# IMPORTANT TELEPHONE NUMBERS

## EMERGENCY
- Ambulance/Fire/Police
  - 911
- UCF Police
  - (Non-Emergency)
  - (407) 823-5555
  - [police.ucf.edu](http://police.ucf.edu)
- Orange County Sheriff
  - (Non-Emergency)
  - (407) 254-7000
  - [www.ocso.com](http://www.ocso.com)
- Seminole County Sheriff
  - (Non-Emergency)
  - 407-665-6600
  - [www.seminolesheriff.org](http://www.seminolesheriff.org)
- Safety Escort Patrol Services
  - (407) 823-2424
  - [police.ucf.edu](http://police.ucf.edu)

## ILLNESS
- UCF Health Services
  - (407) 823-2701
  - [shs.sdes.ucf.edu](http://shs.sdes.ucf.edu)
- Counseling Services
  - (407) 823-2811
  - [caps.sdes.ucf.edu](http://caps.sdes.ucf.edu)
- Student Accessibility Services
  - (407) 823-2371
  - [sas.sdes.ucf.edu](http://sas.sdes.ucf.edu)
- Knights Pantry
  - (407) 823-3663
  - [studentunion.ucf.edu](http://studentunion.ucf.edu)
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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;
- Weekly in-class conversation practice with members of the UCF community;
- Access to multimedia labs equipped with the latest technology;
- Advising support throughout your time here;
- Our Undergraduate Track geared toward students who want to earn college credits while studying English.

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. Depending on your test results, you may be placed in one of ten levels. Reading, writing, and grammar classes are offered in every level. Students will also engage in elective courses such as test-prep, pronunciation, debate, cinema studies, literature, and other college preparatory courses. The University Central Florida has over 66,000 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
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 program and its operation. Questions about this guide should be directed to the advising team.
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 offers non-credit programs 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 courses and activities that allow 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.
How is the Intensive English Program (IEP) program organized?

There are (10) ten academic levels and each level contains four (4) core courses including Grammar, Writing, Reading, Communication Skills, and one elective.

<table>
<thead>
<tr>
<th>Level 0</th>
<th>Foundations</th>
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<tbody>
<tr>
<td></td>
<td>Intregrated Skills</td>
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<table>
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<tr>
<th>Levels 1-8</th>
<th>Core IEP Program</th>
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<tbody>
<tr>
<td></td>
<td>Grammar, Reading, Writing, and Communication Skills</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Levels 9-10</th>
<th>Academic Preparation Program</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Grammar, Reading, Writing, and Communication Skills</td>
</tr>
</tbody>
</table>

The core courses are offered according to placement level; the descriptions below represent the full range of expectations for all levels. For specific details, students should carefully read the course syllabus and talk to their instructors.

**Overview of Grammar:** Students will learn how to understand and use grammar in multiple contexts including: various verb tenses, nouns, adjectives, clauses, models, expressions of quantity, gerunds, infinitives, conjunctions, passive and advanced grammatical concepts. Students will also learn how to produce grammatically correct sentences.

**Overview of Writing:** Students will learn how to organize ideas and different writing techniques including phrases, sentences, grammatical structures, paragraphs in different patterns, and different types of academic essays. Students will also learn how to write various rhetorical patterns used in university writing, and properly document sources using the APA/MLA format.

**Overview of Reading:** Students will learn how to expand their active vocabulary usage, increase reading comprehension focus on in-depth analysis, build critical reading skills and textual elements, practice long reading discourses, and develop cultural schema while studying various interesting topics. These topics can include science, geography, culture, research, food, health, technology, and current events.
Students will also learn how to synthesize information from different sources in order to draw conclusions and begin working on analyzing qualitative and quantitative data.

**Overview of Communication Skills:** The purpose of this course is to develop comprehensive listening, oral delivery, social communication and academic discussion skills. Students will learn to understand lectures, participate in debate, deliver effective presentations, improve their pronunciation and note-taking skills, in addition to attending special topic academic discussions.

**Elective courses:** The purpose of these courses is to develop language skills in areas including debate, pronunciation, academic and business writing, grammar, culture, technology skills, and academic preparation.

**Students take 23-25 hours of face-to-face classes each week in addition to Student Success Activities,** which occur on Friday afternoons. These activities are a great opportunity to practice your English, and learn more about American culture and history. This time will also be reserved for cultural activities on campus, in Orlando or within the greater Florida region.
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 give shorter tests and quizzes during the session. You may check your progress for each class in Webcourses throughout the session. Your progress grade in Webcourses may not be your final grade. If you are concerned about your grade, you should talk with your instructor.

