

# PACE UNIVERSITY

## Student Handbook

English Language Institute



2022-2023

[WWW.PACE.EDU/ELI](http://WWW.PACE.EDU/ELI)

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# Chapter 1: About the English Language Institute

## The ELI Mission Statement

1. To prepare international and multi-lingual students to function successfully in American colleges and universities by providing a multi-level, intensive (18 hours/week) program of instruction in the English Language and American academic culture. In so doing, the English Language Institute enables the University to recruit both international and other non-native-English-speaking students who are academically qualified but need to improve their English prior to enrolling in credit-bearing courses.
2. To provide quality instruction to students who need and wish to improve their language, communication, academic or professional skills.
3. To provide custom English language and/ or content-based educational experiences for special groups, organizations, international institutions, and grant-funded programs.



## ELI Staff





**James Stakenburg**  
**Executive Director**

James has over 20 years of experience in English language education and education management. He originally worked as an accountant, before leaving his native Australia to embark on his world travels. He has since visited almost 80 countries and began his teaching career in Japan, where he lived and taught English for 3 years. He has also worked as an Assistant Director of Studies, a Teacher Trainer, a Trainer of Trainers and Head of Teacher Training. He has presented at TESOL International, English USA, NYS TESOL, and IATEFL conferences. James has a B. Commerce degree from the University of Queensland and an MA TESOL from the University of New South Wales in Australia. In addition to travelling, he enjoys running, swimming, reading, cooking and eating food from around the world.



**Lisa Kraft**  
**Director of Academics and International Special Programs**

Lisa manages academic development and recruitment efforts for the New York City and Westchester campuses. She holds a Master of Arts in TESOL from Teachers College, Columbia University and a Bachelor of Arts in Political Science from University at Albany-SUNY. Lisa has served on several professional boards including NAFSA Region X, EnglishUSA, and NYSTESOL and has presented at TESOL, EnglishUSA, NYSTESOL, NAFSA Region X and AIRC conferences. Her 25 years in the field has taken her to teaching positions in South Korea, Turkey, and the United States. She loves to travel, read and enjoy time with family. [lkraft@pace.edu](mailto:lkraft@pace.edu)



**Daniel A. Lenkowsky**  
**Director of Enrollment Management**

Daniel is one of the first ELI staff members that students meet when joining our New York City program. He has been working with adult and international students at Pace University since 2004. A Pace University alumnus himself, Daniel spent time during his undergraduate studies overseas conducting research in Peru and Poland on access to mental health care in prisons. He oversees the Admissions process to the ELI. He holds dual B.A. degrees in Psychology & Criminal Justice from Pace University, and an M.A. and Ph.D. in Clinical Psychology from Teachers College, Columbia University. Daniel loves volunteering, scary movies, and traveling. [dlenkowsky@pace.edu](mailto:dlenkowsky@pace.edu)



**Jeff McIlvenna**  
**Associate Director of Academics, New York City**

Jeff manages the day to day academics of the ELI in New York City and ensures students have the best academic experience they can find in New York. Jeff holds a Master of Arts in Education and Innovation from Webster University and a Bachelor of Arts in Political Science from the University of Missouri. He has spent 15 years in the TESOL field in Georgia, Iraq, Paraguay, Angola, and the United States. Jeff enjoys

practice-based professional development endeavors and has presented at TESOL International and related conferences and workshops in ten countries. His educational interests include blended learning environments, education technology for engagement, drama and playwriting in the classroom, and multimodal writing techniques. In his free time, he travels extensively, enjoys cooking, and loves learning foreign languages including Spanish, Georgian, and Arabic. [jmcilvenna@pace.edu](mailto:jmcilvenna@pace.edu)



**Sarah Brubaker**  
**Associate Director of Academics, Westchester**

Sarah oversees the daily academics of the ELI on the White Plains campus and works to ensure the quality of students' experiences learning English in general and learning English in the ELI in particular. Sarah holds a Master of Arts in Teaching English as Foreign Language and Intercultural Studies. She also holds a Doctorate of Education in Educational Leadership with a specialization in Transformational Education; her research specialization is in diversity-focused teacher education. Sarah has been an ESL professional for more than 10 years both in teaching and administrative roles. Sarah enjoys curriculum evaluation and design and loves learning. Her professional and educational interests are in critical pedagogy, teacher education, anti-racist teacher education, and multimodal educational methods. In her spare time, Sarah loves working out, watching sports, and spending time with her friends and family. [sbrubaker@pace.edu](mailto:sbrubaker@pace.edu)



**Chris Coll**  
**Admissions Coordinator, DSO, New York City**

Chris is the first face that students, ELI staff and instructors see when visiting the New York City office. He assists students with their application process and any other questions they might have about living in New York City. Chris is also a DSO and can advise students attending Pace ELI with an F-1 Student Visa on how to properly maintain status. Chris also

speaks Japanese!  
[ccoll@pace.edu](mailto:ccoll@pace.edu)



**Stephanie Durgaprasad**  
**Admissions Coordinator, DSO, Westchester**

Stephanie is the first face that students, ELI staff and instructors see when visiting the Westchester office. She assists students with their application process and any other questions they might have about living in New York City. Stephanie is also a DSO and can advise students attending Pace ELI with an F-1 Student Visa on how to properly maintain status. Stephanie also speaks Spanish!

[sdurgaprasad@pace.edu](mailto:sdurgaprasad@pace.edu)

## Campuses / Directions to Campuses



### **New York City Campus**

One Pace Plaza  
New York, NY 10038  
(212) 346-1200

The New York City campus is impressive not only in its physical attributes, but as an intellectual and cultural focal point for one of New York City's most dynamic and revitalized areas. The interaction between campus and community benefits both. A [map of the New York city campus](#) and its surrounding location is available for download.

### **By Subway**

Not all trains run at all times and subway schedules are subject to change. For current schedules, weekly service advisories, and maps, contact the Metropolitan Transportation Authority (MTA) at (718) 330-1234 or visit the [subway section of the MTA Web site](#).

- 2 and 3 -- Take 2 Local or 3 Express to either Park Place/Broadway (then walk east across City Hall Park to the campus) or to Broadway-Nassau St./Fulton St. Station (exit at Fulton and Nassau St. and walk 2 blocks north on Nassau St. to campus).
- A and C -- Take the A Express or C Local to Fulton St. Station. Exit at Fulton and Nassau St. and walk 2 blocks north on Nassau St. to campus.
- 4, 5, and 6 -- Take the 4 or 5 Express or 6 Local to the Brooklyn Bridge/City Hall Station (last stop on the 6). Take exit marked City Hall to street and walk south down Park Row to campus; or walk through underpass to exit marked Frankfort St. and exit to Pace Plaza and the campus.
- J and Z -- Take the J or Z Express to Fulton St. Station. Exit at Fulton and Nassau St. and walk 2 blocks north on Nassau St. to campus.
- N and R -- Take the W Local or the R Local to City Hall, then walk east across City Hall Park to campus.



For detailed directions by **car, bus, or train** (MetroNorth, Amtrak, Long Island Railroad, or New Jersey Transit), click [here](#).

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### **Westchester – Pleasantville Campus**

861 Bedford Rd  
Pleasantville, NY 10570

(866) 722-3338

### **By Train**

Take the Harlem Line of the Metro-North Railroad to the Pleasantville station. For schedule information, call Metro-North direct at 1-800-METRO-INFO or visit the [Metro-North Web site](#). From the White Plains Metro North Station you can do the following:

1. Take a ride share to Pace University.
2. Walk out of the train station and take a right on Bedford Road; walk for 15 minutes (approximately .5 miles) to 861 Bedford Rd.
3. Take the [Pace Shuttle Service](#) (see below).

For detailed directions by **car or bus**, click [here](#).



### **Westchester – White Plains Campus**

78 N Broadway  
White Plains, NY 10603

(914) 422-4042

### **By Train**

Take the Harlem Line of the Metro-North Railroad to the White Plains station. For schedule information, call Metro-North direct at 1-800-

METRO-INFO or visit the [Metro-North Web site](#). From the White Plains Metro North Station you can do the following:

4. Take a taxi to the School of Law.
5. Walk across the street to the Transit Center and take a Bee-Line #6 bus to the Law School (see below).
6. Walk east on Hamilton Ave. for four blocks, then turn left onto North Broadway;  
and walk north for less than 1/2 a mile to the campus on your right.
7. Take the [Pace Shuttle Service](#) (see below).

For detailed directions by **car or bus**, click [here](#).

## Intercampus Transportation



Pace University provides bus and shuttle service between the New York City Campus and the Westchester Campuses. For a complete schedule and to make a reservation, please see the Pace University Intercampus Transportation page [here](#).

## Calendar/Term Dates

<b>Fall 2022</b>	Pre-Academic Program	September 7-December 17, 2022	14 weeks
<b>Fall 1 2022</b>	Intensive English	September 7 – October 25, 2022	7 weeks
<b>Fall 2 2022</b>	Intensive English	October 26 – December 17	7 weeks
<b>Spring 2023</b>	Pre-Academic Program	January 23 – May 6 2023	14 weeks
<b>Spring 1 2023</b>	Intensive English	January 23 – March 11, 2023	7 weeks
<b>Spring 2 2023</b>	Intensive English	March 20 - May 6, 2023	7 weeks
<b>Summer 2023</b>	Pre-Academic Program	May 30 – August 21, 2023	12 weeks
<b>Summer 1 2023</b>	Intensive English	May 30 – July 10, 2023	6 weeks
<b>English for Lawyers 2023</b>	Legal English	July 5 – August 1, 2023	4 weeks
<b>Summer 2 2023</b>	Intensive English	July 11 – August 21, 2023	6 weeks

## Tuition Costs & Fees

Estimated tuition costs for full-time students is written below each program for your convenience. Additional fees are collected at the time of registration. If you have questions regarding tuition or fees please contact us at [eli@pace.edu](mailto:eli@pace.edu).

Please note that 14-week sessions are for the full Fall and Spring semesters, 12-week sessions are for the full Summer semester, 7-week sessions are for the Fall I or II and Spring I or II Intensive sessions, and 6-week sessions are for the Summer I or II Intensive session. English for Lawyers is a 4-week session.

## **Tuition Costs**

Course prices are based on the number of hours and length of each course. The most current and accurate pricing information for part-time and full-time students can be found on the website at <https://www.pace.edu/eli/dates-and-prices>.

**Students with questions about tuition should contact the ELI Admissions Coordinator at their campus.**

The ELI offers special tuition rates for long-term students, Pace staff and alumni, and others. The most current information about special tuition rates can be found on the website at <https://www.pace.edu/eli/dates-and-prices>.

## **Explanation of Fees**

Please refer to the below list of fees separate of ELI tuition that are collected at the time of registration for ELI classes. The price range and description of which services the fee covers are listed. If you have any questions about these fees you may ask an ELI Administrator. If you believe a fee was improperly calculated or charged to your account please speak with Chris Coll or Stephanie Durgraprasad, Admissions Coordinators, to review your account charges.

### **General Institution Fee (GIF)**

The GIF Fee is a mandatory fee assessed by Pace University each time a student registers for classes. The fee provides access to the gymnasium (C-level and Goldstein), computer resource centers, all Pace University libraries and database services. The GIF fee also contributes to the maintenance of Pace facilities.

The GIF fee is calculated by the number of hours that students study per 3/4/6/7/12/14 week term.

### **Health Insurance (F-1 and students)**

International Students studying on an F-1 visas are required by US Law to have health insurance. Each 3/4/6/7/12/14 week term an ELI F-1 student registers for classes they are charged for the health insurance.

F-1 Students may request to waive the health insurance fee if they have health insurance of their own. Please speak with an ELI Admissions

Coordinator regarding the Health Insurance Waiver procedure.

