

University of Denver  
**ENGLISH LANGUAGE CENTER**  
**STUDENT**  
**HANDBOOK**



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# **THE ENGLISH LANGUAGE CENTER**



## **Welcome to the English Language Center (ELC).**

The ELC Main Building 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.

The ELC Main Building has three classrooms, a computer lab, a prayer room, faculty and administrative offices, and a student lounge. The ELC also has nine dedicated classrooms and a computer lab in the Centennial Towers building as well as a classroom in the International House.

### **THE ELC VISION, MISSION, AND VALUE STATEMENTS**

#### **Vision**

The ELC will be a collaborative program committed to high-quality English language instruction, community engagement, and global citizenry.

#### **Mission**

The mission of the English Language Center (ELC) is to support the goals of the University of Denver by preparing English Language Learners with the necessary communicative and cultural competencies to be successful members of DU and other US institutions of Higher Education.

#### **Value**

In all that we do, we strive for academic and professional excellence, integrity, mutual respect, and inclusiveness.

### **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 field trips, 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 student 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 Health & Counseling 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 Health & Counseling Center Hours of Operation:

- Mondays, Wednesdays, Thursdays and Fridays - 8:00 am - 5:00 pm
- Tuesdays - 9:00 am - 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.

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 <http://www.du.edu/elc/apply/academic-calendar.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.**

## ELC ACADEMICS

### 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 & 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. During orientation, students register for classes according to the level into which they tested.

## **ADVISING**

Each student taking classes in the ELC (Foundations – Advanced High) will have an instructor, Senior Teacher or Teacher, assigned as their Advisor. The instructor will serve as the Advisor throughout the student’s course of study at the ELC.

On Registration Day, students will work with their Advisors to register for classes. Advisors can also help answer questions about campus resources or any additional assistance students might need.

## **CHANGE OF LEVEL**

During the first week of classes, instructors provide opportunities for students to use all of their language skills and pay careful attention to new students. **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 at the ELC attend 20 hours of class each week. 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*

- I will be marked absent when I am not in class **for any reason**.
- The ELC does not have “excused” absences.
- I should be in class unless I am **ill** or I have an **emergency**.

- If I **sleep** in class, I will be asked to leave and I will be marked absent.

#### *Late Class Arrival/Tardies*

- I am tardy if I arrive in class after the beginning time of the class.
- If I arrive 1-9 minutes late I will be marked tardy. Three separate late arrivals (in one class) equal 1 absence.
- If I arrive 10 or more minutes late, I will be marked absent.

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.

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.

#### *Dismissal*

- I must be making academic progress (completing all work carefully and being prepared for and actively participating in class) or I can be dismissed from the ELC.
- If my behavior distracts from the focus of the ELC program and classes, I may be dismissed from the ELC. Examples include, but are not limited to, disrespect for the instructor or my classmates, sleeping, and using my cell-phone inappropriately or without permission from the instructor.
- **At 7 absences** in any class that meets four days per week and **4 absences** in any class that meets two days per week, I will be dismissed from the ELC.

#### *Serious Illness*

Students with a lengthy or serious illness may need to take a Medical Leave of Absence. In order to qualify for a Medical Leave of Absence, you will need to work with your instructors to complete the appropriate procedures and paperwork.

#### *Incomplete*

In some rare circumstances, students may be able to take a grade of Incomplete. 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>

#### *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.

## **STUDENT CONDUCT & ACADEMIC PROBATION**

Violations of the Attendance Policy, the Honor Code, and class conduct policies may result in dismissal from the ELC. Before students are dismissed, they are given the opportunity to speak to the ELC Standards Committee, which is a group of faculty members and administrators. The Standards Committee may choose, as an alternative to dismissal, to place students on Academic Probation. Students who are placed on Probation will be given specific guidelines for one or more academic quarters that must be followed. Failure to follow the Academic Probation Guidelines will result in immediate dismissal from the ELC. Academic Probation may include guidelines related to passing courses, attendance requirements, course performance, behavior, meeting with instructors, meeting with academic advisors, or other guidelines as determined to be appropriate by the Standards Committee.

## **UNIVERSITY OF DENVER HONOR CODE**

All members of the University of Denver are expected to uphold the values of Integrity, Respect, and Responsibility. These values embody the standards of conduct for students, faculty, staff, and administrators as members of the University community. Our institutional values are defined as:

Integrity: acting in an honest and ethical manner.

Respect: honoring differences in people, ideas, and opinions.

Responsibility: accepting ownership for one's own conduct.

[DU Honor Code and Student Conduct – Policies and Procedures](#)

## **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 or copying 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. Student attendance is required for field trips or school activities held as part of a class or during class times. During these activities attendance is recorded.

## **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 syllabus 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.

