PACE UNIVERSITY

Student Handbook

The English Language Institute



2025-2026

Visit the ELI website

Contents

Chapter 1: About the English Language Institute 5
The ELI Mission Statement 5
ELI Staff 6
Campuses / Directions to Campuses 8
Calendar/Term Dates 11
Tuition Costs & Fees 13
Students with questions about tuition should contact the ELI Admissions Coordinator at their campus. 13
The ELI offers special tuition rates for long-term students, Pace staff and alumni, Community Students, 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. 13
Explanation of Fees 13
Programs and Levels 15
Placement Test and Proficiency Levels 16
General Class Schedules 17
Academic Advising – Where to Go for Help 17
Textbooks 18
Technology 19
On-Campus Technology Resources 21
Applying to Pace University Undergraduate or Graduate Degree Programs 22
English Placement Exam Waiver 24
Chapter 2: Immigration Policies and Regulations 24
SEVIS/Non-Immigrant Status Advising – Where to Go for Help 24
Immigration Documents (I-20, Passport, Visa, I-94, I-515) 25
Maintaining Student Status 28
F-1 Student Health Insurance 29
Vacation, Authorized Travel, and Part-time Status Policies 30
Transferring to Another Institution 32
Transfer Eligibility 32
Transfer Grace Periods 32
On-campus Employment 33

Social Security Numbers 33
Beware of Phone Scams 34
Chapter 3: Academic and Institutional Policies 34
Grading 34
Progression 35
Attendance 35
Transcripts 36
Proof of Enrollment 37
Class Policies 37
Homework Policy 37
Assessments 37
Assessment Make-up Policy 38
Extra Credit Policy 38
Electronic Devices 38
English Use in the Classroom 38
"Classes" 39
Academic Integrity Policy (Plagiarism and Cheating) 39
Plagiarism and Cheating 39
Grade Appeals 40
Academic Probation and Dismissal 41
Student Conduct Expectations 43
1. Civility, Responsibility and Respect 44
2. Theft, Vandalism or Property Damage 46
3. Weapons 46
4. Alcohol and Other Drugs 46
5. Physical and/or Mental Harm 47
6. Solicitation and Gambling 47
7. Falsified Documents 48
8. State/Local/Federal Law 48
9. Overall Compliance 48
Student Complaints 49
Family Education Rights and Privacy Act (FERPA) 52

Policies on Drugs, Alcohol, and Smoking....53
Alcohol and Other Drugs Policy Statement....54
Harassment and Discrimination....55
Chapter 4: Registration and Financial Policies....55
Registration Policies....55
Payment Options....55
Course Change (Add/Drop)/Withdrawal and Refunds....55
GENERAL INSTITUTION FEE....57
Registration Holds and Financial Guarantees....58
Requesting Official Documents....58
ELI Enrollment Letters....58
Requesting an Official Transcript....59
Orientation....59
Chapter 5: Life at Pace: Campus Services....59
ELI Student Life....60
Volunteering Opportunities....60
Faith and Prayer on Campus....60
Sports and Exercise....61
Computers and Internet Access on Campus....61
Your Pace ID Card....61
Medical Care / If You Get Sick....62
Health Requirements: Vaccines....63
Safety on Campus / Emergency Phone Numbers....63
The Pace Library....65
The Learning Commons....65
Holidays....66
Emergency Notifications / University Closures....66
Culture Shock....67
American Culture....68
New York Information and Services....70
Appendices....71

Campus Maps 71
Campus Phone and Email Directory 73

Chapter 1: About the English Language Institute

The ELI Mission Statement

At the English Language Institute, our mission is to prepare international and multi-lingual students to function successfully in U.S. colleges and universities by providing a multi-level, intensive program of instruction in the English language and U.S. 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.

The English Language Institute provides quality instruction to students who need and wish to improve their language, communication, academic or professional skills.

We also provide custom English language and/ or content-based educational experiences for 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 International Special Programs
Lisa manages development and recruitment efforts for the International Special Programs division of the English Language Institute, for both 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



Noga La'or
Director of Enrollment Management

Noga manages enrollment and recruitment efforts for the English Language Institute on both the New York City and Westchester campuses. Originally from Israel, Noga moved to the United States as a young child, and also lived and worked in Colombia, South America for almost ten years. Noga has over 20 years' experience working in the areas of English language education, education management, student affairs, and teacher training. She worked as a Center Director, Academic Director, Teacher Trainer, and Director of ESL Programs before starting her role as Director of Enrollment Management at Pace.

Noga has a BA in Art History from Oberlin College, as well as certifications in TESOL, Teacher Training, and ELT Leadership Management. She also has a Master's in Higher Education Administration and Student Affairs from Pace University. In addition to her work at Pace, she was also the co-founder and Academic Director of a non-profit organization that provides ESL and Literacy courses to immigrants and refugees around the world. She has presented at many ELT conferences such as TESOL International, NYSTESOL, and MATSOL.