### **Technology Fee (One-time payment during first session)**

The technology fee is assessed to provide students with the latest instructional technology resources available. All revenue generated from the technology fee goes directly towards funding instructional technology initiatives that are focused on enhancing the student learning experience. The fee allows the University to update computer resource centers, provide in-class technology/equipment, and various methods of distance learning. The University is available to purchase software for computer resource centers also with the funding from the technology fee.

The technology fee is required for all students. This fee cannot be pro-rated for students that attend 6/7 week programs.

### **Late Registration Fee (Penalty for Late Registration/Payment)**

The late registration fee is assessed to all students that do not register and pay for their ELI classes prior to fifteen (15) business days before a term begins.

Current estimate of fees are available [here](#).



## Programs and Levels



### Intensive English

040 / 045	Beginner
050 / 055	Advanced Beginner
060 / 065	Pre-Intermediate
070 / 075	Intermediate
080 / 085	Upper- Intermediate



### Pre- Academic English Program

090	Advanced Pre- Undergraduate
091	Advanced Pre-Graduate I
092	Advanced Pre-Graduate II



### English for Lawyers

Students taking these courses usually must be at the 080 (CEFR B1+) level or above.

## Career Skills Development Series

Career Skills Development Series courses are available to students interested in taking professional skills-focused courses and/or content courses adapted for non-native English speakers in a short, intensive format. For information including courses, dates, costs, and to register, click [here](#).

## Placement Test and Proficiency Levels

### New Students:

Before registration and arrival, new students take a **placement test** consisting of four parts: listening, grammar, reading, and writing. Students are advised by an ELI advisor via Zoom or another pre-arrival means. A student's level is determined by the results of these tests. Students may be placed in different levels in different courses (for example, 070/Intermediate for reading and writing, 060/Pre-Intermediate for conversation and listening).

### Continuing Students:

Continuing students may advance to the next level if they have been recommended as 'passing' by their instructors. Most students will need to complete 14 weeks in Fall/Spring or 12 weeks in Summer to qualify for the next *main* level. Generally, students must Pass each course with an 80% (B-) or above in order to move up a level.

Continuing students who successfully complete a level choose to take a break, they can re-enter the next main level after one semester. If they take more than one semester off, they must re-take a placement test. Continuing students who did not successfully complete one or more courses and take a break may be required re-take a placement test.

*It is very important that students feel they are in the best level for their abilities. Any new or continuing student who, after attending one or two classes, believes she/he has been placed in the wrong level, should talk to the teacher to discuss releveling.*

## General Class Schedules

### Intensive English/Pre-Academic English Programs

All courses in the Intensive English and Pre-Academic English programs are held on weekdays, Monday to Friday. Class times are scheduled at various times between the hours of 8:00 am and 5:30 pm. There are no evening classes.

**Please note:** The ELI strives to maintain small class sizes in all courses. Changes to class availability and registration may occur at the beginning of a session due to fluctuating enrollment numbers. It is important to check your MyPacePortal schedule frequently during the first week. Please understand that these changes are made with your best interests in mind.

## Academic Advising – Where to Go for Help

The ELI Academic Advisors are available to provide guidance and support during your study at the English Language Institute. Advisors hold regular office hours to discuss your English level, your courses, your future goals, and any questions or concerns you may have. Please make an appointment with one of the following academic advisors:

New York City students:

**Jeff McIlvenna**

Associate Director of Academics, New York City

212-346-1824

[jmcilvenna@pace.edu](mailto:jmcilvenna@pace.edu)

<http://www.calendly.com/jmcilvenna/advising>

Westchester students:

**Sarah Brubaker**

Associate Director of Academics, Westchester

(914) 442-4041

[sbrubaker@pace.edu](mailto:sbrubaker@pace.edu)

<http://www.calendly.com/sbrubaker/advising>

Please note: If you would like to discuss non-academic issues such as admissions, visas/immigration, health insurance, and student life, please contact:

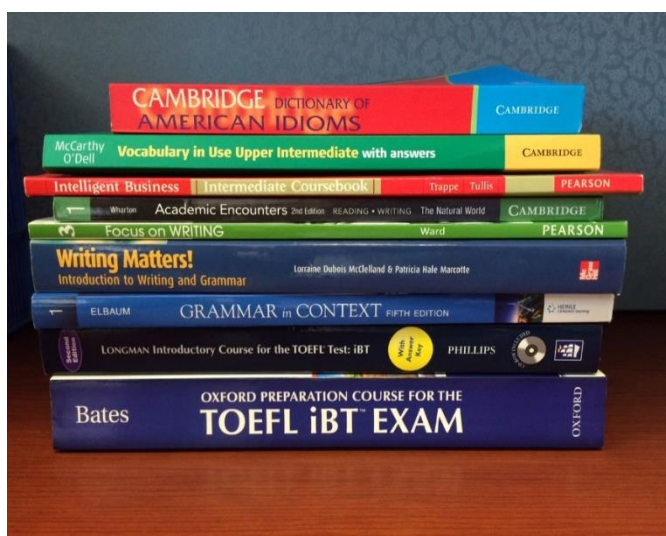
**Chris Coll**

Admissions Coordinator, DSO – New York City campus  
212-346-4042  
ccoll@pace.edu

**Stephanie Durgaprasad**

Admissions Coordinator, DSO – Westchester campus  
914-422-4042  
sdurgaprasad@pace.edu

## Textbooks



**Course books are required for most ELI courses. All books can be purchased (or rented, for some titles) at:**

**Pace University Bookstore**

*Note: Course books may be purchased from anywhere. Books purchased through Pace must be purchased through the online bookstore.*

## How to order books at the online bookstore

1. Go to **Pace.bncollege.com**
2. Create an **Account** (Name, Email Address, Phone Number, Student ID, Create a Password)
3. Go to the **TEXTBOOKS** tab and Click **Find Textbooks**

This will direct you to: **FIND COURSE MATERIALS**

4. Select A Campus (**New York City Campus or Pleasantville Campus**)
5. Adjust the Term (**example: SUMMER I**)
6. Select a Department (**ELI**)
7. Select a **Course**
8. Select a **Section (This is a 5 digit number that can be found on your PacePortal. If you do not know this number click on the first set of numbers)**
9. Click: **Find Materials**

Once you find the book you are looking for Select: **FORMAT (Rent, Buy etc.)**

10. Add the item to the cart
11. **Checkout**

## Technology

### Important Pace Websites

There are 3 essential websites you need to check regularly. Pace Portal, Pace Email and Classes help you to stay connected to Pace University without leaving your house!

**Pace Portal** → [portal.pace.edu](http://portal.pace.edu)

#### **When do you need to log on at Pace Portal?**

You need to log on at Pace Portal to:

- ✓ Check your class schedule regularly for confirmation of times and locations
- ✓ See your Final Class Grade (after the Semester has ended)
- ✓ Request Transcripts from OSA
- ✓ Pay your tuition online



**Pace Student Email** → [email365.pace.edu](mailto:email365.pace.edu)

#### **How frequent do you need to check your Pace Email?**

Daily! The Pace Email helps you to:

- ✓ See announcements from the ELI Office and your ELI Instructors
- ✓ Send e-mails to your Instructors or the ELI Office
- ✓ Receive information about upcoming ELI activities and events
- ✓ Read news about the New York city campus





## **Do you prefer to check your personal email rather than the Pace Email?**

No problem! Here is the solution. Go to [adam.pace.edu](http://adam.pace.edu) , and on the right side under Account Management, click on *E-mail Forwarding*. Log in using your MyPace username and password. Select the "Forward to the following e-mail address" option and enter in your desired e-mail address in the field provided. Click the *Save Changes* button to save your e-mail forwarding settings. Once your changes are saved successfully, logout.

\*You can also add your Pace e-mail to your smartphone so messages automatically download to your phone.

Your Pace e-mail address is your username followed by @pace.edu. For example, if your username is **dl75882n**, your e-mail address would be [dl75882n@pace.edu](mailto:dl75882n@pace.edu).

## **Classes→ [classes.pace.edu](http://classes.pace.edu)**

### **When do you need to log on to Classes?**

You need to go to Classes to:

- ✓ Participate in any Online course or online lessons
- ✓ Check information and announcements for your classes.
- ✓ Submit assignments to instructor
- ✓ See grades for individual assignments – not your Final Class Grade.
- ✓ Download homework

Classes is an online extension to your ELI classes. Every ELI Class will use the Classes system.

## **MyPace Mobile App**

### **Using the MyPace app on your smartphone, you can:**

- ✓ View your course schedule and room information
- ✓ Access the campus directory to e-mail ELI Staff
- ✓ Search the Library for books and articles to rent
- ✓ Receive help from IT if you are having any technology issues
- ✓ And MORE



## ***Available on ios, android, blackberry, and windows tablets***

### **Technology Discounts for Pace Students→ <http://www.pace.edu/its> (click **Computer Software and Hardware** and then click **Discounts**)**

Which discounts to Pace University students have on technology?

- ✓ FREE courses on Lynda.com
- ✓ Discounted Mac computers and Apple software
- ✓ Discounted Dell laptops and desktops
- ✓ FREE Microsoft Suite software (word, powerpoint, excel)
- ✓ And MORE

## **Pace University Account Activation Instructions**

To access Pace Portal, Classes, Pace email, Pace Wi-Fi, and any other Pace systems, you will need to activate your Pace account and setup Duo Multifactor Authentication (Duo MFA).

This process requires you to:

- Locate your username in the Pace directory
- Activate your Pace account with your username and creating a unique password
- Enrolling your device(s) in Duo MFA

The most current steps for activating your Pace account can be found on the website at <https://www.pace.edu/eli/new-student-account-setup>. Please contact the IT Helpdesk by sending an email to [pacehelpdesk@pace.edu](mailto:pacehelpdesk@pace.edu) or calling (914) 773-3333.

## **Wi-Fi Information**

- You will need to activate your account in order to connect to **"PACE-WIFI"**
- Connect to "PACE-WIFI" to register your device (phone, laptop, computer, iPad, tablet, etc.). Devices are now required to be registered with Pace for security purposes. You cannot access Pace networks without registering your device. The process takes less than 2 minutes and only needs to be done one time on each device. After registering your device, connect to **"PACE-WIFI"** wireless network.

## **On-Campus Technology Resources**

### **Tech Zone**

Tech Zones provide open-access computer labs for Pace students with a valid MyPace Portal account. Tech Zone software offerings include popular word processing, spreadsheet, desktop publishing, graphics software and other packages as well as course-specific offerings for the Mac and PC. The Pharos Printing System multifunction device offers printing, copying and scanning services.

The Tech Zones open access computing labs availability is located at the [Hours of Operation](#) page. Below is more information about the [New York](#) computer labs.

### **Tech Zone Information**

**Location:** One Pace Plaza, Room W202

**# of Computers:** 48 PCs (Windows 10) and 14 Macs

**Software:** [NYC Software List](#)

**Other Equipment:** 4 Laser Printers, 1 color printer, 1 Scanner, 1 Scantron Machine

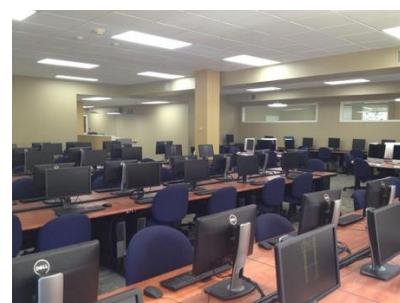


**Location:** Wilcox Hall, 2<sup>nd</sup> Floor

**# of Computers:** 51 PCs (Windows 10) and 12 Macs

**Software:** [PLV Software List](#)

**Other Equipment:** 2 Laser Printers, 1 color printer, 1 Scanner, 1 Scantron Machine



## **Applying to Pace University Undergraduate or Graduate Degree Programs**



**ELI students have two options for** applying to Pace University Undergraduate or Graduate Admissions:

- 1) TOEFL/IELTS Waiver by completing the ELI Pre-Academic English program
- 2) Submitting a complete application, including TOEFL/IELTS and GMAT/GRE scores (if applicable), to Pace University Undergraduate or Graduate Admission

**Choice 1)** The TOEFL/IELTS requirement will be waived for ELI students who successfully complete the Pre-

Academic English program for prospective Pace degree students only) and are academically qualified for admission.

