



International Extension Programs

Student Handbook

Dear Student,

Welcome to the English Language Program (ELP) through the International Extension Programs (IEP) at California State University, San Bernardino (CSUSB). We are happy that you have chosen to join our program for your English studies in the United States.

The purpose of this handbook is to give you as much information as we can about our program and where you are now living. It also includes many rules and policies. Please try to read them and understand them. If you have any questions, please ask an IEP staff.

The main IEP office is located in College of Education, Room 356 and is open from 8:00 a.m. – 5:00 p.m., Monday through Friday (Summer hours may vary). There is also an IEP office located in the Yasuda Center for Extended Education, Room S1 and is open from 8:00 a.m. – 5:00 p.m., Monday through Friday.

Nicole Mendoza is responsible for immigration matters and will also help you with host families, housing, or personal problems such as homesickness or adjustment. Jorge Razo is our Yasuda Center Program Assistant, and can help you with many of your initial classroom questions. Sarah Buenaventura, our Academic Coordinator is available for academic advising or guidance on course work. You may also talk to our Associate Dean, Anneli Adams about any concerns you have or your ideas about the program. If you are uncertain about who to speak to, please see Elaine Chacon, our Program Specialist, who can direct you to the appropriate person to speak with.

We are happy you are here and hope your experience with IEP/ELP is pleasant and beneficial.
Sincerely,

A handwritten signature in black ink, appearing to read 'Tatiana Karmanova', with a stylized flourish at the end.

Dr. Tatiana Karmanova
Dean, College of Extended Learning

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I. LEARNING ENGLISH AT IEP/ELP

IEP/ELP

In the International Extension Programs (IEP), the English Language Program (ELP) at California State University, San Bernardino use communicative approaches toward language learning. In the beginning levels, students use English in everyday situations. In the advanced levels, students learn how to be successful at American universities.

Core skills classes are grammar, reading, composition, and listening/speaking skills. Classroom labs are available for students who would like additional instruction time with teachers. Computer labs are available for IEP students. Students who are placed in level 5 or 6 may be allowed to enroll in a university class in addition to their ELP classes.

Schedule

ELP classes are held Monday through Thursday from 9:00 a.m. to 3:00 p.m. and Friday from 9:00am to 1:00pm (Summer hours may vary).

Holidays

Classes **DO NOT** meet on the following holidays:

New Year's Day (January), Martin Luther King, Jr. Day (January), Cesar Chavez Day (March), Memorial Day (May), Independence Day (July), Labor Day (September), Veteran's Day and Thanksgiving (November) and Christmas (December).

Breaks

Students have breaks between quarters at approximately the following times:

Between Fall & Winter	Early-December to Early January
Between Winter & Spring	Late March to Early April
Between Spring & Summer	Mid-June to Late June
Between Summer & Fall	Early September to Late September

Vacation Quarters

U.S. Citizenship & Immigration Services (formerly INS) allows students to take a vacation for one quarter after successfully completing three (3) consecutive quarters (see page 5 for successful completion definition). Students will be required to purchase health insurance during vacation quarters (per a mandate by the State of California). Requests for vacation quarters will not be granted until a student purchases health insurance for that quarter.

Field Trips/Activities

ELP activities and field trips are listed on the quarterly Schedule of Events.

ELP Attendance Policies

Attendance

As an intensive language program, we want our students to learn as much English as possible in a short length of time. Therefore, you **MUST** attend class daily to receive the full benefit of this program. Languages are learned by daily practice, not by cramming for a test at the end of the quarter. Most importantly, U.S. Immigration laws require you to attend class to maintain your F-1 visa status.

Arrive to class on time. You will be marked tardy if you arrive late. Each class meeting counts as 1 hour. For example, if you are a level 3 student and you miss 1 day of school, you may have accrued 5 hours of absences in that one day depending on how many classes you have scheduled. IEP/ELP has established the following system for tracking your absences:

Core Classes	
1 st absence	No change
2 nd absence	No change
3 rd absence	No change
4 th absence	Drop one letter grade
5 th absence	IP or UP status
More than 15 minutes tardy	Equals 1 absence
Three tardies	Equals 1 absence

If a student misses class, they are considered absent. Schedule appointments for times when you do not have class. If you are absent because of an illness, submit a note from your physician or the student health center on campus within 72 hours from the return date. **Notes will only excuse immigration hours. It will not excuse class absences.** If you are absent from any class, you are responsible for any work missed.

Although instructors do not give permission for a student to be absent, students should also let instructors know via e-mail or message if they plan to be absent. You are expected to keep track of your own absences.

ELP has the following attendance notification policy:

Hours of Absences	Consequences
10 hours of class	Receive a written notice from the IEP office
15 hours of class	Receive a notice to meet with the Academic Coordinator and put on attendance probation
20 hours of class	Receive a third notice
30 hours of class	Receive a notice and pulled from class to meet with the Academic Coordinator
40 hours of class (Jeopardized status as an international student)	<p>Receive a <u>final</u> notice and a copy may be sent to your sponsor or parents.</p> <p>IEP/ELP also reserves the right to terminate that student at any time throughout the duration of the quarter.</p> <p>A student on attendance probation may not exceed 20 hours of absence in the following quarter lest they run the risk of being terminated from the program and having their student status revoked.</p>
Over 40 hours	Terminated in the SEVIS system and asked to find an alternate school. Required to find a new school within 72 hours of notification of termination or return to their native country.

Grading Guidelines

Grades

At the end of the quarter, you will receive a Progress Report with grades for each class, total number of hours absent, and TOEFL/Michigan test scores. **If you have successfully completed all of your classes, you will also receive a Certificate of Completion.** A Certificate of Completion will only be given to students who have completed all classes with grades of A or B, allowing for one grade of IP. **Certificate of Completion will NOT be awarded to students who do not complete the entire 10 week quarter, or to students who have not completed all required core courses for that level.**

Grading Guidelines for IEP

All levels will be graded as follows:

A (Excellent)	Mastery of skills with a superior level of performance
B (Good)	Mastery of skills with a high level of performance
RP (Report in Progress)	Acceptable performance. Not mastered skills for level/course. A student receiving one grade of IP in a level will move to the next level. A student receiving two IPs will remain at that level until they achieve grades of A or B.
NC (No Credit)	Inadequate performance. Failed level/course. Excessive absences, poor participation, failure to complete homework assignments or low test scores. A student receiving a grade of UP in any class will repeat the level.

Level 6 students may remain in the same level if they do not pass one or more of the core courses or if they fail to take or pass their writing course.

Students who fail a university class will not be allowed to register for university classes the following quarter. Grades of: "F", "W", "WU", "I", or "NC" are considered failing grades.

Academic Probation

If a student has low midterm grades, they will be in jeopardy of being put on academic probation. This means that they are not doing well in school; they will be monitored closely for improvement. They may be called in to receive advising for guidelines for academic success. If a student fails a quarter, they will be asked to sign an academic probation contract.

This is serious because:

- 1) You will have to repeat your current level.**
- 2) You will be unable to take any classes through Open University.**
- 3) You will have difficulty transferring to another school.**

If a student is unable to raise their grades the following quarter, they will be asked to leave the program. They will be asked to find another school. If they are unable to transfer to another school, will be required by law to return to their native country.

Grade Grievance Procedures

Instructors have the right to assign grades as well as the responsibility to provide careful evaluation and timely assignment of grades. It is presumed assigned grades are correct. Instructors will grade on clearly stated criteria. It is the responsibility of anyone appealing an assigned grade to demonstrate otherwise. Grade changes may occur due to the final approval of a grade grievance, the correction of an administrative error, and/or the re-evaluation of student language competency.

If a student is unsatisfied with their grade, they must follow the proper procedure:

- 1.** Grade Grievance procedures must be initiated by the student within no more than forty (40) working days after the grade is officially recorded. This is normally a week after the deadline for submitting grades. The procedure is initiated by submitting a completed Student Academic Grievance Form (pages 1 & 2 of attachment A) which must be date-stamped by the College and left on file. Please note instructors and department deans may not be available during certain times in the quarter.
- 2.** The student then must seek redress directly from the instructor. Following discussion, the instructor shall complete the instructor's section of the Student Academic Grievance Form in duplicate (page 3 of Attachment A) and note the conclusion reached. One copy must be returned to the student and one copy to the office. This process shall be completed within fourteen (14) working days after the grievance procedures have been initiated (i.e., within fourteen working days after the cover sheet has been date-stamped). If the instructor is no longer at the University, the student should contact the Program Director.

3. If the grievance still is unresolved, the student next may request a meeting with the instructor, the Program Director, and the College Dean (or designee). The student must request the meeting within seven (7) working days from the date the process under Section 2 above is concluded. The meeting shall be convened by the College Dean or designee as soon as possible, but within no more than twenty (20) working days. The Program Director and College Dean will consult with the instructor, who has the sole discretion to change a grade. The College Dean or designee shall note the conclusion reached on the College's and on the student's copy of the Student Academic Grievance Form and shall return the appropriate copy to the student and retain the College copy on file.

Policy and Procedures Concerning Academic Dishonesty

Policy

Plagiarism and cheating are violations of the Student Conduct Code (see Appendix, pg. 38 of the Student Handbook) and may be dealt with by both the instructor and administration. Definition and procedures for addressing cheating and plagiarism are below. Questions about academic dishonesty or policy should be addressed to the IEP/ELP Office.

Definition of Plagiarism/Cheating:

Plagiarism is the act of presenting the ideas and writings of another as one's own.

Cheating is the act of obtaining or attempting to obtain credit for academic work using any dishonest, deceptive, or fraudulent means.

Cheating includes but is not limited to:

1. Copying, in part or in whole, from another's test, software, writing, or other evaluation instrument.
2. Submitting work previously graded in another course unless this has been approved by the course instructor.
3. Submitting work simultaneously presented in two courses, unless this has been approved by both course instructors.
4. Using sources or materials not authorized by the instructor during an examination.
5. Altering or interfering with grading or instructions.
6. Sitting for an examination by a surrogate, or as a surrogate.
7. Committing any other act that defrauds or misrepresents, including aiding or abetting in any of the actions defined above.

Plagiarism is academically dishonest and makes the offending student liable to penalties up to and including expulsion. Students must make appropriate acknowledgements of the original source where material written or compiled by another is used.

Section 1: Academic dishonesty shall initially be addressed by the instructor, who may employ any of the sanctions listed in Section 3. If the instructor does more than merely discuss the question with the student, the instructor shall complete a form that identifies the student who was found responsible, the general nature of the offense, the action taken (if any), and a recommendation whether further action should be considered by IEP/ELP administration. The instructor shall send the completed form to the IEP/ELP administration office.

Section 2: An instructor who takes any of the actions listed in Section 3 below has the following responsibilities:

1. To preserve the evidence in support of the allegation
2. To notify the student of the allegation and of the evidence on which it is based
3. To provide the student a reasonable opportunity to challenge or rebut the allegations
4. To notify the student of the action being taken

Section 3: The instructor may employ any of the following sanctions:

1. Verbal or written reprimand
2. Assignment or appropriate task or examination
3. Change of grade, including assigning a punitive grade to the work involving dishonesty, or for the course, project, thesis, or any other summary evaluation of the student's academic work

Section 4: If the student does not wish to accept the sanction proposed by the instructor, the student may request a final disciplinary procedure and require that the allegation be referred to IEP/ELP administration. In that event, the Program Director and the College Dean (or designee) will review the case. Once the review is complete and sanctions have been imposed, the instructor shall not impose any other sanction other than the sanction(s) imposed through the disciplinary procedure.

Levels

Levels 1-3 (Fundamental Skills Levels): Students will progress through these levels acquiring the necessary tools needed to succeed in advanced placement levels. Core classes are: Grammar, Reading, Composition, and Listening.

Levels 4-6 (Advanced Skills Levels): No student will be permitted to move to Levels 4-6 without passing the core classes in the Fundamental Skills Levels. Students in Levels 4-6 must pass all core classes in each level to progress or move to the next level. Core classes are Grammar, Reading, University Study Skills, Composition, Academic Writing, Oral Language, and Listening/Speaking.

There are no “split level” schedules issued to students.

Testing

During the quarter, students will be assigned homework, quizzes, and exams in classes. This is how the instructors track progress. Each quarter, you will take a Michigan test and an Institutional TOEFL (administered twice a quarter). These test scores will indicate your progress in English and determine final advancement upwards to the next level. Returning students must receive permission from the Academic Coordinator to retest or challenge their level placements at the beginning of a new quarter.

Textbooks

All books can be purchased in the Coyote Bookstore. Save your receipts and DO NOT write in the texts during the first week of class. If you need to return textbooks, refer to the bookstore’s return policy. Write your name in all of your books as soon as you are certain of your level.

University Classes

With permission from the Academic Coordinator, ELP students in level 5 and 6 are allowed to take a university class while attending their ELP classes. A university class is taken with English speaking students for college credit. University classes are included in tuition for levels 5 and 6.

Prior to enrollment, students are required to attend an advising appointment with the Academic Coordinator every quarter they plan to take a university class. The designated advising dates are listed on the Schedule of Events.

- Level 5 can take one university class after being advised.
- Level 6 (Pre-MBA/Grad Level) can take two university classes after being advised.

Satisfying TOEFL Requirement

Undergraduate students who complete level 5 or graduate students who successfully complete level 6 in the English Language Program, including any university course work at CSUSB and any exit criteria required by ELP, satisfy the TOEFL requirement for undergraduate admission to CSUSB. Students who want to enter CSUSB should start the application process early to minimize delay after the requirement is met.

Counseling

You should feel free to talk with any IEP staff if you need help with your classes, culture shock, or any medical, dental, or personal needs. Instructors or IEP office staff are available if you feel culture shock or experience problems outside of class.

Complaints

IEP/ELP wants to offer you the best language program possible. If you are not happy with the program, you should talk to any instructor or the IEP staff. Program Assistants will help address issues you have and can direct you to the right staff member. If that is not possible, if it is uncomfortable, or if you are not satisfied with the response, please come to the IEP office and make an appointment with the Academic Coordinator. If you still feel that your complaint has not been answered, the final step is to meet with the IEP Associate Dean, the Dean, or both.

Parking (UH-039)

In order to park on campus, you must purchase a parking permit for your vehicle. You will receive a ticket and fine if you do not have a valid permit clearly displayed while parked on campus. You can purchase a permit online at the Parking Services website

If you receive a parking ticket, it is very important to pay the fine or it will go on your driving record. You can pay your fine on the Parking Services website. Please note that a hold will be placed on your student account until the fine is paid. This hold will prevent you from registering for the next quarter.

Please visit the following website for a complete list of rules and regulations regarding parking on campus: parking.csusb.edu

Dropping ELP Classes

Refunds are given for tuition payment only. University fees, late fees, and health insurance are non-refundable. If you need to leave ELP for any reason, you must get permission from the IEP Program Administrator. If you decide to leave ELP for any reason, be aware of the refund policy:

- **FULL TUITION REFUNDS** will be given only before the first (1st) day of classes. Refunds will be mailed as soon as possible. (It usually takes four to eight weeks). All refund checks will be issued in the student's name, no exceptions.
- **FIFTY- PERCENT TUITION REFUNDS** will be given to students canceling or withdrawing during the first week (five days) of classes.
- **NO REFUNDS** will be given to students canceling or withdrawing after the first week (five days) of classes.

Classroom Rules

- 1) Effective September 1, 2017, all California State University campuses will be 100 percent smoke and tobacco free! For more information and additional tools for quitting, please visit our website at www.csusb.edu/smoke-free.
- 2) Do not eat or drink in the classrooms or computer labs.
- 3) If you chew gum, throw it in a trashcan when you are finished.
- 4) Throw all trash in trashcans. Put soda cans in blue recycle containers. Put paper in the blue recycle bins in the computer rooms.
- 5) Finish assignments on time. Talk to your teachers if you miss a class. Do all assignments that you miss if you are absent.
- 6) Use English as much as possible.
- 7) Come to all classes on time.

Computer Lab Rules

Yasuda Center

As an International Extension Program student, you have the privilege of using the Yasuda Center computer lab free of charge.

The computer lab is located in rooms 102 and 103. Room 102 will primarily be used for the Open Lab and 103 will be used for overflow. Lab Assistants will be available during Open Lab to help you with questions and problems. If you need more time to use the computer lab, there are other computers available on campus in the Library Wedge and Jack Brown Hall, room 123. The Yasuda Center computer lab is only open during certain hours. Please do not ask to use the computer lab outside of posted hours.

In order to keep the computers working for everybody, please obey the following rules:

- 1) No food or drink is allowed in the computer lab.
- 2) Do not print without permission. If you need to print a paper for a class, ask the Lab Assistant.
- 3) Never print from the web. This includes printing E-mail.
- 4) Do not download software from the web. This includes translation programs, music, videos, backgrounds, etc.
- 5) Viewing PORNOGRAPHY web sites are PROHIBITED. If found viewing pornography, you will lose your lab privileges.
- 6) Students are not allowed to misuse or abuse computer equipment including computer, monitor, mouse, printer, or any related computer items.
- 7) Students are not allowed to change computer configurations.
- 8) Students may not use the computer lab if there is no supervisor or teacher present.

The staff at College of Extended Learning work very hard every quarter to ensure that all the computers are working properly for the benefit of all. If there are too many problems during the quarter, **you will lose the privilege of using the lab.**

Immigration Requirements and Information

For F-1 Visa Students

Maintaining Student Status:

- ◆ You must enroll full-time at the school you are authorized to attend.
- ◆ Missing class is not acceptable, except in the case of major illness. Doctor's notes excusing any medical absence must be provided immediately upon diagnosis. You are only eligible to miss class for the time period listed in the doctor's note.
- ◆ Maintain passport that is valid for at least 6 months into the future. I-20 must always be current. Keep I-94 in passport (if applicable).
- ◆ Apply for extension of time at least 30 days before completion date on I-20.
- ◆ Report any change of address, email address and phone numbers to IEP within 10 days of change.
- ◆ After 3 consecutive quarters of enrollment, you will be eligible for a vacation quarter. You must request and be approved for this benefit by visiting the IEP office. Do not stop studying without approval.

Employment

- ◆ IEP students may work on-campus up to 20 hours a week. Students are not permitted to work off-campus. Visit the IEP office for more information regarding student employment.
- ◆ Working illegally is a violation of U.S. CIS (formerly INS) rules. Do not do it.

Travel and Reentry

- ◆ You must have your I-20 signed for travel by a Designated School Official at the IEP office before leaving the U.S., preferably one week prior to your departure.
- ◆ If you will not be registering for the next term you may not travel and reenter on IEP's I-20 after the current term ends.
- ◆ Check U.S. entry visa to be sure it is valid for additional entries. If your visa expires while in the US that is not a problem, but you will not be allowed to enter the country if your visa has expired. If you are traveling on an expired visa, plan on returning to your home country to apply for a new one before returning to the US.

Leaving CSU San Bernardino:

- ◆ Students must complete a transfer or return to their home countries within 60 days of the last day of class. In many cases, this will not be the same end date listed on your I-20.
- ◆ Please see the immigration advisor in the office regarding transfer to another school.
- ◆ DO NOT OVERSTAY: Persons unlawfully in the U.S. for 6 months are subject to a 3 year ban on reentry; persons unlawfully in the U.S. for over 6 months are subject to a 10 year ban on reentry.

You are responsible for keeping immigration documents valid and current.

II. Cal State University Facilities

When you register with IEP/ELP each quarter, you pay campus fees that allow you to use facilities on campus. This is another way for you to meet American students and learn about university culture.

Coyote Bookstore (BK)

The Coyote Bookstore sells CSUSB clothing, school supplies, computers, textbooks, snacks, and more.

John M. Pfau Library (PL)

You can check out books and magazines from the library using your Coyote OneCard. The library has a room for listening to music. There are also quiet areas for study. Before you check out your first book, visit the Circulation Desk to activate your card.

Student Union (SU)

The Student Union is the meeting place for the campus community. Students can relax there between classes and meet people. You can eat at the Coyote Café which includes a Pizza Hut, Starbucks, and Taco Bell.

Associated Students, Inc. (SU-108)

Each quarter you pay Associated Students, Inc. (A.S.I.) fees for the school newspaper *The Chronicle*, and for entertainment and educational events throughout the year. These events include live concerts, speakers, and cultural events such as Black History Month and Cinco de Mayo. A.S.I. often sponsors trips to sporting events, plays, or concerts. There are discount coupons available for movies and theme parks in the A.S.I. Box Office.

Student Life (SU-203)

The Office of Student Life coordinates student clubs on campus. We encourage you to join any club that interests you! The International Student Association is a club for all international students on campus, including IEP students.

The Learning Center (UH-351)

The Learning Center provides testing services, tutoring, college reading improvement, and test preparation for students. The Writing Center offers writing instruction for all levels. Facilities are available for using computers and watching videos.

Center for International Studies and Programs (CISP) (CE-356)

The CISP office serves international matriculated students at CSUSB. This office will help you transfer into CSUSB. The advisors there can answer many of your questions about CSUSB and requirements for admission.

Student Health Center (HC)

The on-campus Student Health Center has doctors, nurses and a pharmacist. Medicines are inexpensive there. Visit the Student Health Center first if you are not feeling well. Going to a doctor outside of the school is very expensive, while the Student Health Center is free of charge. Some services are given at a reduced fee. Contact the Student Health Center at (909) 537-5241 to make an appointment.

Recreational Center (RC)

Make new friends and get some exercise. Use the weight and cardio room for individual workouts and aerobic classes. Sports equipment (balls, tennis rackets, etc.) may be borrowed from the Equipment Room with your Coyote OneCard. The pool has open swimming hours during most quarters.

California State University, San Bernardino

Campus Closure and Evacuation Procedures

Reviewed and supported by Administrative Council 3-3-08.

The university president or designee may authorize a closure of the campus due to a health or safety concern or due to the interruption or failure of a utility such as electricity or water service. An evacuation may be declared in the event of a major threat or emergency.

There is a difference between an evacuation and a campus closure. A campus closure occurs when a decision has been made to close the campus because of a specific event, such as high winds or a power outage, which make normal campus operations impossible or unsafe. These are not considered to be immediate emergency situations. An evacuation occurs when it is essential to clear the campus as quickly as possible as in the case of a fire or an earthquake.

In either case, campus communication systems, to the extent possible, such as e-mail, phones, etc., will be used to notify the campus community and provide specific instructions as to how to proceed.

Campus closure:

Should a campus closure be declared:

The administrator in charge may elect to close the campus in the following manner:

1. Unless otherwise noted, classes already in session shall continue until their scheduled conclusion, at which time students will be asked to leave the campus in a safe and orderly manner.
2. Employees will be instructed to remain on campus until after students have exited the campus. Employees will then receive information regarding when they should leave.
3. Students living in campus residence halls may remain in the housing units, unless instructed otherwise.

Students or employees who need transportation or must wait for transportation are asked to report to the main lounge in the Student Union. Police or parking officers will organize the transportation effort from the Student Union location. Should it be determined that the Student Union lounge is not habitable, the alternate transportation location will be the Commons Building.

The campus will re-open on the following morning, unless other notice is given.

Since a campus closure does not constitute an evacuation, departures may be timed to avoid potential traffic congestion on and leaving the campus.

Evacuation:

In the event of an “evacuation,” all students, faculty, and staff, with the possible exception of emergency operations personnel, will be asked to immediately leave the campus in a safe and orderly manner.

An evacuation from campus will result in heavy traffic congestion. Extraordinary traffic mitigation measures may be taken by Public Safety personnel to hasten the flow of traffic off the campus.

The administrator in charge may elect to declare an evacuation from campus in the following manner:

1. Students will be asked to leave the campus immediately.
2. Employees will be instructed to remain on campus until students have exited the campus. Employees will be instructed to leave campus immediately thereafter.
3. Students living in campus residence halls may be evacuated.

Students or employees who need transportation or must wait for transportation are asked to report to the main lounge in the Student Union. Police or parking officers will organize the transportation effort from the Student Union location. Should it be determined that the Student Union lounge is not habitable, the alternate transportation location will be the Commons Building.

Notice will be provided about when the campus will reopen.

Return to Campus (Emergency Workers):

During a campus evacuation, all emergency workers who are directed to return to campus to assist in the crisis, as directed by management, will be required to enter and exit through a central checkpoint located at Information Center 1 at the main entrance on University Parkway. A log entry will be made to document the presence of the employee. This process will enable the University Police Department to ensure the safety of employees on campus during an emergency situation.

Return to Campus (Non-Emergency Workers):

Non-emergency workers who have an urgent need to re-enter the campus during an evacuation will be required to obtain authority from his/her division vice president and shall enter and exit the campus using the process described above. Re-entry will be granted only for the purpose of tending to an urgent situation that demands their presence, such as caring for animals or conducting research.

The Public Affairs Department will arrange for public notices (such as radio announcements, e-mail, voice message, hot line messages and Web-based notifications) regarding the cancellation of classes, campus closures and evacuations.

Instructions for attendance and payroll will be provided to the campus community via e-mail after the closure or evacuation.

Please refer to the website for up to date information at
<http://policies.csusb.edu/campus%20closure%20procedure.htm>

III. Culture Shock

What is Culture?

Culture is the way of life for a group of people. It includes customs, food, language, religion, beliefs, holidays, history, and more. Culture is passed on to you from your parents, school, friends, and society. Culture affects how you look at everything around you. It is possible for people from one culture to look at things one way while people from another culture to look at the same things in a completely different way! In visiting another culture, it is important to remember that the differences in language, customs, laws, and behavior are not better or worse than your own culture. They are just different.

Adjusting to a New Culture

Coming to the U.S. means stepping into a new culture and you can expect that there will be a period of adjustment to this new culture. This is called culture shock. This is a normal experience. Culture shock is feeling confusion and anxiety while living in a foreign country.

Why does culture shock happen?

- 1) Your values and beliefs are questioned.
- 2) You cannot understand situations like you did in your own country.
- 3) You must do things even though you do not understand all the rules.

Symptoms of culture shock include: headaches, stomachaches, poor memory, trouble sleeping, fear, anger, feeling inferior to others, feeling sorry for yourself, feeling like a child, and feeling homesick.

Culture shock goes through several stages. The first stage is excitement, then irritation from focusing on the differences in culture, then anger, then finally adjusting and feeling comfortable in the culture.

Things that can help you with culture shock include:

- 1) Eat, sleep, and laugh more.
- 2) Don't be afraid to try new things.
- 3) Write or call home to keep up on life in your country. However, remember that too much contact with family and friends at home will make adjustment to American life more difficult. Write your feelings in a journal.
- 4) Find out about the culture. Look at things as different, not as good or bad.
- 5) Talk with friends, teachers, office staff, and your host family (if you have one).

American Culture

DO...expect Americans to be surprised if you visit them without being invited. Don't feel that this surprise means they are unfriendly; many people in the United States make scheduled plans in advance.

DO...expect more informality in classrooms. Don't interpret this as a lack of politeness or respect. Teachers often encourage questions and comments from their students.

DO...expect Americans to be upset if they are waiting in line and you move in front of them. In some busy shops, you are expected to take a number from the counter. When the clerk calls your number, you will be helped.

DON'T... expect Americans to pay for your meal if they invite you to a restaurant. Often when friends "eat out" together, each person orders whatever they desire to eat, and each person pays for their own food. This custom makes it possible to enjoy spending time with friends more often without spending too much money. It is also true that you will not be expected to pay for your American friend if you say to him or her, "let's have lunch." If you don't know who should pay, it is all right to offer to pay for your meal. Perhaps your friend will reply, "This is on me (I will pay)."

DO...expect Americans to smile and say, "thank you" when you say that you enjoyed the food or think that someone's dress is pretty. Americans are good at "selling themselves," especially in the business world. To be modest about your skill and talents may make the American employer think you are not very good at what you do.

DON'T...be surprised to see that many elderly people prefer to live apart from their children. This shows the American desire for personal independence. It doesn't mean that children are disrespecting their family. However, many people in America idolize youth and feel that old age is not desirable. You may feel that the opinions of young people are taken more seriously than the opinions of elderly people.

DON'T...be surprised to find that the way of working is different here. Americans may work hard for a shorter period. Some people may think that a relaxed manner looks like laziness on the job.

DON'T...be surprised to find that while Americans believe in equal opportunities for all, they do accept the fact that inequalities exist. They think these inequalities come from people not working hard or from some other personal characteristic.

DO...expect to see fast changes in styles of dress, in design of cars, etc. Americans believe that change is progress. Not everyone keeps up with the latest fashions.

DO...expect Americans to be on time for business appointments. Don't be surprised if they show up 15 or 30 minutes late for a party.

DON'T...be surprised to see American husbands washing dishes or caring for the baby, and American wives doing repair work. Jobs that once were seen as “women’s work” or “men’s work” are now done by either sex. This is true with jobs outside the home also; it is not unusual to see a man working as a nurse or a woman driving a bus.

DON'T...be surprised if Americans stare or giggle at two young men who are holding hands or walking arm in arm. While affection between men and women in public are common in this country, Americans are not used to seeing members of the same sex holding hands in public.

DO...expect that Americans may hesitate to reply if you ask, “How old are you?” This is considered a personal question. Americans typically think youth and physical attractiveness are important. A woman, especially, may not want to tell her age.

DON'T...be surprised to find that Americans may show their displeasure in public. A bus driver, for example, may get a little angry with a passenger. A customer may complain to a waitress. It is not polite to “make a scene” (show a lot of anger in a loud way), but it is usually not too upsetting either.

DON'T...be surprised if an American visits you in very casual clothes. The American is not showing a lack of respect for you. Over the past decade, ideas about what is acceptable dress have changed in the U.S. Very informal clothes may be seen at almost any type of occasion, by all classes of people. It is often impossible to tell an American’s economic or social position by the way they dress. A college professor may wear jeans and a T-shirt.

DON'T...be surprised if you find that many of these are not true in all cases! America is a society of people with many different behaviors and beliefs.

(With permission from the Dept. of Health, Education and Welfare.)

Deciding Where to Live

	Advantages	Disadvantages
American Family (Homestay)	<ul style="list-style-type: none"> ◆ Learn a new culture ◆ Improve your English ◆ Family provides transportation to and from school, and meals 	<ul style="list-style-type: none"> ◆ Limited freedom ◆ Must follow family ◆ Must do things for yourself ◆ Must tell your family where you are going so they will not worry
Residence Halls	<ul style="list-style-type: none"> ◆ Low Cost ◆ More freedom ◆ Live on campus ◆ Make friends your own age ◆ Need no transportation for school ◆ Internet connection 	<ul style="list-style-type: none"> ◆ Often very noisy ◆ No home-cooked meals ◆ Do not see American family life ◆ Must share bathroom with many students
University Apartments	<ul style="list-style-type: none"> ◆ More freedom ◆ Live on campus ◆ Make friends your own age ◆ Need no transportation for school ◆ Private bedrooms available ◆ Cook your own meals ◆ Internet connection ◆ Furnished 	<ul style="list-style-type: none"> ◆ Often very noisy ◆ Do not see American family life
Off-campus Apartments	<ul style="list-style-type: none"> ◆ Cook your own meals ◆ A lot of freedom and independence ◆ If you share, the cost is cheaper than dorms or homestay 	<ul style="list-style-type: none"> ◆ You may need a lot of money at the beginning ◆ American apartments are not furnished and require an advance deposit of money ◆ You will need to provide your own transportation (car, bicycle, bus, walk) ◆ If you have roommates from your own country, you will speak little English

Health

While you are in America, you may get sick more often than you did in your country. There may be times when you don't feel well because of culture shock. If you are sick, use the Student Health Center on campus. It is important that you stay home and get some rest.

Don't eat all your meals in fast food places. Research shows that students who eat a good breakfast in the morning do better in school. Don't oversleep and rush to school without eating. Secondly, be sure to get enough sleep. There will be times when you can't sleep as much as you need to, such as during exams. If you plan your time well, you should be able to do homework, study, and still have enough time to sleep.

Insurance/Vaccinations

The State of California has two important health laws:

- 1) ALL students must buy health insurance through IEP/ELP at the time they register for classes. Students will not be allowed to start classes until they purchase insurance or have a waiver.
- 2) ALL students must have written proof of a Measles/Mumps/Rubella (MMR) Immunization. If you cannot show proof of immunization (in English) at the time of registration, you will need to go to the CSUSB Student Health Center for re-vaccination. Students will not be allowed to start classes until they show proof of these vaccinations.

Medical Insurance

Whenever you go to a doctor's office or hospital, show your insurance card. Some doctor's offices or hospitals make you pay for your visit right away. Later, your insurance company will send you money. Others will not make you pay; they will bill your insurance company. It is important to ask them exactly how much you must pay and what you must do with your insurance company. Students will be required to purchase health insurance during vacation quarters (per a mandate by the State of California). Requests for vacation quarters will not be granted until student purchases health insurance for that quarter.

Always carry proof of health insurance with you. Do not go anywhere without it. A doctor or medical facility may not help you if you cannot prove you can pay for their services.

If You Are Sick...

The first place you should go is the **Student Health Center** on campus. Make a same-day appointment at (909) 537-5241 and call between 8-9 a.m. on Monday-Wednesday, and 9-10 a.m. on Thursday and Friday (keep in mind that the campus is closed on Fridays in the summer). If you would like to make an advanced appointment, you must call after 9 a.m. If you need help making an appointment, please see Jorge Razo, Yasuda Center building manager, or go to the IEP office and we will help you. Tuition paid includes visits to the Health Center. They also have medicine available in the pharmacy at a reduced price.

When the Student Health Center is closed (evenings and weekends), you should go to an **Urgent Care Center** (sometimes called **Extended Care Center**). You need to take your insurance card with you and show it to the receptionist. This is where you go if you have a cold, the flu, or if you don't feel well. You will probably spend a long time waiting to be seen by a doctor or a physician's assistant.

If you have an accident or if you are very sick, you can go to the **Emergency Room** at a hospital. You need to take your insurance card with you. You usually use the emergency room only if you have a very serious sickness or you can't get into an Urgent Care Center. If your emergency is not very serious, you will need to wait for a very long time. Going to the Emergency Room can be very expensive.

Most American families with health insurance go to a family doctor or clinic. If you have a homestay family, they might help you see their doctor if you need to. People usually do not go to the hospital until they have seen their family doctor and a specialist, unless it is an emergency.

Remember: the most expensive medical facility will be the emergency room. The next most expensive is the Urgent Care Center. The least expensive is the Student Health Center on campus.

Where to Buy Medicine

The Student Health Center has a pharmacy where you can buy medicine at a good price. However, they may not have all kinds of medicine available. If you receive a prescription from a doctor, you need to have it filled at a pharmacy or drug store. You can buy medicine at a lower price if you go to a chain store such as Rite-Aid or CVS. Be sure to ask what medication your health insurance will pay for. You can ask the pharmacist for the generic brand of the medication rather than a "name brand". A generic brand usually costs less. Be sure you understand the directions for taking medication and that you follow these directions very carefully.

**San Bernardino Medical Group
(Extended Care Center– No Appointment Necessary)**

1700 N. Waterman Ave.
San Bernardino, CA. 92404

(Located on Waterman between Baseline and Highland)
(909) 883-8611 X 2228

Hours: Monday – Friday 9:00am – 9:00pm
 Saturday – Sunday 9:00am – 5:00pm

Please be certain that the student has their insurance card, and local address, and phone number.

Escorts should announce themselves as coming from International Extension Programs at CSUSB.

If possible, call with student's information before arriving, to speed up the registration process.

On days when the CSUSB Student Health Center is closed, no referral is necessary. When the Student Health Center is open, a referral from the Student Health Center doctor is necessary to avoid paying a \$25.00 fee.

Directions from CSUSB to the S.B. Medical Group:

- Exit the university and go south on University Parkway
- Take the 215 Freeway South
- Exit to 30 Freeway East
- Exit freeway at Waterman Ave.
- Turn Right on Waterman Ave.
- Go approximately 13 blocks to 1700 Waterman Ave.
- Turn right into S.B. Medical Group Parking Lot
- Go to Extended Care Waiting Room

Toothaches

Make an appointment with a dentist on your own or go to the IEP office for help making an appointment. A visit to the dentist can be very expensive, so remember to bring a form of payment, photo identification, and Coyote OneCard with you. The medical insurance you buy does not include dental coverage so you will have to pay for any visits you make to the dentist.

Glasses/Contacts

If you are unable to find a place on your own, the IEP office can help you find a place to have your eyes checked. Most shopping malls have stores where you can have your eyes examined and buy glasses or contact lenses. Vision insurance is not included in the medical insurance purchased through IEP's (HTH Worldwide) medical insurance.

AIDS

AIDS is a worldwide problem that can effect any person who is not careful. It is important that you understand this disease and know how to prevent it. If you need more information about AIDS, please talk to a teacher, IEP staff, or to a staff member at the Student Health Center. It is important to act responsibly and ensure you are protected. Free information about AIDS is available in the lobby of the CSUSB Student Health Center.

LOCAL HOSPITALS

1. ST. Bernadine Medical Center
2101 N. Waterman Avenue
San Bernardino, CA 92404
Phone: (909) 883-8711

- Directions:
 - Take the 30 East (to Redlands)
 - Exit Waterman. Go South until you hit Highland
 - St. Bernadine Medical Center is on the corner of Waterman and Highland

2. SAN BERNARDINO COMMUNITY
1805 Medical Center Drive
San Bernardino, CA 92411
Phone: (909) 887-6333

Money

Your money will be safer in a bank than at your apartment. The two ways of keeping your money in a bank are in a checking account or a savings account. It is a good idea to open a checking or savings account if you plan to stay in the United States for more than three months.

Checks can be used to pay the bill for your tuition, your room and board, or at a store for your clothes or food. If you use checks, you do not have to carry a lot of cash. If you open a checking account, you must know how much money you have in your account. It is illegal to write checks for more money than you have in your bank account.

Traveler's Cheques (Checks)

Using a special kind of check called a traveler's cheque (check) is the safest way of carrying large amounts of money on a trip. Traveler's Cheques are usually easier than a personal check to change into cash when you need it. You may buy and sign these at a bank and then sign them again when you want to pay for something. You will sign your name twice: once at the bank when you buy the checks, and a second time when you use the check to buy something.

You may also purchase a Traveler's Cheques credit card, ask your bank for more information.

Money Orders

Cash should **NEVER** be sent through the mail. Use either a personal check or a money order. Money orders may be purchased at banks, post offices, and most convenience stores.

Identification

When cashing any type of check, you will be asked for identification. If you do not have an identification card or a California Driver's license, you should carry your passport.

Banking Terms

Checking Account

When you put money in this account, the bank gives you “checks” to use when you buy something. You can only write a check for the money that is in your account. For example: if you have \$100 in your account, you cannot write a check for \$150. You need to keep a record of every check that you write so that you always know the amount of money in your account.

Deposit

To put money in your account

Withdrawal

To take money out of your account

Savings Account

You put money in this account, and withdrawal only at the bank or at an ATM (Automatic Teller Machine).

ATM Card, or “Debit Card”

An ATM or “debit” card is given to you by the bank. You put it in an ATM to take money out of your account.

Interest

When you put money in an account, sometimes the bank will give you “interest.” Some accounts will earn interest, and some accounts will not earn interest. If you will keep large amounts of money in your account, look for an account that will earn interest. You may have to pay taxes for this, consult your bank or a Tax Advisor.

Service Charge

Some accounts will have a Service Charge for keeping the account at that bank. The service charge will be taken from your account automatically by the bank.

Telephones

Use a phone book to find telephone numbers. If you are looking for an individual's number, look the number up in the white pages under the person's last name. If the number is for a business, you can look either in the yellow pages under the subject such as restaurant, department stores, taxis, etc., or in the white pages under the name of the restaurant.

Information/411 – If you can't find the number you are looking for, you can call information (411). Give the name of the person or place you want and the operator will give you the phone number. You will be charged for this call.

Long Distance Information/411 – Use this number when looking for the telephone numbers of people living outside of the 909 area code or the San Bernardino area. If you want to make a long distance call overseas, call the operator (0) and give them the information. They will place the call for you and bill the charges to your telephone number.

If you want to telephone someone and have them pay for the call, dial 0 – Area Code – Phone Number. When the operator comes on the line, tell them you would like to make a collect call. The operator will dial the number for you and ask the person on the other end of the line if they will pay for the call. If they say "yes", you will be able to speak with them. If they say "no", you will have to call again and pay for the call or use a phone card.

If you are living on-campus, you must dial a 9 before making your off-campus call. In many cases, you will need a calling card to call long-distance.

Phone Card

A Phone Card is a card you can buy that allows you to call without having to use coins at the pay phone or without having to feel bad about using your homestay family's phone. You can use it to make local, national, or international calls when dialing from a public pay phone or a private phone. It will save you a lot of money in comparison to calling collect or calling from a pay phone.

The instructions for phone cards are easy to follow and are available in many different languages. If you have a prepaid phone card, at the end of the call the operator will tell you what your balance is on the card. You can purchase phone cards just about anywhere, including the bookstore on campus, supermarkets, and convenience stores. You can purchase them at many different denominations from \$5-\$50, and some will allow you to extend its use by calling an 800 number (a free call) and providing your credit card number.

Transportation

Cars

You can buy a car through the newspaper, from a flyer on a bulletin board, over the internet, at a car dealership, or from a friend. It is important to fill out the necessary paperwork when you buy a car. You should get a booklet on buying and selling cars at the Department of Motor Vehicles. Pick up a booklet on how to get your driver's license if you don't have one already. If you buy a car, it is the law in California to buy car insurance. Car insurance costs depend on your driving record and where you live. Additional auto expenses include gasoline, repairs, and a quarterly parking permit.

Directions to the San Bernardino DMV from campus:

- Go East (left) on Northpark.
- Go Right on Electric Ave.
- Go left on 40th St.
- Go right on Waterman.
- Drive past the 30 Freeway.
- The DMV will be on your right hand side at 1310 N. Waterman.

The phone number is (800) 777-0133.

Buses

While many Southern California cities don't have an extensive bus system, the Omnitrans Bus system can take you from campus or a nearby location to other local areas. For route maps, schedules, and rates visit the Omnitrans website: <http://www.omnitrans.org/>.

The Metrolink

This commuter train takes people into downtown Los Angeles. The San Bernardino station is located at 1170 W. Third Street. The train takes about 1 hour and 10 minutes to go to downtown Los Angeles. Visit the Metrolink website for more information about routes, schedules, and ticket prices: <http://www.metrolinktrains.com/>,

Biking, Skateboarding, and Walking

All of these ways of transportation offer good exercise. Be careful not to be by yourself in the evening. Biking and skateboarding are **NOT** allowed on campus. You can ride your bike to school, walk it on school grounds, and lock it up to a bike rack.

Safety

There is danger of crime in most urban areas of the United States today. Use common sense. If you are careful, you probably won't have any trouble.

- 1) Do not carry large amounts of money with you. Use either a personal or traveler's cheques (checks), or a credit card.
- 2) Do not go out alone at night. Always take a friend with you. If you are on campus and don't want to walk alone, call Public Safety at extension #75165 (from a campus phone), and someone will escort you (walk you to your car).
- 3) Always lock your dorm room or apartment.
- 4) Always ask, "who's there?" when someone knocks on your door before you open it.
- 5) Lock your car when it is parked and while you are driving. Always look inside for an intruder before entering your car.
- 6) Do not leave valuables (jewelry or money) in your room or car. Even a backpack left in your car might look good to a thief.
- 7) Be careful if you live alone. Don't tell strangers that you live by yourself.
- 8) Police, Fire Department, and Paramedics can be reached by calling 911 anywhere in the U.S.
- 9) If you have an emergency on campus, you may call the campus police from any phone with a blue light and the words "Emergency".

Immigration Laws

F-1 Status

According to U.S. Immigration law, you must be a full-time student for at least three (3) quarters of an academic year in order to maintain your student status.

Passport

Your passport is important. You must contact your country's consulate to ask for an extension six months before your passport expires. The IEP Office will keep a copy of your passport in your student file.

Keep your passport in a safe place and carry it with you whenever you travel, especially if you leave California. It is a good idea to carry it when you visit San Diego because U.S. CIS (formerly INS) officials may stop you and ask to see it. If you are planning a trip outside the U.S., to Mexico for example, you should come to the IEP office with your I-20 and passport, to make sure you have the correct immigration papers to return.

Visa

Your visa is put on your passport by your embassy (and in some countries, it may have your picture on it). If you came to the U.S. as a student, you have an F-1 visa. This is your entry permit, which allows you to enter the U.S. Since you have entered the U.S., the expiration date on your visa is important only when you leave the U.S. and try to re-enter into the U.S. at a later date.

I-94 Form

Available online at <https://i94.cbp.dhs.gov/I94/>.

I-20

Must be valid when traveling. Your I-20 must be endorsed and signed on page #3. If it is going to expire, contact the IEP office to get it extended.

United States Laws

Foreign students in the U.S. must obey the same laws as Americans. If you break the law, you will have the right to an attorney and a trial. If you are found guilty of a crime while in this country, you may be deported (sent back to your country) and might not be able to return to the United States.

Drug laws are different for American students and foreign students. The Department of Immigration laws say that any foreign person guilty of a drug offense (including having marijuana) may be deported.

Police

If the police stop you, be polite and cooperative. Show them your passport and CSUSB OneCard. If you are arrested and the police ask you to put your hands behind your back so that they may “handcuff” (chain) them, DO NOT try to stop them. In the United States, police put handcuffs on any person arrested. It is a crime if you try to stop them. Try to stay calm. Being arrested is a frightening experience and you will only make it worse if you panic and argue or fight the police officers. Explain to the police officers that you are afraid and that you want to do as they say.

If you are taken to jail, you will be allowed to make ONLY ONE telephone call for help. If you are arrested, you should call your country’s consulate, or call IEP at (909) 537-5978. If you are arrested after hours, you should call the campus police at (909) 537-5165.

Laws to Remember:

- 1) No drugs.
- 2) No alcohol for people who are under 21 years of age.
- 3) No driving under the influence of alcohol or drugs.
- 4) No driving without automobile insurance.
- 5) No jaywalking (walking across a street outside of a crosswalk).
- 6) All passengers in the car must wear seat belts while driving

After IEP/ELP

Transferring to Another School

If you decide to transfer to another language school, you must follow several steps within 60 days of your program ending. Most schools have deadlines for applications, so you must apply well in advance. Contact your desired school to get information. It is important the school offers the classes you need. Don't rely on the information you receive from your friends. Be sure you have all the application papers you need for the new school.

Bring the new school's transfer form to the IEP office. Also, be sure to give the IEP office any forms the new school might need. IEP/ELP courses are non-credit, therefore IEP/ELP does not issue official transcripts. Your transfer form will be signed and sent out two (2) weeks prior to the end of the program.

If you need a letter of recommendation, either from an instructor or from an IEP staff member, please ask the person directly. The office will make sure that the letter is written and sent to the new school, or given directly to you.

Going to the University

You are **not guaranteed admission** into any University or College upon completion of this program. IEP does not directly assist students in the admission process to CSUSB or any other American college or university. IEP can answer general questions about the admission process including: the review of any university requirements, materials, time lines, or the completion of application forms. If you decide to go to CSUSB, you should contact the International Admissions office at international@csusb.edu or (909)537-5288 for more information.

Applying to CSUSB

How to apply for a conditional admission:

- 1) Submit the International Application for the University.** Complete the university application on the website www.csuapply.com.
- 2) Submit the \$55 university application fee.** Your application must be accompanied by the \$55 USD application fee. The application fee is non-refundable and may not be transferred to another term. You may pay the application fee by check, money order drafted on a U.S. bank, or credit/debit card.
- 3) Submit official transcripts, mark sheets, proof of graduation, diploma (in officially sealed envelopes).** If you are an undergraduate student, you must submit official transcripts from secondary school (high school), and any college or university attended. Graduate students who

possess a four year Bachelor's degree must submit official transcript and proof of degree from any university you attended. Your transcripts and all academic certificates or diploma must be sent directly from the school. All documents you submit become property of CSUSB. All credentials written in any language other than English must be accompanied by an official translation in the same format as the originals. If you need help translating and verifying your credentials, please visit the Educational Advising Center in your home country – for locations please visit: www.educationusa.state.gov/centers or <http://www.scanet.org/>.

- 4) Submit an updated financial statement.** Submit an official financial statement showing the availability of at least \$7,500 USD. The financial statement cannot be more than 6 months old. If you will be supported by a private sponsor, the sponsor must provide a letter declaring their relationship to you and their intent to provide financial support throughout your duration of the study at ELP. If you will be sponsored by a public agency (embassy, home government, public institution, religious organization, etc.) the agency must provide official certification that the appropriate costs will be covered.
- 5) Submit a copy of your passport.** The name and the date of birth (mm/dd/yyyy) from your state must match with the application and the passport. Please submit a copy of the passport which contains your official name and date of birth.

Important Note For Graduate Students:

- Many Graduate Degree programs require a separate department application and may have earlier application/document deadline dates than the university. Please contact the department or go to our website at www.csusb.edu/majorsDegrees/graduate/ for more information.
- We recommend all graduate students submit 3 letters of recommendation and a statement of purpose.
- Graduate students need to read the Bulletin of Courses at <http://catalog.csusb.edu> to determine if additional test scores are required (GMAT, GRE, etc).

The estimated time frame for a decision is 14 days for undergraduate students and 4 weeks for graduate students. Please note, **your file will not be evaluated until it is complete.**

Please mail all of your documents to the following address:

International Extension Programs, CE 356
College of Extended Learning
California State University, San Bernardino
5500 University Pkwy
San Bernardino, CA 92407

Appendix

STUDENT CONDUCT

Standards for Student Conduct

CSUSB and IEP are committed to maintaining a safe and healthy living and learning environment for students, faculty, and staff. Each member of the campus community should choose behaviors that contribute toward this end. Students are expected to be good citizens and to engage in responsible behaviors that reflect well upon their university, be civil to one others in the campus community, and contribute positively to student and university life.

Grounds for Student Discipline

Student behavior not following the Student Conduct Code is addressed through an educational process that is designed to promote safety and good citizenship and impose appropriate consequences when necessary.

The following are the grounds upon which student discipline can be based:

1. Dishonesty, including:
 - a) Cheating, plagiarism, or other forms of academic dishonesty that are intended to gain unfair academic advantage.
 - b) Furnishing false information to a University or IEP official, faculty member or campus office.
 - c) Forging, altering, or misusing of a University or IEP document, key, or identification instrument.
 - d) Misrepresenting one to be an authorized agent of the University, IEP, or one of its auxiliaries.
2. Unauthorized entry into, presence in, use of, or misuse of University or IEP property.
3. Willful, material, and substantial disruption or obstruction of a University- related activity on or off campus.
4. Participating in an activity that substantially and materially disrupts the normal operations of the University, or infringes on the rights of members of the University community.
5. Willful, material, and substantial obstruction of the free flow of pedestrian or other traffic, on or leading to campus property or an off-campus University related activity.

6. Disorderly, lewd, indecent, or obscene behavior at a University related activity, or directed toward a member of the University community.
7. Conduct that threatens or endangers the health or safety of any person within or related to the University community, including physical abuse, threats, intimidation, harassment, or sexual misconduct.
8. Use, possession, manufacture, or distribution of illegal drugs or drug-related paraphernalia, (except as expressly permitted by law and University regulations) or the misuse of legal pharmaceutical drugs.
9. Use, possession, manufacture, or distribution of alcoholic beverages (except as expressly permitted by law and University regulations), or public intoxication while on campus or at a University related activity.
10. Theft of property or services from the University community, or misappropriation of University resources.
11. Unauthorized destruction or damage to University property or other property in the University community.
12. Possession or misuse of firearms or guns, replicas, ammunition, explosives, fireworks, knives, dangerous chemicals, or other weapons (without the prior authorization of the campus president) on campus or at a University related activity.
13. Unauthorized recording, dissemination, or publication of academic presentations (including handwritten notes) for a commercial purpose.
14. Misuse of computer facilities or resources, including:
 - a) Unauthorized entry into a file, for any purpose.
 - b) Unauthorized transfer of a file.
 - c) Use of another's identification or password.
 - d) Use of computing facilities, campus network, or other resources to interfere with the work of another member of the University community.
 - e) Use of computing facilities and resources to send obscene or intimidating and abusive messages.
 - f) Use of computing facilities and resources to interfere with normal University operations.
 - g) Use of computing facilities and resources in violation of copyright laws.
 - h) Violation of a campus computer use policy.
15. Violation of any published University policy, rule, regulation or presidential order.

16. Failure to comply with direction of, or interference with, any University official or any public safety officer while acting in the performance of his/her duties.
17. Any act chargeable as a violation of a federal, state, or local law that poses a substantial threat to the safety or well-being of members of the University community, to property within the University community, or poses a significant threat of disruption or interference with University operations.
18. Violation of the Student Conduct Procedures, including:
 - a) Falsification, distortion, or misrepresentation of information related to a student discipline matter.
 - b) Disruption or interference with the orderly progress of a student discipline proceeding.
 - c) Initiation of a student discipline proceeding in bad faith.
 - d) Attempting to discourage another from participating in the student discipline matter.
 - e) Attempting to influence the impartiality of any participant in a student discipline matter.
 - f) Verbal or physical harassment or intimidation of any participant in a student discipline matter.
 - g) Failure to comply with the sanction(s) imposed under a student discipline proceeding.
19. Encouraging, permitting, or assisting another to do any act that could subject them to discipline.

Application of this Code

Sanctions for the conduct listed above can be imposed on applicants, enrolled students, students between academic terms, and students who withdraw from school while a disciplinary matter is pending. Conduct that threatens the safety or security of the campus community, or substantially disrupts the functions or operation of the University is within the jurisdiction of this Article regardless of whether it occurs on or off campus. Nothing in this Code may conflict with Education Code section 66301 that prohibits disciplinary action against any person based on behavior protected by the First Amendment.

Procedures for Enforcing this Code

The Dean of the College of Extended Learning or the Program Director shall adopt procedures to ensure students are afforded appropriate notice and an opportunity to be heard before the program administrators impose any sanction for a violation of the Student Conduct Code.

Disposition of Fees: Campus Emergency; Interim Suspension.

The Dean of the College of Extended Learning, program Director, or designated representative may place on probation, suspend, or expel a student for one or more of the causes enumerated in the student conduct code above. No fees or tuition paid by or for such student for the quarter or summer session in which he or she is suspended or expelled shall be refunded. If the student is readmitted before the close of the quarter or summer session in which he or she is suspended, no additional tuition or fees shall be required of the student on account of the suspension.

During periods of campus emergency, as determined by the President of the individual campus, the President may, after consultation with the Chancellor, place into immediate effect any emergency regulations, procedures, and other measures deemed necessary or appropriate to meet the emergency, safeguard persons and property, and maintain educational activities.

The Dean of the College of Extended Learning, Program Director, or designated representative may immediately impose an interim suspension in all cases in which there is reasonable cause to believe that such an immediate suspension is required in order to protect lives or property and to insure the maintenance of order. A student placed on interim suspension shall be given prompt notice of charges and the opportunity for a hearing within 10 days of the imposition of interim suspension. During the period of interim suspension, the student shall not, without prior written permission of the Dean, Program Director, or designated representative, enter any campus of the California State University other than to attend the hearing. Violation of any condition of interim suspension shall be grounds for expulsion.

CALIFORNIA STATE UNIVERSITY, SAN BERNARDINO
IEP/ELP STUDENT ACADEMIC GRIEVANCE FORM
(Please prepare two copies)

Name _____

Telephone _____

Street Address _____

City _____ Zip _____

I. FOR LODGING A GRADE GRIEVANCE

Course Title _____

Term Course Was Taken _____

Instructor _____

II. FOR APPEAL OF OTHER ACADEMIC DECISION

Nature of decision under appeal:

Date of decision: _____

Person Making the Decision: _____
Please Print Name

Title or Position: _____

Student's Statement

1. Following provisions of the Student Academic Grievance Procedures
I believe I should have received the following grade or decision:

The basis for my appeal is:

1): _____

Date Signed: _____

Student's Signature: _____

FOR OFFICE USE (Retention in College Dean's Office, three years)

Date this form was filed in the Office of the College Dean:

Date grade recorded in the ELP Office:

Instructor's or other decision maker's Review

Date Submitted for Review: _____

Results of the Instructor or other Decision Maker's review:

Review Date: _____

Instructor/Decision Maker's Signature: _____

* * * * *

College Dean's Review

Date Submitted for Review: _____

Results of the Dean's Review:

Review Date: _____

College Dean's or Designee's Signature: _____