How are the classes graded?

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

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>GRADE / PERCENTAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</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>Good</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>Average</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>Repeat</td>
<td>R = 0-70%</td>
</tr>
</tbody>
</table>

Academic Dishonesty Z (precedes letter grade)

For elective classes, the grading scale is as follows:

<table>
<thead>
<tr>
<th>Satisfactory</th>
<th>S = 71-100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsatisfactory</td>
<td>U = 0-70%</td>
</tr>
</tbody>
</table>

Academic Dishonesty Z (precedes letter grade)
ACADEMIC VOCABULARY

The educational system in the United States may be 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.

WHAT IF I DON’T DO WELL IN A CLASS?

If you fail a class, you will be allowed to retake it one time. If you fail the class on the second try, you may be dismissed from the program for not making academic progress.

ELI encourages you to visit your instructors during office hours to receive additional help. You should also utilize the Homework Help Lab for assistance with Reading, Writing, and Grammar.

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.
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.

TASK 5: TEXTBOOKS
• Textbooks are included in your tuition.
• After registering for classes, you will get a course schedule including a textbook voucher.
• Bring your student ID, course schedule, and book voucher 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 must pay the full tuition by the payment deadline. The deadline is on Friday of the second week of each session. You can also check the complete academic calendar at global.ucf.edu/eli/calendar.

- Sponsored Students: Check your Financial Guarantee Letter end date and contact your sponsors before the end date.
- Self-Pay Students: Check the deadline and pay your tuition before the deadline.

If you do not pay on time, you will be charged a late fee. 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: studentaccounts.ucf.edu/payment-methods
- UCF Student Accounts Office located in Millican Hall, Room 109.

PAYMENT METHODS

- Money orders
- Cashiers'/travelers' checks
- American Express
- Discover
- MasterCard
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. You will be able to purchase insurance during orientation or online. It is your responsibility to buy insurance each enrollment period and demonstrate proof of current insurance to UCF Student Health Services office to avoid holds that block your registration.

You must have proof of health insurance and your immunization records before you can 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 provide your complete 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?

The purpose of the attendance policy is to support the academic and social success of students.

STUDENT ABSENCES

ELI students are required to be in class every day. Students are also required to be on time. If students arrive late, they will be marked late.

<table>
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<th>ABSENCES PER SESSION</th>
<th>WHAT HAPPENS?</th>
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<tr>
<td><strong>15</strong></td>
<td>• Meeting with an Academic Advisor</td>
</tr>
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<td></td>
<td>• Implement Individualized Academic Success Contract</td>
</tr>
<tr>
<td></td>
<td>• Attendance Warning hold placed on student’s MyUCF account</td>
</tr>
<tr>
<td><strong>25</strong></td>
<td>• Meeting with the Associate Director</td>
</tr>
<tr>
<td></td>
<td>• Attendance probation hold placed on student’s MyUCF account</td>
</tr>
<tr>
<td></td>
<td>• Attendance is closely monitored</td>
</tr>
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</table>

Unexpected Absences

For unexpected absences that result in missed classes, documentation must be provided to the student’s instructors upon their return.

Student Dismissal

Students who continue to violate the attendance policy while on attendance probation may be dismissed from the program. For students in F-1 or J-1 status, dismissal from the program due to absences will result in the termination of the student’s SEVIS record.
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 students. For more detailed information, visit: 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.
» Do not disrupt or disturb class in any way.
» Do not use illegal drugs or alcohol, or go to class under the influence of any illegal drugs or alcohol.
» Do not eat or drink inside classrooms or 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 permission from your instructor. You should respect both your instructors and your classmates by having all phones and electronic devices in 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. Attend all classes on time for your study and intellectual development.
2. Observe all UCF policies and regulations.
3. Have excellent ethical and moral behavior and contribute to the well-being of our community.
4. UCF’s Student Code of Conduct: osc.sdes.ucf.edu/process/roc

**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 osrr.sdes.ucf.edu. 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: 
   
   [knightsconnect.campuslabs.com/engage/organizations](http://knightsconnect.campuslabs.com/engage/organizations)

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 as long as Florida public records schedule states. All emails are kept for seven 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 properly 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.

» Also see: goldenrule.sdes.ucf.edu
F-1 & J-1 Immigration Information

International Student & Scholars Services (ISSS)

ISSS welcomes, supports, and empowers international students and scholars by providing immigration guidance, advocacy, and support services. If you have questions about immigration or adjusting to life in the United States, meet with an Immigration Advisor. We’re here for you!