Noga loves traveling, reading, spending time with her family, and taking long road trips to different states throughout America. nlaor@pace.edu

Sarah Brubaker
Associate Director of Academics, International Special Programs



Sarah oversees the academic division of the International Special Programs department for both the New York City and Pleasantville campuses. Sarah works to ensure the quality of students' experiences learning English in general and learning English in the ISP 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



Tara Vassallo
Associate Director of Academics

Tara 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. Before beginning her role as Associate Director of Academics for the ELI, Tara worked as an instructor at the English Language Institute at Pace University starting in 2008. She holds a MS in TESOL, and Ed. & Sp. Ed. from Touro College, and a BA in Linguistics & Italian from the University of Wisconsin.

Her primary instructional focus has been in Academic Writing and Research in both the Pre-Undergraduate and the Graduate programs. In addition, she is also passionate about Grammar and Vocabulary and enjoys teaching these elective courses.

At Pace University, she has facilitated TESOL teacher training workshops to visiting international faculty. Training modules have included building fluency, integrating skills, multiple intelligences, and creating a student-centered learning environment.

Tara has worked as an ELA and ESL instruction and curriculum consultant for Brown University and the NYC Department of Education. Early in her career, she taught new

arrivals at Liberty HS in New York City. She has also been a language trainer since 2007 for business professionals and their families relocating to the US. Tara has lived, studied, and taught in Italy, Brazil, and Africa. tvassallo@pace.edu



Sara Bradshaw
Assistant Director, Custom Programs

Sara supports the administration of the Custom Program portfolio in the ELI. She holds a Master of Arts in International Education from SIT Graduate Institute and a Bachelor of Arts in Sociology from Wheaton College in Massachusetts.

Sara is passionate about international education, program development and the learning that accompanies cross-cultural experiences. Sara has had the opportunity to live, work and volunteer in Nicaragua, Spain, Argentina, India, Morocco and New Zealand.

In addition to her favorite pastime of traveling the world, she enjoys eating anything spicy, laughing, live music, exercise and spending time in Maine when it's warm.
sbradshaw@pace.edu.



Chris Coll
Admissions Coordinator, DSO, English Language Institute

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

Campuses / Directions to Campuses



New York City Campus
One Pace Plaza
New York, NY 10038
Phone: (212) 346-1562

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), visit our Directions to All Campuses page.



Westchester – Pleasantville Campus
861 Bedford Road
Pleasantville, NY 10570
Phone: (914) 422-4042

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,** visit our Directions to All Campuses page.



Westchester – White Plains Campus

78 N Broadway
White Plains, NY 10603
Phone: (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,** visit our Haub Law Directions page.

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.

Calendar/Term Dates

Fall 2025	Academic English	September 2–December 13, 2025	14 weeks
Fall 1 2025	Academic English 1	September 2–October 20, 2025	7 weeks

Fall 1 2025	Intensive English	September 2–October 20, 2025	7 weeks
Fall 2 2025	Intensive English	October 21–December 13, 2025	7 weeks
Winter School 2026	Leadership & Entrepreneurship	January 5–16, 2026	2 weeks
Spring 2026	Academic English	January 26–May 11, 2026	14 weeks
Spring 2026	Academic English 1	January 26–March 16, 2026	7 weeks
Spring 1 2026	Intensive English	January 26–March 16, 2026	7 weeks
Spring 2 2026	Intensive English	March 17–May 11, 2026	7 weeks
Summer 2026	Academic English	May 26–August 21, 2026	12 weeks
Summer 1 2026	Academic English 1	May 26–July 10, 2026	6 weeks
Summer 1 2026	Intensive English	May 26–July 10, 2026	6 weeks
Summer 2 2026	Intensive English	July 13–August 21, 2026	6 weeks
Summer School 2026	Leadership & Entrepreneurship 1	June 29–July 10, 2026	2 weeks
Summer School 2026	Leadership & Entrepreneurship 2	July 27–August 7, 2026	2 weeks
Summer School 2026	International Relations (Model U.N.) 1	July 13–24, 2026	2 weeks
Summer School 2026	International Relations (Model U.N.) 2	August 10–21, 2026	2 weeks
Summer School 2026	Behavioral Decision-Making	August 3–7, 2026	1 week

Tuition Costs & Fees

Estimated tuition costs for full-time students are 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.

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 sessions, and 6-week sessions are for the Summer I or II session. All Summer School programs are 2-week sessions.

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 our Dates and Prices page.

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, Community Students, and others. The most current information about special tuition rates can be found on our Community Rate page.