ELI Students will apply to the Office of Undergraduate/Graduate Admission before the completion of the Pre-Academic English program (typically in the final semester). While attending the ELI, students can receive assistance with their degree program applications. Their Admissions advisor will do the following:

- Review completed application for errors
- Assist with writing the personal statement
- Create an American style Resume (Graduate applicants)
- Offer advice on collecting appropriate letters of recommendation

Please note that the TOEFL waiver does not apply to students that have already been accepted to the Pace Global Pathways Program.

**Choice 2)** Students that wish to apply directly to Pace University Undergraduate or Graduate Admission without completing the Pre-Academic level may do so by submitting a complete application and all materials, including TOEFL/IELTS and GMAT/GRE scores (*if applicable*), to Pace University Undergraduate or Graduate Admission. The Admission Committee may require additional testing if materials submitted as part of an application raise concerns about an applicant's ability to read, write, or speak English sufficiently to meet the demands of an intended program of study. In such a case, or if a TOEFL or an IELTS score is below the stated guidelines for direct admission, admission will be conditional upon successful completion of Pace Pathways or the Pre-Academic English program at the English Language Institute at Pace University.

## **TOEFL/IELTS Waiver**

The TOEFL/IELTS requirement will be waived for students who successfully complete the Pre-Academic English program (for prospective Pace degree students only) and who are academically qualified for admission. Upon students' successful completion of the Pre-Academic English program the ELI Admissions Coordinators will send a TOEFL/IELTS Waiver letter to the Pace Admissions Office in support of student applications. See further details below in "Applying to Pace University".

## Chapter 2: Immigration Policies and Regulations



### **SEVIS/Non-Immigrant Status Advising – Where to Go for Help**

International student advisors at a school/university responsible for SEVIS and Non-Immigrant advising are called Designated School Officials or DSOs. They are the main contact for all matters relating to your visa and your immigration status while studying in the United States.

DSOs work for the university and not immigration. DSOs have the authority to:

- Advise students how to properly maintain their visa and immigration status here in the United States.

- Update student SEVIS records with changes to personal information, attendance, and complete school transfers.

- Issue authorized travel signatures to allow students to travel outside of the United States and return to the ELI.

The DSOs for the English Language Institute campuses are:

- Chris Coll, Admissions Coordinator, NYC
- Stephanie Durgaprasad, Admissions Coordinator, Westchester
- Daniel A. Lenkowsky, Director of Enrollment Management

**Contact the DSO immediately for questions related to immigration status and documents. Do not ask friends, family members or teachers for immigration advice. Regulations may apply differently to different situations. The DSO will apply regulations to determine the best solution or action plan for your specific case.**

### **Immigration Documents (I-20, Passport, Visa, I-94, I-515)**



The following summary of U.S. immigration is provided to give basic information about nonimmigrant visa status. Be sure to carefully read the sections below. Students in the Intensive English Program are primarily on F-1 student visas, and this handbook will primarily address the immigration policies and regulations for the F-1 visa. Different visa holders should consult with the international student advisor to find out about their specific situation. Please remember that it is your responsibility to know and follow the regulations under which you study, work, or stay in the U.S.

## **Documents**

Please review and become familiar with the following important immigration documents.

### **I-20 (Certificate of Eligibility for Nonimmigrant Student Status)**

The I-20 is a government document that certifies eligibility for F-1 student immigration status. Students should always have a valid I-20. The dates of validity for the I-20 can be found in section 5 of your I-20. Students are allowed to enter the United States no earlier than 30 days prior to the start date on the I-20. Students have a 60-day "grace period" immediately following the end date on the I-20. This 60 days is time for students to depart the U.S. and/or take other action to continue their status (transfer, change education level, change status, etc.).

If the I-20 is about to expire and students have not completed their program, they should talk to the international student advisor at the ELI about getting a program extension. If an extension is granted, the ELI will print a new I-20 for the student with a new completion date.

Always inform the ELI if any of the information listed on the I-20 changes (major, funding source, name, etc.)

The I-20 is 3 pages and has several areas of importance. Please pay attention and always make sure your I-20 contains the correct information. See samples below.

**Important parts of Page 1 include your name, birth date (written as DD/MONTH/YEAR) and SEVIS ID #**

Department of Homeland Security  
U.S. Immigration and Customs Enforcement

I-20, Certificate of Eligibility for Nonimmigrant Student Status  
OMB NO. 1653-0038

**SEVIS ID: N0004705512**

<b>SURNAME/PRIMARY NAME</b> Doe Smith	<b>GIVEN NAME</b> John	<b>CLASS</b>  <b>F-1</b>  <b>ACADEMIC AND LANGUAGE</b>
<b>PREFERRED NAME</b> John Doe-Smith	<b>PASSPORT NAME</b>	
<b>COUNTRY OF BIRTH</b> UNITED KINGDOM	<b>COUNTRY OF CITIZENSHIP</b> UNITED KINGDOM	
<b>DATE OF BIRTH</b> 01 JANUARY 1980	<b>ADMISSION NUMBER</b>	
<b>FORM ISSUE REASON</b> INITIAL ATTENDANCE	<b>LEGACY NAME</b> John Doe-Smith	

**Important parts of Page 2 include the start and end date of your program and area where a DSO signs an I-20 for travel.**

#### PROGRAM OF STUDY

<b>EDUCATION LEVEL</b> DOCTORATE	<b>MAJOR 1</b> Economics, General 45.0601	<b>MAJOR 2</b> None 00.0000
<b>NORMAL PROGRAM LENGTH</b> 72 Months	<b>PROGRAM ENGLISH PROFICIENCY</b> Required	<b>ENGLISH PROFICIENCY NOTES</b> Student is proficient
<b>PROGRAM START DATE</b> 01 SEPTEMBER 2015	<b>PROGRAM END DATE</b> 31 MAY 2021	

#### TRAVEL ENDORSEMENT

This page when properly endorsed, may be used for reentry of the student to attend the same school after a temporary absence from the United States. Each certification signature is valid for one year.

SCHOOL OFFICIAL	TITLE	SIGNATURE	DATE ISSUED	PLACE ISSUED
		X		
		X		
		X		
		X		

Page 3 has directions to students for maintaining their F-1 status. Please read them and contact the international student advisor with questions.

## Passport

The passport is an international travel document issued to nationals by their government. Students should always have a valid passport for at least six months into the future at all times. If a student's passport is expiring, they should contact their home country's embassy to get a new passport. If a passport is lost or stolen, the student needs to contact their country's embassy in the U.S. to get a replacement. They must provide the embassy with a police report stating that the passport is missing.

## Visa

A visa is a stamp or seal placed in a passport by a U.S. Consular officer abroad. It is a permit to enter the United States. The visa states the purpose of the visit, the last date entry into the United States, and the number of entries allowed into the United States.

The F-1 student visa may expire while a student is in the United States. It does not have to be valid in order to remain in the United States as long as the I-20 is still valid. The student will need to renew their visa only if they leave the U.S. and wish to return to the U.S. to continue their studies.

### **I-94 (Arrival and Departure Record)**

The I-94 is an electronic record of a student's entry to and departure from the United States. Students must download an electronic I-94 record and submit a copy to the ELI Office within the first 10 days of studying. Students should keep a copy for their records. To download an I-94, go online to <https://i94.cbp.dhs.gov/I94/request.html> or Google "I-94 Record" See sample.



**U.S. Customs and Border Protection**  
Securing America's Borders

Get I-94 Number | I-94 FAQ

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**Admission (I-94) Number Retrieval**

**Admission (I-94) Record Number:** 69000888062

**Admit Until Date (MM/DD/YYYY):** 10/10/2012

**Details provided on Admission(I-94) form:**

Family Name:	LI
First (Given) Name:	LYDIA
Birth Date (MM/DD/YYYY):	01/01/1990
Passport Number:	P123123213
Passport Country of Issuance:	Mexico
Date of Entry (MM/DD/YYYY):	04/11/2012
Class of Admission:	B1

Every time a student enters the United States while on an F-1 visa, they should print a new I-94 and verify that the information is correct.

### **I-515A-Notice to Student or Exchange Visitor**

The Form I-515A is given to a student by a Customs and Border Protection officer if a student arrives at a U.S. port of entry and does not have all the signed required documents, has not paid the SEVIS Fee, or has a SEVIS status issue. This document allows a student to have temporary admission into the United States for 30 days.

Students who receive a Form I-515A must take the steps below to remedy the issue:

1. Alert the DSO as soon as you arrive on campus.
2. Review with the DSO the reason why the Form I-515A was issued.
3. Work with the DSO to mail proper documentation needed as proof the issue is resolved.

For additional information about the Form I-515A, visit <https://studyinthestates.dhs.gov/what-is-a-form-i-515a>

## Maintaining Student Status

After entering the U.S. in F-1 status, students must satisfy certain requirements to remain in status. Students must:

1. **Keep their passport and I-20 valid at all times.** See the international student advisor if an extension is needed to complete their studies.
2. **Register for and complete a full course of study each required semester.** A full course of study for non-credit language training students is 18 hours per week.
3. **Always inform the ELI when the following changes are made:**
  - Transfer to a new school
  - Change official name on passport
  - Change of residential address
  - Change of visa status
  - Change in source of funding

The ELI will update the SEVIS record with the appropriate information, and when necessary, print a new I-20.

4. **Abide by regulations related to student employment:**
  - F-1 students are eligible to work on-campus (paid by Pace University) for up to twenty hours per week while class is in session.

- Students can work on campus for more than twenty hours per week during official school vacations.
- F-1 students are NOT eligible to work off campus while studying at the ELI.

### 5. **Maintain good academic standing**

Academic standing is defined by IEP rules for attendance, grades and conduct. Students must maintain good academic standing and make normal progress from level to level. Students who fail to maintain good academic standing may be academically dismissed from the ELI and jeopardize their ability to study in the United States. See attendance and grade policies in Chapter 3.

### 6. **Report changes of address and official name to the ELI.**

F-1 students must inform the ELI of any address and official name changes within 10 days of the change of address.

Contact the ELI at [eli@pace.edu](mailto:eli@pace.edu) with any address or name changes.

**Do not change your address or name on Pace Portal. Pace Portal will not update SEVIS Immigration records.**

- ### 7. **Get your I-20 signed with a travel endorsement** by an ELI DSO Advisor before leaving the U.S. if you plan to return to Pace ELI. (see Vacation, Authorized Travel and Part-time Status Policies for more details).

## **F-1 Student Health Insurance**

All full-time international students (F-1 visa status) are automatically enrolled in the University's international student health insurance program. Full-time J1 students are also required to have health insurance. The fee will automatically be added to your student invoice and must be paid with tuition.

If you would like to use your own health insurance policy, you must submit a copy of your policy in English and US Dollars during the week before classes begin (Placement/Orientation Week) in order to be considered for a refund. The insurance company will evaluate your health insurance. If it is equivalent to the policy carried by Pace, you will receive a refund of the insurance fee. However, if it is not equivalent to Pace's then you will not receive a refund.



Please note that your insurance policy must carry medical evacuation and repatriation clause. If you are intending to use your own insurance policy, here is a brief policy summary of Pace's insurance coverage limits:

**COVERAGES:**

Accident and Sickness Medical  
Medical Evacuation  
Repatriation of Remains  
Hospital Room and Board Expense

**LIMITS:**

US \$250,000  
US \$50,000  
US \$50,000  
US \$250,000

Please note that Pace's Insurance Company is Combined Life Insurance. If you would like to see a copy of Pace's Insurance Policy, please request by fax at 212-346-1301 and we will fax over the Pace ELI policy. If you have any questions, please call 212-346-1562 or e-mail [eli@pace.edu](mailto:eli@pace.edu).