ISSS is located on the second floor of UCF Global. Immigration Advisors hold walk-in hours every Monday through Friday in the morning and afternoon. We can also be reached at 407-823-2337.

Key Immigration Terms

- **Visa**
  
  F and J visas are non-immigrant visas that allow admission to the United States temporarily to pursue full-time studies. You can think about the visa stamp in your passport like a “ticket” to enter the US similar to a ticket to enter a theme park. Once you use your ticket to enter the theme park, it has served its purpose but if you leave the park, you would need to show a valid ticket to reenter. It is the same with your visa.

- **Status**
  
  Your status is given at the port of entry and is indicated on your I-94 and on the stamp the Customs and Border Protection officer gives you at the port of entry. Your status indicates how much time you can remain in the U.S. As F-1 or J-1 students, you are permitted to remain in the US for “duration of status.”

- **Passport**
  
  Your passport should be valid at all times you are in the US and should be valid for at least 6 months when you reenter the US after travel abroad. If your passport will expire, be sure to contact your embassy to renew your passport. If you get a new passport, it is important to provide a copy to your Immigration Advisor.
I-94

Your I-94 is an electronic document that shows your status. You can download your I-94 from the Customs and Border Protection website.

Duration of Status (D/S)

As long as you are maintaining your status and your I-20 or DS-2019 is valid, you can stay in the US even if your visa has expired.

Grace Period

F-1 students have a 60-day grace period from your date of graduation. You are eligible for a grace period if you graduate from the ELI and your I-20 is still valid. During your 60-day grace period, you can:

» Begin a new academic program at UCF

» Transfer to another school to start a new academic program

» Travel within the U.S.

If you decide not to do any of those things, you should depart the US before your grace period ends.

J-1 students have a 30-day grace period from your date of graduation. You are eligible for a grace period if you graduate from the ELI and your DS-2019 is still valid. During your 30-day grace period, you can:

» Travel within the U.S.

J-1 students should depart the US before their grace period ends.

I-20 and DS-2019

It’s important to familiarize yourself with your I-20 (F-1 students) or DS-2019 (J-1 students). Your I-20 or DS-2019 is one of your most important immigration documents while you are an F-1 or J-1 student. It indicates information about you, your school, your academic program, your program dates, and your funding. Your I-20 or DS-2019 should always reflect your current information. If any of your information changes, you need to meet with your Immigration Advisor to update your I-20 or DS-2019.
Maintaining Valid F-1 or J-1 Status
You are responsible for learning about and complying with the terms and conditions of your F-1 or J-1 immigration status. Failing to comply is deemed a violation of immigration status and may have serious consequences on your ability to remain in or return to the United States.

Full-Time Enrollment
F-1 and J-1 students must be enrolled full-time for the entire duration of the ELI Program. Full-time enrollment means taking five (5) classes each academic session.

Attendance
You need to follow the ELI attendance policy and attend your classes in order to maintain your immigration status. Violating the attendance policy with excessive absences may result in the termination of your SEVIS record.

Annual Vacation
If you have been enrolled for four (4) consecutive sessions you may be eligible for an annual vacation if you intend to enroll in the next session. If approved for a vacation, you may take one (1) session off and still maintain valid F-1 status. During your annual vacation, you may stay in the United States or travel outside of the US. You must apply for annual vacation before the next session begins.

I-20 or DS-2019 Extension
If your I-20 or DS-2019 will expire before you finish the ELI program, you need to request an extension before it expires.

Address and Phone Numbers
If you move to a new address or change your phone number, you are required to report your new address and phone number to UCF Global within 10 days of the change so that your Immigration Advisors may update your SEVIS record. To report a new address and phone number, log into your myUCF account and update your address and phone number.
Travel

If you plan to travel outside of the United States, make sure that you have the following:

» Valid I-20 or DS-2019 with a travel signature signed within one year
» Passport valid for at least six months from your date of reentry
» Valid F-1 or J-1 visa through the date of your reentry*  
  (*some exceptions may apply for travel to Canada, Mexico, or the adjacent islands)

Work

F-1 and J-1 students are permitted to work on-campus up to 20 hours per week. You may not work off-campus. Working off-campus is a serious violation of your immigration status.

Change of Level

If you are admitted to a Bachelor’s, Master’s, or Doctoral program at UCF, you need to have your I-20 or DS-2019 updated. Meet with an immigration advisor for more information about the deadlines and required documentation.