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 Courtney-Lynn Mellina, 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 a student studies per 2/6/7/12/14-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. ELI F1 students are charged for health insurance for each 2/6/7/12/14-week term that they register for classes.

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. In addition, the University is available to purchase software for computer resource centers 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 is available on our Additional Program Fees page.

Programs and Levels



Intensive English*

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

*Levels are offered subject to student enrollment.



Academic English Program

090 Academic Skills A
091 Academic Skills B
092 Academic Skills C

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, visit our Career Skills Development Series page.

Placement Test and Proficiency Levels

New Students:

Before registration and arrival, new students take an online **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, etc.).

If a new student takes a placement test and then chooses to defer or not begin classes immediately, their placement test results will apply for the next semester. If they take more than one semester (or 6 months) to enroll in classes, they may be required to re-take the placement test.

Continuing Students

Continuing students advance to the next level if they have passed each course with an 80% (B-) or above. 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 to move up a level, however students who do not pass each course with an 80% (B-) or above will be placed on Academic Probation for one term (see Academic Probation and Dismissal Section in Chapter 3).

If 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 choose to 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 to re-take a placement test.

Releveling

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 they have been placed in the wrong level, should talk to the teacher to discuss releveling. Releveling is up to the discretion of the ADA, with input from the instructor(s).

If a student is inaccurately placed into a level, as determined by the instructor and approved by the ADA, they must be releveled before the add/drop period is complete for that term. If the appropriate level is not available in the current term, the student will be permitted to remain in the initially placed level until the next term. If the appropriate level is not available in the next term and the student does not maintain grades necessary for academic progression, they will not be permitted to continue in the program.

General Class Schedules

Intensive English/Academic English Programs

All courses in the Intensive English and 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:

Intensive English Program:

Tara Vassallo
Associate Director of Academics, Intensive English Program
Phone: (212) 346-1824
Email: tvassallo@pace.edu
Schedule a 30 Minute Meeting with Tara Vassallo

International Special Programs:

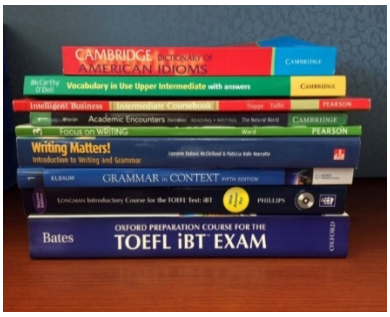
Sarah Brubaker
Associate Director of Academics, International Special Programs
Phone: (914) 442-4041
Email: sbrubaker@pace.edu
Schedule a 30 Minute Meeting with Sarah Brubaker

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

Noga La'or
Director of Enrollment Management
Phone: (212) 346-1186
Email: nlaor@pace.edu
Schedule a Meeting with Noga La'or

Chris Coll
Admissions Coordinator, DSO
Phone (212) 346-1562
Email: ccoll@pace.edu
Schedule a 30 Minute Meeting with Chris Coll

Textbooks



Course books are required for most ELI courses. All books can be purchased (or rented, for some titles) from anywhere, but are also available at the Pace Bookstore. Students must purchase new textbooks.

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 Blackboard help you to stay connected to Pace University without leaving your house!

Pace Portal

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

How frequently 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 emails 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 the Apps, Downloads, and Accounts Management, and on the right side under Account Management, click on *Email Forwarding*. Log in using your MyPace username and password. Select the "Forward to the following email address" option and enter in your desired email address in the field provided. Click the *Save Changes* button to save your email forwarding settings. Once your changes are saved successfully, logout.

*You can also add your Pace email to your smartphone so messages automatically download to your phone.

Your Pace email address is your username followed by @pace.edu. For example, if your username is **dl75882n**, your email address would be dl75882n@pace.edu.

Classes

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 email 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

Which discounts do 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 our New Student Account Setup page. Please contact the IT Helpdesk by sending an email to 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

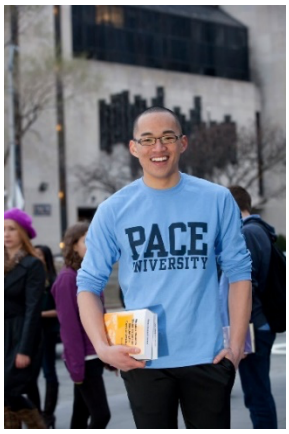
Tech Zones provide open-access computer labs for Pace students with a valid MyPace Portal account. Tech Zone software offerings include popular word processing, spreadsheet, desktop publishing, graphics software and other packages as well as course-specific offerings for the Mac and PC. The Pharos Printing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

Location:	One Pace Plaza, Room W202
# of Computers:	48 PCs (Windows 10) and 14 Macs
Software:	NYC Software List (PDF)
Other Equipment:	4 Laser Printers, 1 color printer, 1 Scanner, 1 Scantron Machine

Location:	Wilcox Hall, 2nd Floor
# of Computers:	51 PCs (Windows 10) and 12 Macs
Software:	Pleasantville Software List (PDF)
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/Duolingo (English Placement Exam) Waiver by successfully completing the ELI Academic English program
2) Submitting a completed application, including TOEFL/IELTS/Duolingo and GMAT/GRE scores (if applicable), to Pace University Undergraduate or Graduate Admission

Choice 1)

The TOEFL/IELTS/Duolingo (English Placement Exam) requirement **will be waived** for ELI students who **successfully complete** the 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 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 U.S.-style resume (Graduate applicants)
- Offer advice on collecting appropriate letters of recommendation

Please note that the **English Placement Exam 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 Academic level may do so by submitting a completed application and all materials, including TOEFL/IELTS/Duolingo 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 an English Placement Exam 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.

English Placement Exam Waiver

The TOEFL/IELTS/Duolingo (English Placement Exam) requirement will be waived for students who successfully complete the Academic English program (for prospective Pace degree students only) and who are academically qualified for admission. Upon students' successful completion of the Academic English program, the ELI Admissions Coordinators will send an English Placement Exam 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
- Noga La'or, 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)

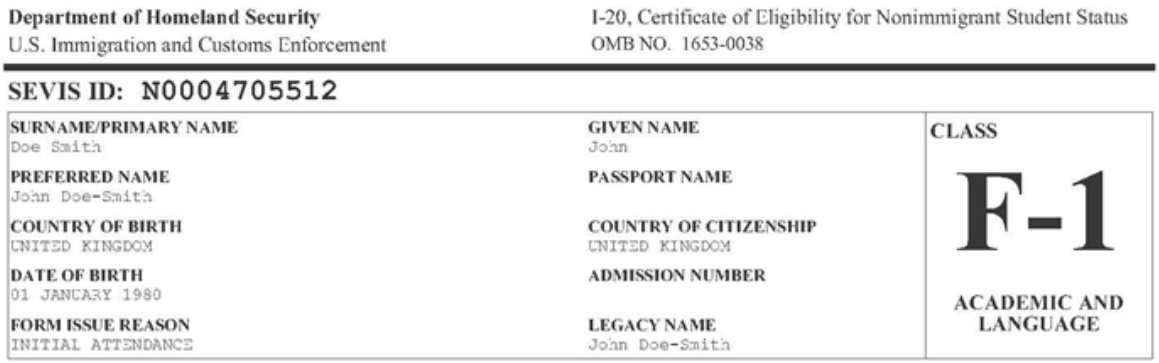
The I-20 is a government document that certifies eligibility for F-1 student immigration status. Students should always have a valid I-20. The dates of validity for the I-20 can be found in section 5 of your I-20. Students are allowed to enter the United States no earlier than 30 days prior to the start date on the I-20. Students have a 60-day "grace period" immediately following the end date on the I-20. These 60 days are a 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 #



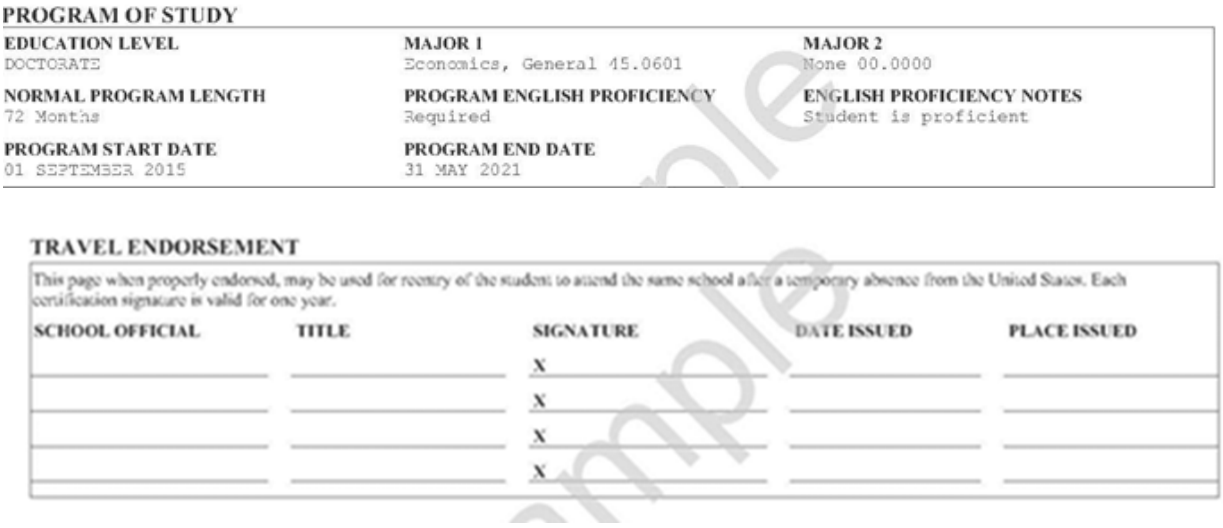
Department of Homeland Security
U.S. Immigration and Customs Enforcement

