IMPORTANT TELEPHONE NUMBERS

EMERGENCY

Ambulance/Fire/Police
911

UCF Police
(Non-Emergency)
(407) 823-5555

Orlando County Sheriff
(Non-Emergency)
(407) 254-7000

Seminole County Sheriff
(Non-Emergency)
407-665-6600

ILLNESS

Safety Escort Patrol Services
(407) 823-2424

UCF Health Services
(407) 823-2701

Counseling Services
(407) 823-2811

Student Disability Services
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THE UCF CREED

Integrity, scholarship, community, creativity, and excellence are the core values that guide our conduct, performance, and decisions.

Integrity
I will practice and defend academic and personal honesty.

Scholarship
I will cherish and honor learning as a fundamental purpose of my membership in the UCF community.

Community
I will promote an open and supportive campus environment by respecting the rights and contributions of every individual.

Creativity
I will use my talents to enrich the human experience.

Excellence
I will strive toward the highest standards of performance in any endeavor I undertake.
Welcome to the English Language Institute (ELI) at the University of Central Florida! We are so pleased that you have chosen our program. Our main goal at the ELI is to help you learn English in preparation for a successful higher education experience in the United States. Here are some of the advantages that the ELI offers to you:

- A brand-new, state-of-the-art building and classrooms with cutting-edge technology;
- Highly trained and experienced faculty who hold masters’ and doctoral degrees in Teaching English to Speakers of Other Languages (TESOL), Linguistics, and other related fields;
- A diverse student population, with students coming from over 120 countries;
- Free weekly in-class conversation practice with members of the UCF community;
- Free access to multimedia labs equipped with the latest technology;
- Advisor support throughout your time here;
- Diverse program options such as Access UCF, geared toward students who want to earn college credits while studying English, and the mid-point entry option for students who would like to start in the middle of a semester.

Our dedication to your success begins the moment you apply to the ELI. When you arrive here, as part of your orientation activities you will take a placement test with our faculty. Depending on your results, you may be placed in one of five levels: Foundations, Level 1, Level 2, Level 3, or Level 4. At all levels, the courses of reading, writing, and grammar are offered. Students in Foundations and Levels 1-2 also take courses in listening and speaking skills, while student in Levels 3-4 take elective courses such as TOEFL and other college preparatory courses in addition to communication skills. The University Central Florida has over 63,000 students, and as an ELI student, you are now part of that broad and diverse community of learners. We look forward to helping you achieve success!

NATALY CHANDIA  
Assistant Vice-President - UCF Global
The UCF English Language Institute (ELI) promotes not only language learning but the mutual understanding of cultures.

Our hope at ELI is that our students learn English and make life-long bonds with people from all over the world.

The Institute has prepared this guide to provide students with important information about the Intensive English Program and its operation. Questions about this guide should be directed to the ELI academic advisor.
Our Mission

The English Language Institute provides high-quality English language programs for international students and professionals, offers services that enhance research and instruction in language learning, and coordinates cultural programs that contribute to multicultural awareness and global education.

ACCREDITATION

The English Language Institute at University of Central Florida (UCF) is accredited by the Commission on English Language Program Accreditation (CEA) and agrees to uphold the CEA standards for English Language Programs.

Further information about this accreditation, contact the

COMMISSION ON ENGLISH LANGUAGE PROGRAM ACCREDITATION

1001 North Fairfax Street
Suite 630
Alexandria, VA 22314
(703) 665-3400
What is the UCF English Language Institute (ELI)?

The English Language Institute is a non-credit program at the University of Central Florida designed for global minded students who want intensive training in English for academic, professional, and personal reasons. As one of the largest universities in the U.S., ELI provides students from all over the world a rich and cultural experience.

GOALS OF THE ENGLISH LANGUAGE INSTITUTE

1. Prepare students for graduate or undergraduate studies by offering a program of courses and activities that allows students to systematically progress in order to attain competency in the English language necessary for performing at the university level.

2. Offer electives that allow professional, non-academically-bound students to create a curriculum of English language instruction in order to enhance their professional development.

3. Provide students, as a transition to UCF or other U.S. universities, the means to participate in the culture of the United States by offering opportunities to experience the community through field trips and other activities.

4. Serve as a liaison to promote better multicultural awareness and appreciation between international students and surrounding communities near UCF.

5. Ensure the quality of instruction that is provided through effective hiring and training procedures of the teaching staff and ongoing staff developments.

6. Furnish a forum for practicums necessary for students in the TESOL Master’s program.

7. Strive to maintain a balance of students from diverse cultures through active recruitment.

8. Provide support services to assist students in their academic pursuit as well as social and personal adjustments.

NOTE: To ensure our student’s success, students are encouraged to spend ten (10) hours each day studying English both in classes and at home. Students should use only English in their classroom to help them get the maximum benefit during class time.
How is the program organized?