Transfer Out

If you decide to transfer to another school, meet with an immigration advisor so they may assist you with the SEVIS transfer process including any applicable immigration deadlines and required documentation.
## Tips for maintaining your status

- Enroll full-time each academic session.
- Follow the ELI attendance policy.
- Keep your I-20 valid and request an extension **before** it expires.
- If traveling outside of the United States, get a travel signature **before** leaving campus.
- If you move or get a new phone number, update your myUCF account within 10 days.
- Maintain the required health insurance coverage.
- **Do not** work off-campus.
- Check your Knights email account often to read all emails from UCF Global.
- Meet with an Immigration Advisor if you have questions about your status.

Additional information on maintaining your status is found at: [studyinthestates.dhs.gov/maintaining-status](studyinthestates.dhs.gov/maintaining-status)
**ADVISING**

Appointments are required for an advising meeting.

- If you have academic questions, you should meet with the academic advisor.
- If you have immigration, transfer, I-20, or visa questions, including annual vacations, you should see an immigration advisor.
- If you have non-academic questions, check in with the front desk who will provide further guidance.

**WHEN CAN I ADD OR DROP CLASSES?**

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

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

If you add a class after the add/drop period, there is an additional **late fee**. If you drop 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.

ELI encourages you to make an appointment with your instructors to receive additional help.
HOW DO I FINISH THE PROGRAM?

In order to successfully complete the Intensive English Program at ELI, you must successfully complete Level 8, 9, or 10 core courses with a passing grade of a C or better.

If you want to appeal your final grade, speak with your instructor. If you have additional questions or concerns please make an appointment to see an Academic Advisor to submit a grade appeal request.

ELI awards a Certificates of Completion for finishing each full level (1 - 7) with passing grades. ELI provides a Certificate of Completion for finishing level 8, level 9, or level 10. There is a recognition ceremony at the end of the semester for students, faculty, and staff to congratulate students’ successful achievement.

UNDERGRADUATE TRACK

The Undergraduate Track combines intensive English studies with undergraduate courses, leading to degree-seeking admission for students planning to continue at UCF.

Students will earn 12 college-level credit hours of undergraduate coursework, and will be admitted to UCF as an undergraduate student upon successful completion of progression requirements.

For more information about the program, please visit: global.ucf.edu/eli

HOW CAN I REQUEST DOCUMENTS?

You must complete a Document Request Form at the front desk on the second floor. Please allow 2-3 business days for the processing of your request. Examples of documents that students may request include enrollment verification, transcripts, payment receipts, 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 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 open 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
Orlando City Soccer

Winter Park Boat Trip

Firkin & Kegler Bowling

International Pizza Party

UCF Lake Claire Adventures
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 www.flhsmv.gov or by calling (850) 617-2000.

UCF AND LYNX
Parking and Transportation Services has partnered with Lynx, the Central Florida Transit Authority to provide free access to routes on-board Lynx shuttles.

A valid UCF Student, Staff, and Faculty Identification card will be needed. For more information please visit www.golynx.com.
The closest driver’s license office to UCF’s main campus is the following:

**ORANGE COUNTY TAX COLLECTOR**
www.octaxcol.com
(407) 836-4145
10051 University Boulevard
Orlando, FL 32817

You can call (407) 836-4145 to make an appointment for testing or register online and make an appointment.

**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: www.flhsmv.gov/pdf/handbooks/englishdriverhandbook.pdf

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.

**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 any Florida Driver’s License Office.
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: parking.ucf.edu

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 allow you to enjoy and use the following services that the University of Central Florida has to offer:

**UCF Card Services**
ucfcard.ucf.edu
(407) 823-2100
Building 26 - John T. Washington Center
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**
osi.ucf.edu
(407) 823-6471
Student Union, Room 208

**Volunteer UCF**
(407) 823-2191
Volunteer UCF is an organization affiliated under OSI 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.
**Gym and Intramural Sports**  
rwc.sdes.ucf.edu/im  
(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**  
sas.sdes.ucf.edu  
(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**  
sls.sdes.ucf.edu  
(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**  
ucf.edu/services/s/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
shs.sdes.ucf.edu
(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
shs.sdes.ucf.edu/locations/pharmacy
(407) 823-6337
Building 127

Knight Aide Pharmacy
shs.sdes.ucf.edu/locations/pharmacy
(407) 882-0600
Student Union

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

Dental Center
shs.sdes.ucf.edu/services/dental
(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)
caps.sdes.ucf.edu
(407) 823-2811
Building 27

CAPS provides support for students dealing with crises, looking for career assessment, and general counseling. You may talk with an 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 may 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**

ucfhealth.com
(407) 266-3627
3400 Quadrangle Blvd,
Orlando, FL 32817

**Centra Care Walk-in Clinic**

www.centracare.org/florida
(407) 384-0080
11550 University Blvd,
Orlando, FL 32817

**Physicians’ Associates University Office**

www.orlandohealth.com
(407) 261-2956
9964 University Blvd,
Orlando, FL 32817

**Oviedo Medical Center**

www.oviedomedicalcenter.com
(407) 890-2273
8300 Red Bug Lake Rd
Oviedo, FL 32765

**Winter Park Memorial Hospital**

www.floridahospital.com/winter-park-memorial
(407) 646-7000
200 N. Lakemont Avenue,
Winter Park, FL 32792

**Florida Hospital East**

www.floridahospital.com/east-orlando
(407) 277-8110
7727 Lake Underhill Road,
Orlando, FL 32822

**Winnie Palmer Hospital for Women and Babies**

www.winniepalmerhospital.com
(321) 843-9792
83 West Miller Street,
Orlando, FL 32806
What Type Of Safety & Security Services Are Offered On Campus?

**Victim Services**

victimservices.ucf.edu  
(407) 823-2425  
12201 Research Parkway, Suite 450  
Orlando, FL 32826

**UCF Police Department**

police.ucf.edu  
Emergency 911  
Non-emergency (407) 823-5555  
3610 Libra Dr.  
Building 150  
Orlando, FL 32826

**Student Escort Patrol Services**

police.ucf.edu/safe-escort-patrol-services  
(407) 823-2424

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 an internet 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 ucf.offcampuspartners.com*
UCF Off Campus Housing

ONLINE RESOURCE:
ucf.offcampuspartners.com
UCF Off Campus Housing

1| Plaza on University
12101 University Blvd.
Orlando, FL 32817
(407) 276-5010
Distance from UCF: 0.6 miles (1 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| 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 Verge
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| Mercury 3100
3100 Alafaya Club Drive
Orlando, FL 32817
(407) 482-9990
Distance from UCF: 2.9 miles (4.7 km)
<table>
<thead>
<tr>
<th>#</th>
<th>Housing Option</th>
<th>Address</th>
<th>Telephone</th>
<th>Distance from UCF</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>The Village at Science Drive</td>
<td>2913 Einstein Way</td>
<td>(407) 384-7080</td>
<td>2.5 miles (4 km)</td>
</tr>
<tr>
<td>14</td>
<td>The Place at Alafaya</td>
<td>11600 Mackay Blvd.</td>
<td>(866) 446-9681</td>
<td>1.2 miles (1.9 km)</td>
</tr>
<tr>
<td>15</td>
<td>The Marquee</td>
<td>12100 Sterling University Ln.</td>
<td>(407) 275-0905</td>
<td>0.8 miles (1.3 km)</td>
</tr>
<tr>
<td>16</td>
<td>NorthView</td>
<td>3925 Lockwood Blvd.</td>
<td>(407) 455-2252</td>
<td>1.0 miles (1.6 km)</td>
</tr>
<tr>
<td>17</td>
<td>University House</td>
<td>3200 North Alafaya Trail</td>
<td>(407) 730-9400</td>
<td>1.1 miles (1.7 km)</td>
</tr>
<tr>
<td>18</td>
<td>Tivoli Apartments</td>
<td>4284 Spoleto Circle</td>
<td>(321) 765-1111</td>
<td>1.5 miles (2.4 km)</td>
</tr>
<tr>
<td>19</td>
<td>Knight’s Circle</td>
<td>12440 Golden Knight Circle</td>
<td>(407) 362-5095</td>
<td>2.7 miles (4.4 km)</td>
</tr>
</tbody>
</table>
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

Weight
1 Kilogram = 2.2 U.S. pounds = 4 3/8 cups = 1000 grams

Capacity
1 liter = 4 cups + 3 tablespoons = 1.06 quarts (liquid)

Length
1 meter = 1.0936 yd. = 39.37 inches

100 centimeters = 1 meter
91.5 centimeters = 1 yard
30.5 centimeters = 1 foot
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1 centimeter = approx. 3/8 inch
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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

ONE HUNDRED DOLLAR BILL

FIFTY DOLLAR BILL

TWENTY DOLLAR BILL

PENNY
NICKEL
DIME
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 with two sessions each. The ELI semester schedule follows the UCF semester schedule.

ASSOCIATION
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.

FINAL EXAM
The final exam is a test at the end of the session. It is 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:
Notes: