contact the ELLC coordinator as soon as possible so that Disabilities Services can be notified and assist in developing a plan to address your academic needs in this course.

Student Services

Part of the mission of the ELLC at GSU is to assist the student in successfully completing the course in ELLC as well as furthering their education at GSU or beyond.

ELLC as well as GSU provides several programs to assist the students, and the following is a brief description of the services as well as contact information for each service:

Advising

- Conditionally admitted students are assigned two advisors: their intended program advisor and the ELLC advisor. However, their primary advisor while in ELLC is the ELLC director.
- All other ELLC students will be advised by the ELLC director only.
- Please reach out to the ELLC director about any curriculum issues you may have or any questions you may have about your educational career at GSU.

Academic Field Trips

ELLC may provide educational field trips that provide language learning opportunities for the students as well as community bonding.

Campus Events

ELLC students are encouraged to join GSU campus events, including OIS sponsored trips and events. English Language Learning Center students join some of these events as part of course activities, and you will receive information from the ELLC director and your instructors.

If the GSU/OIS events and ELLC classes have conflicts, the director will determine the nature of the events and may allow students to take part in the events as part of the class assignments. Students are encouraged to contact the instructor and/or the ELLC director about the events and participations.

Computer Lab (CUBE)

The Computer Connection Central Lab (also known as the Cube) is located on the second floor of the "D" Building. The lab provides computer facilities for use by GSU students, faculty, and staff. This is a great place for you to work on your writing or any other assignments if you do not own a personal computer. In addition to its open lab area, Computer Connection Central offers nine classrooms for credited courses and workshops.

Fall/Spring Hours:

Monday– Friday	8:30 am – 10:00 pm
Saturday	9:00 am – 5:00 pm
Sunday	12:00 pm – 5:00 pm

Guidelines

All currently registered GSU students, faculty and staff are welcome to use the Computer Connection Central Lab during posted days and hours.

These guidelines are designed to provide our community with a comfortable and efficient lab environment:

- No food and drinks
- Downloading software on lab computers is not allowed
- No talking on cell phones
- Children must be accompanied by an adult and may not use lab equipment

Note: Lab aides are available to assist you and provide you with basic information regarding lab procedures, internet services, software applications, scanning and printing.

GSU Help Desk

GSU help desk will assist you with GSU email, passwords, and/or connecting your mobile devices with GSU Internet and/or Microsoft products.

Fall/Spring Hours

Monday to Friday: 8AM to 10:00PM

Saturday: 9AM to 5PM

Sunday: 12PM to 5PM

Email: help@govst.edu

Phone: 708-534-4357

Website: <https://www.govst.edu/helpdesk/>

GSU Shuttle Bus

GSU provides shuttle-bus services for the students. On weekdays, shuttle runs between GSU D-Building – Prairie Place – University Park Metra Station. On the weekend, the shuttle bus runs to Super Walmart in Richton Park and back.

<https://www.govst.edu/ShuttleSchedule/>

Health and Student Counseling Center

The Health and Student Counseling Center is in the main building A1120. This service is part of your Student Health Fees, which you pay to ELLC as tuition, and the following services are available to ELLC students:

- Minor Illnesses: Coughs, Colds, Nausea, Earaches, Sinus Infections, Fevers, Urinary Tract Infections
- Minor Injuries: Abrasions, Sprains, Splinters, Minor Burns
- Required immunizations for full compliance with the College Student Immunization Act [110 ILCS 20] including Flu, Meningitis, HPV, MMR, Hepatitis B and Varicella
- Diagnostic Testing: Strep, Glucose, Blood Levels
- Skin Conditions: Rashes, Bites
- Sexually Transmitted Disease (STD)/Sexually Transmitted Infection (STI) screenings
- Wellness: Screenings, Medical Consults, Lab Results
- Condition Consultation & Education: Diabetes, High Cholesterol, Weight Issues, High Blood Pressure, etc.
- Basic Physicals and Sports Physicals
- Counseling

Phone: 708.235.2114

Website: <https://www.govst.edu/student-wellness/>

Counseling Services

Studying in another country in another language can be very stressful. Also, you may feel homesick and culture shock during the first semester. If you feel stress or need to talk to a professional, GSU counseling services is for you. The service is confidential, and your instructor or the ELLC director will not know what you talk with a counselor. To request an appointment, call 708.235.7334 or go to A-1120.

Library

At GSU, The University Library is often considered the campus living room. Here, it is possible to find a quiet corner to study or group study rooms where students can work together. It is also where students, faculty, staff, and the community can find study areas surrounded by art.

The resources of the library are extensive, including membership in the Consortium of Academic and Research Libraries in Illinois. This gives you access to I-Share, the catalogs of 86 libraries across the state. If you are new to accessing books or information, one of our librarians will be there to guide you. You can even send a query online.

Office of International Services

Students should consult with OIS advisors regarding any immigration and visa status questions. OIS is located in GMT Building.

Recreation Center

Staying fit can help keep you at the top of your academic game. When you are a student at Governors State University, you will find fitness and recreation opportunities that suit your style – and your schedule – from the Athletic and Recreation Center’s free weights, exercise machines and cardiovascular equipment to a 167,000-gallon Olympic-style lap pool, gymnasium with full-sized basketball court and racquetball court. There are also team sports, events, and classes to keep you moving. GSU students have free green fee access to the University Golf Club.

Tutoring

Students should turn to the faculty member first when needing extra help in their courses. However, if the student feels that he or she needs extra assistance beyond that of the faculty member, they may be assigned a student mentor or assigned time with the ELLC director. Please contact the ELLC director for this service.

University Housing

Prairie Place, GSU’s unique residence hall, is an active, supportive, and enriching place to live! Students from all cultures, walks of life, and generations are immersed in this dynamic community, just an hour’s drive to Chicago. Website: <https://www.govst.edu/housing/>

Writing Center

The writing center provides writing assistance through one-on-one sessions with students. However, ELLC students should seek writing help to their writing instructors before going to the GSU Writing Center.

Community Resources

Bank

- USBANK – The closest and easiest access from GSU campus
- Bank of America (Requires a car ride)

Food Delivery

- Doordash
- UberEats
- GrubHub

Transportation

- Metra – Goes to Downtown Chicago
- Ride Share - Uber / Lyft

Shopping

- Walmart (GSU Shuttle has services to and from Walmart on Saturdays and Sundays)
- Instacart