There are (8) eight levels of classes:

<table>
<thead>
<tr>
<th>Level 0</th>
<th>Foundations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Grammar, Writing, Reading, Listening, and Speaking</td>
</tr>
<tr>
<td>Level 1</td>
<td>Beginner</td>
</tr>
<tr>
<td></td>
<td>Grammar, Writing, Reading, Listening, and Speaking</td>
</tr>
<tr>
<td>Level 2</td>
<td>Intermediate</td>
</tr>
<tr>
<td></td>
<td>Grammar, Writing, Reading, Listening, and Speaking</td>
</tr>
<tr>
<td>Level 3</td>
<td>High - Intermediate</td>
</tr>
<tr>
<td></td>
<td>Grammar, Writing, Reading, Communication Skills, and electives</td>
</tr>
<tr>
<td>Level 4</td>
<td>Advanced</td>
</tr>
<tr>
<td></td>
<td>Grammar, Writing, Reading, Communication Skills and electives</td>
</tr>
</tbody>
</table>

Students take a placement test to determine their level before starting the English program. Students take **24-25 hours of face-to-face classes each week with Student Success Days each Friday.**

- Electives
  A wide choice of electives based on student interests.
- Student Success Days
  Friday afternoons will be reserved for cultural activities on campus, in Orlando or within the greater Florida region. It will be a great time to learn more about American culture and history with opportunities to practice your English.
HOW ARE STUDENTS EVALUATED?

In your classes, you will take tests and other assessments to see if you are progressing and have developed the skills to advance to the next level. There is a comprehensive final exam at the end of every session for each class. In addition, instructors usually give shorter tests and quizzes during the session in each class.

After completing your midterm exams, you will receive a progress report. This report will tell you how you are doing in the class. If you are concerned about your course grade, you should talk with your instructor to make a plan for improvement. You can see your final grade for each course at the end of each session. If you have successfully completed your course requirements, you will progress to the next level.
How are the classes graded?

Classes at ELI are graded on a letter scale. For the core classes (Grammar, Reading, Writing, Listening, Speaking, and Communication Skills), the grading scale is as follows:

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>GRADE / PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excellent</strong></td>
<td>A+ = 98-100%</td>
</tr>
<tr>
<td></td>
<td>A = 95-97%</td>
</tr>
<tr>
<td></td>
<td>A- = 92-94%</td>
</tr>
<tr>
<td><strong>Good</strong></td>
<td>B+ = 88-91%</td>
</tr>
<tr>
<td></td>
<td>B = 85-87%</td>
</tr>
<tr>
<td></td>
<td>B- = 82-84%</td>
</tr>
<tr>
<td><strong>Average</strong></td>
<td>C+ = 78-81%</td>
</tr>
<tr>
<td></td>
<td>C = 74-77%</td>
</tr>
<tr>
<td></td>
<td>C- = 71-73%</td>
</tr>
<tr>
<td><strong>Repeat</strong></td>
<td>R = 0-70%</td>
</tr>
<tr>
<td><strong>Academic Dishonesty</strong></td>
<td>Z (precedes letter grade)</td>
</tr>
</tbody>
</table>

For elective classes, the grading scale is as follows:

<table>
<thead>
<tr>
<th>Classification</th>
<th>Grade / Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfactory</td>
<td>S = 71-100%</td>
</tr>
<tr>
<td>Unsatisfactory</td>
<td>U = 0-70%</td>
</tr>
<tr>
<td><strong>Academic Dishonesty</strong></td>
<td>Z (precedes letter grade)</td>
</tr>
</tbody>
</table>

**ACADEMIC VOCABULARY**

The educational system in the United States may be very different from your home country’s system. It is your responsibility to become acquainted with the new system. Please use the glossary at the end of this handbook for explanations of some academic vocabulary commonly used in the United States.
YOUR FIRST WEEK AT ELI

TASK 1: ELI ORIENTATION
• Introduction to Administration, Faculty and the program

TASK 2: VERSANT ENGLISH PLACEMENT TEST
• 50 minutes computer based test.
• Testing all 4 English skills: Reading, Writing, Grammar and Communication Skills

TASK 3: CAMPUS ORIENTATION
• Immigration orientation
• Campus tour
• Medical insurance information and orientation
• Field trip/activity safety awareness

TASK 4: COURSE REGISTRATION
• After you learn your level placement, an ELI staff member will help you choose your courses. After the first semester, you will register for classes by yourself, but you can get help from ELI staff if needed.

TASK 5: TEXTBOOKS
• Textbooks are included in your tuition.
• After registering for classes, you will get a course schedule including a textbook list (print this out).
• Bring your student ID and a print out of your course schedule to the UCF Bookstore.
• You must pick up your textbooks at the UCF Bookstore prior to your first day of class.

Do not write in the textbook or use the access code during the first week of classes. If you have a schedule change, you can exchange your books at the bookstore.
When do I pay my tuition?

You or your sponsor must pay the full tuition by the deadline. The deadlines are in the ELI calendar at [www.global.ucf.edu/eli/calendar](http://www.global.ucf.edu/eli/calendar).

*If you do not pay on time, there is a late fee penalty.* If you are sponsored by an embassy or institution, you must submit a financial guarantee or sponsorship letter before you can register for classes.

WHERE CAN I PAY MY TUITION?

There are two options for paying your tuition:

- Pay online at MyUCF.
- Pay in the UCF Student Accounts Office located in Millican Hall, Room 109.