If your insurance company has any questions, please have them call The Allen J. Flood Companies, Inc. at 800-834-9326. Please be sure your insurance company states that you are planning to attend the English Language Institute at Pace University.

Reminder: The U.S. Government requires all F-1 students to carry health insurance in the United States.

## Vacation, Authorized Travel, and Part-time Status Policies

### Vacation

All students must study at least three (3) consecutive sessions before they are eligible for vacation from classes.

Start	Terms Enrolled	Actual Study (in weeks)	Possible Vacations	Weeks Off	Total Weeks Off
Fall I	Fall I, Fall II, Spring I, Spring II	28	Winter(Jan) Summer	5 12	17
Fall II	Fall II, Spring I, Spring II	22	Winter(Jan) March May Summer I or II	5 1 3 6	15
Winter	Winter, Spring I, Spring II	17	March May Summer I or II	1 3 6	10
Spring I	Spring I, Spring II, Summer I	14	March May Summer II	1 3 6	10
Spring II	Spring II, Summer I, Summer II	19	May August Fall I	3 2 7	5
Summer I	Summer I, Summer II, Fall I	19	August Fall II Winter (Jan)	2 7 3	11
Summer II	Summer II, Fall I, Fall II	20	August Winter (Jan) Spring I	2 5 7	7

## Authorized Travel

Students must consult with a DSO before any travel outside the United States.

To travel outside of the United States:

- The 2<sup>nd</sup> page of an I-20 must be signed before departure by an ELI DSO Advisor (Chris or Stephanie). Travel signatures are valid for six months.
- Students registered for the next term may receive a signature.
- Students must complete a "Travel Request Form" at the ELI Office so we have a record of the trip dates.
- Students who forget their I-20 or do not get a signature from the DSO will receive a Form I-515A. See *section I-515A-Notice to Student or Exchange Visitor* for more information about Form I-515A.
- Students can not travel outside of the U.S. for more than 5 months. If a student remains outside of the U.S. for more 5-months, the I-20 will automatically terminate and the student will need to apply for a new one if they would like to return to the ELI at Pace University.

**Travel signatures may take 1-2 days to be processed. Please plan ahead when traveling. Do not expect to obtain a signature on the same day requested.**

## Transferring to Another Institution

Students wishing to leave the English Language Institute at Pace University and transfer to a new institution or education level (Undergraduate, Graduate) must transfer their SEVIS record.

To transfer to another school at the end of a semester, students will need to do the following steps:

1. Notify the ELI Office before your current session ends by sending an email to [eli@pace.edu](mailto:eli@pace.edu).
2. Tell the ELI which school that you want to transfer by showing proof of acceptance.
3. Students can only be transferred to one school on one date. Students need to be certain that they want to transfer to the new institution.
4. The ELI will enter a 'release date' into SEVIS that sends the SEVIS immigration record electronically to the new school. Once the release date is passed, students are no longer attending the ELI and the ELI cannot take any actions on a student's SEVIS record.
5. New school will complete the transfer after the 'release date' and can print the new I-20.

## Transfer Eligibility

To be eligible to transfer a SEVIS record in active status, students must maintain “good academic standing” through the date of the transfer release. See ELI probation and dismissal policies in Chapter 3. This is a requirement of F-1 status. If at any point in time a student is not eligible to continue in the IEP (based on IEP rules for attendance, grades and/or conduct), the ELI is required to terminate a student’s SEVIS record and will not be able to transfer an active record to a new institution.

While transferring a terminated SEVIS record is possible in certain situations, it is not guaranteed because many schools will not accept a terminated SEVIS record.

## Transfer Grace Periods

**TRANSFER AFTER STUDYING:** Students currently attending ELI courses have 60 days to be transferred to another school while remaining in the US after completing their current ELI session. Example: Students studying in Spring I can only transfer after Spring I finishes.

**TRANSFER AFTER VACATION:** Students on approved vacation do not have 60 days to transfer. Students must transfer before the next ELI program start date. Example: Students on vacation for Spring I must transfer before Spring II begins or else they will be terminated.

## On-campus Employment

F-1 Students are eligible to work on-campus during their studies at the ELI.

### RULES:

- Job may not interfere with a student’s ELI class schedule
- Job may only be part-time (less than 20 hrs week)
- No internships or any other off-campus positions are permitted
- Job must be approved by an ELI DSO
- To apply for on-campus jobs students must visit the Careers @ Pace website [careers.pace.edu](https://careers.pace.edu)
- Search “Student Positions” for a student-level on-campus position.

## **Social Security Numbers**

Students wishing to work in the United States need to apply for a Social Security number. A Social Security number (SSN) is a number issued by the U.S. Federal government for tax purposes

Students who are not currently employed are not eligible to apply for a SSN. Also, F-2 dependents are not eligible for a SSN.

To apply for a Social Security number student must have a letter from the DSO stating that they are employed, and the location and name of the employer.

Students will also need a letter from the employer.

After employment is secured, students need to go to the social security office with their passport, I-94 card, I-20 and the letters.

Students should go to the Social Security office closest to their house. The main Social Security Administration website is [www.ssa.gov](http://www.ssa.gov). to find locations.

## **Beware of Phone Scams**

Phone scams aimed toward international students are prevalent. No federal government official or agency [Department of Homeland Security (DHS), Immigration and Customs Enforcement (ICE), Social Security, Department of Motor Vehicles (DMV), Internal Revenue Service (IRS)] will contact students by phone demanding documentation or money. If students receive any suspicious call, contact an ELI staff member immediately. Do not give personal or financial information over the phone.

## Chapter 3: Academic and Institutional Policies

### Grading

Grades will be based on a standard university letter grade system. Students should attend class regularly, participate in class activities, complete all assignments, and demonstrate sufficient proficiency with a grade of **B- (80%) or better**.

Letter grades are determined by a series of formal graded assessments. Instructors are required to administer a minimum of one graded assessment per week. The graded assessments evaluate the student's progress in relation to the learning outcomes for each course.

Assessments are a combination of in-class and at-home assessments to establish a baseline of student proficiency. The overall course grade is calculated by **60% major assessments** (exams, presentations, essays, research papers, portfolios, projects) and **40% minor assessments** (quizzes, homework, journals, discussion board, participation). Instructors customarily use scoring rubrics for graded assessments.

### ELI Grade Conversion Chart

Percentage	Letter Grade
93 – 100%	A
90 – 92%	A-
87 – 89%	B+
83 – 86%	B
80 – 82%	B-
77 – 79%	C+
73 – 76%	C
70 – 72%	C-
67 – 69%	D+
60 – 66%	D
0 – 59%	F



## Progression

Progression through the 040, 050, 060, 070, and 080 courses are based on **a minimum B- (80%) final course grade**. ELI students who do not meet this 80% standard in their courses may be placed on Academic Probation and may be given one chance to repeat the course(s) and pass. Students may not remain on Academic Probation for more than one term.

After the 080 level, a student may progress to the 090/091/092 Advanced levels, which comprise the Pre-Undergraduate and Pre-Graduate Programs at ELI. Acceptance into these programs is based on an 80% cumulative average of all 080-level courses weighted equally with no single course grade below a 77%.

## Attendance

### ELI/Global Pathways Attendance Policy

Full attendance is crucial to your success and an important part of your academic experience. In addition, students with F-1 visas must be full-time (18 hours) and attend regularly in order to remain in status with the USCIS (United States Citizenship and Immigration Services). Failure to meet the guidelines of the attendance policy requirements may lead to withdrawal from classes and termination of F-1 visa status.

#### Minimum Attendance Rate:

Students are required to maintain a minimum attendance rate of \*85% in every English Language class in which they are enrolled.

*(\*The minimum attendance rate is 83% in 6-week ELI Summer courses.)*

- In a 14-week Spring or Fall ELI or Global Pathways course that meets 28 times, students are required to attend a minimum of 24 times (85%). Four absences are permitted.
- In a 7-week Spring or Fall ELI course that meets 14 times, students are required to attend a minimum of 12 times (85%). Two absences are permitted.
- In a 12-week Summer ELI or Global Pathways course that meets 24 times, students are required to attend a minimum of 20 times (85%). Four absences are permitted.
- In a 6-week Summer ELI course that meets 12 times, students are required to attend a minimum of 10 times (83%). Two absences are permitted.

- Students who miss between 5 and 30 minutes of a class will be marked "late". Three "lates" in a course equals one absence.
- Students who miss more than 30 minutes of a class will be marked "absent".
- No additional absence allotment shall be granted for any reason. Students who may require an extended absence due to extenuating circumstances (such as a personal, family or medical emergency) should meet with their Academic Advisor to discuss the possibility of withdrawal.

### **Meeting Attendance Standards:**

- Failure to maintain the minimum 85% attendance rate\* in every English Language course will result in the student being placed on **Attendance Probation** for the following term.
- A student on Attendance Probation must maintain the 85% minimum attendance rate\* in every English Language course

*\*The minimum attendance rate for 6-week ELI Summer courses is 83%.*

## **Transcripts**

The English Language Institute is unable to provide official transcripts for students. Instead, transcripts may be requested through Pace University's Office of Student Assistance.

Pace University has contracted with the **National Student Clearinghouse** to handle all official transcript requests for current students, former students, and alumni. Transcript Requests are available online for current students who have access to [MyPace Portal](#) or via the National Student Clearinghouse at [www.getmytranscript.com](http://www.getmytranscript.com).

For full instructions on transcript requests, please visit the Office of Student Assistant's [Transcripts & Verification webpage](#).

## **Proof of Enrollment**

The English Language Institute is able to provide Proof of Enrollment letters for current ELI students. The letter indicates that the student is registered for classes at the ELI and will indicate part- or full-time status and number of weekly course hours. Please note the Enrollment letter does not include academic grades, only enrollment.

Please visit the ELI office or email [eli@pace.edu](mailto:eli@pace.edu) for a "Request for Letters" form. On the form or in the email, please indicate "Enrollment" for the type of letter you need.

## Homework Policy



Homework is customary in all ELI classes. Typically, instructors assign a minimum of one assignment per class meeting that relates to the lessons of the week to provide students extra practice and an opportunity to retain the material. Some or all of the homework assignments will be submitted to instructors for grading, either in-person or through the Pace Classes

learning management system. Instructors will communicate how to submit each assignment.

Students are expected to complete all homework assignments on time, and instructors will follow class policies stated in the course syllabus for late work and late assessments (if allowed). Please assume all assignments will be collected. Homework will be expected even when absent. It is your responsibility to obtain the homework assignment when you are absent (via Classes or from a classmate).

## Assessments

Students will be assessed formally in ELI courses as part of their course grades. Assessments may include homework assignments, quizzes, exams, short writing assignments, essays, research papers, journals, textbook exercises, presentations, portfolios, and other assessments as determined by instructors.

## Assessment Make-up Policy:

Students should make every effort to attend class on important assessment days. Make ups for quizzes, exams, and presentations may be permissible *only with the prior approval of your instructor. Make ups may receive a reduced grade.*

## **Extra Credit Policy**

Extra credit grading will not be included in any ELI course. If you would like additional practice, please speak to your instructor. Practice work is not included in final grade calculations.

## **Electronic Devices**

English Language Institute instructors have the authority to determine if and how personal electronic devices are allowed to be used in the classroom. An ELI instructor may restrict or prohibit the use of personal electronic devices in his or her classroom, lab, or any other instructional setting. Audio or video recordings of classroom lessons are strictly prohibited without prior written consent of the instructor. Any recordings that an instructor has authorized by written consent are to be used for educational purposes only and may not be disseminated by the student. If the student does not adhere to the Policy, he/she may be asked to leave the classroom.