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

SEVIS ID: N0004705512

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

EDUCATION LEVEL DOCTORATE	MAJOR 1 Economics, General 45.0601	MAJOR 2 None 00.0000
NORMAL PROGRAM LENGTH 72 Months	PROGRAM ENGLISH PROFICIENCY Required	ENGLISH PROFICIENCY NOTES Student is proficient
PROGRAM START DATE 01 SEPTEMBER 2015	PROGRAM END DATE 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, visit the Department of Homeland Security site.



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 as proof the issue is resolved.

For additional information about the Form I-515A, visit Homeland Security's Study in the States page.

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 (20) hours per week while class is in session.
    - Students can work on campus for more than twenty hours (20) 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 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 Polices 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 at least one 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 a 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:	**LIMITS:**
Accident and Sickness Medical	US $250,000
Medical Evacuation	Unlimited
Repatriation of Remains	Unlimited
Hospital Room and Board Expense	US $250,000

Pace University's health plan provider is Academic Health Plan. Please visit the Pace University Health Insurance Dashboard if you have any questions related to this health care insurance or coverage, or the Pace University Health Insurance webpage.

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					17
					15

Winter					**10**
Spring I					**10**
Spring II					**5**
Summer I	Summer I, Summer II, Fall I	19	August Fall II Winter (Jan)		**11**
Summer II	Summer II, Fall I, Fall II		August Winter (Jan) Spring I		**7**

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

To travel outside of the United States:

- The 2nd page of an I-20 must be signed before departure by an ELI DSO Advisor. Travel signatures are valid for six months.
- Students registered for the next term may receive a signature.
- Students must complete a "Travel Request Form" 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 cannot travel outside of the U.S. for more than 5 months.** If a student remains outside of the U.S. for more than 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.
2. Tell the ELI which school you want to transfer to 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. The student's new school will complete the transfer after the 'release date' and 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 student 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 as 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 only during their studies at the ELI.

RULES:

- Job may not interfere with a student's ELI class schedule
- Job may only be part-time (no more than 20 hours per 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 Pace Careers website.
- 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. 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 Academic levels, which comprise the Academic Skills A, B, and C series in the 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 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 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.
- In a 2-week Summer or Winter ELI course that meets 10 times, students are required to attend a minimum of 8 times (80%). 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.

For full instructions on transcript requests, please visit the Office of Student Assistant's Transcripts & Verification page.

Proof of Enrollment

The English Language Institute can 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 for a "Request for Letters" form. On the form or in the email, please indicate "Enrollment" for the type of letter you need.

Class Policies

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, they 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.

English Use in the Classroom

English will be the primary language used for communication and instruction. Students are, therefore, expected to use English in all classroom activities, discussions, interactions, and assessment to foster language acquisition, improvement, and proficiency; inclusion; understanding; participation; and friendship.

However, the use of students' first languages is recognized as a valuable resource for supporting and enhancing English language learning. Therefore, at the instructor's discretion, students may use their first language(s) to:

- Clarify instructions or concepts that are unclear in English.
- Assist classmates who may be struggling to understand English by providing translations or explanations.

Multilingual support (including translators) is at the instructor's discretion and should be used only to aid in the learning process, such as understanding

instructions, key concepts, and vocabulary. It should not be used for the completion of tasks, assignments, or assessments.

"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 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 homework assigned via the Classes content pages.

Academic Integrity Policy (Plagiarism and Cheating)

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. This includes the use of work generated through Artificial Intelligence.

Plagiarism and cheating are prohibited. Plagiarism is a failure to give credit or attribution to ideas or material obtained from an outside source. Every student is responsible for giving the proper credit or attribution for any quotation, idea, data, or other material obtained from another source (including AI) 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. Disciplinary actions for plagiarism and cheating are at the discretion of the instructor and/or administration.

Further guidelines can be found in the Pace University Academic Integrity Code (PDF). General discussion of the use of AI at Pace University can be found on the ITS webpage Guidelines for the Use of AI at Pace University. A guide for students for generative AI can be found at the Pace University library Student Guide to Generative AI webpage.

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 **2 school days** from the time that the final course grades are posted, 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 program Associate Director of Academics (ADA).

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) to their program ADA within **2 school days** from when the student knew the instructor would not change their grade. The statement should clearly state the basis for questioning the grade received in the course, such as, but not limited to, believed errors or miscalculation of grades or evidence of instructor bias or subjectivity. These details should clearly show how and why the student's grade should be changed from the original grade posted.