HOW CAN I PAY MY TUITION?

- Money orders
- Cashiers’/travelers’ checks
- American Express
- Discover
- MasterCard

UCF does not accept Visa.

You must attend **ONLY** your registered classes. The instructors evaluate the students in the first week, so it is important that you are present and participating in all class activities. *Changing sections either online or with your advisor depends on availability and is NOT guaranteed.*
Do I need health insurance?

Yes, you do! The State of Florida requires all international students to have health insurance. You must show proof of insurance in order to register for classes. Students that do not have health insurance are advised to purchase the recommended UCF health insurance plan. This plan only covers major medical expenses. You will be able to purchase insurance during the health insurance orientation or online. It is your responsibility to buy insurance each enrollment period and demonstrate proof of current insurance to the UCF Student Health Services office to avoid holds that block your registration.

Visit the UCF Student Health Services website for more information:

You must have proof of health insurance and your immunization records to register for classes.

DO I NEED RECORDS OF MY IMMUNIZATIONS?

Yes, you do! The State of Florida requires all students to provide proof of their immunizations. You must give your completed immunization records to the UCF Health Center when you enroll. If you need an immunization, you can get the shot at the Health Center at a low cost.
What is the ELI Attendance Policy?

ELI students are required to be in class every day. Students are also required to be in class on time. If class begins at 9:00 a.m., students must be in their seats at that time. If students arrive late, they will be marked tardy (late). After three (3) tardies in one class, students will receive one absence.

For example, 9 tardies in Writing class = 3 absences.

When a student has 3 absences in any class, he or she will receive a warning message from his or her instructor and a copy will be provided to an academic advisor.

When a student has 4 absences in any class, the student will receive a notice from his or her instructor and placed on attendance probation and must meet an academic advisor.

When a student has 8 absences in class, the student must meet with the Assistant Director and may be dismissed from the program. A student may appeal within 1 week of the dismissal notification sent to the student’s Knights email. Once a student is dismissed, his or her immigration status will be terminated and the student must see an immigration advisor immediately.

Any time you are absent for a doctor’s visit or emergency, it is your responsibility to obtain documentation such as a doctor’s note or police report. Keep this information in case you’re asked to provide documentation. ELI does not have an ‘excused’ or ‘unexcused’ attendance policy.
<table>
<thead>
<tr>
<th>ABSENCES PER CLASS</th>
<th>WHAT HAPPENS?</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Your instructor will provide you with a notification of reaching 3 absences and a copy provided to the academic advisor</td>
</tr>
<tr>
<td>4</td>
<td>Your instructor will provide you with a notification of reaching 4 absences and a copy provided to the academic advisor</td>
</tr>
</tbody>
</table>
| 8                  | 1. You must meet with the Assistant Director  
2. Your immigration status may be terminated  
3. You must see an immigration advisor immediately |

If you miss many classes, your absences will affect your class performance. If you have a serious medical issue, we recommend that you speak with an Immigration Advisor about your options.

**CAN I BRING MY CHILDREN TO CLASS?**

Due to safety concerns, children are not allowed in classrooms at any time. In addition, children should not be left alone in the hallways, at the front desk, or in the common areas while their parents are in classes or meetings. Parents should also be aware that students may be taking tests at any given time of the day, and noise disruption should be kept to a minimum during class time. If you wish to seek on campus child care, the UCF Creative School for Children provides additional parental support for full time enrolled students. For more detailed information, visit: [csc.sdes.ucf.edu](http://csc.sdes.ucf.edu).

**WHAT DO I NEED TO KNOW ABOUT CONDUCT AND BEHAVIOR?**

ELI is home to students from many different cultural, language, and religious backgrounds. We want all students to interact with their classmates to learn about different cultures. However, communication can sometimes be difficult because students at ELI are learning English at different levels. We expect all ELI students to be patient, sensitive, and understanding with each other.
The following guidelines will help you avoid problems and be respectful of your classmates:

» Show respect to all students and instructors.
» Do not make jokes about other countries, languages, cultures, or religions.
» Do not make sexual jokes or make unwanted sexual/physical contact with other students while at ELI.
» Do not disrupt or disturb class in any way. This includes using electronic devices such as your cell phone, iPad, video games, or similar items.
» Do not use illegal drugs or alcohol at ELI, or go to class under the influence of any illegal drugs or alcohol.
» Do not eat food or drink any beverage except water inside all ELI classrooms. There is no food, drinks, or even water allowed in the labs.
» Do not use profanity (curse/bad words) or upsetting or harmful language.
» Children are not permitted in the classrooms at any time.
» Absolutely no cheating or plagiarism will be allowed. This includes helping others to cheat or doing their homework/assignments for them.
» Absolutely no physical violence or threats of physical violence to other students, instructors, or property will be tolerated.
» Absolutely no bullying, harassment, or stalking will be tolerated – this includes in-person and online.
» Weapons are not allowed at ELI at any time.

Anyone who violates these guidelines may be subject to dismissal from the program.
CAN I USE MY CELL PHONE OR OTHER ELECTRONIC DEVICES IN CLASS?

