

**The University of Texas at Arlington
English Language Institute**

**English for Academic Purposes
Program**



Student Handbook
Effective Fall 2017

ELI's Mission Statement

- a. Provide intensive programs in English as a Second Language (ESL) to help English Language Learners build their linguistic skills in order to meet their academic, professional, and personal goals.
- b. Assist students in their cultural adjustment and university preparation, such that their academic pursuits are realized in a safe and engaging environment that fosters active, autonomous learning.
- c. Promote UTA's initiatives on diversity, academic excellence, sustainability, and community involvement.
- d. Reflect and innovate to maintain the integrity of our program as a whole, ensuring exceptional English language instruction, student services, and program management.
- e. Support UTA students in their pursuit of advanced English language skills through appropriate pathways to success.

Table of Contents

<i>Program Information</i>	<i>5 – 13</i>
English for Academic Purposes Program	6
Student Learning Outcomes	7
Admission Requirements/Week One Placement Testing/Orientation	8
EAP General Class & Textbook Information	9
EAP Class Expectations and Policies	10
Mid-Term Progress Report	11
Final Grades/Grade Weights	12
Make-up Policy for Missed Assessments and Finals	13
<i>General Policies and Procedures</i>	<i>14 – 37</i>
EAP Registration and Payment	15
EAP Student Arrivals	16
EAP Attendance Policy	17
EAP Late Work Policy/Strong Effort Policy	18
EAP Academic Progress Policy	19
EAP Academic Integrity and Scholastic Dishonesty Policy	20
ELI Dismissal Policy	21
ELI Formal Complaint Policy	22
Student Services	23
Social Activities	24
Letters of Recommendation	25
ELI Resources	26
Other Resources in Trimble/Hammond	27

UTA Student ID Card	28
UTA Net ID & Email	29
UTA Student Health Insurance	30
UTA Health Services	31
Student Guidelines for Maintaining Legal F-1 Status	32
UTA Parking and Transportation	33
UTA Police	34
Campus Recreation & Lost and Found	35
Where to get Information on UTA Campus	36
Where to get Information at the ELI	37
<i>Appendices</i>	<i>38 – 44</i>
Appendix A: EAP Book List	39
Appendix B: Information Release Forms	42
Appendix C: ELI Formal Complaint Form	44

Program Information

English for Academic Purposes Program (EAP)

Studying in the EAP

Intensive English program preparing students for success at university and beyond.

- 6 level, year-round program
- 20 hours of class a week
- Three classes a day
- 8 weeks sessions
- 5 sessions a year

When do sessions begin?

- **Fall Semester**
 - August – Session 1
 - October – Session 2
- **Spring Semester**
 - January – Session 1
 - March – Session 2
- **Summer Semester**
 - June

What are the levels?

- **Intermediate A/B**
 - Students in this level focus on building language proficiency to meet personal goals.
- **High Intermediate A/B**
 - Students in this level focus on building language proficiency for professional and academic purposes.
- **Advanced A/B**
 - Students in this level focus on building the language proficiency required for university-level classes, such as research paper writing, note taking, critical thinking, and presentation skills.

What are the courses?

- **Reading & Writing** (8 hours/week)
 - This class focuses on reading skills such as intensive and extensive reading, vocabulary development, word recognition, and fluency. The writing portion builds from sentences and paragraphs to five-paragraph essays and research papers.
- **Listening & Speaking** (6 hours/week)
 - This class provides students with the opportunity to practice speaking organization, listening comprehension skills, and pronunciation within a contextual format.
- **Applying Grammar** (6 hours/week)
 - This class provides students with the opportunity to practice and apply real-life grammar in speaking and writing assignments and assessments.

Student Learning Outcomes

Level	Reading & Writing	Listening & Speaking	Applying Grammar
Foundations	<ul style="list-style-type: none"> Read and understand short simple texts about common, everyday topics Identify the main idea in short, simple texts on everyday topics Write basic sentences using the simple tenses and the continuous present tense Write simple description paragraphs on everyday topics 	<ul style="list-style-type: none"> Demonstrate comprehension of short simplified talks on everyday topics Respond to everyday questions appropriately Manage simple, routine exchanges in predictable everyday situations. Produce basic statements, questions, and descriptions 	<ul style="list-style-type: none"> Use relevant simple structures clearly and correctly Use simple sentences correctly to describe details, things they have, and people they know
Intermediate A	<ul style="list-style-type: none"> Identify and understand main points of text dealing with familiar matters Interpret and apply clearly written instructions Compose paragraphs on a range of familiar topics Prepare brief summaries of written text 	<ul style="list-style-type: none"> Understand and identify the main idea in short dialogues Understand and follow oral instructions Sustain comprehensible speech on familiar subjects Use a wide range of simple language in spontaneous interactions about familiar activities 	<ul style="list-style-type: none"> Produce reasonably accurate grammar when using simple, progressive, and limited perfect verb tenses Uses grammar appropriately in speaking and writing on familiar interest topics, predictable situations, and frequently-used routines
Intermediate B	<ul style="list-style-type: none"> Understand main points and identify supporting details of texts related to relevant topics Interpret <i>visual</i> support of a text Compose structured summaries and provide reasoning for opinions Compose <i>short 3 paragraph</i> essays 	<ul style="list-style-type: none"> Identify main ideas and key details in short dialogues or in simplified talks Understand and interpret vocabulary and meaning in context Develop speaking strategies Begin to use appropriate negotiation of meaning 	<ul style="list-style-type: none"> Produce reasonably accurate grammar when using limited modals and verbals Uses grammar appropriately in description
High Intermediate A	<ul style="list-style-type: none"> Identify the structural parts of an essay Understand texts using a range of sentence structures, vocabulary, and topics, both academic and non-academic Write brief summary and response reports based on factual information. Compose 4-5 paragraph essays using a variety of sentence structures 	<ul style="list-style-type: none"> Understand oral speech that uses a variety of sentence structures, vocabulary, and topics Exhibit listening techniques through structured note taking Give clear, detailed descriptions and structured presentations relying on notes Display meaning negotiation across a range of speaking situations 	<ul style="list-style-type: none"> Produce mostly clear, detailed text with all verb tenses Produces correct grammar when deciding and discussing future events and plans
High Intermediate B	<ul style="list-style-type: none"> Can understand texts on both concrete and abstract topics Distinguish between stated and implied ideas in a written text Develop 5-7 paragraph essays Compose clear texts for social, academic, and professional purposes 	<ul style="list-style-type: none"> Understand the main ideas of more complex speech about both concrete and abstract topics Understand standard spoken language normally encountered in personal, social, or academic situations Give clear, linear descriptions and presentations on a wide range of subjects, expanding with relevant supporting detail Communicate spontaneously about social, academic, and professional topics in group discussion 	<ul style="list-style-type: none"> Produce clear, detailed text while using a full range of complex sentences, verbals and connectors Uses conditionals & clauses appropriately in discussing social, academic, and professional topics
Advanced A	<ul style="list-style-type: none"> Understand, interpret, and analyze academic texts, including journal articles and textbooks Synthesize information from a variety of sources and critically analyze arguments presented Create coherent argumentation based on a variety of information sources Compose clear, well-structured 3-page research paper on complex subjects 	<ul style="list-style-type: none"> Follow extended speech on academic topics, though he/she may need to confirm occasional details. Understand and synthesize information from detailed oral argumentation Give clear, systematically developed descriptions and presentations, with appropriate highlighting of significant points, and relevant supporting detail. Use pragmatically appropriate language in a variety of settings 	<ul style="list-style-type: none"> Identify and correct grammar errors Self-correct in speaking and writing when discussing academic topics
Advanced B	<ul style="list-style-type: none"> Understand and analyze demanding academic texts and apply critical thinking skills in their reading and interpretation Understand both stated and implied ideas in texts of many genres, both academic and non-academic Demonstrate extensive logical reasoning and argumentation through synthesis of information Compose clear, well-organized researched argument paper of 5 pages on a current or academic issue 	<ul style="list-style-type: none"> Follow extended speech even when it is not clearly structured Understand different varieties, rates, and uses of English Give clear, detailed descriptions and presentations on complex subjects, integrating sub themes, developing particular points and rounding off with an appropriate conclusion. Can communicate effectively, no matter the personal, social, academic, or professional situation 	<ul style="list-style-type: none"> Appropriately uses grammatical devices for fluent speaking and writing Exhibits appropriate stylistics for speaking and writing