The English Language Institute Policy on Electronic Devices is based on Sections 1 and 25 of Pace University's **Guiding Principles of Conduct**. The complete Guiding Principles of Conduct are available within Pace University's Student Handbook, published online at: <http://www.pace.edu/student-handbook>

## **English Only Policy**

English only will be strictly enforced by instructors in the classroom in order to maintain inclusion, understanding, participation, friendship, and English improvement.

## **"Classes"**

Every ELI course will use the Classes (BrightSpace) system. Each class will have its own Classes shell, and instructors will post the following materials on Classes:

- Course Syllabus

- Course Schedule
- Important Announcements
- Homework Assignments

Instructors may also post lesson handouts and discussion board threads on the class Classes page. Students may also be required to submit homework assignments via Classes.

Students should check their class Classes pages regularly, especially when absent for a class. When absent, students should be able to visit Classes, see what lesson content was missed, and any see homework assigned via the Classes page [classes.pace.edu](https://classes.pace.edu).

## **Academic Integrity Policy (Plagiarism and Cheating)**

The ELI understands that plagiarism and academic integrity is cultural. In the United States, students are required to be honest and ethical in satisfying their academic assignments and requirements. Academic integrity requires that, except as may be authorized by the instructor, a student must demonstrate independent intellectual and academic achievements. Therefore, when a student uses or relies upon an idea or material obtained from another source, proper credit or attribution must be given. A failure to give credit or attribution to ideas or material obtained from an outside source is plagiarism. Plagiarism is strictly forbidden. Every student is responsible for giving the proper credit or attribution for any quotation, idea, data, or other material obtained from another source that is presented (whether orally or in writing) in the student's papers, reports, submissions, examinations, presentations, and the like. Instructors in ELI classes will teach students about academic integrity and plagiarism and how to accurately avoid plagiarism in their classes. The ELI is a good place for students who do not have immediate understanding or practice of academic integrity to learn and practice.

Individual schools and programs may have adopted additional standards of academic integrity. Therefore, students are responsible for familiarizing themselves with the academic integrity policies of the University as well as of the individual schools and programs in which they are enrolled. A student who fails to comply with the standards of academic integrity is subject to disciplinary actions such as, but not limited to, a reduction in the grade for the assignment or the course, a failing grade in the assignment or the course, suspension and/or dismissal from the University. View the [Pace University Academic Integrity Code](#) (PDF).

## Grade Appeals

As a general principle, the instructor has sole authority to establish standards of performance and to exercise judgments on the quality of student performance, but in a manner that reflects reasonable and generally acceptable academic requirements. Grades assigned in this fashion are final except as the instructor may wish to review them. No faculty member, administrator, or other individual may substitute his judgment of the student's performance for the reasonable judgment of the instructor.

Students who believe that a final grade received in a course was not determined in a manner consistent with the principle described above may challenge that grade by first arranging, within a reasonable period of time (**approximately 5 school days** from the time that the student knew or should have known of the final course grade), to meet informally with the instructor to establish a clear understanding of the method by which the grade was determined. Every effort should be made to resolve the matter at the level of the instructor and the student. Students who have difficulty arranging a meeting with the instructor should consult their campus' Associate Director of Academics (ADA) for the English Language Institute

If after meeting with the instructor, the student wishes to continue the grade challenge, the student may appeal in writing (with a copy to the instructor and academic advisor) to their campus ADA within a reasonable amount of time. The statement should clearly state the basis for questioning the grade received in the course.

The ADA's decision to have a grade reviewed or not is final. If the ADA decides that the method by which the student's grade was not proper, they will apprise the instructor of the basis for questioning the grade and request that the instructor review the grade. If the instructor, for any reason, does not review the grade, the ADA will request that at least one other faculty member qualified to teach the course in question review the grade. In the process of such a review, the faculty member(s) is (are) authorized to assign a grade change and may, if necessary, require additional examination of the student's performance as a basis for the grade change.

Students may, at any point in this appeal process, solicit the advice and assistance of an individual faculty or staff member. This individual's authority in these matters is limited to mediating the relationship between the student and the instructor and/or Associate Director of Academics.



## **Academic Probation and Dismissal**

### **Academic Probation**

All students enrolled in the English Language Institute (ELI) will be placed automatically on academic probation after the first semester of study if certain conditions occur. These conditions include, but are not limited to, the following:

- Did not actively participate in every class (includes purchasing and bringing the required textbook to class, being an active member of group assignments).
- Did not turn in required work on time (homework, papers, etc).
- Did not pass all required assignments (exams, papers, presentations)
- Not making normal academic progress in the ELI program (i.e. repeating a level of a course for multiple sessions).
- Did not pass all ELI classes.
- Did not meet ELI attendance requirements (no more than two (2) absences per 7-week course or four (4) absences per 14-week course).

Students will receive a written notification at the end of the first semester from the Office of the English Language Institute. However, academic probation is automatic if any one or more of the above listed conditions is met and therefore not based upon receipt of a written notification. It is the student's responsibility to verify his or her academic standing before each semester by checking the Pace portal for final grades, and to contact the Office of the English Language Institute with questions. Academic Probation may lead to Academic Dismissal based on the student's performance after being placed on Academic Probation.

### **Conditions of Academic Probation**

A student who is placed on academic probation will be required to meet certain conditions in order to be restored to the status of good academic standing and to be eligible to continue his or her enrollment in the ELI. Students must satisfy the conditions of academic probation within one semester if enrolled in one 14-week session (Pre-Undergraduate or Pre-Graduate program) or one 7-week session (Intensive English program) if enrolled in 7-week courses. This session is the "Probationary Semester".

The conditions of academic probation that must be satisfied by the end of the Probationary Semester include, but are not limited to, the following:

- Meet ELI attendance requirements (no more than two (2) absences per 7-week course or four (4) absences per 14-week course).
- Actively participate in every class (includes purchasing and bringing the required textbook to class, being an active member of group assignments).
- Turn in required work on time (homework, papers, etc).
- Pass all required assignments (exams, papers, presentations)
- Pass all ELI classes with an 80% (B-) or better.

*\*Please note that performing all of these requirements does not guarantee that you will move up a level.*

### **Academic Dismissal**

If a student fails to satisfy the conditions of academic probation within the time period permitted, he or she will be **academically dismissed** from the ELI program.

If academically dismissed, the student will have the following two (2) options:

1. Depart the United States – The student must depart the United States within 15 days. The student's SEVIS record will be *terminated* for Expulsion.
2. Transfer to another School – The student is advised they must transfer immediately to another school within 15 days. **The 60 day grace period does not apply.** Students that fail to transfer within 15 days may be transferred in terminated status.

Student will **not be placed** on Academic Probation a second time. If a student meets the conditions for academic probation a second time, they will have to choose one of the above (2) options.

## Student Conduct Expectations



Pace University has published the following **Guiding Principles of Conduct** for all Pace students in the [Student Handbook](#):

The primary functions of an institution of higher learning are teaching, learning, scholarship and service. Each member of the University community is required to cooperate with the University in its endeavors to foster and maintain the

freedom of expression and exchange of ideas necessary to achieve excellence in teaching, learning, scholarship and service. The University strives to protect the rights of its students and employees (including faculty members) to publicize opinions through written and oral communications; to organize and join political associations; to convene and conduct meetings; and to advocate, demonstrate and picket in an orderly fashion. Further, members of the University community are responsible for fostering and maintaining respect for the dignity and uniqueness of one another.

In order to preserve an atmosphere in which a free exchange of ideas may flourish, and to ensure the dignity and safety of all members of the University community as well as the unimpeded operation of the University (and as required by federal, state and local laws including, without limitation, N.Y. Educ. Law § 6430), the University has adopted the Guiding Principles of Conduct.

The Guiding Principles of Conduct applies to all members of the University community including, among others, employees, faculty members, students, applicants for academic admission and employment, visitors, guests, vendors, contractors, and other third parties while they are on University premises or at University-sponsored activities. References to "University premises" in these Guiding Principles of Conduct apply to premises either owned or leased by the University.

The Guiding Principles of Conduct are not exhaustive and include, but are not limited to, the following:

1. Students and other persons participating in a class or activity related to a class (such as, for example, internships and field trips) must comply with a faculty member's reasonable standards of behavior for the class and/or related activities.
2. Theft, willful destruction or damage to or misuse of any University property or property owned by any member of the University community is prohibited.

3. The sale, purchase, possession or use of incendiary devices, explosives or dangerous weapons (including any item or material which could be used to inflict injury or harm or to intimidate) on University premises or at University-sponsored events is prohibited.
4. The unlawful use, possession, sale, distribution or manufacture of controlled substances and drug paraphernalia on University premises or at University sponsored events is prohibited. (Further information may be found in the University's Drug and Alcohol Policy.)
5. Obstruction of or interference with the normal operations and processes essential to the University is prohibited.
6. Interference with academic freedom (including speech in the classroom and by University-approved guest speakers) is prohibited.
7. Strict compliance with the University's policies and procedures concerning demonstrations and rallies is required.
8. Strict compliance with the University's policies and procedures concerning the appropriate use of information technology is required.
9. Deliberate actions that cause, or might reasonably be expected to cause, injury, either physical or mental, to any member of the University community are prohibited. Such actions may include, for example, violence or threats of violence.
10. Members of the University community are required to comply with the instructions of a University administrator, or other duly authorized agent of the University, to, for example, display or present identification. Members of the University community are also required to evacuate University premises and University sponsored events when directed to do so by authorized personnel or a mechanical device (such as a fire alarm).
11. Any action or situation which recklessly or intentionally endangers the safety or mental or physical health of any member of the University community or involves the forced consumption of alcohol or drugs for the purpose of initiation into or affiliation with any organization is prohibited on University premises and at University-sponsored events. In addition, such conduct by students and employees (including faculty), whether on or off University premises or at University sponsored events, also is prohibited.
12. Engaging in violence or intimidation against another person and destroying property because of bias or prejudice while on University premises or at University sponsored events violates the University's Hate/Bias-Related Policy and is prohibited. Such conduct by students and employees (including faculty), whether on or off campus or at a University-sponsored event, is also prohibited.

13. Members of the University community are required to timely satisfy their financial obligations to the University, including, but not limited to, amounts due to the Office of Student Assistance, the University bookstore, the University library, University housing, the Student Development Office, and Security.

14. Consumption of alcohol by any member of the University community who is under the age of twenty-one is illegal and prohibited on University premises and at University-sponsored events. Supplying alcohol in any quantity to a member of the University community who is under the age of twenty-one is illegal and prohibited. (Further information may be found in the University's Drug and Alcohol Policy.)

15. Even though its possession or consumption may otherwise be lawful, alcohol, except in limited circumstances, is not permitted on University premises or at University sponsored events. Members of the University community are not permitted to be intoxicated, or to become intoxicated, while on University premises or at a University-sponsored event.

16. Gambling is not permitted on University premises or at any event sponsored by a student group or organization.

17. Solicitation by students, student clubs and student organizations including, but not limited to, fund raising, on University premises or in connection with a University sponsored event is prohibited without the prior approval of the Director of Student Development and Campus Activities or the Dean for Students.

18. "The solicitation of goods or services by one staff member to another during regularly scheduled work time is prohibited. Selling commercial goods and distributing promotional information and handbills in regular work areas is also prohibited." (A copy of the Solicitation and Distribution policy may be found in the Pace University Employee Handbook.)

19. Other members of the University community, such as applicants for academic admission and employment, visitors, guests, vendors, contractors and other third parties, are prohibited from soliciting and distributing on University premises or in connection with University-sponsored events without prior approval from the Director of Security.

20. Prior approval from the appropriate University administrator must be obtained before any materials or documents may be posted or distributed on University premises or at University-sponsored events.

