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Welcome to the English Language Center (ELC).

The ELC is located at 1958 South Josephine Street in Denver Colorado and is part of the University of Denver. The ELC is open from 8:00 a.m. to 4:30 p.m., Monday through Friday.

Average student enrollment at the ELC each quarter is between 180-200 students from approximately 20 different countries. The purpose of the ELC is to prepare students for study at a U.S. college or university. To do this, the ELC faculty teaches English language skills and intercultural skills.

The ELC building has classrooms, a computer lab, a prayer room, faculty and administrative offices, and a student lounge. The ELC also has nine classrooms and a computer lab in the Centennial Towers building on the DU campus and a classroom in the International House. Classes for ELC students, however, can be in many additional buildings on the DU campus.

THE ELC MISSION STATEMENT

The overarching mission of the English Language Center is to support the internationalization goals of the University of Denver by preparing international students with the skills necessary to be successful undergraduate or graduate students at the University of Denver or other U.S. institutions of higher education.

ELC STUDENTS

All students studying at the ELC are officially students of the University of Denver. They have all the rights, privileges and responsibilities of other University students. ELC students can use the University library and bookstore, participate in recreation and intramural programs, use services at the DU Health and Counseling Center, use the facilities of the Ritchie Center for Sports and Wellness, and additional resources. ELC students are expected to abide by the University of Denver Honor Code:

http://www.du.edu/studentlife/studentconduct/
REGISTRATION AND ENROLLMENT

New students are required to register on the designated Registration day after their arrival at the ELC. Students planning to return from the previous quarter must complete the registration process on the designated days of the current quarter.

TUITION
Tuition and fees must be paid at the beginning of the quarter at the Bursar’s Office in University Hall. If tuition is not paid by the deadline provided by the ELC, the student will not be allowed to continue studying at the ELC. For students who have sponsorship agreements with DU, the sponsors will be charged directly for the tuition fee. Students are responsible for providing updated financial guarantees so that the sponsors can be billed. For all billing and payment questions, see the Bursar’s website: http://www.du.edu/bursar/.

ACTIVITY/LAB FEE
An activity/lab fee ($30) is included with the total amount due at the beginning of each quarter. The money is used for several lunches/parties, prizes, the lounge, computer paper and ink cartridges and more.

HEALTH INSURANCE & HEALTH FEE

All ELC students are required to pay the University of Denver Student Health Fee each quarter. This fee is separate from the Student Health Insurance. The DU health fee entitles students to services at the DU Health and Counseling Center such as:

- General medical care or primary care gynecological visits at the Student Health Clinic;
- Consultation with staff physicians and nurse practitioners as often as needed;
- Coverage of some lab costs at 100%;
- Therapeutic injections;
- Inhalation treatments;
- Coverage of 100% of all in-house x-rays with $25 co-pay.

All students must have health insurance. This is a Colorado State law. Students must either show proof of insurance from their country or purchase insurance online during registration. If a student brings health insurance from home, the minimum amount allowed should be at least $500,000 for medical expenses. For questions and information see the HCC website: http://www.du.edu/health-and-counseling-center/.
**DU HEALTH AND COUNSELING CENTER**
Students who have concerns about personal issues may make an appointment at the DU Health and Counseling Center to speak with a professional counselor.

The Student Health Center is located on campus in the Ritchie Center for Sports and Wellness. The address and telephone number are listed at the end of this handbook. Students must call for an appointment to see a doctor. Only emergencies will be taken immediately. The Student Health Center is open Mondays, Wednesdays, Thursdays and Fridays from 8:00 am to 5:00 pm and Tuesdays from 9:00 am to 5:00 pm. Office hours vary in the summer.

For more information visit the HCC website: http://www.du.edu/health-and-counseling-center/

**WITHDRAWALS & REFUNDS**
Students who leave the ELC before the end of the quarter must officially withdraw. The student must get a Withdrawal Form from the ELC staff or online from the Office of the Registrar: http://www.du.edu/registrar/. If a student wishes to stop classes and does not follow the withdrawal procedures they will receive a failing Grade (F) for all classes. Whenever a student withdraws from classes at the ELC, he/she is given a “W” for withdrawal in place of grades. Additionally, students withdrawing after the first three days of classes are required to reapply for the next available quarter.

In rare cases, with the approval of the Director, a student may receive an “Incomplete.” In this case, he/she coordinates directly with the instructors to take the exams and resolve the incomplete grade before the following quarter begins. Arrangements for requesting an “I” (incomplete) must be made with the classroom teachers before the end of the current quarter.

The University of Denver follows a strict tuition refund schedule, and full refunds are not given after the first few days of class. Absolutely no portion of tuition can be refunded after the first two weeks of classes. See www.du.edu/registrar/calendar/importantdates.html for the exact dates and refund percentages for each quarter. This information is also available from the ELC staff.

**TEXTBOOKS**
Students may buy the textbooks for ELC classes in the University of Denver bookstore before the first day of classes. Students must buy new books for each class; they may not use previously-used books in any class. In some classes the instructors will not require a textbook but instead will distribute materials to each student. A student is expected to bring to every class a notebook or writing paper, a pencil or pen, and any materials, such as a dictionary, that an instructor may require.
ORIENTATION AND PLACEMENT TESTING

Upon arrival at the ELC, new students attend a three-day orientation to the ELC and DU community. The orientation includes tours of the ELC facilities and the DU campus as well as an introduction to various services such as the Health and Counseling Center, Campus Safety, International and Scholar Services for immigration advising, the DU sports facilities, and the DU library (Anderson Academic Commons).

Students are also assessed for placement into one of the five levels of study available at the ELC Foundations—Advanced High. Level placement is based on a reading assessment, writing assessment and oral interview. The day before classes begin, students register for a schedule of classes according to the level into which they tested.

CHANGE OF LEVEL

During the first week of classes, instructors provide opportunities for students to use all their language skills and pay careful attention to new students. If the instructors in a particular level believe that a student has been placed too low or too high, they will talk to the student about a change of level. Students who believe they are not in the correct level can ask their teachers to watch them carefully during the first week. Neither the Director nor the Associate Director will make level changes without the recommendation of all of the student’s teachers.

CLASS ATTENDANCE

Students in Foundations—Advanced High at the ELC will attend a total of 20 hours of classes each week. In Foundations—Advanced High students have four core classes (20 hours), Monday through Friday, including a Focus Class on either M/W or T/Th. All classes are scheduled between 8:00 a.m. and 5:50 p.m.

Students are expected to attend class regularly, be on time and to complete all work on time. There are important reasons for a strict attendance policy at the English Language Center.

- It is much easier and more effective to learn language through classroom instruction and practice. You must be in class to do this.
- Your work in class uses all the different English skills and helps you improve these skills every day. When you participate in class, you learn more quickly.
- You receive information in class which helps you complete work outside of class and do well on exams.
- Government regulations require students on F-1 visas to attend classes regularly to stay in status.
ATTENDANCE POLICY

Absences
A student is absent when s/he is not in class for any reason. The ELC does not have “excused” absences. Students are expected to be in class unless they are ill or have an emergency. When a student has 4 absences in any core class or 3 absences in any Focus Class, s/he will receive a warning/probation letter requiring him/her to attend a meeting with the Section Leader of their class level and section.

During the meeting, the student will be counseled and advised on his/her situation. Then, the student will sign an agreement stating that s/he understands the terms of probation, which include...

- The student must be making academic progress (completing all work carefully and being prepared for and actively participating in class);
- At 7 absences in any core class (4 absences in any Focus Class), or 27 total absences, the student will be dismissed from the ELC.

The terms of the probation letter will be in effect for the remainder of the quarter in which the student signs it. A copy of the letter will be placed in the student’s records.

Late class Arrival
A student is late when s/he arrives in class after the beginning time of the class. For example, if a student arrives at 9:02 for a 9:00 class, s/he is marked late.

Arriving late and interrupting a class is rude and impolite to both the teacher and the other students and may affect what needs to be accomplished during that class period. Students arriving late will receive a “0” for work and participation missed during that time. It is also possible that teachers will lock the classroom door so that a late student will not interrupt the class. In that case, the student will be expected to attend the next class.

A student who arrives to class...
- 1-5 minutes late is marked late. Three separate late arrivals (in one class) equals 1 absence;
- 6 or more minutes late is marked absent.

If you are late, enter the room quietly, without knocking on the door or apologizing to the teacher, and take a seat. Do not greet your friends or ask them questions.

Serious Illness
A lengthy or serious illness which results in your having more than the number of absences allowed for the quarter will require you to take a Medical Leave of Absence for the remainder of the quarter. In some circumstances, students may be able to take an Incomplete grade. In order to qualify for a Medical Leave of Absence or an Incomplete, you will need to work with your instructors to complete the appropriate procedures and paperwork.

Your Responsibilities
If you need to be absent for any reason, you must inform your instructors by email before the class or classes begin. If you know ahead of time that you will not be in class, please tell your teacher as soon as
you know. You are responsible for getting and completing the assignments and any work that is done while you are absent.

**CLASS CONDUCT**
ELC students receive guidance about appropriate behavior in a U.S. classroom from the ELC Student Handbook, class syllabi and ELC instructors. If a student continues to display extreme, disruptive behavior after being spoken to by her/is instructor, he/she will be asked to meet with the ELC Standards Committee and consequently, may be dismissed from the ELC.

**PLAGIARISM (Academic Dishonesty)**
Plagiarism is explained in detail on each course syllabus in the first class period of each level. In general, plagiarism is using someone else’s work (an author or a friend, for example) without giving that person credit.

**ACTIVITY ATTENDANCE**
School activities are provided as additional language learning experiences and are considered part of the school curriculum. Therefore, attendance is required, and teachers record absences.

**MIDTERM EXAMS AND CONFERENCES**
During the week following midterm week, a student who has a C- or below in any of his/her classes is asked to meet with the instructors in order to discuss specific concerns and receive advisement about the students’ progress in his/her studies.

**FINAL EXAMINATIONS**
The ELC does not allow students to take final exams before the regularly scheduled date. Please be sure to schedule flights and other vacation plans after your last exam. See your course outlines for exam dates.

Students who do not take the final examinations and do not formally withdraw from classes will receive a failing grade (F) and cannot return to the ELC the following term.

Students who are unable, due to special circumstances, to complete the term and need to request an incomplete for a course should refer to DU’s Incomplete Grade Policy at:

http://www.du.edu/registrar/records/incompletepolicy.html

**GRADING POLICY**
Students are assigned final letter grades for each core course and a Pass/Fail (P/F) for all Focus classes. The ELC uses the University of Denver’s grading scale. However, the minimum passing grade at the ELC for any class is a C-, or 70%.

At the end of each quarter, students at all levels need to receive passing grades in each class in order to advance to the corresponding class in the next level. Students at the ELC must repeat any classes that they did not pass, including focus classes. However, they may only repeat a class one time. If they are
not able to pass a class after two attempts, they will be dismissed from the program. If students are dismissed at the end of the second quarter, they will have the opportunity to appeal to the ELC Standards Committee.

In order to successfully graduate from the ELC and receive a completion certificate, students must pass all classes in the Advanced High level.

**Grading Standards**

Grades at the ELC are earned according to the following scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage Range</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
<td>Excellent</td>
</tr>
<tr>
<td>B</td>
<td>80-89</td>
<td>Very Good</td>
</tr>
<tr>
<td>C</td>
<td>70-79</td>
<td>Satisfactory-Passing</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
<td>Failing</td>
</tr>
<tr>
<td>F</td>
<td>59-</td>
<td>Failing</td>
</tr>
</tbody>
</table>

**Grade Percentage Breakdown**

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>93-100</td>
<td>A</td>
</tr>
<tr>
<td>90-92</td>
<td>A-</td>
</tr>
<tr>
<td>87-89</td>
<td>B+</td>
</tr>
<tr>
<td>83-85</td>
<td>B</td>
</tr>
<tr>
<td>80-82</td>
<td>B-</td>
</tr>
<tr>
<td>77-79</td>
<td>C+</td>
</tr>
<tr>
<td>73-75</td>
<td>C</td>
</tr>
<tr>
<td>70-72</td>
<td>C-</td>
</tr>
<tr>
<td>63-69</td>
<td>D</td>
</tr>
<tr>
<td>60-62</td>
<td>D-</td>
</tr>
<tr>
<td>0-59</td>
<td>F</td>
</tr>
</tbody>
</table>

**QUESTIONS ABOUT GRADES**

Students who have questions about grades they receive on class assignments, tests, compositions, or final grade reports should talk to their instructors first. If there is still a question, the instructor will arrange a meeting with the Director and the student. Students may make a written complaint using
the Student Concern Form available at the front desk of the ELC if they are not satisfied with the results of the meeting.

**TRANSCRIPTS**
ELC Student transcripts are available through the DU Office of the Registrar. Students can request official or unofficial transcripts online or by going to the Office of the Registrar http://www.du.edu/registrar/records/transcripts.html.

**SKIPPING A LEVEL**
Students in levels *Foundations—Intermediate High* who have A’s in all their classes at the end of a quarter may petition to skip the next level. For example, a student who has made all A’s in *Intermediate Low* might ask to move to *Intermediate High*. Students may petition to do this by filling out a Skip a Level Request Form (*Appendix 7* in the back of this handbook) and then taking final exams in reading, writing, and listening/speaking/ pronunciation for the level they wish to skip. These exams will be given on the Orientation/ Testing and Registration days at the beginning of the next quarter. This is the ONLY time that the tests will be given. The cost for administering and evaluating these tests will be $100 for the student.

*Students may not petition to skip Advanced High.*

**INSTRUCTOR OFFICE HOURS**
Students who need additional help in their classes can always make appointments with their instructors. They may call instructors during regular ELC office hours or email them to set up an appointment. Instructors’ emails, office locations and office numbers can be found online on the ELC homepage as well as on the course syllabus and the Directory at the ELC.
STUDENT SERVICES

HOURS
The Main ELC Office is open from 8:00 a.m. to 4:30 p.m. Monday through Friday. Occasionally, the ELC staff office will be closed briefly due to staff meetings and employee activities.

HOUSING
There are on- and off-campus apartments and houses. If students are interested in on-campus housing, they need to contact the Housing Department at 303-871-2246 or www.du.edu/housing. However, on-campus housing gives first priority to students who have started studying in a degree program and is often full. For off-campus housing, students should visit the Student Involvement Center in Driscoll North or www.du.edu/och/index.html or contact the ELC front office for a list of apartments in the DU area that the student can contact directly. The ELC does not have a Homestay Program.

LETTER REQUESTS
The ELC staff will write letters for students for opening bank accounts, the Colorado ID office, certification of enrollment letters for students to give to their sponsoring agencies, and other offices as necessary. Students who need a letter should request it from the staff. All letters will be available on Fridays, after 12:00 pm. The social security and Colorado ID/driver’s license letters cannot be written until the student has been registered for classes for at least 10 days so the Department of Motor Vehicle system is updated with student information.

IMMIGRATION ADVISING
Students should go to the International House to speak with an International Student and Scholar Services (ISSS) advisor whenever they have an immigration problem or question. ISSS will keep students informed when F-1 rules and regulations are updated. It is important to understand and follow nonimmigrant student regulations, so students should not hesitate to ask questions.

An ISSS advisor provides a required orientation to immigration regulations for new ELC students during the initial Orientation and Placement Testing at the beginning of the student’s first quarter at the ELC. For information on Immigration information Contact the Office of International Student and Scholar Services and visit the website: http://www.du.edu/intl/isss/about.html.

WORKING PART-TIME
Immigration regulations allow international students to work part time (less than 20 hours per week) on campus while attending classes. Those interested in finding employment should contact Human Resources at 303-871-3460 or visit the DU website at www.du.edu/hr/employment/jobs.html for job listings. A student working on campus must obtain a social security number. A student must have a job before s/he is allowed to get a social security number. The supervisor will write a letter to the Social Security Administration regarding the job. The ELC curriculum is quite demanding, and it is not recommended that full-time students have a job.

For more information, contact an ISSS advisor: http://www.du.edu/intl/isss/current.html
RECOMMENDATIONS
If a student needs a recommendation for a college or university application, he/she should contact their teachers directly. It is the ELC policy that only students who are currently enrolled in or have already completed Advanced High will be recommended for DU or any other two- or four-year university or college. Students may, however, request a letter of progress before Advanced High.

Students should not request a letter from more than three ELC instructors. Instructors should be teachers who are currently teaching the students or who taught the student the previous quarter.

DU IDENTIFICATION CARDS (I.D.)
ELC students will need to obtain a University of Denver "Pioneer" I.D. card (DU ID). Students will see the I.D. office (Driscoll Center South, basement) during the orientation tour and will return after registration to have their I.D. cards issued. Students who lose their card should go immediately to the I.D. office to have it replaced. There will be a $20 charge for the replacement card.

The I.D. card identifies a student at the University of Denver and allows him/her to use the library and Ritchie Center (gymnasium, weight room, swimming pool, and tennis courts) free of charge. ELC students will need the DU ID card in order to access ELC classrooms in Centennial Towers. In addition, this card can also permit a student to attend athletic events at a reduced cost, as well as save the student money when purchasing tickets for events and services off-campus. Students should always ask if there is a student discount available. For more information about the Pioneer Card, please see www.du.edu/pioneercard/About_Your_card.htm.

RTD COLLEGE PASSES
Full-time ELC students can get an RTD College Pass (card) from the Pioneer ID Card Office (Driscoll Center South, basement). This card allows students full use of regular RTD bus and light rail services, including skyRide to DIA without paying any cash fare. Students may need to take public transportation for class field trips or an all-school event. In this case, they will need to either have a College Pass or pay for transportation themselves.

To receive a College Pass after you are registered for classes, bring your Pioneer Card to the Pioneer I.D. Card Office during normal office hours www.du.edu/pioneercard/About_Your_card.htm.

E-MAIL AND INTERNET
ELC students will automatically be assigned a DU e-mail account that can be accessed through PioneerWeb at http://webcentral.du.edu. The username of the account is the student’s 8-digit DU Id number and the passcode is the student’s birthday – mmddyy for example, Jan. 21, 1990 is 012190. The student must change the passcode to another six-character password that is a mixture of letters, numbers and special characters, before using the email account. The format for this e-mail address is firstname.lastname@du.edu.

The university will not notify students when their account has been set up. It is the students’ responsibility to log on to the account to make sure it is set up. Students will maintain their firstname.lastname@du.edu mailing address but MUST set up a "preferred" off-campus email address to which their mail automatically will be forwarded.
If the student changes his or her off-campus e-mail address she/he is responsible for updating the record: PLEASE log into http://webcentral.du.edu and set up a "preferred" off-campus email address. When the new address is updated, all future email sent to the firstname.lastname@du.edu address will automatically forward to the new preferred off-campus address.

Students must log on before a two-week period or the account will be disabled. If there are problems or questions, phone 303-871-4700, or see the Front Office staff, who can reset the passcode back to the student’s birthday.

Access email and internet off-campus! Detailed instructions about how to do this are available on web site www.du.edu/uts/helpdesk/docs/networking/index.html.

DIRECTOR/ASSOCIATE DIRECTOR APPOINTMENTS
When a student would like to meet with the Director or Associate Director, the student should first talk with the Operations Staff in the ELC’s main office, and they will assess the problem and refer the student to the appropriate person based on the nature of the issue or concern.

The staff will assist the student in scheduling an appointment with the Director and/or the Associate Director. The Director and AD will make their best effort to respond to the student by email within 24 hours.

STUDENT COMPLAINTS/CONCERNS
Any student enrolled at the English Language Center at the University of Denver has the right to register a formal complaint for any issue or grievance. In order to register a formal complaint, the student must complete a Complaint Form in the ELC’s main office.

When a Complaint Form is completed, the Operations Staff will submit the form to the Director or Associate Director for review. The Director or Associate Director will then contact the student for a discussion, as needed, to discuss how best to resolve the issue. In some situations, the student may be directed to other campus resources.

It is the policy of the ELC to handle grievances promptly and with concern and care for everyone involved. After the situation is resolved, complaint forms will be filed in the student's file.

The following procedure is followed at the ELC in response to non-personnel issues:

1. Complaints about such matters as curriculum, texts, or facilities will be processed by the Director or the Associate Director.
2. If one of these types of complaints is taken to one of the administrators, the issue will be discussed, and all possible consideration will be given to the problem. The issue will be noted, documented and kept on record.
3. If issues related to facilities cannot be resolved within the ELC, these matters may be taken to the higher administration of the University for resolution.

It is the policy of the ELC to handle grievances promptly and with concern and care for everyone involved.
DENVER AND THE COMMUNITY

For information about activities and life in Denver please visit the ISSS website at http://www.du.edu/intl/isss/denver.html.
STUDENT ORGANIZATIONS

DU STUDENT ORGANIZATIONS
ELC students pay the student activities fee which allows access to student organizations on campus.

INTERNATIONAL STUDENT ORGANIZATION
The International Student Organization (ISO) welcomes all students to participate in its many activities. The ISO plans many events throughout the year including an international student dinner, trips to the mountains, and special activities on campus. Students from many countries and cultures are active in the ISO. If interested, contact the Office of International Student and Scholar Services or visit www.du.edu/intl/isss/iso.htm. The ISO also runs the Festival of Nations each spring, which celebrates peoples, cultures and countries throughout the world.

In addition to the ISO there are several international student clubs, including:
  - Arab Student Association
  - Chinese Students & Scholars Association
  - Indonesian Organization
  - Japanese Student Association
  - Korean Organization
  - Latino Student Alliance
  - Taiwanese Student Association
For more information about any of these clubs, students should see the Front Office staff. Information can also be obtained at www.du.edu/intl/isss/clubs.htm.
BUILDINGS and POLICIES

HOURS
The ELC Main Office is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Occasionally the ELC staff office will be closed briefly due to staff meetings and DU employee activities.

PARKING
Students need to purchase parking permits from DU Parking Services to park on campus. The City of Denver has designated the streets around the ELC as 1-hour limited parking. Students will receive a parking ticket from the city if they park on the street for more than one hour. The parking spaces around the ELC building are reserved for ELC Faculty and Staff only. Also, parking in the alley near the fraternities and houses is not allowed, as those are all private parking areas. Any car that is illegally parked may be towed away. To get the car back, it may cost around $250. See additional information on Automobiles on page 27-28.

For more information about DU parking passes, visit the parking website:
https://www.parking.du.edu/default.aspx

SMOKING
As of January 1, 2010, smoking is not allowed anywhere on University of Denver property. Students found smoking on DU property will be fined.

• ELC students taking classes in the I-House, Centennial Towers, and other on-campus buildings may smoke only on public sidewalks, that is, those sidewalks that are next to streets. At the I-House, students may smoke only on the front (west) sidewalk and not on the sidewalk to the north of the building.
• Students smoking on public sidewalks need to be sure they are not making it difficult for other people to use the sidewalks.
• Cigarette butts must be put in ash trays, NOT THROWN ON THE SIDEWALK OR GROUND. Colorado has a law against littering (throwing trash on the ground/sidewalk), which calls for fines for up to $1,000 for people who do this. Ash trays are usually found next to classroom buildings. The butts may be carried on campus in order to throw them away.
• Students at the ELC may not smoke on the patio.
• Students at the ELC may not smoke in the front yard, the parking lot, or along the side wall.
• There is no smoking on ELC balconies. This is a fire regulation. The ELC issues a $25 fine to any student smoking on a balcony.

ELC BALCONY and I-HOUSE DOORS
The doors to the balconies at the ELC must be closed at all times. Students may go out these doors, but they may not leave them open in order to come back in through them. This is a fire regulation. Any student found propping open a door will be fined. Locked doors at the I-House may not be propped open. A door may be locked for fire regulations or for safety reason.
STUDENT LOUNGE
The Student Lounge is the special area for student use. The ELC has furnished computers, microwaves, refrigerators, and a telephone (for local calls only). There is also a collection of textbooks and dictionaries, which students may use and borrow. Students should feel free to read the magazines, use the computers, play the games, meet with their friends, and study in the lounge. It is theirs to enjoy. Students are asked to remember to put the games back and put all trash in the waste cans.

ELC STUDENT LOUNGE COMPUTERS
The ELC provides a number of Internet-accessible and printer-accessible computers for student use in the Student Lounge.

ANDERSON ACADEMIC COMMONS (Library)
Anderson Academic Commons, located on campus, is available for use by all ELC students. Students may use the facilities for research or studying. Students who want to use one of the study rooms must first sign up for it at the front desk by presenting their student I.D. For more information please visit the DU Library website: http://library.du.edu/

SAFETY INFORMATION
For emergency situations on campus: 303.871.3000

Students should always lock their residence hall rooms, apartments and/or cars. Thefts are common on any university campus. The University of Denver is generally a safe place to live and study, but it is a good idea to be cautious. Students walking across campus at night should have a friend go with them. If this is not possible, the Security Office offers will provide someone to walk with you to and from anywhere on campus (or very near campus). The phone number for this free service is 303-871-2334. Additional information about safety is given at Orientation.

For more information: http://www.du.edu/campussafety/
UNIVERSITY OF DENVER ACADEMIC PROGRAMS

For information about applying to the University of Denver academic programs:

DU Undergraduate Admissions: Office of International Admissions
http://www.du.edu/apply/admission/apply/international/

DU Graduate Programs: http://www.du.edu/learn/graduates/internationalapplicants.html or the specific graduate department you are interested in applying to.

ENGLISH CONDITIONAL ADMISSION (ECA)
Students entering the ELC with ECA undergraduate or graduate admission will be placed into a level based on their ELC Placement Test. Undergraduate students must successfully complete Advanced High and 3 ENGG for-credit language courses in order to begin their DU studies. Graduate students who receive the required TOEFL or IELTS score while they are studying at the ELC, they will need to successfully complete the level in which they are studying before entering the University.
IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Police, Ambulance, Fire Emergencies
Telephone: 911

DU Campus Safety
303.871.3000 – emergency
303.871.2334 – non-emergency

English Language Center
1958 S. Josephine St.
Denver, CO 80208
303-871-3075

Calling Instructors:
ELC instructors are available to speak with students during the school day (8:00 am to 4:30 pm) if students need help outside of class. Students should first email instructors directly to arrange a time to meet or talk by phone. Students can find instructor office phone numbers on the ELC website. If the instructor is not in, students should e-mail the instructor directly.

Health and Counseling Center
Ritchie Center for Sports and Wellness, 3rd Floor
2240 East Buchtel Blvd.
Denver, CO 80210
303-871-2205

International Student Admission
University Hall
303-871-2790

Office of International Student & Scholar Services
2200 S. Josephine St.
303-871-4912

International Student Organization
Driscoll Center North - Activities Office
303-871-4479

University Library (Penrose)/Anderson Academic Commons
2150 East Evans Ave.
303-871-2212

Denver Translation Institute
Ben Cherrington Hall, Room 112
303-871-4475

Denver International Airport
303-342-2000

Transportation Services:
Taxi
Zone Cab
303-444-8888
Metro Taxi

Vans & Shuttles
ABC
303-696-9559
Airport Commuter Service
303-333-3333  303-333-5833
    Yellow Cab        DASH/Denver Airport Shuttle
303-777-7777  303-342-5454

Automobile License Plates and Titles
    (Colorado Dept. of Motor Vehicles)
General Telephone Number: 303-576-2882
Two Locations:
1. 4685 Peoria
2. 5334 S. Prince

Driver License Office (for Colorado I.D. cards)
    (See Student Information Center for more information)
3 Locations:
1. 1865 W. Mississippi Ave. #C
   303-937-9507
2. 1881 Pierce St.
   303-205-5600
3. 311 E. County Line Rd
   (Oakbrook Shopping Center)
   303-795-5957

U.S. Citizenship and Immigration Services
    4730 Paris St., N.E.
    Denver, CO 80239
    303-371-5812

Social Security Office
    1-800-772-1213 (costs nothing to call)
    (See Student Information Center for more information)
1. 8000 Southpark Ln.
2. 14280 E. Jewell Ave. Ste. 250

Utilities
    Qwest
    P. O. Box 46511
    Denver, CO 80201
    1-800-244-1111
    Public Service
    303-623-1234
APPENDIX 1 – Immigration Services Map

U.S. Citizenship and Immigration Services (USCIS)
4730 Paris St., Denver, CO 80239
303-371-3041, 1-800-870-3676 (forms)
Assistance to the public: M, T, Th, F 7:00am – 3:30 pm; Wed. 7:00am – 11:00 am; Closed on Sat. and Sun.

Take I-25 north. Get on I-70 east and take the Peoria exit. On Peoria make a left and go all the way to 47th Ave. (Albrook Drive). Make a left on 47th and then right onto Paris Street. The USCIS office is behind the 7-11 store.
End at USCIS [B] at 4730 Paris St., Denver, CO 80239
APPENDIX 2 – Social Security Office and Map

8000 Southpark Lane, Littleton, CO 80110-3468
1.800.772.1213 and 720.283.2526
9am-4pm Monday-Friday
Web: www.ssa.gov

The Social Security Office is two blocks east of Santa Fe Boulevard. You can call 1-800-772-1213 to make an appointment or to speak to a service representative between the hours of 7am and 7pm.

To apply for a social security number, bring with you a letter from The English Language Center at DU confirming your lawful immigration status; your original I-20; I-94; and passport. You will fill out an “Application for a Social Security Card” and present your original immigration documents in person to the Social Security Office. You will receive your social security card in the mail in about six to eight weeks. If you are denied a social security number for any reason, please ask for the clerk to provide a written statement that gives the reason and bring this back to the ELC.

NOTE: Social Security is a Federal Retirement Plan designed to support U.S. workers when they retire or can no longer work. F-1 students do not pay social security tax, but they must obtain a social security number so the employer can report earned income to the federal government. If you have had social security tax taken out of your pay you may file letter 512 with the IRS, 11601 Roosevelt Blvd., Philadelphia, PA 19155. To order the form you may call toll-free 1.800.829.1040.

Go south on Josephine Street, Turn right (westbound) onto Evans Avenue, Merge onto South Santa Fe Drive/US 85 South via the ramp on the left and drive 7.1 miles (southbound), Turn left (East) onto West Mineral Avenue, Turn right onto Southpark Lane.
End at Social Security Office at 8000 Southpark Lane, Littleton, CO. [B]
Estimated driving time: 20 minutes, Total estimated distance: 10.5