Students at the EAP

Students at the EAP

- The EAP exists for students and professionals who want to learn English.
- EAP students must be at least high school graduates
- EAP students must be 18 years of age and above

*Other requirements are listed on the application form <https://iep.uta.edu/apply.php>

Week One Placement Testing & Orientation

Placement Testing

Any student who did not attend the EAP in the previous session must take the placement tests on the first program day of each session to determine the best level for them.

What are the tests like? Placement tests cover listening, grammar, vocabulary, reading and writing. Placement testing takes about 2 hours, and only testing students can stay in the room (no guests allowed). Students must provide photo identification to enter the placement testing room. Students must turn off and put away all electronic devices once they enter the testing room.

What happens during week one? All students receive a detailed schedule of week one activities. In addition to placement testing, students take a TB test and attend a variety of sessions covering immigration, insurance, ELI policies, and safety.

Institutional TOEFL

- On occasion, the ELI offers the I-TOEFL.
 - Any ELI student who wishes to take the I-TOEFL must sign up and pay the \$50 fee by the deadline.
-

EAP General Class & Textbook Information

Class Schedule and Skill Areas

* Schedule may change depending on the semester

Monday	Tuesday	Wednesday	Thursday	Friday
12:00 – 1:50 Reading & Writing	12:30 – 2:20 Reading & Writing	12:00 – 1:50 Reading & Writing	12:30 – 2:20 Reading & Writing	12:00 – 1:50 Applying Grammar
Workshops, Tutorials, Meetings with Instructors as scheduled M-W-F 2:00 – 2:50 PM T – TH 2:30 – 2:50 PM				
3:00 – 4:50 Listening & Speaking	3:00 – 4:50 Applying Grammar	3:00 – 4:50 Listening & Speaking	3:00 – 4:50 Applying Grammar	3:00 – 4:50 Listening & Speaking

Class Textbooks

Students must have and bring their own books to all classes.

* For a list of current text books used, please see Appendix A.

When do students purchase books? All books are required by the 2nd class meeting. If a student does not have books by the 2nd class meeting, they may be asked to leave the class and be marked absent for that class period.

Where do students purchase books? At the UTA Bookstore. **DO NOT** order books online as this process can delay students from having their books in class by the required date.

Payments All payments must be made in US American dollars. If not cash, credit cards must be in purchaser's name, and checks must be presented with a valid ID.

UTA Bookstore For information about location and store hours, please visit their website at http://www.bkstr.com/texasatarlingtonstore/store-info-contact-us?cm_sp=Global-ShipStripHours--812

NOTE: In general, the UTA Bookstore requires receipts and books not written in to be returned. However, students must contact the UTA Bookstore to confirm their policy as it may change over time.

EAP Class Expectations and Policies

PLACEMENT – New and returning students are placed in the appropriate level according to their placement test results. If a student feels that their placement level is too high, they can talk to the Academic Advisor during the first 2 days of classes and request to move down a level. In addition, levels with many students may be split into different sections. Assignment to a new particular section is determined by the administration. Requests to change sections will not be considered once class rolls have been determined.

COURSE SYLLABUS – Students will receive a course syllabus on the 1st day of class and must bring it to class each day. Students should read and make sure they understand the course policies and procedures.

TEXTBOOK POLICY – All books are required by the 2nd day of classes. The books must be clean and must not have answers written in them in any way. If a student does not have their books by the 2nd class meeting or if their books have answers in them, the student may be asked to leave that class and be marked absent.

STRONG EFFORT POLICY – Students are expected to make a strong effort, complete their ELI studies within a reasonable time, and make satisfactory academic progress without violating ELI's Policies.

ACADEMIC PROGRESS POLICY- Students are required to obtain a minimum of 75% (C+ or higher) to pass each class and level. Students who fail a level due to lack of effort, attendance, or any other behavioral issues will be considered AT-RISK and may be placed on Academic Probation. At-risk students are expected to meet with the Academic Advisor and follow an academic improvement plan in order to continue their studies at the ELI.

LATE WORK/MAKE-UP WORK POLICY – All work should be turned in on time, or the assignment is considered late. Late work may receive a maximum of 50% within 24 hours of its due date. If a student is absent on the day an assignment is due, work must be sent to the teacher through email or brought in person before class in order to receive full credit.

Students are responsible for making up all missed work when absent. They should request homework and in-class work from the instructor before class starts on the day of absence. In order to earn full credit for work missed due to excused absences, all work must be turned in within 24 hours of the due date.