21. The falsification of University documents is prohibited.

22. While on University premises or at University-sponsored events, members of the University community must not dress or conduct themselves in a manner that would be considered lewd or indecent by the University.

23. Conduct on or off campus in a manner the University determines reflects adversely on the good name and reputation of the University is prohibited.

24. Conduct by students and employees (including faculty) on or off campus that violates local, state or federal laws may also constitute a basis for disciplinary action by the University.

25. Without appropriate prior authorization, video recording devices, including, but not limited to, cell phones equipped with a camera, may not be used on University premises or at University-sponsored events, other than in an emergency, in any area or circumstances where the recording of images reasonably would be considered to be inappropriate.

26. Strict compliance with all rules, policies and practices promulgated and/or adopted by the University is required.

Any member of the University community who violates the University's rules, policies or practices, including, among others, the Guiding Principles of Conduct, may be subject to disciplinary action (including without limitation immediate ejection from University premises and/or University-sponsored events) and/or to legal actions. Similarly, any recognized club or organization that violates its constitution and/or by-laws, or authorizes conduct prohibited by the University's rules, policies or practices may be subject to disciplinary action (including without limitation rescission of approval for that club or organization to operate on University premises or at University-sponsored events, whether on or off University premises). As may be necessary, the University may request the assistance of law enforcement agencies to maintain order and/or may seek injunctive relief.

*Revised: June 2007*

## **Student Complaints**

### **English Language Institute - Student Grievance Policy and Procedure**

**Grievance (noun):** A statement in which you say you are not satisfied with something; a complaint.

#### **Pace University Grievance Statement:**

The University views students as responsible citizens who are integral members of the academic community. Policies and practices pertaining to student relations and services should reflect this point of view. All University officers will make every effort to ensure that this philosophy is implemented.



It is recognized, however, that regardless of how well-intentioned people may be, complaints and misunderstandings are bound to arise. It is the purpose of the Student Grievance Procedures to ensure that these disagreements are expressed, explored, and resolved promptly and confidentially.

### **English Language Institute Procedure:**

The Pace University Grievance Procedure states that “claims relating to academic standing, grading or discipline are within the jurisdiction of the Academic Standing Committees and the Deans of the Colleges/Schools.” In lieu of an Academic Standing Committee or Dean of the English Language Institute, academic grievances are within the jurisdiction of the Institute’s Directors.

Message to ELI Students: In American culture, direct communication with the source of your grievance is often the preferred and expected method of conflict resolution, especially for university-aged students in an academic or professional environment. However, we recognize there may be sensitive situations for which direct communication may not be appropriate. Please note the grievance types below and the appropriate steps to take for each.

**GRIEVANCE TYPE A:** For student grievances concerning course instruction (including teaching style and methods), content/materials, and assessments (procedures, feedback and grading), please follow these steps:

#### **Step 1 – Informal**

- Make an appointment with your instructor to discuss the problem informally.
- A student may not proceed to formal review unless informal review with the instructor has been exhausted.
- NOTE: An informal complaint pertaining to course instruction, materials, and assessments may not be made to instructors anonymously.

#### **Step 2 – Formal**

If your grievance was not resolved in Step 1, you may file a formal complaint in writing to the Associate Director of Academics (ADA) or the Director of Academics (DA). If you are a Global Pathways student, you may also send a copy of your written complaint to your Global Pathways Academic Advisor. Your Global Pathways Academic Advisor will be informed of the results of your grievance inquiry.

- The complaint should include the following information:

- The date on which an informal complaint was discussed with the instructor, and a brief summary of that discussion.
  - The reason for the formal complaint with supporting details.
- Your complaint will be handled as follows:
  - You will have a formal meeting with the ADA or DA to discuss your written complaint.
  - Your formal complaint will be officially logged by the department to document all steps being taken by all parties until the issue has been resolved and closed.
- NOTE: A written formal complaint to the ADA or DA pertaining to course instruction, materials, and assessments may not be made anonymously. However, your anonymity may be kept from the instructor.

**GRIEVANCE TYPE B:** For student grievances concerning the ELI program and services (non-course and non-instructor related), please follow these steps:

#### Step 1 – Informal

- Make an appointment to discuss the problem informally with one ELI full-time administrator of your choice:
  - Director of Enrollment Management
  - Director of Academics
  - Associate Director of Academics in New York City
  - Associate Director of Academics in Westchester
  - NOTE: An informal complaint may not be made anonymously. However, your discussion with an ELI administrator may be kept confidential.

#### Step 2 – Formal

- If your grievance was not resolved after completing Step 1, you may wish to file a formal complaint in writing to the Executive Director of the English Language Institute
- The complaint should include the following information:
  - The date on which an informal complaint was discussed with the ELI administrator, and a summary of that discussion.
  - The reason for the formal complaint with supporting details.
- Your complaint will be handled as follows:
  - If the Executive Director determines that your complaint shall be reopened, your formal complaint will be officially logged to document all steps being taken by all parties until the issue has been resolved and closed.

- NOTE: A written formal complaint may not be made anonymously. However, your discussion with the Executive Director may be kept confidential.

**GRIEVANCE TYPE C:** For student grievances relating to unfair treatment, discrimination, or non-sex-based harassment and retaliation by a Pace University instructor, staff member or student these claims are subject to the University's Policy Against Discrimination, Non-Sex- Based Harassment and Retaliation: Please make an appointment with an ELI Administrator of your choice, who is available to confidentially discuss your complaint with you and advise you on the next steps you can take.

**GRIEVANCE TYPE D:** For student grievances relating to sex-based misconduct (including sexual assault sexual harassment, gender-based harassment, dating violence, domestic/intimate partner violence, sexual exploitation, and stalking) by a Pace University instructor, staff member or student these claims are subject to the University's Sex-Based Misconduct Policy and Procedure.

Please make an appointment with an ELI Administrator, who is available to confidentially discuss your complaint with you and advise you on the next steps to take.

**GRIEVANCE TYPE E:** For student grievances concerning final course grades, please refer to ELI's Grade Appeal Policy below:

As a general principle, the instructor has sole authority to establish standards of performance and to exercise judgments on the quality of student performance, but in a manner that reflects reasonable and generally acceptable academic requirements. Grades assigned in this fashion are final except as the instructor may wish to review them. No faculty member, administrator, or other individual may substitute his judgment of the student's performance for the reasonable judgment of the instructor. Students who believe that a final grade received in a course was not determined in a manner consistent with the principle described above may challenge that grade by first arranging, within a reasonable period of time (approximately 5 school days from the time that the student knew or should have known of the final course grade), to meet informally with the instructor to establish a clear understanding of the method by which the grade was determined. Every effort should be made to resolve the matter at the level of the instructor and the student. Students who have difficulty arranging a meeting with the instructor should consult the Associate Director of Academics (ADA) for their campus. If after meeting with the instructor, the student wishes to continue the grade challenge, the student may appeal

in writing (with a copy to the instructor and academic advisor) to the ADA within a reasonable amount of time. The statement should clearly state the basis for questioning the grade received in the course.

The ADA's decision to have a grade reviewed or not is final. If the ADA decides that the method by which the student's grade was not proper, the ADA will apprise the instructor of the basis for questioning the grade and request that the instructor review the grade. If the instructor, for any reason, does not review the grade, the ADA will request that at least one other faculty member qualified to teach the course in question review the grade. In the process of such a review, the faculty member(s) is (are) authorized to assign a grade change and may, if necessary, require additional examination of the student's performance as a basis for the grade change.

Students may, at any point in this appeal process, solicit the advice and assistance of an individual faculty or staff member. This individual's authority in these matters is limited to mediating the relationship between the student and the instructor and/or ADA

## **Family Education Rights and Privacy Act (FERPA)**

### **Pace University FERPA Policy**

The Family Educational Rights and Privacy Act ("FERPA") is a federal law designed to protect the privacy of a student's education records, establish a student's right to access and review his or her education records, provide guidelines for the correction of inaccurate and misleading information that may be contained in those education records, and create a right to file complaints about alleged FERPA violations with the Department of Education.

Once a student reaches 18 years of age or attends a postsecondary institution, the rights created by FERPA transfer from the student's parents to the student. These rights include:

- The right to have access to and review his or her education records maintained by the postsecondary institution.
- The right to seek amendment of his or her education records that contain inaccurate and misleading information.
- The right to limit the disclosure of personally identifiable information in his or her education record.

- The right to file a complaint about alleged FERPA violations with the Family Policy Compliance Office of the Department of Education.

**For complete information regarding student rights and records, please visit [Pace University's FERPA page](#).**

## **Policy on Drugs, Alcohol, and Smoking**

As members of the Pace University community, students are responsible for knowing and complying with the University's policies, practices and procedures. The University's policies, practices and procedures may be found in many places, including, without limitation, the on-line Student Handbook.

The University is required by law to distribute certain policies and information to students and other members of the Pace University community. Those policies and information may be found <https://appsrv.pace.edu/ferpa/>.

Students who have questions about these policies and information, or any policy, practice or procedure of the University, should seek clarification from Senior Associate Dean for Students New York Todd Smith-Bergollo, 41 Park Row, Room 907, New York ((212) 346-1306), or Associate Dean for Students Westchester Alerie Tirsch, Kessel Campus Student Center, Room 207, Pleasantville (914-773-3351).

The University may amend its policies, practices and procedures with or without prior notice, but will, to the extent practicable, endeavor to provide prior notice of any such amendments. You are responsible for keeping abreast of amendments to existing policies, practices and procedures, as well as new ones.

## **Alcohol and Other Drugs Policy Statement**

Pace University has a strong commitment to a healthy and safe environment for all members of the University community. Any use of alcohol and drugs that is illegal or violates this Policy will not be tolerated.

It is the policy of the University that the unlawful use, possession, sale, distribution, or manufacture of controlled substances and alcohol on University property or at University sponsored programs and activities are prohibited. Even though its possession or consumption may otherwise be lawful, alcohol, except in limited circumstances, is not permitted on University property or at University sponsored programs and activities.

There are two exceptions to the prohibition against the possession and consumption of alcohol on University property and at University sponsored programs and activities. One exception to this Policy is for the moderate possession and

consumption of alcohol at University sponsored programs and activities by individuals legally permitted to possess and consume alcohol, provided prior written approval from the appropriate University representative has been granted. The second exception permits students, except for those who reside in Maria's Tower, who are at least 21 years of age to possess and consume a moderate amount of beer or wine (not hard liquor) in their residential housing room.

This Policy applies to each member of the University community -- students, faculty, and staff – as well as to contractors, vendors, licensees, invitees and visitors.

This Policy is in compliance with the Drug- Free Workplace Act and the Drug-Free Schools and Communities Act, and it is distributed to every student and faculty and staff member.

## **Harassment and Discrimination**

Pace University is strongly committed to maintaining a working and learning environment that is free from unlawful Discrimination, Harassment, or Retaliation. The University is an equal opportunity employer and an academic institution which strongly believes that all employment and academic decisions must be made without regard to whether an employee or student possesses characteristics protected by federal, state, or local law and this Policy and Procedure ("protected characteristics").

All University officers, administrators, supervisors, staff, faculty members, students, visitors, and applicants, as well as vendors, consultants, and contractors with whom the University does business are prohibited from engaging in Discrimination, Harassment, or Retaliation in violation of this Policy and Procedure.

If you believe that you have been discriminated against or subjected to harassment, please visit the [Pace University Policy and Procedure on Discrimination, Non-Sex Based Harassment and Retaliation](#) or speak to an ELI Administrator for further information and assistance.



## Chapter 4: Registration and Financial Policies

### Registration Policies

Students are required to pay all program and university fees by the payment deadline before classes begin unless arrangements have been made for a third party (sponsor, government, organization) to be billed for these expenses. Payment deadlines are typically 3 weeks before classes begin.

### Payment Options

Pace University accepts cash, check (drawn on a New York bank), traveler's check, money order (drawn on a US bank), VISA, MasterCard, Discover/Novus, or American Express. Payment in non-USD currency can also be made through the Flywire payment service. Make checks and money orders payable to Pace University. Write your Pace ID number (U00xxxx) and your address on the check or money order. Please speak with an ELI Staff member for instructions to use Flywire for an online tuition payment.

### Orientation



Before classes begin, there will be a **mandatory** orientation for all ELI students. Students are introduced to the ELI staff and their responsibilities. Hands-on demonstrations familiarize students to Pace systems such as student portal accounts, Pace email and Classes. See Chapter 1 for detailed setup instructions. Orientation also includes special presentations like "Tips for Being a Fantastic Student and Academic Expectations" and "F-1 Visa

and University Health Insurance Information". Students take a campus tour and learn the location of important campus facilities (gym, cafeteria, library, book store, computer labs).

## Course Change (Add/Drop)/Withdrawal and Refunds

### Course Change Policy

For all programs 4-14 weeks in length, students may add one course, exchange one course for another, or change levels with instructor approval at no extra charge before the 5th business day of the session.

For all programs 2-3 weeks in length, students may add one course, exchange one course for another, or change levels with instructor approval at no extra charge before the 3rd business day of the session.

For all programs 1 week in length, students may add one course, exchange one course for another, or change levels with instructor approval at no extra charge before the 2nd business day of the session.

To change levels, please speak with your instructor. Your instructor will contact [the Associate Director of Academics](#) at your campus for final approval to change a level. To change or add courses within the same level, please [contact the ELI Admission office](#). There is no fee for changing courses or levels. Any additional payment is required in full within 48 hours of the course change.

### Withdrawal and Refund Policy

Notification of your intent to cancel (drop) or withdraw from a course must be submitted by email to the ELI. Depending on the course, you may also be required to submit a "Registration Action Form" to the Student Accounts Office. If the correct procedure is not followed, you will not receive a refund and you will receive an F for the course at the end of the term.

Refunds are calculated as follows:

#### Programs 1-14 Weeks

For all programs 1-14 weeks in length, refer to the [university's time of withdrawal](#) to determine eligible percent tuition cancellation.

When more than one session was pre-paid to take advantage of the long-term pricing discount, and one or more of the discounted sessions is subsequently canceled, the available refund amount will be calculated by applying the non-discounted rate to courses taken.

Students with credit balances on their student account, resulting from tuition cancellations, etc., are issued refunds to their Pace University HigherOne Card. Payments made by credit card are issued refunds to the credit card. Student refunds take a withdrawal and does not relieve the student of his or her financial

obligation, or entitle the student to a refund. A student who registers for class and does not attend class remains fully responsible for all financial obligations.

### One and Two Day Courses

- Withdraw 24 hours or more before the start of the Intensive course, 100% refund
- Withdraw less than 24 hours before the start of the Intensive course or no show for the Intensive course, 100% forfeited (no refund given)

### Independent Research Assignment

### 12-hour Online IELTS Preparation course

- Students have full access to all course materials within 2 business days of registration. As a result of having full access to the course materials, this course is non-refundable and subject to a 0% tuition cancellation.

## Non-Tuition Fees

### Non-tuition Fees

The application, registration, technology, general institution, student activity, and university health care fees are non-refundable.

### Institution Fee

Please note that in addition to the course tuition fees, the University charges a General Institution Fee (GIF) each time a student registers. All Pace students (except au pairs) must pay the GIF. This fee is for the use of Pace facilities, including the library, the computer labs, the multi-media labs, etc.

## Registration Holds and Financial Guarantees

### Non-Payment Hold

Students that do not pay their bill in full before classes begin may receive a registration hold by the Office of Student Assistance (OSA). This hold will prevent students from registering for future classes or receiving any official documentation from Pace University. This includes enrollment letters or transcripts. Students must pay the balance on their account to have the hold removed.

### Financial Guarantee Hold

Students studying with a scholarship from their government, employer, or other source of funding, must submit proof of third-party payment directly to the Student Accounts Office at the time of registration. The Student Accounts Office will assist students in creating a scholarship account and will invoice the appropriate source of funding for tuition and other Pace University related expenses.

## **Requesting ELI Enrollment Letters**

The ELI is able to provide proof of enrollment by request. This letter confirms courses and weekly hours. Please contact the Admissions Coordinator at the campus you are attending to request an enrollment letter. This letter does not include course grades. Students who would like a record of grades need to request an official transcript from the Office of the Registrar.

## **Requesting an Official Transcript**

Pace University has contracted with the National Student Clearinghouse to handle all official transcript requests for current students, former students, and alumni. Current students can also access this link through MyHub. You will receive email notifications regarding your request.

Detailed information to help you request your Transcript from the Office of the Registrar can be found on the Pace website at <https://www.pace.edu/registrar/transcripts-and-verification#officialTranscripts>

## Chapter 5: Life at Pace-Campus Services

### ELI Student Life



Every semester, ELI students enjoy attending the diverse activities and events both on and off-campus at Pace organized by student clubs and various offices. Attending events with other Pace students will help you get to know U.S. students and other international students, and feel comfortable at Pace University.

### Volunteering Opportunities



Spending time volunteering at different community organizations is an excellent way to both practice your English and make new friends in New York. The Center for Community Action and Research organized various volunteer projects throughout the year. You can learn more [on the Pace website](https://www.pace.edu/dyson/faculty-and-research/research-centers-and-initiatives/center-community-action-and-research) and at <https://www.pace.edu/dyson/faculty-and-research/research-centers-and-initiatives/center-community-action-and-research>.

## Faith and Prayer on Campus

Meditation Rooms are available on each campuses for quiet, peaceful thought, meditation, contemplation, or prayer.

There is a **Meditation Room** located at One Pace Plaza on the B-level.

There is a **Meditation Room** located in Aloysia 305A.

There is a **Meditation Room** located in Kessel Student Center.

## Sports and Exercise



The Civic Center Gym at One Pace Plaza and Goldstein Fitness Center in Westchester offer full-sized basketball courts, weight and cardio machines, and other fitness activities, such as Zumba and yoga classes. Students who wish to play team sports can also join an "intramural" sports team - that means students play against other Pace students on a regular schedule. Use of the gymnasium is included in

ELI tuition and fees.

## Computers and Internet Access on Campus

Computer labs with computers and printers are available in the Birnbaum Library, Mortola Library, Tech Zones located on the 2<sup>nd</sup> floor of One Pace Plaza and 2<sup>nd</sup> floor of Wilcox Hall.

Students may access these computers with their UD username and password. See Technology section in Chapter 2.

## Your Pace ID Card

**ELI Students will carry an official University Identification Card:**





This ID card serves all of your on-campus needs. It will access your meal plan, flex dollars, printing, resident hall, many campus activities, and more.

## **Obtaining a New ID Card In Person**

All students attending in-person classes that are 3 weeks or longer will receive an official Pace University ID card. Students are required to upload a photo for their ID card and Security record prior to the first day of class. Instructions for uploading your photo can be found on the website at <https://www.pace.edu/auxiliary-services/one-card/online-photo-id-submission>.

Once you have received an approval message from the One Card team, you may pick up your ID at the below campus offices:

### **Location:**

#### **NYC ID Office**

1 Pace Plaza – B-Level  
New York, New York 10038  
Phone: (212) 346-1812

#### **Westchester ID Office**

Paton House  
Pleasantville, NY 10570  
Phone: (914) 773-3830

### **Hours of Operation**

Please have your Pace University ID# (U00XXXXXX) available. Instructions on locating your Pace University ID# are on the website at <https://paceuniversity.atlassian.net/wiki/spaces/KBT/pages/1022001160/Find+University+ID+Number+U>.

## **Medical Care / If You Get Sick**

University Health Care (UHC) offers a full range of primary care services to the Pace University community, and each campus is staffed with nurse practitioners (registered nurses with advanced training who are certified to prescribe

medication), who are qualified to diagnose and treat illnesses and infections like coughs and sore throats, first aid for minor injuries, women's health care, management of chronic health problems like high blood pressure, health assessments and physical examinations, and more. Families of Pace students are can also visit UHC.

### [University Health Care Patient Portal](#)

**Click the link above to access the University Health Care Patient Portal. If you are a first time user, you must register with a unique username and password.**

The portal will allow you to schedule University Health Care appointments, fill out forms, and access your health records.

Services available for students, faculty, staff, alumni, and their families include:

- health education
- health assessment with complete physical examinations
- women's health care
- diagnosis and treatment of illnesses such as sore throat, cough, or other infections
- first aid for minor injuries
- management of chronic health problems such as high blood pressure.

## **Health Requirements: Vaccines**

At the time of publication, all students, faculty, and staff coming to campus must be vaccinated against COVID-19. To request an extension to comply with vaccine requirements, please submit a completed [Extension Request Form \(PDF\)](#).

Additionally, Pace University requires that all eligible members of the Pace Community who are coming to campus receive a booster. This includes both residential and commuter students who come to campus, except for those who are unable to be vaccinated for medical or religious reasons. Fully online students will not be subject to this requirement.

Detailed information on how to submit your proof of vaccination and booster (if applicable) can be found on the website at <https://www.pace.edu/return-campus>.



Students with questions about the vaccine and any other immunization requirements should contact the Immunization Compliance Office directly at [immunizations@pace.edu](mailto:immunizations@pace.edu) . For your privacy, please **do not** send medical documents to the English Language Institute (ELI).

## **Safety on Campus / Emergency Phone Numbers**

### **Pace University's Office of Safety & Security, New York City Campus:**

**One Pace Plaza** B-Level

New York, NY 10038

**Phone:** (212) 346-1800

(Open 24 hours a day)

### **Pace University's Office of Safety & Security, Westchester Campus:**

**Alumni Hall**

Pleasantville, NY 10570

**Phone:** (914) 773-3400

(Open 24 hours a day)

## **Campus and Residence Hall Security Measures**

Each campus has an individual security system designed to meet its unique needs. In New York City and Westchester, identification badges must be shown to enter the campus. In addition, key areas are monitored by a CCTV/alarm system.

## **Campus Preparedness and Emergency Planning**

In an effort to keep our students, staff, and faculty safe and informed, Pace University has created this site to help you prepare for or deal with a variety of emergency situations. Please read this section so that you will know the proper protocol to follow in the unlikely event that there is a campus, city, or national emergency.

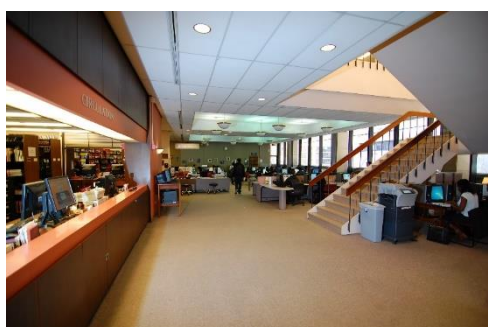
Dial 777 from any pace phone in the event of an emergency or contact the Security Office on campus 24 hours a day.

Pace University is required by federal law to publish an annual security report containing information with respect to campus security policies and statistics on the incidence of certain crimes on and around our campuses. This information is available on the Safety & Security Department Web site.

## Policies, Procedures and Emergency Protocols

For a complete list of procedures and instructions for emergency situations on campus, such as fire, active shooters, sex-based misconduct or criminal offenses, please visit [Safety & Security's Emergency page](#).

## The Pace Library



Students at the ELI have full access to Pace libraries and resources. The Library offers users a wide array of resources and services including access to over 120 research databases (from on or off campus,) print and e-books, resource sharing partnerships with local area libraries and consortia, and comprehensive interlibrary loan services for materials not owned by the Pace Library.

For a complete description of library resources and services, please explore the Pace University Library [website](#).

## The Learning Commons

Students at the ELI who need assistance with writing assignments can access the Pace University Learning Commons. Learning Commons tutors work with students one-on-one or in small groups in person or online throughout the writing process.

The Learning Commons can help students:

- Identify a topic from an instructor's assignment or student's notes
- Revise or edit drafts
- Incorporate feedback from instructors into their assignments

The Learning Commons website and blog feature many helpful writing resources and tips.

The Learning Commons in NYC is located on the second floor of the Birnbaum Library.

The Learning Commons in Westchester is located on the third floor of the Mortola Library.

Learn more about the Learning Commons or make an appointment:  
<https://www.pace.edu/learning-commons>

## Holidays

Please note Pace University is closed in observance of certain holidays of the year. Classes are not held on holidays. For a complete schedule of holiday closings, see [the University Holiday Calendar](#).

Please note the Pace University's Academic Calendar is for degree-students only. Please follow the ELI academic calendars for course dates and holiday closings. Your instructor will inform you of all important calendar dates.

If you plan to observe another holiday not included on the University Holiday Calendar and you intend to miss class, please inform your instructor in advance, and be aware you will be marked absent.

## Emergency Notifications / University Closures

When there is bad weather such as heavy snow or rain Pace University may be closed or have delayed openings. What does this mean?

Delayed Opening - A delayed opening is when the University opens at a later time than normal. Your morning class may not begin until a later time or you may have a class or assignment on Classes.

University Closed – When the University is closed all Pace University offices on the New York City Campus are closed and all classes will take place on Classes or assignments sent by your instructors in email.

To check if Pace University is open please check the website or call one of the following numbers:

Website: [www.pace.edu](http://www.pace.edu)

There will be an alert on the homepage (usually in a red box) with information.

Pace E-mail: [email.pace.edu](mailto:email.pace.edu)

Students will always receive an e-mail from Pace University with weather closure information.

*Emergency Closing Hotline: (212) 346-1953*

*Radio Stations: AM WOR 710, WCBS 880, WINS 1010*

*Television News Stations: Fox 5 News (Channel 5), CW 11 News (Channel 11)*

Please read the alert carefully. Be positive the alert is for the correct campus you are attending. Often the Westchester/Pleasantville campus will be closed because of bad weather but the New York City campus will remain open. Please be sure you follow the instructions for your campus.

*It is your responsibility to check if classes are cancelled or if there is a delayed opening.*

## **Acclamation to American Culture**

### **Culture Shock**

#### **What is Culture Shock?**

**Culture Shock** is a feeling of confusion, doubt, or nervousness caused by being in a place (such as a foreign country) that is very different from what you are used to.

© Merriam Webster's Dictionary

Many international students face difficulties when moving to a new country and adapting to a new culture. Not to mention, New York City is a very large city with many things to learn! It is completely normal for students to experience feelings of culture shock while being far away from family and a familiar culture.

The ELI Staff is available to meet with any students feeling culture shock and to offer some advice to assist you in your adjustment. Students may also visit the [Counseling Center](#) for confidential individual or group counseling.

The good news is, Culture Shock usually becomes easier to deal with over time. [Click here](#) to read more about the ***Four Stages of Culture Shock***.

## **American Culture**

The U.S population is a unique society made up of many different ethnic groups and cultures that vary by state and region. However, there are some key characteristics and values of American culture that international students may recognize during their study in the United States.

This section is an adaptation of Appendix 5 of *NAFSA's International Student Handbook: A Guide to University Study in the U.S.A.* Published by AT&T; and also of Harvard University International Office's Guide to American Culture.

### **Getting to Know Americans**

#### **Individualism and Privacy**

Perhaps the most important thing to understand about Americans is their devotion to individualism. From an early age children are trained to be independent and responsible for their own futures. Such training may sometimes lead to a seeming lack of respect for parents in particular and older people in general. Along with valuing individualism is a need for privacy, for time alone. Privacy often begins at an early age, with children sleeping in separate rooms from their parents and even giving each child a separate bedroom (if parents can afford it). Although Americans are a welcoming people, most expect even friends to phone first before dropping in at their homes. Casual unannounced visits are less common than in some other cultures.

#### **Informality**

The idea of equality leads Americans to be fairly informal in their behavior and in their relationships with others. You will see such informality in dress, language (particularly in use of first names and slang), posture, and classroom activities like eating in class, asking many questions and making comments, etc. Invitations may be very casual and often are not written.

#### **Time**

You may have heard the expression "Time is money." Strange as it sounds, that is how Americans view time, as a limited resource to be saved or spent for useful purposes. Americans may get impatient with lines that move slowly in supermarkets, banks, etc. particularly if the checkout person or bank teller is taking time to chat with a customer. In practical terms, this means that Americans will usually be on time for meetings and engagements and will keep a schedule of their activities and expect others to do the same. You should arrive on time for meals and appointments with professors, doctors, and other professionals. You can arrive anytime between the hours specified for informal parties, and receptions. If you are

unable to keep an appointment, you should call the person to say that you will be late or unable to get there. In meetings and professional encounters being organized is highly valued, whereas "wasting time" in "idle" conversation is not.

## **Achievement, Action, Work and Materialism**

By definition, achievers whose lives are mainly concerned with accomplishment that can be measured, are admired by Americans. Doing something is very important; even in leisure pursuits. Americans are very active in contrast to others who enjoy sitting and talking. The ideals of action and accomplishment prevail. Because of this, Americans tend to be identified by their work. When meeting new acquaintances, the first question you may be asked is likely to be: "What do you do?" instead of any questions about your family or your background.

## **Directness and Assertiveness**

Americans generally consider themselves to be very frank and direct in their dealings with others. When talking to someone about something they don't like about a person's behavior, they may call it "constructive" criticism. Most Americans do not think it is necessary to disguise their feelings; even if their words are not open, facial expressions may be revealing. Being honest is often seen to be more important than preserving harmony in interpersonal relationships. Being assertive in expressing opinions or making requests is considered acceptable, and even necessary (remember the importance of individualism), but being too "pushy" or aggressive is not. Distinguishing the fine line between the two is difficult even for Americans.

## **Tipping**

In the United States, tipping is expected for many services. The following tips are suggested in New York City:

- Restaurant service (waiter/waitress) – 20%
- Taxi service – 15 to 20%
- Hair salon service (hairstylist) – 20%
- Doorman service (residential) – \$50 to \$200 holiday tip before Christmas (check with your building residents for advice)
- Bartending service - \$1 to \$2 per drink
- Hotel luggage assistance - \$1 to \$2 per bag
- Hotel room cleaning service - \$2 per day

## New York Information & Services

[911](#) – Emergency Services (Fire, Ambulance, Police, Emergency) NYC911 is available by phone. Foreign Language Assistance may be available.

[311](#) – NYC311 provides access to non-emergency City services and information about City government programs. NYC311 is available online and by phone. To contact NYC311 by phone, call 311 from within the City or (212) NEW-YORK or (212) 639-9675 outside the five boroughs. TTY service is also available by dialing (212) 504-4115.

[New York City Hospitals](#) – A Directory of New York City hospitals covering the 5 boroughs.

[MTA Subways and Buses](#) – Information, Maps, and Schedule

[MetroNorth Railroad](#) - Information, Maps, and Schedule

[New Jersey Transit](#) - Information, Maps, and Schedule

[New Jersey PATH](#) - Information, Maps, and Schedule

[Long Island Railroad](#) - Information, Maps, and Schedule

[Uber](#) and [Lyft](#) – New Yorkers may use Uber and Lyft as alternatives to city taxis. Both are app-based transportation networks and private taxi companies.

[Streeteasy](#), [Zillow](#), [Trulia](#), [Spareroom](#) (Roommate Finder) - Housing/Apartment Websites –

[Craigslist New York](#) – is an American classified advertisements website with sections devoted to jobs, housing, personals, for sale, items wanted, services, community, gigs, résumés, and discussion forums.

[TimeoutNY](#) - *New York's* guide to theater, restaurants, bars, movies, shopping, fashion, events, activities, things to do, music, art, books, clubs, tours, dance & nightlife.

[LinkedIn](#) - *LinkedIn* is a business- and employment-oriented social networking service that operates via websites and mobile apps.

[Yelp](#) - User Reviews and Recommendations of Top Restaurants, Shopping, Nightlife, Entertainment, Services and More.



## Appendices

## Campus Maps

## New York City Campus





## Westchester Campus Map



## **Pace Law School Interactive Map**

<https://pacelaw.university-tour.com/map.php>

## **Campus Phone and Email Directory**

### **ELI Office New York City**

163 William Street, 21<sup>st</sup> Floor  
 New York NY 10038  
 (212) 346-1562  
[eli@pace.edu](mailto:eli@pace.edu)

### **ELI Office Westchester**

861 Bedford Rd., Goldstein Academic – Suite 223  
 Pleasantville, NY 10570  
 (914) 422-4042  
[eli@pace.edu](mailto:eli@pace.edu)

**Safety and Security**

One Pace Plaza  
B-Level  
New York, NY 10038  
(212) 346-1800  
(Open 24 hours a day)

Alumni Hall  
861 Bedford Road  
Pleasantville, NY 10570  
Phone: (914) 773-3400 (Open 24 hours a day)

Preston Hall  
1<sup>st</sup> Floor  
78 N Broadway, White Plains, NY 10603

**Health Care Unit****NYC**

**1 Pace Plaza 6<sup>th</sup> Floor East**  
**New York, NY 10038**  
**Phone: (212) 346-1600**

**Westchester**

**Paton House**  
**Ground Floor**  
**861 Bedford Road**  
**Pleasantville, NY 10570**  
**Phone: (914) 773-3760**

[Hours of Operation](#)**Student Accounts**

Schedule an in-person or phone appointment through the website at  
<https://www.pace.edu/student-accounts>.

**Office of Graduate Admission**

One Pace Plaza  
New York, NY 10038  
(212) 346-1531  
[graduateadmission@pace.edu](mailto:graduateadmission@pace.edu)

861 Bedford Road – Entrance 1  
Vineyard Building  
Pleasantville, NY 10570  
(212) 346-1531  
[graduateadmission@pace.edu](mailto:graduateadmission@pace.edu)

### **Office of Undergraduate Admission**

One Pace Plaza  
New York, NY 10038  
(212) 346- 1323

861 Bedford Road - Entrance 1  
Vineyard Building  
Pleasantville, NY 10570  
(212) 346- 1323

### **Housing Office**

One Pace Plaza  
6th Floor East  
New York, NY 10038  
(914) 773-3676  
[housing@pace.edu](mailto:housing@pace.edu)

Elm Hall, Suite 132  
861 Bedford Road  
Pleasantville, NY 10570  
(914) 773-3676  
[housing@pace.edu](mailto:housing@pace.edu)

### **Tech Zone**

1 Pace Plaza - Rm W202  
Computer Resource Center

Willcox Hall, 2nd Floor  
Computer Resource Center

914-773-3333 or 855-722-3487 (toll-free)  
[pacehelpdesk@pace.edu](mailto:pacehelpdesk@pace.edu)  
**Online:** [help.pace.edu](http://help.pace.edu)

**The Library**

Birnbaum Library  
1 Pace Plaza – 1<sup>st</sup> Floor  
New York, NY 10038  
<http://library.pace.edu/>

Mortola Library  
Pleasantville, NY 10570  
<http://library.pace.edu/>

**The Learning Commons**

One Pace Plaza, 2<sup>nd</sup> Floor  
New York, NY 10038  
<https://www.pace.edu/learning-commons>

Mortola Library, 3<sup>rd</sup> Floor  
Pleasantville, NY 10570  
<https://www.pace.edu/learning-commons>

**The Office of International Students and Scholars  
(for emergencies only)**

161 William Street, 16<sup>th</sup> Floor  
New York, NY 10038  
(212) 346-1368