## 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:

A	90-100	Excellent
B	80-89	Very Good
C	70-79	Satisfactory-Passing
D	60-69	Failing
F	59-	Failing

### Grade Percentage Breakdown

93-100	=	A
90-92	=	A-
87-89	=	B+
83-86	=	B
80-82	=	B-
77-79	=	C+
73-76	=	C
70-72	=	C-

67-69	=	D+
63-66	=	D
60-62	=	D-
0-59	=	F

## 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, which will be sent to them by the Director or Associate Director after the end of the quarter. The student will then take the final exams in the level they wish to skip. Students must receive passing grades on all the final exams in the level they request to skip in order to move to the next level.

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, on the course syllabus, and in the Directory at the ELC.

## **STUDENT SERVICES**

### **HOURS**

The ELC Main 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](http://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](http://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 that 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/iss/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](http://www.du.edu/hr/employment/jobs.html) for job listings. Student will also need to work with an advisor at ISSS. 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: <http://www.du.edu/iss/advising.html>

## **RECOMMENDATIONS**

If a student needs a recommendation for a college or university application, he/she should contact their ELC Advisor for guidance.

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*.

## **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 and other buildings on campus.

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](http://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/pioneerweb/About\\_Your\\_card.htm](http://www.du.edu/pioneerweb/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://pioneerweb.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](mailto: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](mailto: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://pioneerweb.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](mailto: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, please contact the UTS help desk at 303-871-4700.

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](http://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 Student Concern Form in the ELC's Main Office.

When a Student Concern 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 meeting, 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, a copy of the concern form will be maintained in the student's file.

## **DENVER AND THE COMMUNITY**

For information about activities and life in Denver please visit the ISSS website at <http://www.du.edu/intl/iss/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 <http://www.du.edu/iss/du-life/student-groups.html>.

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 visit

<http://www.du.edu/iss/du-life/student-groups.html>.



## 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.

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 by Campus Safety.

- 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.

### 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. Locked doors at the I-House may not be propped open. A door may be locked for fire regulations or for safety reasons.

## **STUDENT LOUNGE**

The Student Lounge is the special area for student use. The ELC has furnished computers, a microwave, a refrigerator, 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 and books back and put all trash in the recycle bins or 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 during 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, including English Conditional Admission (ECA):

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.

## **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, 3<sup>rd</sup> Floor

2240 East Buechel 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

303-871-4199

### **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:**

Taxis

Zone Cab

303-444-8888

Metro Taxi

303-333-3333

Yellow Cab

303-777-7777

Vans & Shuttles

ABC

303-696-9559

Airport Commuter Service

303-333-5833

DASH/Denver Airport Shuttle

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

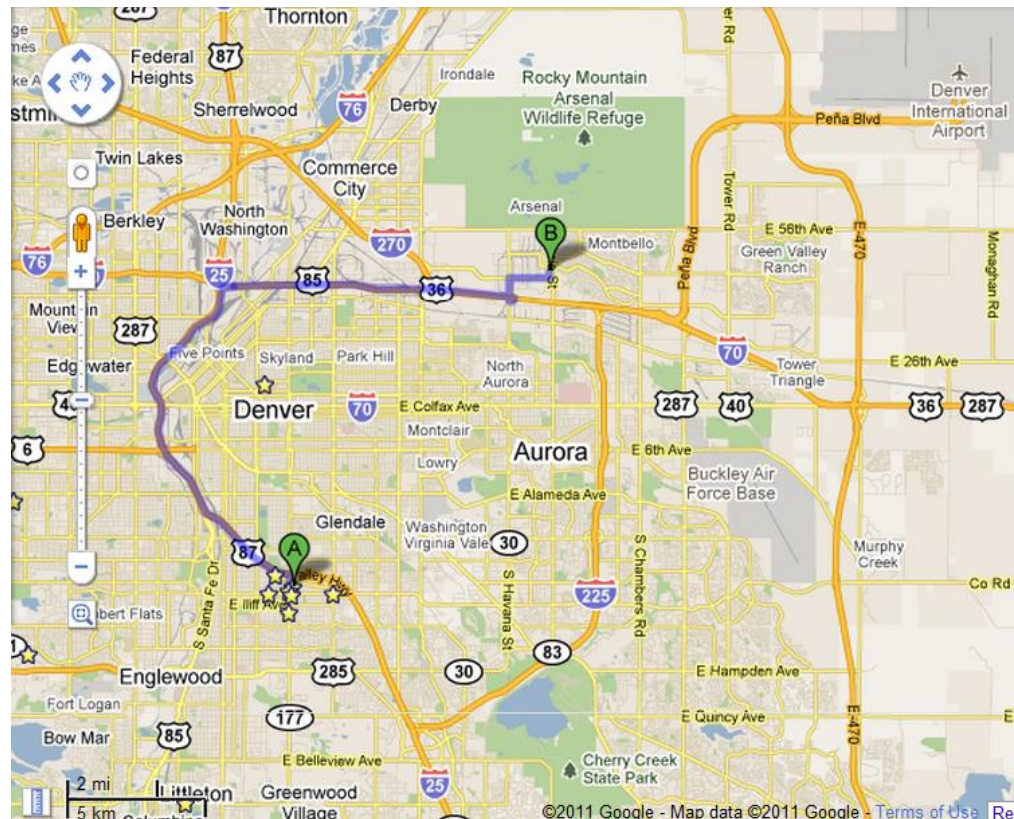
303-371-3041, 1-800-870-3676 (forms)

Assistance to the public: M,T, Th, F 7:00am – 3:30 pm; Wed. 7:00am – 11:00 am; Closed on Sat. and Sun.

Start at DU-ELC [A] 1958 South Josephine Street Denver, CO 80208.

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 47<sup>th</sup> Ave. (Albrook Drive). Make a left on 47<sup>th</sup> 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

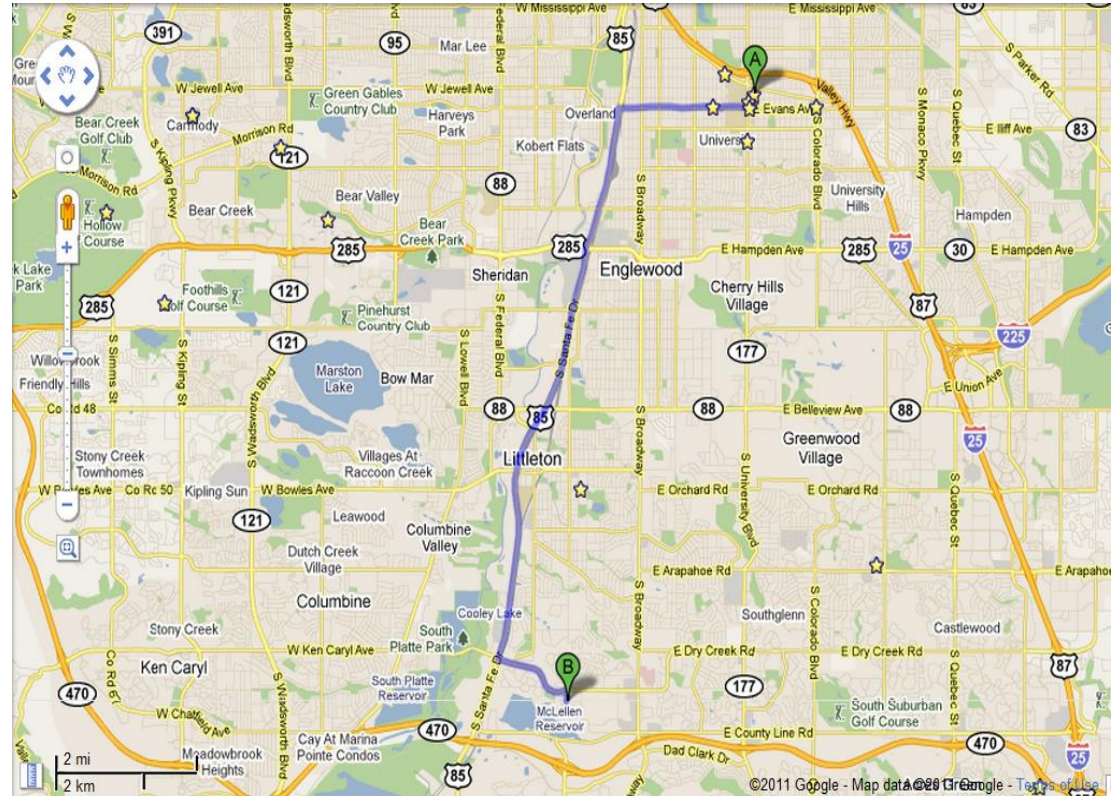


8000 Southpark Lane, Littleton, CO 80110-3468  
1.800.772.1213 and 720.283.2526  
9am-4pm Monday-Friday  
Web: [www.ssa.gov](http://www.ssa.gov)

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.



Start at DU-ELC [A] 1958 South Josephine Street Denver, CO 80208.

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

## APPENDIX 3 – ELC Proficiency Scale

Level	CEFR Level	Reading	Writing	Listening	Speaking	Culture
Foundations	A2	<p>Student can understand short simple texts containing basic vocabulary and longer texts on high interest themes with instructor support. Student can use reading strategies such as previewing, scanning, finding meaning from context, and understanding pronoun references. Student can use new vocabulary in both spoken and written tasks. Student has basic knowledge of main ideas and details.</p>	<p>Student can write about self, things and people he/she knows using simple language and sentence structures. Student can identify features of written models and use them to produce short basic paragraphs integrating grammar structures and vocabulary taught at this level. Student can use and spell vocabulary from the 300 most common words in English list and basic classroom objects.</p>	<p>Student can understand simple information, questions and short conversations about family, people, daily life, homes, work, hobbies provided that people speak slowly and clearly and provide help when necessary.</p>	<p>Student can communicate limited information about himself, family, job, hobbies, daily life, and routines in a simple exchange and speaking slowly. Student can correctly use some simple structures and use basic language comprehensibly.</p>	<p>Student can meet basic expectations of U.S. classroom culture.</p>

Intermediate Low	A2+/ B1	The student can critically read, analyze and demonstrate understanding of simplified written texts (one to two pages, low-level vocabulary) through discussion and writing.	The student can produce paragraph length writings with titles, topic sentences, supporting details and a conclusion.  The student demonstrates control over simple forms of the past, present, and future verb forms as well as progressive forms of the past and present.	The student can listen to and understand a variety of simplified media and materials.  The student demonstrates the ability to participate in conversations, listening to and responding to classmates.	The student can speak clearly and intelligibly in all kinds of speaking activities on familiar and simple academic topics.  The student can express ideas about known topics clearly in both formal and informal oral presentations and in impromptu speeches.	Student can demonstrate an understanding of classroom culture norms and discuss simple academic topics.
Intermediate High	B1	Student can identify, discuss, and summarize main ideas and support in a variety of simplified texts. Student can annotate a reading to aid in the identification of main ideas and support.	Student can produce multi-paragraph writing with clear thesis statements, topic sentences, main ideas, and details. Student can use elementary vocabulary and grammar structures correctly, but makes errors when writing about complex ideas. Student can use conjunctive adverbs to connect ideas.	Student can understand main ideas and important details from conversations and short, simplified lectures. Student is able to use note taking strategies to record important information from a simplified lecture.	Student can participate in discussions. Student can give both prepared and impromptu presentations, supporting his/her ideas with appropriate reasons and details.	Student can demonstrate an understanding of familiar social issues and make comparisons between their society and US society.

Advanced Low	B1+/ B2	Student can critically read and analyze to determine meaning and make connections between text and background knowledge. This includes note taking and inferencing.	Student is able to produce a simple essay with an introduction, conclusion, and coherent idea development or argument, and reference sources.	Student can comprehend and identify main points and specific details from a variety of sources using academic listening & note taking strategies.	Student can orally summarize, paraphrase, elaborate, and clarify information and meaning from a variety of academic sources.	Student can describe common human values and relationships within historical and cultural frameworks.
Advanced High	B2	Student can analyze and evaluate an author's position, purpose, audience and tone using evidence from the text. Student can read a popular novel intended for native speakers.	Student can write an essay which presents a convincing position supported by source materials. Student can use varied vocabulary, but makes some word choice and word form errors. Student can use a wide variety of grammatical and sentence structures to express themselves in writing.	Student can understand, analyze, synthesize, and formulate an opinion about the content from pre-collegiate lectures.	Student can incorporate source material into presentations using clear, convincing, unified, plagiarism-free speech. Student can participate actively in discussion using strategies like asking for clarification and interrupting.	Student can explain and form opinions about controversial issues in US society.



LAUNCH	B2+/ C1	Student can analyze undergraduate-level texts of various genres and styles according to author purpose, audience, and logic. Student can synthesize texts using quotes, paraphrases, and summaries in a way that meets university academic honesty standards.	Student can effectively communicate through writing for a variety of purposes using appropriate levels of critical thinking, sound logic and evidence. Student can use various syntactic structures effectively and can significantly improve writing through multiple revisions and instructor feedback.	Student can critically listen to and synthesize information from a variety of short and sustained sources intended for native speakers.	Student can contribute critically to a variety of academic discussions and initiate effectively during group work to accomplish an assigned task. Student can deliver a comprehensible and critically prepared presentation.	Student can describe how culture is evolving and how individual and pluralistic values influence US society and academic discourse. Student can demonstrate successful integration into US university culture.
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\*New student placement and achievement at the ELC is not based on any past, present, or future standardized tests scores from outside of the ELC (ie: IELTS, TOEFL). However, as a point of reference for students, sponsors, and other institutions, the correlation between the CEFR proficiency scale (upon which the ELC curriculum is approximately based) and standardized tests scores such as the TOEFL or IELTS can be found here:

CEFR & ELTS correlation: [http://www.ielts.org/researchers/common\\_european\\_framework.aspx](http://www.ielts.org/researchers/common_european_framework.aspx)

CEFR & TOEFL correlation: <https://www.ets.org/toefl/institutions/scores/compare>