ACADEMIC INTEGRITY AND SCHOLASTIC DISHONESTY POLICY – Students are expected to be honest and do their own work at all times. Students who act or help another student act dishonestly on class assignments/examinations, or who submit plagiarized or unoriginal work to an instructor, are violating this policy. Examples of such violations are cheating, plagiarism, and collusion (working together with another person without the instructor's approval). The possible consequences for violating this policy include a 0% grade for the assignment, examination, and/or the course at the discretion of the instructor and/or the ELI Director. Continuing with this behavior or committing a serious act of dishonesty may be grounds for more severe disciplinary actions up to and including Academic Probation and immediate dismissal from the ELI.

FINAL EXAM POLICY – Students must take the final exams on time. Students who are absent for a final exam will receive a 0% on that final exam, which may result in failing that class, unless they have received permission in advance from the ELI Director per academic policies.

ACADEMIC DISMISSAL – Students who fail the same class twice will be asked to leave the program unless they request permission to remain in the program. If permission is granted to remain in the program, the student will be placed on academic probation and must pass the next session. Any student who does not pass a level on the third attempt will be permanently dismissed from the program.

Mid-Term Progress Report

Our purpose at the English Language Institute is to help students be successful in their current and future academic life in the United States. In order to achieve this goal, the ELI pays close attention to students' academic progress, attendance, study skills, and overall behavior while studying in the English for Academic Purposes program. It is the goal of the ELI to help students identify and eliminate behaviors that could lead to repetitive failure of classes or lack of academic progress that could ultimately result in academic probation and/or dismissal from the program.

The Mid-Term Progress Report serves as an early intervention tool that allows students to know how they are doing in all their classes at the end of week 4. If a student is not making satisfactory progress (80% or higher in all classes), the Mid-Term Report will note that they are at risk so that they can improve their academic performance before it is too late to pass their level. In other words, the Mid-Term Progress Report is a warning for students who are at-risk of failing the session and an opportunity for them to identify the areas that need improvement.

Students with grades lower than 80% on Mid-Term Progress Reports:

- are considered AT-RISK.
- are expected to make an appointment with their instructor(s) to get feedback on areas to improve.
- are expected to make an appointment with the Academic Advisor who may place the student on an academic improvement plan.
- (For sponsored students) may have a copy of the Mid-Term Progress Report sent to the sponsoring organization.

Final Grades

What do Final Grades Mean?

The English for Academic Purposes program assigns formal grades to students at the end of the session. The grades on the Final Report are based on the language proficiency and performance of the student in each of their classes. The Final Report informs the student whether they have the language skills necessary to advance to the next level.

Grades On The Final Report Form Are As Follows:

- A** = Excellent: 90 - 100%. Student has exceeded the expectations for the class.
- B** = Good: 80 – 89%. The student has met the expectations for the class.
- C** = Fair: 75 – 79%. The student has minimally met the expectations for the class.
- D** = Deficient/Repeat: 70 – 74%. The student has almost met the expectations for the class. The student is expected to repeat the level.
- F** = Fail/Repeat: 0 – 69%. The student has not met the expectations for the class. The student must repeat the level.

Students must pass each class in their level to advance to the next level. Failing one class means that the student repeats the entire level.

Grade Weights

For all classes

Graded Material	Weight
Graded In-Class and Homework	20%
Assessments	50%
Final Exams	30%
<i>Total</i>	100%

Make-up Policy for In-Class Assessments

Students are expected to take tests and quizzes on the days they are given.

What to do if you miss a test or quiz with a documented emergency

- Provide the Head of Student Affairs official proof of an emergency that occurred on a test or quiz day. The Head of Student affairs will write the student an Excused Absence note.
- Schedule a make-up time with the teacher who gave the test or quiz.
- Complete all make-up tests and quizzes as soon as possible.

Missed Final Exam

The EAP does not normally give make-up exams. Students who are not present to take their final exams at the scheduled time will receive a zero for that exam. These students may appeal their grade to the ELI Director.

A student with a documented extreme emergency should contact the ELI Director for a possible arrangement. If the student receives approval:

1. The exam will be rescheduled for a different date/time; attendance is mandatory.
2. If the student does not take the rescheduled exams, the student will receive a 0% for that grade, which may result in the student failing that class.
3. The grade report will not be released until a final exam grade has been entered.

GENERAL POLICIES AND PROCEDURES

EAP REGISTRATION AND PAYMENT

REGISTRATION AND PAYMENT

1. Tuition is billed by semester.
2. Students must register and pay their designated tuition and fees for the entire semester before attending the first class of the first session of the semester.
3. If payment is not made by the required time, students will not be allowed to attend class. These absences are considered unexcused.
4. Students who miss any required part of their orientation will be assessed a \$50.00 late fee.

REFUND POLICY

Students who decide not to attend EAP classes for any reason understand that they are only eligible for a full tuition refund if they withdraw before the first day of the first program week of the session. Students who attend ANY first week activities are responsible for the designated percentage of tuition.

If a student withdraws from the EAP, the refund shall be determined as follows:

Date of Withdrawal	Tuition Refund
Before the first program week of the semester <ul style="list-style-type: none">• Student has no financial responsibility to the ELI	100%
During the first, second, or third program day of the semester <ul style="list-style-type: none">• Student is responsible for 25% of their tuition	75%
Until 5PM on the fourth program day of the semester <ul style="list-style-type: none">• Student is responsible for 50% of their tuition	50%
After 5 PM on the fourth program day of the semester <ul style="list-style-type: none">• Student is responsible for 100% of their tuition	NONE

NOTES:

- **Health insurance and UTA fees are not refundable**
- **Students are responsible for their tuition and fees regardless of when they register.**
- **The refund policy remains the same regardless of when students pay their tuition and fees.**
- **Students are not eligible for a refund of any tuition if they withdraw, transfer out, or are dismissed after the first week of the semester.**
- **The program week includes the first day of registration and holidays.**

EAP Student Arrivals

Arrival Date

- Students are expected to arrive on the arrival date, which is scheduled one week before their session begins.
- If a student is not able to arrive by the arrival date, the student should arrive no later than registration day, which is the first day of the session.
- If a student is not able to arrive on either the arrival date or the registration day, the student must follow the Late Arrival Policy (see below) in order to be able to enroll in the program.

Late Arrival Policy

- All late arrivals will incur a \$50 late registration fee.
- Sponsored students are responsible for paying their late registration fee. This fee will not be charged to sponsors.
- NO students will be admitted or registered AFTER 5:00 PM on DAY THREE.

Exceptions and Waivers to the Late Arrival Policy

- Exceptions to the Late Arrival Policy may be made on rare occasions. Exceptions will be considered on a case-by-case basis and are not guaranteed.
- If a student seeks an exception, they must
 - detail the reason for the late arrival to the ELI office in writing
 - submit documentation of an emergency (if applicable).

EAP Attendance Policy

1. Students are expected to attend classes throughout the session.
2. Students are counted late or absent based on the following:

Missing <u>0.01 – 9:59</u> minutes of class • = .3 hours absent	Missing <u>10 minutes or more</u> of class • = 1 hour absence
--	--

3. Students who miss the following number of absences each session will receive the following:

Hours of Absences <ul style="list-style-type: none"> • 8 hours – Attendance Warning • 5 or more hours after Attendance Warning – Attendance Probation I • 5 or more hours after Attendance Probation 1 – Attendance Probation II • 5 or more hours after Attendance Probation 2 – Dismissal from the ELI
--

4. Definitions and procedures:

Attendance Warning <ul style="list-style-type: none"> • Meet with the Head of Student Affairs • Review the EAP’s attendance policy • Receive an Attendance Warning letter 	
Attendance Probation I <ul style="list-style-type: none"> • Meet with the Head of Student Affairs • Review attendance policy • Be placed on Attendance Probation I • Remain on probation the next session 	Attendance Probation II <ul style="list-style-type: none"> • Meet with the Head of Student Affairs • Review attendance policy • Be placed on Attendance Probation II • Remain on probation each returning session

5. Students who violate the conditions of their Attendance Probation may be dismissed from the ELI. *See “ELI Dismissal Policy” for more information.
6. Students with ongoing medical issues should speak with an advisor in OIE about the possibility of a medical waiver.

EAP Late Work Policy

Students are expected to turn in all of their work on time.

Any out-of-class assignment not turned in by the due date is considered LATE. Students may submit late work for a maximum of 50% within 24 hours of its due date.

Students who are going to be absent can send their work to the instructor through email or bring it in-person before the time class starts on the day it is due for full credit.

Responsibility for Strong Effort

1. ELI students must show a strong effort in their classes by:
 - a. Passing their classes
 - b. Doing all assignments
 - c. Doing their own work
 - d. Taking all tests, quizzes, and final exams
 - e. Participating
 - f. Bringing their textbook and syllabus to class
 - g. Turning off cell phones completely
 - h. Speaking only English in class
 - i. Listening to the teacher
 - j. Behaving appropriately
 2. Students who do not make a strong effort in class may be required to:
 - Meet with individual instructor
 - Meet with the Head of Student Affairs
 3. Extreme or ongoing violations may result in a Strong Effort warning and additional consequences up to and including probation and dismissal.
-

EAP Academic Progress Policy

1. ELI Students are expected to pass their classes with a 75% or higher.
2. Any student not meeting academic expectations may be required to meet with the Academic Advisor and Head of Student Affairs.
3. Students who do not have a passing grade (80% or higher) at mid-term will be considered AT-RISK.
4. Students who fail a class may fail the level they are in.
5. Students who fail the same class twice will be asked to leave the program unless they request special permission to remain at the ELI.
6. Any student who does not pass a level on the third attempt will be permanently dismissed from the program.

Note: Students with a final grade of A in all three classes should talk with the Academic Advisor about accelerated advancement.

EAP Academic Integrity and Scholastic Dishonesty Policy

1. Students are expected to be honest and avoid academic misconduct.
2. Academic Misconduct includes: Cheating, Plagiarism, and Collusion.

Cheating

- Copying someone else's test or assignment
- Communicating with someone else during an exam
- Giving or seeking aid from someone else when not permitted by the instructor
- Possessing or using unauthorized materials during the test
- Buying, using, stealing, transporting, or soliciting a test, draft of a test, or answer key

Plagiarism

- Using someone else's work in your assignment without appropriate acknowledgement
- Making slight variations in the language and then failing to give credit to the source

Collusion

- Working with another student without a teacher's permission
- Submitting someone else's work as your own

3. Students found responsible for scholastic misconduct will receive one or more of the following consequences:

Warning

Probation

Failing the class

Immediate Dismissal

*****Avoid Scholastic Dishonesty: use your own words or cite your sources! *****

English Language Institute

Dismissal Policy

Reasons for Being Dismissed

1. Being absent from classes more than the allowed hours
2. Failing to meet the conditions of any probation
3. Scholastic dishonesty issues
4. Overtly disruptive behavioral patterns that are inappropriate in a US educational setting.

Types of Dismissal

There are two types of dismissal. Please review the definitions and the consequences on your I-20/Immigration status below.

Delayed Dismissal

Student may successfully complete the current semester

Student is not allowed to return to the ELI in future semesters

The student's immigration status may be affected; see an advisor in OIE

Immediate Dismissal

Student must stop attending classes immediately

Student is not allowed to return to the ELI in future semesters

The student's immigration status may be affected; see an advisor in OIE

Immigration Concerns

* UTA must report a student's dismissal to United States Citizenship and Immigration Services (USCIS).

* Students should contact an advisor in the Office of International Education to review additional immigration concerns.

ELI Formal Complaint Policy

If you have a problem and it is safe to do so, follow these procedures:

Problem in a class or with your teacher:

1. Talk with your teacher first.
2. If the problem continues, then talk with an academic administrator (Joshua Atherton, 407 Hammond Hall, or Debra Basler, 409 Hammond Hall).

Problem in the computer lab:

1. Talk with Bill Sanchez, Lab Manager in Trimble Hall 10.
2. If the problem continues, then talk with an academic administrator (Joshua Atherton, 407 Hammond Hall, or Debra Basler, 409 Hammond Hall).

Problem with other things at the ELI:

1. Talk with ELI staff members in 402 Hammond Hall. If necessary, ask them who else you can talk with to resolve your problem.
2. ELI staff members will put you in contact with the person who can best solve your problem.
3. If the problem continues, then talk with an academic administrator (Joshua Atherton, 407 Hammond Hall, or Debra Basler, 409 Hammond Hall).

If you have followed the procedures outlined above and are still not satisfied:

1. Fill out the ELI Formal Complaint Form (see Appendix C) and give it to the Director.
2. The Director will contact you within 24 hours to schedule an appointment. You may be asked to provide additional details.
3. If necessary and safe to do so, the Director will call a meeting including the relevant academic administrator and all parties affected by the complaint in order to find a resolution.
4. If a successful resolution cannot be reached, your complaint may be sent by the Director to the appropriate authority at the next higher level.

**Contact UTA Police at (817) 272-3003 if you have an immediate on-campus emergency.
Contact Arlington Police at 911 if you have an immediate off-campus emergency.
See Page 34 for more information about UTA Police services.**

Student Services

Session Activities

- The Student Services Coordinator arranges activities each session.
- The purpose of the activities is for students to learn about and experience elements of American culture in a non-classroom setting

Types of Activities

- Welcome parties
- Cultural nights
- Sports nights
- Final Ceremonies

Attendance Policy for Activities

- If activity is during class time, students are required to attend. Absences will be counted.
- Outside of class activities are encouraged, but not required. Absences will not be counted.