You can use your cell phone or other electronic devices in class only when you have specific instructor permission. You should respect both your instructors and your classmates by having all phones and electronic devices on silent mode and put away during class time. Students should not leave class for non-emergency calls or texts.

WHAT ARE MY STUDENT RESPONSIBILITIES?

1. The most basic responsibility is to study and develop intellectually.
2. You must observe all UCF policies and regulations.
3. UCF expects that you will have excellent ethical and moral behavior and contribute to the well-being of our society.
4. UCF’s Student Code of Conduct is located at

What are my student rights?

Because ELI is part of UCF, we follow the same guidelines for student rights and responsibilities. The complete document listing student rights and responsibilities can be found at You are encouraged to read and ask questions about this document.
As an ELI student, you have the following student rights:

1. Membership in an UCF Registered Student Organizations (RSO)
   For a full list of RSOs, visit:

2. Freedom to hold public forums

3. Freedom to hear, write, distribute, and act upon thoughts and beliefs
   **REMEMBER:**
   » Only written materials that clearly identify the author and/or sponsor may be sold and/or distributed on campus.
   » Students must get non-UCF or off-campus printed materials approved by the ELI Director in order to distribute them to students/post them or to distribute materials/petitions inside the building.

4. Confidentiality of student records.
   » ELI student records are kept securely in digital format in PeopleSoft, and also scanned into the ViewStar application, and kept on site as long as Florida public records schedule states. All emails are kept for 7 years.

5. Religious Observances
   » The University of Central Florida will reasonably accommodate the religious observances, practices, and beliefs of individuals in regard to admissions, class attendance, and the scheduling of exams. Students who want to observe a religious holy day of their own faith must notify all of their instructors at the beginning of the session to be excused from classes to observe the religious holy day.
   » Students will be responsible for all material (including tests, in-class assignments, and homework) covered during the absence but will be given a reasonable amount of time to complete any work missed.
   » Students who inform their instructors at the beginning of the session and are absent from academic or social activities because of religious observances will not be penalized.
WHAT IS THE POLICY ON CHEATING AND PLAGIARISM?

We expect that no student will intentionally cheat on their academic work. However, because there are different cultural ideas about what cheating is, here are the expectations at ELI:

» In testing environments (quizzes, tests, exams) your work is to be completed individually and to be original.

» Students’ work should be based on their original ideas or research. If others’ ideas are used, they must be formally cited.

» Using another person’s words or ideas in a written assignment without citation (i.e. copying and pasting from the internet and turning in as your own work), or including your own work that you have turned in for another class at the ELI is considered plagiarism. Further information will be provided in your syllabus given by your instructors.

Any form of cheating or plagiarism is taken very seriously and can result in 0 (zero) for the assignment, test, or the class. The Director of the ELI will determine student’s continuation in the program.
What must I do to keep my F-1 visa status?

» Enroll in a full course of study at ELI (this is 5 classes).
» Students must meet the following requirements in order to maintain F-1 visa status. For detailed information on requirements visit “Maintaining Visa Status” at global.ucf.edu/eli/current students

1. Keep your passport valid at all times.
2. Notify UCF Global of any personal or program changes as soon as possible. Changes can include:
   » Change of address within 10 days
   » Completing the program earlier than expected
   » Withdrawing from the program
   » Extended leave from the U.S.
   » Other changes to immigration status
   » Early departure of dependents from the U.S.
   » Addition of new dependents
3. Notify UCF Global if you want to transfer to another institution.
4. Avoid unauthorized employment.
5. Obtain a signature from an UCF Global immigration advisor before travelling abroad.
6. Maintain health insurance during the entire program.
7. Read any emails or other communications from UCF Global to understand any changes in immigration regulations.

If you have more questions about immigration, please contact your immigration advisor at (407) 823-2337.

DO YOU HAVE ADVISING?

Appointments are required for a meeting. If you have academic questions, you should meet with the academic advisor. If you have immigration, transfer, I-20, or visa questions, including vacations, you should see an immigration advisor. If you have non-academic questions, you may check in with the front desk who will provide further guidance.
WHEN CAN I ADD OR DROP CLASSES?

The academic calendar on the ELI website has information about the add/drop period.

For up-to-date information, visit: www.global.ucf.edu/eli/calendar

If you add a class after the add/drop period, there is an additional late fee. If you withdraw from class after the add/drop period, there are no refunds.

CAN I TAKE MY FINAL EXAMS EARLY?

No, all exam dates are announced at the start of each session by instructors and are available on the ELI website and calendars. You should not travel on these important dates.

Students will not be allowed to take early exams unless they have documents for a valid medical condition or another emergency situation.

WHAT IF I DON’T DO WELL IN A CLASS?

1. If you fail a class, you will be allowed to retake it one time (a total of 2 times to take one class). If you fail the class on the second try, you may be dismissed from the program for not making academic progress.

2. In some limited cases, you may be able to retake a class that you have passed. Please see an academic advisor for more details.

ELI encourages you to visit your teachers during office hours, after class or on the Student Success Days (Fridays) to receive additional help.