The ADA's decision to have a grade reviewed or not is final and should be completed within **2 school days** of the submission of a student grade appeal. 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.

If a student is on probation, they should register for the next term and can pay for, enroll, and attend classes in the next term while in the appeal process. If the appeal is granted to the student, the registration is confirmed. If the appeal is not granted, the student's enrollment will be cancelled, and their payment refunded; they will then be officially academically dismissed.

Note: Grade appeals are not limited to situations involving Academic Probation or Academic Dismissal; a student may utilize this policy to appeal a final grade at the end of any term.

Grade Appeal Steps:

1. The student must first meet informally with the instructor to discuss the grade.
2. If the instructor does not think it is appropriate to change the grade and the student still wants to file an appeal, the student must present an official appeal in writing to the instructor and the ADA.
3. The ADA reviews grade appeal and makes final decision.

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. maintaining greater than 80% for each class.
- Did not pass all ELI classes.
- Did not meet ELI attendance requirements:
  - In a 14-week Spring or Fall course (85%)
  - In a 7-week Spring or Fall course (85%).
  - In a 12-week Summer course (85%).
  - In a 6-week Summer course (83%).
  - In a 2-week Summer or Winter course (80%).

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 if a student does not meet the conditions of Academic Probation.

A student has the right to appeal the grades leading to their probation. 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. Please see above-listed Grade Appeal policy.

Conditions of Academic Probation

A student who is placed on academic probation will be required to meet certain conditions 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 12/14-week session (Pre-Undergraduate or Pre-Graduate program) or one 6/7-week session (Intensive

English program) if enrolled in 6/7-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 (for absences per meeting and percentages please see Minimum Attendance Rate).
- 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 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, they may 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 immediately. 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. Please note that the student's I-20 will be transferred in terminated status. The 60-day grace period does not apply.

Students 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 University 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. Civility, Responsibility and Respect

Faculty, staff, and students are to respect the dignity of others, acknowledge their right to express differing opinions, and to foster and defend intellectual honesty, inquiry and instruction, and free expression on and off campus. These freedoms of expression extend as far as the expression does not infringe on the rights of other members of the community or the orderly and essential operations of the University.

A. Compliance: Members of the University community must comply with the directions and expectations of Faculty and Staff regarding reasonable standards of behavior in classes, University Offices, and/or at university events and programs.

B. Compliance with University Administrators: Members of the university community are required to comply with the instructions of a university administrator, or other duly authorized agent of the university, too, 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 mechanical device (such as a fire alarm).

C. Academic Freedom: Interference with academic freedom, including speech in the classroom and by university approved guest speakers, is prohibited.

D. Lewd Conduct: 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.

E. Demonstration and Rallies: Strict compliance with the University's policies and procedures concerning demonstrations and rallies is required.

F. Information Technology: Strict compliance with the University's policies and procedures concerning the appropriate use of information technology is required.

G. Postings: 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.

H. Recordings: Video recording/audio recording, including, but not limited to, cell phones, tape recorders or any other devices may not be used without appropriate prior authorization.

I. University Operations: Obstruction of or interference with the normal operations and processes essential to the University is prohibited.

J. Unfavorable Conduct: Conduct on or off campus in a manner that reflects harmfully or unfavorably on the University's good name and reputation is prohibited.

K. Financial Obligations: 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 Accounts, the University bookstore, the University library, University housing, the Student Development Office, and Safety and Security.

2. Theft, Vandalism or Property Damage

A. Theft: The taking of another person's property and /or University property or services without permission or consent is prohibited.

B. Willful destruction/damage: Willful destruction, misuse of, and/or damage to another person's property and/or University property and/or property utilized by the University shall be prohibited.

3. Weapons

A. Weapons: 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.

B. Toy and Imitation Weapons: Toy weapons, explosives, and firearms meant for recreational use and realistic-looking imitation weapons are prohibited in residence halls and on campus grounds, unless they are part of an event approved by the Office of the Dean for Students.

4. Alcohol and Other Drugs

A. Alcohol

- **A1. Underage Alcohol Use**: 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.)
- **A2. Intoxication:** 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.
- **A3. Alcohol at University Events**: Even though its possession or consumption may otherwise be lawful, alcohol, except in limited circumstances, is not permitted on university premises or at u university-sponsored events unless approved by the Dean for Students Office.
- **A4. In the Presence of Alcohol:** Students under the age of twenty-one should not be in the presence of Alcohol.

B. Drugs

- **B1. Sale of Drugs:** The unlawful sale, distribution and/or manufacture of controlled substance and/or 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.)
- **B2. Possession of Drugs:** The unlawful possession of controlled substances and/or 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.)
- **B3. Use of Drugs:** The use 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.)
- **B4. In the Presence of Drugs:** Persons not using or possessing controlled substances and/or drug paraphernalia, should not be in the presence of those who are.

5. Physical and/or Mental Harm

A. Cause Injury: 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.

B. Violence: Engaging in any act of physical force that causes or is intended to cause harm is prohibited on or off campus. This may include physical restraint, assault, or psychological harm.

C. Intimidation: Intentional behavior by a student or group of students that puts another student or group of students in fear of harm of person or property is prohibited on or off campus.

D. Bias: Engaging in violence or intimidation against another person or destroying property because of bias or prejudice, whether on or off-campus, or at a university-sponsored event.

E. Hazing: 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.

6. Solicitation and Gambling

A. Solicitation

- **A1. Solicitation by Student**: Solicitation by students, student clubs and student organizations including, but not limited to, fundraising, on university premises or in connection with a university-sponsored event is prohibited without the prior approval of the Director of Student Engagement and/or Dean for students Office.
- **A2. Selling of Goods:** 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.)
- **A3. 3rd Party Solicitation:** *A*ll people who are not Pace University community members such as applicants for academic admission and employment, visitors, guests, vendors, contractors and other third parties, are prohibited from soliciting and/or distributing on University premises or in connection with University- sponsored events without prior approval from the Office of Safety and Security.

B. Gambling: Gambling is not permitted on university premises or at any event sponsored by a student group or organization, unless approved by the Director of Student Engagement and/ or the Dean for Students Office.

7. Falsified Documents

A student may not knowingly provide false information or engage in misrepresentation to any University office/official. In addition, forgery, alteration, or unauthorized possession or use of University documents, records, or instruments of identification, forged or fraudulent communications (paper or electronic mail) are prohibited.

8. State/Local/Federal Law

Conduct by a student, faculty or staff member that violates local, state, or federal laws may also constitute a basis for disciplinary action by the University.

9. Overall Compliance

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: July 10, 2023

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 program Associate Director of Academics (ADA). 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 program ADA 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 program ADA 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 for the Intensive English Program (IEP)
- Associate Director of Academics for the International Special Program ISP)

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.

Policies 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 on the Pace University FERPA Portal.

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 (PDF) 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 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.

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:

For all programs 1-14 weeks in length, refer to the university's Time of Withdrawal policy 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 do 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.

- 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

Note: No refunds will be issued if a request is made after the Add/Drop period ends, regardless of academic progression, with the exception of the Grade Appeal Process.

Non-Tuition Fees

Non-tuition Fees

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

Institution Fees

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 Official Documents

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.

Orientation



Before classes begin, there will be a **mandatory** online 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". All F-1 visa students will attend a second, in-person orientation session during the first week of the semester, during which time they will learn about policies and procedures related to F-1 visa holders. Students can also attend a campus tour during the first week of class. During this tour, students will learn the location of important campus facilities (gym, cafeteria, library, bookstore, computer labs).

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 organizes various volunteer projects throughout the year. You can learn more on the Center for Community Action and Research webpage.

Faith and Prayer on Campus

Meditation Rooms are available on each campus 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 at 15 Beekman and 2nd 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 Online Photo ID Submission webpage.

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
161 William Street, 1st Floor
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 Helpdesk webpage.

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 can also visit UHC.

Go to Pace University's Health Dashboard. 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

Students with questions about the vaccine and any other immunization requirements should contact the Immunization Compliance Office directly at 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 Pace University Security and Emergency Management.

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 webpage.

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.

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 Brightspace.

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 Brightspace or assignments sent by your instructors via email.

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

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

Pace Email: email.pace.edu

Students will always receive an email 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 sure that 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 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! Read more about the ***Four Stages of Culture Shock***.

U.S. 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 and Services

911 (PDF) – 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.

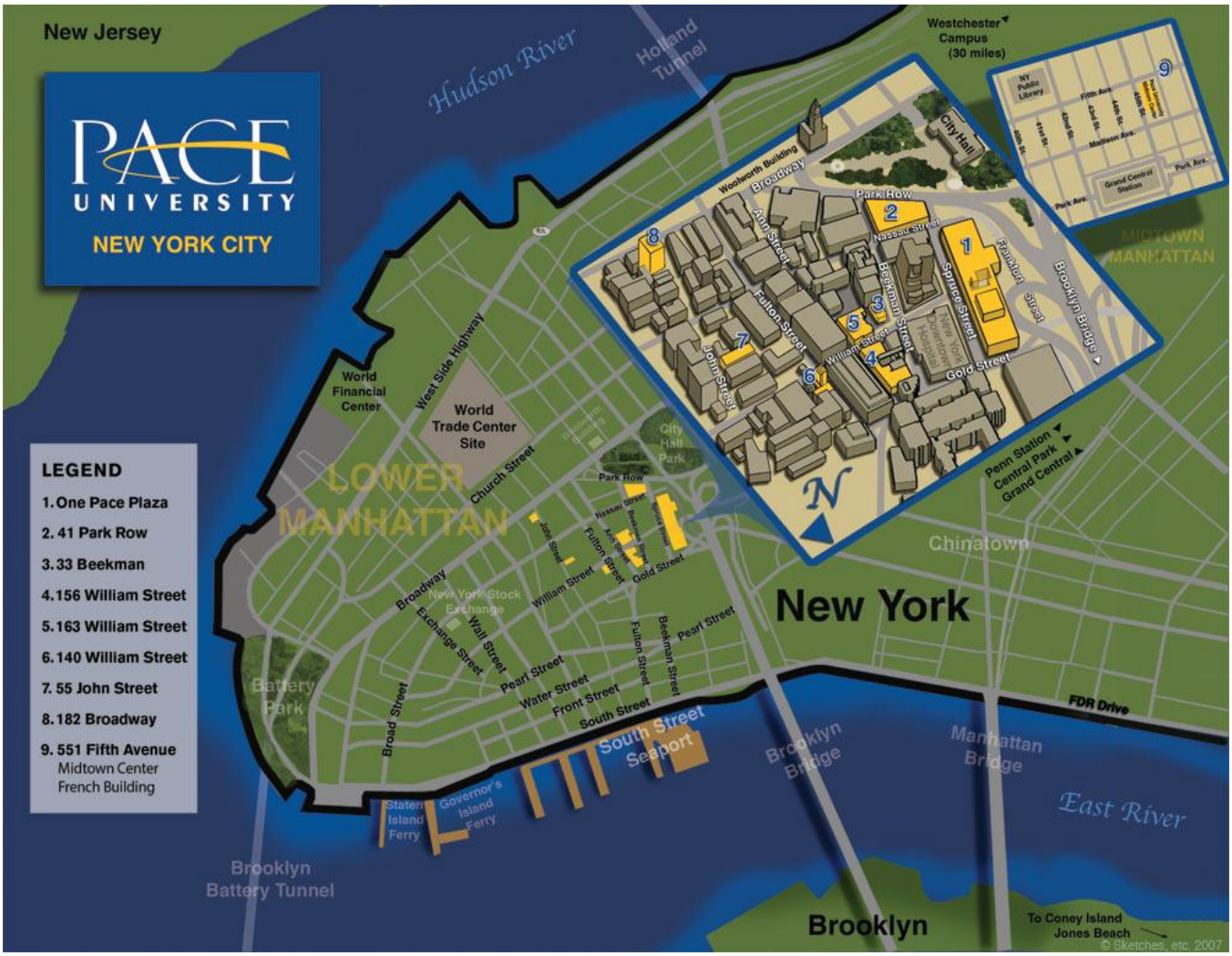
LinkedIn - *LinkedIn* is a business- and employment-oriented social networking service that operates via websites and mobile apps.

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]

Campus Phone and Email Directory

ELI Office New York City
161 William Street, 21st Floor
New York NY 10038
Phone: (212) 346-1562
Email: eli@pace.edu

Westchester Campus (Pleasantville, NY)
861 Bedford Road
Pleasantville, NY 10570
Phone: (914) 422-4042
Email: eli@pace.edu

Safety and Security

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

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

White Plains
Preston Hall
1st Floor
78 N Broadway, White Plains, NY 10603

Health Care Unit

NYC
1 Pace Plaza 6th 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

Student Accounts

Schedule an in-person or phone appointment

Office of Graduate Admission

NYC
One Pace Plaza
New York, NY 10038
Phone: (212) 346-1531
Email: graduateadmission@pace.edu

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

Office of Undergraduate Admission

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

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

Housing Office

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

Westchester
Elm Hall, Suite 132
861 Bedford Road
Pleasantville, NY 10570
Phone: (914) 773-3676

Email: housing@pace.edu

Tech Zone

NYC
1 Pace Plaza - Rm W202
Computer Resource Center

Westchester
Willcox Hall, 2nd Floor, Computer Resource Center

Phone: (914) 773-3333 or 855-722-3487 (toll-free)
Email:pacehelpdesk@pace.edu

Online Helpdesk

The Library

NYC
Birnbaum Library
15 Beekman Street
New York, NY 10038

Westchester
Mortola Library
Pleasantville, NY 10570

The Learning Commons

NYC
One Pace Plaza, 2nd Floor
New York, NY 10038

Westchester
Mortola Library, 3rd Floor
Pleasantville, NY 10570

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

161 William Street, 16th Floor
New York, NY 10038
Phone: (212) 346-1368