Note: Some activities will require students to sign up in advance.

Information Release Forms

Students will be asked to sign information release forms each session. Information release forms provide the ELI the legal ability to release personal and academic student information to others. For examples of information release forms, please see Appendix B.

Social Activities

ELI Organizations:

Student Council

Student Council members are nominated and selected each semester. The Student Council represents the student body at ELI. They also assist in planning and running events.

Journalism Club

The Journalism Club creates the ELI Newsletter, which is published on the ELI website and distributed to ELI students. It is a resource of important announcements, feature stories, information, and news.

Conversation Club

Conversation Club is a weekly event hosted by an ELI instructor and led by UTA TESOL students. Each meeting includes a communicative activity to allow students to interact with one another and a small group discussion on various topics.

Conversation Partner

Conversation Partners are designed for students who wish to have 1-on-1 speaking practice, rather than a group conversation.

Community Outreach Club

The ELI Community Outreach Club encourages students to volunteer in the local community and use their English outside of the classroom. While volunteering, students work with ELI instructors and community members in addition to students, faculty, and staff at UTA in order to make the community a better place to live. Regular community partners for volunteer projects include Special Olympics, the Down Syndrome Partnership, and the City of Arlington Parks and Recreation.

Additional Campus Organizations and Activities:

International Students Incorporated (ISI)

International Students Incorporated (ISI) is an off-campus organization who provides services to ELI. This organization offers airport pick-up, volunteer based services, and conversational practice through groups, classes, and partners. These are good opportunities for students to practice their English and meet Americans in their homes.

International Student Organization (ISO)

The International Student Organization (ISO) promotes cultural diversity on campus. Meetings are held every other week throughout the semester, and many activities are held each semester including sporting events, picnics, International Week, Fall Food Fair, and many more.

ELI students are welcome to join ISO. Email iso.uta@gmail.com

There is a nominal membership fee.

Letters of Recommendation for Admission Requirements or Scholarships

Who Needs a Recommendation Letter?

Students who plan to apply to graduate school, for the UTA Honors College, for scholarships, or undergraduate programs.

Preferred Types of Recommendation Letters

Universities STRONGLY prefer the following types of recommendation letters:

1. Letters from former content, academic area professors or instructors, NOT English teachers. Why? These letters describe the student's academic ability in the content area.
2. Letters from job supervisors. Why? These letters describe students' work experience.

Acceptable Type of Recommendation Letters

One letter from the ELI through the Academic Advising Office. Why? It explains the student's English Language proficiency and general academic readiness.

Letters Accepted by the UTA Graduate School

1. Letters from former content, academic area professors or instructors
2. Letters from job supervisors
3. One letter from the ELI

Guidelines for Eligible Students

1. Check intended university for required admission recommendation letter requirements. It might be a printed document, a letter with or without guidelines, or an electronic copy.
2. Request a letter of recommendation from the ELI's Academic Advisor with all of the information that is needed by the university, including guidelines and deadlines.
3. Students can expect that the letter will be written within 10 business days.

Types of Letters Given by the ELI

Official:

1. Written on ELI/UTA letterhead
2. Written by the ELI Academic Advisor with instructor feedback
3. The letter will attest to the student's language proficiency and academic readiness.
4. Students must be currently enrolled in Advanced A or B courses, or may have completed the program.

Types of Letters NOT Given by the ELI

Employment:

See the Student Services Coordinator if you have any questions about on-campus employment.

ELI Resources

ELI Computer Laboratory

Location: Rooms 9 and 10, basement of Trimble Hall.

Resources: MACS, PCs, printers, scanner,

Hours: 9:00 AM to 6:00 PM Monday – Friday. Hours are subject to change.
Check the door for current hours.

Student Usage:

Before classes, during the long break, and after classes.

During class times:

- Students may only use the lab with the authorization of their teachers and the teachers using the lab at that time.
- Students must work quietly and not interfere with the instruction of the teacher assigned to the lab or with the work of the scheduled students.
- The assigned teacher may ask a student to leave the lab if that student's presence interferes with the instruction or the student's work.

ELI Library

Location: Room 9, basement of Trimble Hall (ELI Computer Lab)

Hours: The Student Library is open during the break on class days and on occasion after classes.
Check the library desk for current hours.

Holdings: General non-fiction, biography, modern and historical fiction, mystery, fantasy, science fiction, folk and fairy tales, humor, romance, and magazines

Check-out/Check-in Procedure:

The ELI computer lab assistant will assist students with the check-out and check-in procedure.

Books Not Returned or Lost

At the end of the session, for any books which have not been returned/signed in, the ELI office will withhold the student's grades and certificate of completion.

When a student either returns the book(s) or pays for the lost material (\$10 per book), the grades and the certificate will be released.

Other Resources in Trimble/Hammond

Language Acquisition Center – LAC

Location: Room 302, Trimble Hall

Hours: Check the door of the LAC for current hours.

Holdings: Books, CDs, cassettes, DVDs, and VHS. These include documentaries, news reports, TOEFL materials, movies, ESL texts, and pronunciation materials.

Rules for the LAC:

- A UTA student ID card must be presented to use materials.
- Materials are only used in the LAC.
- No food or drink are allowed in the lab.
- Any materials taken out of the LAC can be considered stolen property.
- If something is not working, LAC personnel will help you.

Reflection Room

The UT Arlington Reflection room is intended to be an open environment for personal meditation and quiet reflection.

Location: Room 132M, Hammond Hall

Hours: The hours may change throughout the year. Check the room to see if it is open.

Rules for the Reflection Room:

- The Reflection Room is not a study or meeting space. Please keep as quiet as possible.
- No electronic devices are permitted.
- No food or beverages are allowed.
- Be respectful of others using the room.
- Do not obstruct traffic in the hallway outside of the room.
- Users are asked to refresh the room after each use.

UTA Student ID Card

The student ID card is called the **MAV Express Card**. This card is proof of a student's identification and is required to enter some UTA facilities.

How to get the Mav Express Card

1. Go to the Mav Express office. Take passport to verify identification.
2. At the Mav Express office, have picture taken and wait for the card to be issued.
3. There is no charge for the first ID card. If students need a replacement, a fee of \$15 will be charged to the student's MyMav account.

Access to Facilities:

Keep your card with you at all times. You will need it to access the following campus facilities:

- UTA Library
- UTA dormitory or apartment
- Language Acquisition Center
- Health Center
- Maverick Activity Center (membership fee is required to use this facility)

Mav Money

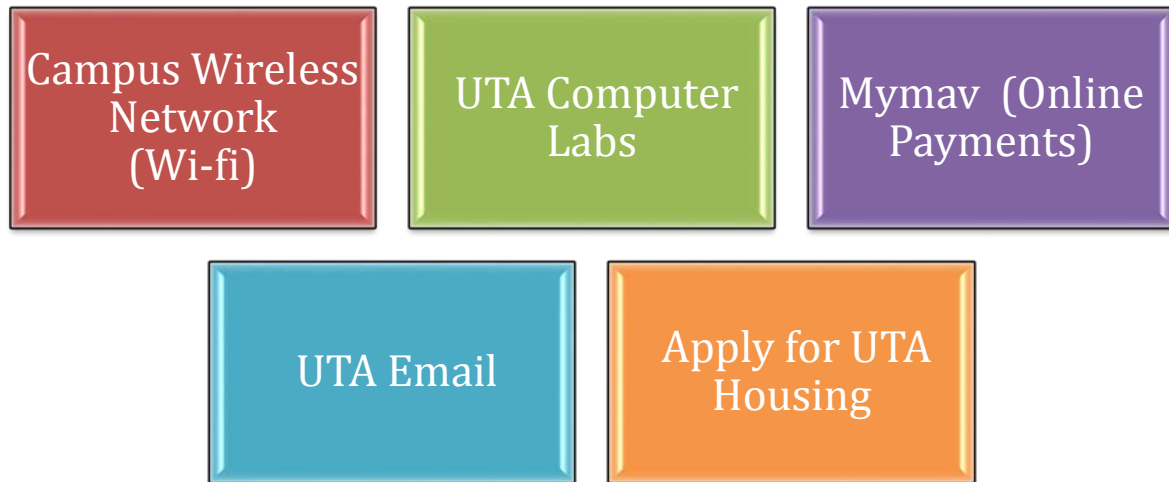
- Students can deposit funds to their Mav Express Card online at <https://mavmoney.uta.edu> or in-person at several kiosks located around campus.
- Student can use Mav Money at all dining and retail locations on campus.
- Mav Money can also be used at some off-campus locations. Please check the MavExpress website for the most current list of locations accepting Mav Money.

For more information, please visit <http://www.uta.edu/campus-ops/mavexpress/>

UTA Net ID & Email

Net ID

What is the Net ID used for?



- For help with UTA email activation, go to <https://www.uta.edu/oit/cs/email/>
- For help with Net ID activation, visit the UT Arlington OIT Help Desk, located in the UTA Library (first floor).

UTA Email

Each student in the EAP program will receive an e-mail address from UTA. The ELI uses these addresses to contact students.

It is very important that students regularly check their UTA e-mail, even if they have a different primary email account.

Log in Information

- Email Setup
 - 1) Go to <https://login.microsoftonline.com/>
 - 2) UTA Email Setup Guide available online: <http://eli.uta.edu/lab/mavmail.pdf>
- Wi-Fi
 - 1) Wi-Fi Setup Instructions are on the UTA website: <http://www.uta.edu/oit/cs/connections/wireless/Universal.php>
 - 2) For phones or other mobile devices: <http://www.uta.edu/oit/cs/UG/UG-mobile.php>

UTA Student Health Insurance

Why is it important?

Every international student at UTA is required to have the UTA Health Insurance plan. Students who have a citizenship card or permanent resident status have the option to buy UTA student insurance. As of January 1, 2014, the Affordable Healthcare Act requires all citizens and permanent residents to have insurance or receive a tax penalty from the federal government.

Academic Health Plan (AHP)

The UTA Student Health Insurance provider is Academic Health Plans (AHP). AHP provides insurance through Blue Cross Blue Shield. Blue Cross Blue Shield is a PPO network (Preferred Provider Organization). Insurance with a PPO network means students get to choose their own doctor.

There are discounts for choosing a doctor inside the PPO network, but member students are not restricted from choosing a doctor outside the network. The cost, though, will be higher.

How to waive the UTA Student Health Insurance online

- Visit the training tutorial to learn how to use the waiver system
<https://www2.academichealthplans.com/training/>

If you have an alternate health insurance plan, and you meet the waiver eligibility criteria, please follow these instructions to see if your insurance meets all mandatory requirements.

- 1) Have an electronic copy of your insurance card, Policy Benefits Summary, and proof of Medical Evacuation and Repatriation Coverage – if you have this available.
- 2) Go to <http://uta.myahpcare.com/waiver>
- 3) Enter the required information, including your UT Arlington ID number, and select your password.
- 4) Select the 'Register' button to continue.
- 5) Select the waiver form under Submit Waivers.
- 6) Complete the waiver form and attach copies of your scanned insurance documents.
- 7) Select the 'Submit Waiver' button.

UTA Health Services

UTA Health Services is staffed and equipped to care for most routine health needs of students. Students who are sick should go to the Medical Clinic on campus first. If further treatments are needed, the doctor will refer you to a specialist outside UTA.

Hours: 8:30 – 5:00 pm on Monday – Friday

Appointments: To schedule an appointment

- Call (817) 272-2771
- Visit https://mavcare.uta.edu/login_directory.aspx
- Go in-person (walk-in appointment) – wait times vary based on appointment availability

NOTE: Appointments must be canceled at least four hours in advance or a \$25 fee will be charged to the student's account.

Fees:

Each semester, all UTA students are required to pay the \$55 Health Services fee. This permits students to see a medical professional at the UTA Medical Clinic an unlimited number of times per semester. There may be additional charges for testing services and/or lab work performed.

After Hours Care/Emergency Care:

- Health Services is closed on scheduled University holidays and during University closures due to inclement weather or other major events.
- Health Services does not provide emergency care
- **Call (817) 272-3003 for medical emergencies on campus, or call 911**
- Visit https://www.uta.edu/healthservices/fees_and_services/emergency.php for non-emergency after-hours treatment options

For more information about UTA Health Services, please visit

<https://www.uta.edu/healthservices/index.php>

Student Guidelines for Maintaining Legal F-1 Status

ELI faculty and staff cannot answer immigration questions. Any immigration questions must be directed to the Office of International Education (OIE).

1. Maintain a passport valid for at least six months into the future.
2. Attend the University that issued the I-20 on which you entered the U.S.
3. Complete a full-course of study: ELI students must maintain regular full-time attendance.
4. Do not work off-campus without authorization from the United States Citizenship and Immigration Services (USCIS).
5. Apply to the Office on International Education for an extension of stay if you cannot complete the program of study by the ending date on your I-20. You must apply for an extension BEFORE the ending date, and you must have a valid reason for needing to extend your program.
6. Do not change schools without first contacting your International Student Advisor for the proper procedures.
7. Report a change of residence to both the Office of International Education and the English Language Institute within 10 days.
8. Pay all debts to UTA and other applicable fees that have occurred during your stay.
9. Request travel documents from the Office of International Education before leaving the U.S. for holidays.
10. All applications to Immigration must first be signed by the International Office. If a student has any questions regarding their immigration or immigration requests, please go to the Office of International of Education during advising hours.

Additional Information

FULL COURSE OF STUDY: Students who fail to complete a full course of study are out-of-status and will have to apply for reinstatement with USCIS. Students who are denied for reinstatement will have to leave the United States within the deadline given by USCIS.

Transferring out from the ELI Program

To maintain status, transfers must be completed before the start date of the next session.

Dropping Out of the ELI Program

There is no refund for students that leave after the first week of any session.

UTA Parking and Transportation

Parking Permit: A parking permit is required to park on-campus.

MavPark is an online service to order parking permits. Students can also manage payments for campus parking meters and review and pay parking citations through MavPark.

For more information about MavPark, please visit

<https://uta.nupark.com/portal/Account/Login?ReturnUrl=%2fportal%2f>

Parking Violations may result in a citation. The following are violations:

- Not Parked within a Space
- Parked in a Space with an Expired Meter
- Parked in a Space over the Maximum Time Limit
- Failure to Remove a Vehicle after Notification from Parking and Transportation Services
- Parking Permit Violation
- Parked in an Area Designated as No Parking
- Improper Parking
- Parked Within 15 Feet of a Fire Hydrant
- Parked in a Reserved Space
- Parked in a Fire Lane
- Person with Disabilities Space Violation
- Tampering with University Equipment

Please visit UTA Parking and Transportation Services for detailed information and parking maps

<https://www.uta.edu/pats/index.php>

Mavs Courtesy Escort: This free service offers students, faculty, staff, and campus visitors an escort from one location to another.

For current hours of service, visit <https://www.uta.edu/pats/transportation/mavs-courtesy-escort.php>

To request an escort, call (817) 272-5252 or utilize a call box on campus.

UTA Police

Contact Information

University Police Bldg.

- **Emergency number: (817) 272-3003**
- Non-Emergency Number: (817) 272-3381
- Lost and Found: (817) 272-2904
- <http://police.uta.edu/index.php>
- policedepartment@uta.edu

On-Campus Incidents: Call the UTA Police, not Arlington Police.

Off-Campus Incidents: Call the Arlington Police at 911.

Special Services Provided by the UTA Police

Call UTA Police at (817) 272-3381

- Need a personal security escort? UTA Police can provide you with one.
- Dead battery? UTA Police can help start your car.
- Locked keys in car? UTA Police will not unlock your car, but they will provide you with contact information of services available in the area and call a provider for you.

Tobacco Free Campus UTA is a tobacco-free campus. Smoking is **not** permitted anywhere on campus.

Campus Recreation & Lost and Found

Maverick Activities Center – MAC

Location: [NW corner of Greek Row Drive and West Nedderman](#)

Hours: Check the MAC website for current hours
<https://www.uta.edu/campusrec/facilities/mac.php>

Includes: Courts for basketball, volleyball, soccer, racquetball etc.; two indoor tracks; 20,000 square foot weight and fitness room; climbing wall; and much more.

Note: You will need to purchase a membership to use the MAC. Please visit the website or the MAC for more details.

For more information about campus recreation opportunities, please visit <http://www.uta.edu/campusrec/>

Lost Property Procedure

- If a student loses a Mav Express card, contact the Mav Express office for a replacement.
- If a student loses an item other than the Mav Express card, check the following locations to see if the item has been turned in.
 - ELI Office Hammond Hall 402
 - Linguistics & TESOL Office Hammond Hall 132
 - Modern Languages Office Hammond Hall 230
 - LAC Office Trimble Hall 302
- To receive the lost item, students must:
 - Provide the owner's name, address, and telephone number
 - Have a form of positive identification
 - Provide proof of ownership
 - Must be able to describe the property
 - Provide the date and approximate location the property was lost
 - Sign a Property Release form

Found Property Procedure

- If lost or abandoned property other than a Mav Express card is found, take the property to the ELI Main Office, Hammond Hall 402.
- Make a report by giving your name and the location where the property was found.
- The found item will be kept at the ELI office for 48 hours.
- After 48 hours, the ELI will contact University Police Department, which is the designated department for processing abandoned and/or lost and found property.

Where to get Information on UTA Campus

Immigration

Office of International Education (OIE)

Location: [Swift Center](#)
Website: <https://www.uta.edu/oie/>
Email: international@uta.edu
Phone: (817) 272-2355

Housing

Apartment and Residence Life University Housing

Location: [E.H. University Center](#)
Website: <http://www.uta.edu/housing/index.php>
Email: housing@uta.edu
Call: (817) 272-2791

Tuition and University-Housing Payments

Student Accounts

Location: [Davis Hall](#)
Website: <https://www.uta.edu/business-affairs/sfs/make-payment.php>
Phone: (817) 272-2172

University Admissions

UTA Admissions Office

Location: [Davis Hall](#)
Website: <http://www.uta.edu/admissions/>
Phone: (817) 272-2011

Tests Needed for Undergraduate/Graduate Admissions

UTA Testing Services

Location: [University Hall](#)
Website: <https://www.uta.edu/universitycollege/prospective/testing-services/>
Email: testing@uta.edu
Phone: (817) 272-2362

Help with Mental/Behavioral Health Problems

Counseling and Psychological Services (CAPS)

Location: [Ransom Hall](#)
Website: <http://www.uta.edu/caps/index.php>
Phone: (817) 272-3671

Where to get Information at the ELI

ELI Office – Hammond Hall 402

Nantawat Samermit – *Admissions Counselor*

Information about admission to the ELI and conditional admissions to UTA

Sue Ball – *Support Specialist II*

General inquiries

Request enrollment or intention letter

Sign up for the I-TOEFL test or class

ELI Financials – Hammond Hall 405

Tamma Jones – *Administrative Assistant II*

Tuition Payments

Health Insurance Questions

Cherish Smith – *Support Specialist II*

Tuition Payments

Health Insurance Questions

Advising – Hammond Hall 409

Debra Basler – *Academic Advising and Effectiveness Liaison*

University entry requirements and processes for both undergraduate and graduate level

Information about entrance criteria for UTA and other colleges or universities

Student Affairs – Hammond Hall 407

Joshua Atherton – *Advanced Academic Coordinator and Head of Student Affairs*

Absences, academic issues, student concerns, probation, and dismissal

Student Services and Activities - Hammond Hall 406

Apinan Samermit – *Student Services Coordinator*

Non-Academic issues, questions about services at UTA, and student activities information

Computer Resources – Trimble Hall 10

Bill Sanchez – *Database Coordinator*

Issues related to computer lab, technical difficulties, printing, and others

Cynthia Kilpatrick Ph.D. – *Interim Director, English Language Institute*

Academic, administrative, and financial issues or concerns that have not been resolved with the appropriate staff/faculty member. Contact Ms. Sue Ball in Hammond Hall 402 to schedule an appointment.

Appendices

Appendix A: EAP Book List

TEXTBOOKS for FALL I 2017

Foundations

Reading & Writing

Pathways Foundations Reading, Writing and Critical Thinking (Blass & Vargo)

ISBN 978-1-285-57642-8 publisher: National Geographic/Heinle Cengage Learning

Oxford Picture Dictionary by Adelson-Goldstein, J.; Shapiro, N.;

ISBN 978-0-19-436976-3 publisher: Oxford University Press

Listening & Speaking

Pathways Foundations Listening, Speaking and Critical Thinking (Fettig & Najafi)

ISBN 978-1-285-58356-3 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar Explorer 1A Split Edition/w Online Workbook (Mackey)

ISBN 978-1-305-62161-9

Intermediate A

Reading & Writing

Pathways 2 Reading, Writing and Critical Thinking (Blass & Vargo)

ISBN 978-1-133-90780-0 publisher: National Geographic/Heinle Cengage Learning

Listening & Speaking

Pathways 2 Listening, Speaking and Critical Thinking (Chase & Johannsen)

ISBN 978-1-133-30569-9 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar Explorer 2: Student Book/Online Workbook Package (Carne)

ISBN 978-1-305-51167-5 publisher: Cengage

Intermediate B

Reading & Writing

Pathways 2 Reading, Writing and Critical Thinking (Blass & Vargo)

ISBN 978-1-133-90780-0 publisher: National Geographic/Heinle Cengage Learning

Listening & Speaking

Pathways 2 Listening, Speaking and Critical Thinking (Chase & Johannsen)

ISBN 978-1-133-30569-9 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar and Beyond 2 (Reppen)

ISBN 978-0-521-14296-0 publisher: Cambridge University Press

High Intermediate A

Reading & Writing

Pathways 3 Reading, Writing and Critical Thinking (Blass & Vargo)

ISBN 978-1-133-90774-9 publisher: National Geographic/Heinle Cengage Learning

Listening & Speaking

Pathways 3 Listening, Speaking and Critical Thinking (Chase & Johannsen)

ISBN 978-1-133-30575-0 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar for Great Writing C (Folse)

ISBN 978-1-337-11-861-3 publisher: National Geographic Learning

High Intermediate B

Reading & Writing

Pathways 3 Reading, Writing and Critical Thinking (Blass & Vargo)

ISBN 978-1-133-90774-9 publisher: National Geographic/Heinle Cengage Learning

Listening & Speaking

Pathways 3 Listening, Speaking and Critical Thinking (Chase & Johannsen)

ISBN 978-1-133-30575-0 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar and Beyond 3 (Blass, Iannuzzi, & Savage)

ISBN 978-0-521-14298-4 publisher: Cambridge University Press

Advanced A

Reading & Writing

LEAP Advanced Reading and Writing (Williams)

ISBN 978-2-7613-5228-4 publisher: Pearson

Listening & Speaking

Pathways 4 Listening, Speaking and Critical Thinking (Macintyre)

ISBN 978-1-1335-3425-9 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Elements of Success 4, Student Book with Essential Online Practice

ISBN 978-0-19-402829-5 publisher: Oxford University Press

Advanced B

Reading & Writing

LEAP Advanced Reading and Writing (Williams)

ISBN 978-2-7613-5228-4 Publisher: Pearson

Listening & Speaking

Pathways 4 Listening, Speaking and Critical Thinking (MacIntyre)

ISBN 978-1-1335-3425-9 publisher: National Geographic/Heinle Cengage Learning

Applying Grammar

Grammar and Beyond 4 (Reppen)

ISBN 978-0-521-14301-1 publisher: Cambridge University Press

NOTE: Starting in Fall 2, 2017, all students in Applying Grammar will use the books being used in Fall 1.

Appendix B: Information Release Forms

General Release Form

Each session, the English Language Institute receives requests for information on its students from non-institutional persons or organizations and from some student organizations on campus. The types of information asked for are name, address, nationality, telephone number, age, and sex.

The “Family Rights and Privacy Act of 1974” states that a student has the right to withhold this information from the public and other students.

Please check one of the following below:

_____ It is OK to give out personal information on me.

_____ Do NOT give out any personal information on me.

Signature _____ Date _____

Print Name _____ ID _____

Academic Information Release Form

Students who transfer to another Intensive English Program or apply to enter a graduate or undergraduate program at a university will be required to furnish certain records.

Intensive English students who want their records or information about them sent to other institutions must give permission to the Intensive English Program at UT Arlington to do this.

If students wish to have their records sent to other institutions or have information provided on their behalf, students must sign the permission form below:

I, _____, give my permission to the English Language Institute at the University of Texas at Arlington to release information about my academic achievement to the parties that I have checked below:

_____ 1. Other academic institutions _____ 2. Family members _____ 3. Neither of these

* Note to SPONSORED STUDENTS: Information about sponsored students is sent regularly to the sponsoring organization. There are no exceptions.

Signature _____ Date _____

Print Name _____ ID _____

ELI Student Picture Permission Form

Throughout the session, the English Language Institute will take pictures of students at various activities and club events. The ELI will use some of these pictures in ELI materials. To respect each student's privacy, the ELI asks for permission to use the student's image (picture).

_____ I give permission to the English Language Institute to use my image in any ELI related material for educational and recruiting purposes (e.g. ELI Facebook page, New Student Orientation, ELI Newsletter, and the ELI Memory Book).

_____ I DO NOT give permission to the English Language Institute to use my image.

Signature _____ Date _____

Print Name _____

UTA ID _____

Appendix C: ELI Formal Complaint Form

(Please Print)

Name: _____

Date: _____

Class/Band: R/W _____ AG _____ L/S _____ Other _____

Concern: _____

Actions taken to solve the matter. (Have you followed the steps of the Formal Complaint Policy?

Who did you talk to? What did they say and do?)

What solution do you seek?

Student's Signature (Please sign your name)

Student ID#