In good academic standing means the student has not violated the attendance policy (see page 23) and demonstrates active engagement in the classroom activities and assessments.
HOW DO I FINISH THE PROGRAM?

In order to successfully complete the IEP program, you must complete Level 8 Reading, Writing, Grammar, and Communication Skills with a minimum grade of a C in each class. If you want to appeal your final grade in any class at any level, you are asked to first speak with your instructor. If you have additional questions or concerns please make an appointment to see an Academic Advisor to file a grade appeal form.

HOW DO I EARN A CERTIFICATE OF COMPLETION?

You must be a full-time student who completed the core courses with a grade of “C” or better in each of your level 8 Reading, Writing, Grammar and Communication Skills course.

ELI gives a Certificates of Achievement for finishing each full level (1 - 7) with passing grades. ELI gives a Certificate of Completion for finishing level 8. There is a recognition ceremony on the last day of the semester for students, faculty, and staff to say congratulations, take pictures, exchange contact information and say goodbye.

ACCESS UCF
HOW CAN I TAKE THE TOEFL?

To take the iBT (internet-based) TOEFL, you must register online with the Educational Testing Service (ETS) in Princeton, New Jersey at

UCF’s Testing Center offers the iBT TOEFL twice per month. Please contact ETS or UCF’s Testing Center for more information about fees and the testing schedule. You may contact the testing center at 407-823-3785.

HOW DO I TRANSFER TO A DIFFERENT SCHOOL?

If you want to transfer to another school, it is your responsibility to take the following steps:

• Apply to the new school.
• Discuss your plan with your ELI Academic Advisor.
• Meet with an immigration advisor.

You must follow all of the transfer procedures to attend another school. If you do not, you may be in violation of U.S. Immigration Regulations.

If you are accepted to another school, you must still attend classes at ELI until your transfer is final. Being accepted at another school does not automatically transfer you to that school. If students do not attend classes, they may have their I-20 terminated. If your I-20 is terminated, reinstatement is not guaranteed. You must talk to your advisors to be certain the transfer has been completed.

HOW CAN I REQUEST DOCUMENTS?

To request a document, you must complete a Document Request Form at the ELI front desk, or submit an online request. Please allow 2-5 full working days for the processing of your request. Examples of documents that students may request include enrollment verification, transcripts, certificates of payment, and grades.
What computer and media resources are available to me?

ELI is equipped with two state-of-the-art multimedia labs where you have access to word processing and other useful English productivity software. The interactive multimedia labs are used to enhance your learning.

To use the lab computers, you must enter your Network ID (NID) and NID password. You will get your NID and password once you attend your ELI orientation. Please ask at the front desk if you need help with computer resources.

KEEP THESE RULES IN MIND WHILE USING THE MULTIMEDIA LABS!

1. The labs may be used as classrooms. **Instructors teaching in the labs have priority.** Students not taking class in the lab may be asked to leave if there are not enough free computers.

2. The lab is a working environment.

3. Students causing disruptions at any time will be asked to leave.

4. Students may not use instructor computers.

5. Work areas should be neat and organized at all times.

6. No food or drinks in the labs.
What activities can I participate in?

ELI organizes an array of cultural activities for you! They are scheduled at various times of each term. You will be notified through your knights email and on social media about each upcoming activity. You can participate in:

- Help Lab for Reading & Writing and Grammar Assistance
- IELTS Club
- Movie Club
- Conversation groups
- Community guest speakers
- Field trips
- Program-wide picnics
- Sports events
- Recreation activities

“Like” and “Follow” our social media pages for up-to-date information, upcoming events and activities at

facebook.com/ELIatUCF
instagram.com/ELIatUCF
twitter.com/ELIatUCF
Driving in the USA & Public Transportation

GETTING A U.S. DRIVER’S LICENSE
To get a Florida Driver’s License, you must pass a vision test, a written test, and a driving test at a local Department of Highway Safety and Motor Vehicles (DHSMV) office, which are generally located in the Tax Collector’s Office.

BRING THE FOLLOWING DOCUMENTS ON THE DAY OF THE TEST:

- Passport
- I-20
- I-94
- Valid driver’s license from your home country
- 2 forms that prove you are resident of Florida that show your residential address. *(This can include a local bank statement, phone bill, power bill, lease agreement, etc.)*
- If you don’t feel comfortable with your English, we encourage you to take someone that can translate

More information can be found at or by calling (850) 617-2000.

The closest driver’s license office to UCF’s main campus is the following:
You can call (407) 836-4145 to make an appointment for testing OR register online at Making an appointment will save time.

**All driving tests are by appointment only.**

To pass the exam, you have to answer **40 out of 50** questions correctly.

To get a copy of the Florida Driver’s License Handbook, please see the link:

If you do not want a driver’s license but want an additional form of photo identification you can obtain a Florida Identification Card at any Florida Driver’s License Office.

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**MOTOR VEHICLE SERVICES:**

You should contact the licensing agent in your home county for tag and title services.

A list of driver’s license offices that offer tag and title services is available at

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*All state-operated (DHSMV) offices accept American Express, Master Card, and Discover credit cards, BUT not all County Tax Collector’s Offices do. Please contact the office you intend to visit in advance if you have questions about the use of credit cards.*
HOW DO I GET A PARKING PERMIT?

Parking Services
(407) 823-5812
Building U1 First floor of Parking Garage B

If you plan to park a vehicle on the University of Central Florida campus you must buy a parking permit. The registered owner of the permit is responsible for all violations and penalties connected to the permit, even if your permit is expired. Information about the different types of student parking permits can be found on the UCF Parking Services website:

TO ORDER A PERMIT, YOU WILL NEED:

1. UCF NID and password
2. Knights email address
3. A valid phone number
4. A valid local mailing address
5. Vehicle information:
   • License plate number
   • Issuing state of license plate
   • Vehicle make
   • Vehicle color
   • Vehicle year
What other services are available at UCF for students?

Student fees that accompany tuition allows you to enjoy and use the following services that the University of Central Florida has to offer:

**UCF Card Services**
(407) 823-2100
Building 137 - Knights Plaza
The UCF ID Card is a big part of university life and serves as a required form of identification for all students.

**Student Union**
(407) 823-3677
Building 52
The Union has many restaurants and retail stores as well as services such as printing. Check out the website for more details.

**Office of Student Involvement**
(407) 823-6471
Student Union, Room 208

**Volunteer UCF**
(407) 823-2191
Volunteer UCF is an organization affiliated under OSI (Office of Student Involvement) whose mission is to promote community service. We encourage you to get involved as a means to connect with the community and practice using English.

You are also encouraged to explore other volunteer opportunities. For a list of local organizations which welcome volunteers, please see the ELI front desk.

**Gym and Intramural Sports**
(407) 823-2408
Building 88 - Recreation & Wellness Center
The UCF Recreation and Wellness Center (RWC) offers many programs such as Intramural Sports, Sport Clubs, Outdoor Adventure, Fitness, and Aquatics.
**Student Accessibility Services**  
(407) 823-2371  
Building 7F | Ferrell Commons

Student Accessibility Services ensures that students with unique needs may benefit equally from all of the opportunities provided at UCF, both academic and extracurricular.

**Student Legal Services**  
(407) 823-2538  
Building 7G – Ferrell Commons

The office of Student Legal Services seeks to provide students at the University of Central Florida with legal services in certain cases. If legal services doesn’t cover your concerns, they will refer you to an appropriate, non-affiliated attorney.

**UCF Dining Services**  
(407) 823-2651  
Student Resource Center, Room 109

UCF Dining Services offers meal plans for students living on campus and for students who live off campus. Information about meal plans can be found at UCF Dining’s webpage.
Student Health Center

Student Health Services
(407) 823-2701
Building 127

You can go to the student health services for a variety of medical needs. Please look at the details of services which can be found on the website.

Pharmacy

UCF Pharmacy
(407) 823-6337
Building 127

Knight Aide Pharmacy
(407) 882-0600
Student Union

You can buy basic medical supplies, health and beauty supplies, and fill prescriptions at this pharmacy.

Dental Center
(407) 823-1635
Building 127

You can get X-rays, exams, teeth whitening, cavities filled, and other dental services. These services are offered at additional costs and are not free.

Counseling and Psychological Services (CAPS)
(407) 823-2811
Building 27

You are eligible for services at CAPS. CAPS provides support for students dealing with crises, looking for career assessment, and general counseling. You may talk with an academic advisor at ELI if your wish to be referred to CAPS.
What should I do if I need health care after business hours or away from UCF?

If students need health care after business hours, the UCF Student Health Center will not be available. Also, the Health Center does not provide inpatient hospitalization services. Here are some of the off-campus options available in the area.

- **UCF Pegasus Health**
  (407) 266-3627
  3400 Quadrangle Blvd,
  Orlando, FL 32817

- **Centracare Walk-in Clinic**
  11550 University Blvd,
  Orlando, FL 32817

- **Physicians’ Associates University Office**
  9964 University Blvd,
  Orlando, FL 32817

- **Winter Park Memorial Hospital**
  (407) 646-7000
  200 N. Lakemont Avenue,
  Winter Park, FL 32792

- **Florida Hospital East**
  (407) 277-8110
  7727 Lake Underhill Road,
  Orlando, FL 32822

- **Winnie Palmer Hospital for Women and Babies**
  (321) 843-9792
  83 West Miller Street,
  Orlando, FL 32806

- **Arnold Palmer Hospital for Children**
  (407) 649-9111
  92 West Miller Street,
  Orlando, FL 32806

What Type Of Safety & Security Services Are Offered On Campus?

- **Victim Services**
  (407) 823-2425
  12201 Research Parkway, Suite 450
  Orlando, FL 32826

- **UCF Police Department**
(407) 823-5555 (non-emergency) Building 150
911 (emergency)

Student Escort Patrol Services
(407) 823-2424

After 1 a.m. or on weekends, contact UCFPD at 407-823-5555.

Student Escort Patrol Services provides students a safe escort on campus during evening hours (7 p.m. to 1 a.m.) Sunday through Thursday. Outside these hours, students may call UCFPD for a safe escort.
Housing

Finding a place to live can be one of the most important decisions you have to make when you begin at UCF. This appendix describes some of the options available to you in the UCF area. Also, this appendix gives you information about renting and leasing apartments and houses.

FINDING VACANCIES

1. On-campus housing is available through UCF Housing and Resident Life.

2. Listings of local apartment complexes are available on the UCF Off-Campus Partners website.

HOUSING OPTIONS

Most apartments require either a one-semester or a nine-month lease. Security deposits of either a set fee or one month’s rent are standard, although some will vary. Some apartments are furnished; however, dishes, linens, pots, pans, and silverware are usually not included. Some apartments offer such amenities as swimming pools, game rooms, cable TV, color TVs, dishwashers, and washers and dryers.

LEASE AGREEMENTS

When you rent a room or an apartment, you will be required to sign a lease. A lease is a written contract between you (the tenant) and the landlord (the owner of the rental property). When you sign a lease, you agree to pay a certain amount of money each month over a specific period of time (usually 6, 9, or 12 months) and to follow certain rules in exchange for the right to occupy the rental property for a set period of time. Most lease agreements require that you pay a security deposit, which is usually equal to one month’s rent. This security deposit will be returned to you if you meet all the requirements of your lease.
HOUSING PROBLEMS

If you have a problem with your landlord or owner concerning rent, deposit, refund, repairs, etc., try the following:

1. **Talk with your landlord first.** He or she may not be aware of the problem. Be sure that the landlord has an opportunity to respond to your complaint before going somewhere else for help.

2. **Contact UCF’s Student Legal Services.** This free service is available to current UCF students. The legal professionals working in this department can answer your questions and give you advice about housing problems. For more information, visit

GENERAL INFORMATION

A landlord/owner may not refuse to rent to you because of your race, gender, religion, or national origin according to the Federal Fair Housing Law (Title VIII of the 1968 Civil Rights Act). Not only does this cover refusing to rent to someone, but also discriminating against someone in the terms, conditions, privileges, or the availability of services or facilities by the landlord/owner.

RENTER’S INSURANCE

You should consider purchasing renter’s insurance while in the United States. Lists of insurance agencies can be found in a Google search. You should contact different companies for price quotes to get the lowest insurance rate with the best coverage.

For additional details, please refer to the International Student Services Guide by visiting https://ucf.offcampuspartners.com/
ONLINE RESOURCES INCLUDE:
www.offcampus.housing.ucf.edu
www.apartmentfinder.com

DISCLAIMER: This list is for informational purposes only, without representation as to accuracy, and may change at any time. Neither the University nor UCF Global recommends, inspects, endorses any of the off-campus non-affiliated privately-owned apartments listed and does not take responsibility for any problems, losses, or conditions relating to the selection of the rental of the premises arising out of or relating to this listing. UCF Global does not perform roommate matching, negotiate terms of leases, make rental reservations, provide guarantees, or act as a rental agent.
UCF Off Campus Housing

1| Knight’s Circle
12440 Golden Knight Circle
Orlando, FL 32826
(407) 362-5095
Distance from UCF: 2.7 miles (4.4 km)

2| Boardwalk At Alafaya Trail
11801 Boardwalk Drive
Orlando, FL 32826
(407) 384-8626
Distance from UCF: 2.3 miles (3.8 km)

3| Pointe At Central
2635 College Knight Court
Orlando, FL 32826
(407) 384-6800
Distance from UCF: 1.5 miles (2.4 km)

4| Campus Crossings At College Station
12100 Renaissance Court
Orlando, FL 32826
(407) 273-5151
Distance from UCF: 2.6 miles (4.2 km)

5| Collegiate Village Inn
11850 University Blvd
Orlando, FL 32817
(407) 380-6000
Distance from UCF: 2.4 miles (3.8 km)

6| The Quad Apartments
10200 University Blvd.
Orlando, FL 32817
(407) 673-4401
Distance from UCF: 3.7 miles (6 km)

7| The Edge
11841 Jefferson Commons Circle
Orlando, FL 32826
(407) 382-4114
Distance from UCF: 1.3 miles (2.1 km)

8| The Lofts
1805 Loftway Circle
Orlando, FL 32826
(321) 754-2000
Distance from UCF: 3.7 miles (6 km)

9| Northgate Lakes Apartments
1389 Northgate Cir. #101
Oviedo, FL 32765
(407) 366-7474
Distance from UCF: 1.6 miles (2.6 km)

10| Riverwind Apartments
100 Riverwind Way
Oviedo, FL 32765
(407) 359-2815
Distance from UCF: 2.4 miles (3.8 km)

11| Campus Crossings Alafaya
12024 Royal Wulff Lane
Orlando, FL 32817
(407) 277-4007
Distance from UCF: 2.5 miles (4 km)

12| The Village at Alafaya Club
3100 Alafaya Club Drive
Orlando, FL 32817
(407) 482-9990
Distance from UCF: 2.9 miles (4.7 km)
UCF Off Campus Housing

13 | The Village at Science Drive
2913 Einstein Way
Orlando, FL 32826
(407) 384-7080
Distance from UCF: 2.5 miles (4 km)

14 | The Place at Alafaya
11600 Mackay Blvd.
Orlando, FL 32826
(866) 446-9681
Distance from UCF: 1.2 miles (1.9 km)

15 | The Marquee
12100 Sterling University Ln.
Orlando, FL 32826
(407) 275-0905
Distance from UCF: 0.8 miles (1.3 km)

16 | NorthView
3925 Lockwood Blvd.
Orlando, FL 32765
(407) 455-2252
Distance from UCF: 1.0 miles (1.6 km)

17 | University House
3200 North Alafaya Trail
Orlando, FL 32826
(407) 730-9400
Distance from UCF: 1.1 miles (1.7 km)

18 | Tivoli Apartments
4284 Spoleto Circle
Oviedo, FL 32765
(321) 765-1111
Distance from UCF: 1.5 miles (2.4 km)

19 | Plaza on University
12101 University Blvd.
Orlando, FL 32817
(407) 276-5010
Distance from UCF: 0.6 miles (1 km)
International Grocery Guide

Orlando has a large variety of ethnic grocery stores and restaurants that include Caribbean, Hispanic, Asian, Thai, Vietnamese, British, French, Greek, Italian, Indian, Polish, Halal, as well as many others.

The list below represents a very small sample near the UCF Main campus.

1. **International Food Club**
   4300 L B McLeod Rd,
   Orlando, FL 32811

2. **Eastside Asian Market**
   12950 E. Colonial Drive,
   Suite 106
   Orlando, FL 32826

3. **First Spring Supermarket**
   10681 E Colonial Drive
   Orlando, FL 32817

4. **Cedar Halal Food & Deli**
   12100 E Colonial Drive
   Orlando, FL 32826

5. **Latino Grocery, Spanish Food**
   2732 S Chickasaw Trail
   Orlando, FL 32829

6. **Bravo Supermarket**
   10659 E Colonial Drive

**PLEASE NOTE:** This is a list of stores near the UCF main campus. We do not endorse, recommend or inspect the quality of these businesses.
MEASUREMENTS

**Weight**

1 Kilogram = 2.2 U.S. pounds = 4 3/8 cups = 1000 grams
454 grams = 1 U.S. pound = 1 cup
100 grams = 3.5 ounces

**Capacity**

1 liter = 4 cups + 3 tablespoons = 1.06 quarts (liquid)
1 cup (liquid) = 2.4 deciliters
1 coffee spoon = 1 teaspoon - 2 grams
1 dessert spoon = 2 teaspoons
1 soup spoon = 1 tablespoon

**Length**

1 meter = 1.0936 yd. = 39.37 inches
100 centimeters = 1 meter
91.5 centimeters = 1 yard
30.5 centimeters = 1 foot
2.54 centimeters = 1 inch

1 centimeter = approx. 3/8 inch 1 kilometer = approx. 5/8 mile
1.6093 kilometers = 1 mile
1 hectare = 2.47 acre
1.4 hectares = 1 acre

**Yard Goods**

90 centimeters = 36 inches
140 centimeters = 55 inches
Currency

ONE HUNDRED DOLLAR BILL ($100)

FIFTY DOLLAR BILL ($50)

TWENTY DOLLAR BILL ($20)

PENNY
$0.01
One Cent

NICKEL
$0.05
Five Cents

DIME
$0.10
Ten Cents
Currency

**TEN DOLLAR BILL** ($10)

**FIVE DOLLAR BILL** ($5)

**ONE DOLLAR BILL** ($1)

**QUARTER**

$0.25  
Twenty-Five Cents

**HALF DOLLAR**

$0.50  
Fifty Cents

**GOLD DOLLAR**

$1.00  
One Dollar
Glossary

ACADEMIC CONDUCT: STANDARDS
Americans value original thinking and academic honesty. Academic honesty means that you are graded on your own original work. When you use another person’s work as your own, it is called plagiarism. This can result in a grade of 0 (zero) on tests or assignments or failing the course. It can result in you being dismissed from ELI. If you have questions about cheating or plagiarism, please talk to your instructor! Please see the policy on page 22 about cheating and plagiarism. As a result of academic dishonesty in a course, the appropriate grade, will be assigned to a student preceded by the letter Z.

ACADEMIC YEAR
At ELI, the academic year is divided into three semesters: fall, spring, and summer. The ELI semester schedule follows the UCF semester schedule.

ASSESSMENT
An assessment is used to evaluate your English. It can be a quiz, exam, test, presentation, essay, or other work.

ASSIGNMENT
An assignment is any classwork done outside of class. It can include workbook questions, reading books, writing outlines/drafts, or other tasks. This is required by your instructor to improve your English skills.

SYLLABUS
The syllabus has the information for the course for the semester. It includes information about class expectations, policies, the textbook, schedule, exams, and grades.

MIDTERM
The midterm exam is a test given during the middle of the session. A midterm report is a list of your grades and absences that your instructor will give you in class or online.

FINAL EXAM
The final exam is a test at the end of the session. It is usually an important part of your total grade for the course.

TRANSCRIPT
A transcript is an official document that shows your courses and your grades. You can request a transcript at the ELI front desk.
Notes: