



Intensive English Program Student Handbook

WELCOME!

Welcome to the Intensive English Program at Austin Language Learning School! We are very excited that you will be studying with us. Our faculty, staff members, and team of instructors will do their best to help you learn as much English as possible. All of us will try to help make your stay in Austin a wonderful and memorable experience. Please feel free to ask us about anything. We are happy to help in any way we can.

The **MISSION** of Austin Language Learning School (ALLS) is to provide ESL, Korean and Spanish language instruction, and support to students, professionals and other individuals wishing to improve their target subject area with the necessary intercultural communication skills and language instruction relevant to the learner's objective. As a sustainable institution, we provide access to resources and activities to all students, faculty and staff, while offering small, highly interactive and diverse classes taught by caring professionals.

Our **Core Purpose** is to prepare language learners to succeed in cultural awareness and understanding in order to bridge the cultural and linguistic gaps in our diverse local community as well as all over the world. In pursuit of our mission stated above:

- ALLS will provide intensive English courses to students to equip them with the tools necessary to enhance their ability to participate successfully in an American cultural environment.
- ALLS will provide test prep information for students seeking to take and master the TOEFL.
- ALLS will provide language-learning opportunities to people from diverse backgrounds that seek to learn the Korean and Spanish languages and wish to improve their intercultural communication skills by building confidence for everyday situations.
- ALLS will hire, support, and uphold a credentialed faculty with high standards of professional conduct, abilities, and experience in teaching English, Korean, and Spanish
- ALLS will support and encourage its faculty and staff to participate in the ongoing development and evaluation of programs along with their own professional development.

Our **VISION** at ALLS is to construct and maintain a dynamic, culturally diverse learning community both in the United States and abroad. We are a language-learning center that enables students of all backgrounds to connect and communicate.

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ALLS STAFF INFO

Contact Us

General School Email: info@allstexas.com

General School Phone: 512.473.2557 OR 512.473.2558

School Address: 1111 W. 24th Street Suite D Austin, TX 78705

CEO/Owner

Heejun Park: hjpark@allstexas.com

Business Development Manager

Bonhuyn Gu: bon@allstexas.com

Teacher Contacts

Please ask your teacher for their contact information in case you need to reach them.

ALLS PROGRAM POLICIES

Curriculum Purpose & Goals

Purpose:

Austin Language Learning School's (ALLS) Intensive English Program (IEP) curriculum is intended to meet the following points of our mission statement:

- To provide exemplary language instruction to students, professionals, and other individuals who are trying to learn a new language with the necessary intercultural communication skills and language instruction relevant to the learner's objective while offering small, highly interactive, and diverse classes taught by caring professionals.
- To provide intensive English courses to students to equip them with the necessary tools for them to successfully participate in an American cultural environment and to introduce students to some academic subject matter for those whose goal is to enter an American school.
-

Goals:

Assess and advise each individual student before placing them in the appropriate program to meet their individual needs.

- Improve our students' quality of life by offering Situational English
- Inform our students about requisite exams needed to pursue their education's goals and prepare them for said exams by offering optional Academic courses.
- Use appropriate materials such as:
 - Adequate books for every different level and course
 - Comfortable class sizes and classroom environments
 - Sufficient outside resources provided by instructors in order to complete tasks to the highest potential

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Orientation

Arrival: All students will be required to attend **New Student Orientation** before the start of the course. Students will receive information regarding the school, schedule, and session information in addition to information about Austin.

Ongoing: As the session continues students will be able to meet with the Academic Manager to discuss any changes in information and level advancement.

Student Appeals

If at any time, the student is not satisfied with their initial level placement, they may speak to the Academic Manager. A meeting and review of the placement test will need to take place prior to making any changes. If at any time, a student is not satisfied with their grades or progress, reported through instructors' assessments, the student may ask to speak to the Academic Manager. A meeting and review of the students work, recorded grades, and instructors' input will need to take place prior to making any changes.

Excursions and Safety

Students have the opportunity to practice their English in a real life setting through the excursion classes. Only students registered for the class may go on the excursions. Upon registration students will receive a list of the places along with the cost for each excursion. Although some excursion places are free of charge, some are not. Please keep in mind that it is your responsibility to pay the cost for each excursion. Transportation will be provided to and from the school free of charge.

Safety Issues and Conduct:

Because excursions will be held outside the class setting, it is important to keep safety in mind at all times. Prior to heading out, all students should be aware of the proper dress attire so as to avoid possible mishaps. Please keep in mind that you are a representative of the institution and therefore should always conduct yourselves in the most appropriate matter.

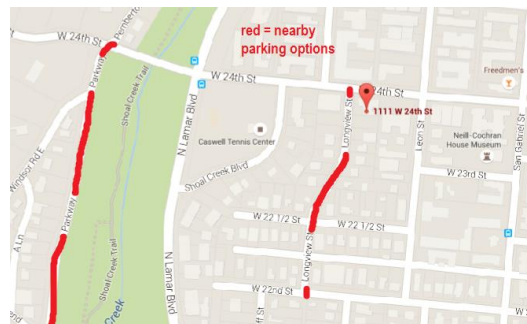
In addition to class excursions, we will sometimes have social events for the whole school in which we meet at ALLS and then drive together to a destination. If you choose to ride with another person from ALLS, you must be sure to have signed the Student/Group Travel Waiver of Liability and Hold Harmless Agreement.

Social Media Waiver

By signing a copy of the agreement included on the student application, you have agreed for us to use your picture, words, interviews, and/or videos on the Austin Language Learning School website (www.alltexas.com), as well as on our social media platforms (Facebook, Instagram, Twitter, Yelp, etc.). A parent must sign if a student is under the age of 18.

Parking Policy

Our Parking Lot is reserved for **STAFF ONLY**. If you double park in any of the spots in our school parking lot, you risk being towed. Please refer to the map below for the best parking options near our school.



Student/Group travel
Waiver of Liability and Hold Harmless Agreement

1. In consideration for receiving the permission of Austin Language Learning School to participate in **ANY Social Outings and/or Class Excursions related to the school**, I hereby RELEASE, WAIVE, DISCHARGE AND COVENANT NOT TO SUE Austin Language Learning School or their employees (hereinafter referred to as RELEASEES) from any and all liability, claims, demands, actions, and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or any of the property belonging to me, WHETHER CAUSED BY THE NEGLIGENCE OF THE RELEASEES, or otherwise, while participating in such activity, or while in, on or upon the premises where the activity is being conducted.

2. I am fully aware of the risks involved and hazards connected to this activity, including but not limited to travel risks. I hereby elect to voluntarily participate in said activities with full knowledge that said activity may be hazardous to my property and me. I VOLUNTARILY ASSUME FULL RESPONSIBILITY FOR ANY RISKS OF LOSS, PROPERTY DAMAGE OR PERSONAL INJURY, INCLUDING DEATH, that may be sustained by me, or any loss or damage to property owned by me, as a result of being engaged in such an activity, WHETHER CAUSED BY THE NEGLIGENCE OF RELEASEES or otherwise.

3. I further hereby AGREE TO INDEMNIFY AND HOLD HARMLESS the RELEASEES from any loss, liability, damage or costs, including court costs and attorney fees, that they may incur due to my participation in said activity, WHETHER CAUSED BY NEGLIGENCE OF RELEASEES or otherwise.

4. I understand that Austin Language Learning School does not maintain any medical or health insurance policies for students. As such, I am aware that I should review my personal insurance, especially accident/medical coverage. In the event that I do not have my own personal insurance, I am aware of the dangers and risks of not having personal insurance and relinquish Austin Language Learning School from any fault due to my own decision of not having personal insurance.

5. It is my express intent that this Waiver of Liability and Hold Harmless Agreement shall bind the members of my family and spouse, if I am alive, and my heirs, assigns and personal representative, if I am deceased, and shall be deemed as RELEASE, WAIVER, DISCHARGE AND COVENANT NOT TO SUE the above-named RELEASEES. I hereby further agree that this Waiver of Liability and Hold Harmless agreement shall be construed in accordance with the laws of the State of Texas.

6. IN SIGNING THIS RELEASE, I ACKNOWLEDGE AND REPRESENT THAT I have read the foregoing Waiver of liability and Hold Harmless Agreement, understand it and sign voluntarily as my own free act and deed; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least (18) years of age and fully competent; and I execute this Release for full, adequate and complete consideration fully intending to be bound by same.

Signed on this _____ day of _____, 20_____.

Participant's Printed name: _____

Signature: _____ Student ID# _____

MAINTAINING VALID F-1 VISA STATUS

The Importance of Maintaining your Status

It's important for students to understand the concept of Immigration Status and the consequences of violating that status. Being aware of the requirements and possible consequences will help you avoid problems with maintaining your status.

Every visa is issued for a particular purpose and for a specific class of visitor. Each visa classification has a set of requirements that the visa holder must follow and maintain.

Those who follow the requirements and maintain their status ensure their ability to remain in the U.S. Those who do not follow the requirements violate their status and are considered **“OUT-OF-STATUS”**.

Failure to maintain status can result in arrest, and violators may be required to leave the United States. Violation of status also can affect the prospect of readmission to the United States for a period of time. Most people who violate the terms of their status are barred from lawfully returning to the United States for years.

Before covering the information on how to maintain your visa status, we will explain some key points about the documents that you possess as an F-1 student visa holder.

Travel/Immigration Documents

What does the I-20 certify?

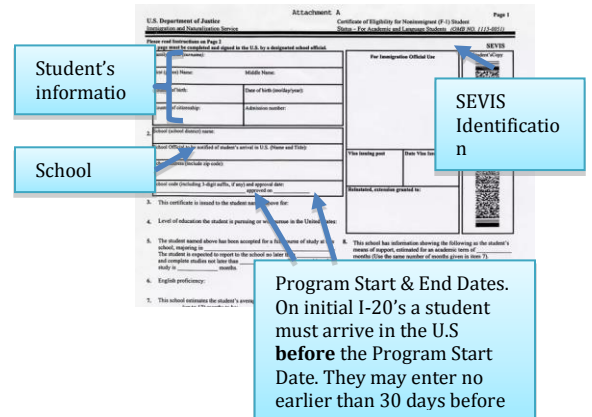
The I-20 form is a Certificate of Eligibility for Non-Immigrant (F-1) Student Status. This document certifies your eligibility to attend a specific educational institution in the U.S. It is required by the U.S. Consulate or Embassy when you apply for a student visa. The school that has issued your I-20 is the school that you are authorized to attend.

KEEP ALL OF YOUR TRAVEL DOCUMENTS UP TO DATE/VALID

You have been issued an I-20 that has program start and end dates. These dates are located on the first page of your I-20, section number 5. Your F-1 student immigration status is valid only as long as your I-20 is valid. You must know and memorize the expiration date on your I-20. When traveling outside the U.S., you must check page 3 of the I-20. The travel signature on page 3 is only valid for travel for 1 year from the date it was signed.

What is an F-1 Visa?

An F-1 visa and F-1 student status may be granted to an alien “who is a bona fide student, qualified to pursue a full course of study” at an academic or language institution



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authorized to admit foreign students. When applying for an F-1 visa, the individual must prove to a U.S. consular official that he or she plans to enter the U.S. temporarily and solely for the purpose of study. The applicant must be a permanent resident in a foreign country that he or she has no intention of abandoning.

How can I identify my visa?

A U.S. visa is a colored stamp in the passport, and it is issued outside the U.S. It is only used to enter the U.S.

Under the categories of **Entries**, some F-1 visas are marked “one”. This means that the bearer of the passport can use the visa to enter the U.S. only one time. To re-enter the U.S., the student has to obtain a new visa. If the F-1 visa is marked “multiple entry” under **Entries** a student can leave and re-enter the U.S. as many times as he or she wishes, as long as the expiration date on the visa has not passed, valid F-1 student immigration status is maintained, and the I-20 Form has the proper signature (on page 3 of your I-20) from the DSO at ALLS.

It does not matter if your visa expires while you are in the U.S. You can remain in the U.S. with an expired F-1 student visa as long as your I-20 is current and you remain in valid F-1 immigration status.

What is the I-94 Card?

The I-94 record is your Arrival/Departure Record. The day of entry to the U.S. and the length of time you are eligible to stay are recorded. It is recorded by the Immigration official at the U.S. port of entry and uploaded into an electronic record. As an F-1 student, there is no expiration dates on the I-94 record, but it will reflect “D/S” – Duration of Status. This means that as long as your passport and I-20 are valid, and you are maintaining your F-1 student status, then you are eligible to stay in the U.S.

To access your electronic, I-94 record, visit: www.cbp.gov/i94. You will need to have your passport with you to complete the information requested to find your electronic I-94 record. Once your I-94 record is found, print 2 copies, one for your records, and the other should be submitted to the Director or DSO of ALLS.

This electronic record will be updated and reflect when you leave the U.S. Upon re-entry into the U.S. the electronic I-94 record will be different. You must access the electronic I-94 record again, and make sure you print 2 copies, one for your records and the other should be submitted to the Director or DSO of ALLS.

What about my passport?

Your government issues your passport. Your individual passport must be valid for 6 months beyond the date you intend to enter the U.S. If you lose your passport, you should immediately notify the Austin Police Department to file an official report.

This report is required by all Embassies before a passport can be replaced!

Make sure that you always keep your passport valid, and do not allow it to expire.

To have your passport renewed or replaced while in the U.S. you must contact your country’s Consulate in Texas (usually in Houston) or the Embassy in Washington, DC. For information on embassy and consulate locations in Texas, see the Texas Secretary of State website at: <http://www.sos.state.tx.us/border/intlprotocol/embassies/>

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Important information about your Travel/Immigration Documents:

You must keep in mind that as an F-1 visa student in the U.S., *according to immigration law, you must always keep your original travel immigration documents with you.* We understand for security reasons you may not want to carry your original documents.

We suggest as an alternative, that you carry copies of your passport, visa, I-94, and I-20. Keep these with you at all times.

You must also keep your travel/immigration documents up to date with the School Director or DSO. When we refer to your travel/immigration documents, we are talking about: **your passport, F-1 visa, I-94, and I-20.** If you travel over the summer or winter holiday breaks, please remember to visit the School Director or DSO upon your return to ALLS, if any of your travel documentation has changed (such as your I-94).

SEVIS

What is it?

The *Student and Exchange Visitor Information System (SEVIS)* operated by the *Department of Homeland Security (DHS)*, is designed to collect information concerning international students and scholars studying in the U.S. SEVIS was implemented by DHS after September 11, 2001. It is a nationwide tracking database used by DHS to track the status and location of F-1 students studying in the U.S. The DSO must report your status to immigration, via SEVIS, several times a semester.

How does it impact international students?

Visit the Director or DSO often for updates. We try to post information that may affect you as soon as we have reliable facts.

Understand regulations concerning the maintenance of your F-1 student status.

Be proactive in monitoring your documents and understanding how to maintain them and your status. *Remember that well-meaning friends and departmental staff are not immigration advisors.* Please refer any questions and problems concerning your student status to the School Director or DSO.

Keep your records updated. ***Be sure to update address changes, email changes and telephone number(s) within 10 days of the change.*** This is part of the information required by SEVIS.

Where can students find more information about SEVIS and maintaining status?

US ICE Website

(U.S. Immigration & Customs Enforcement)

www.ice.gov

USCIS Website

(U.S. Citizenship and Immigration Services)

www.uscis.gov

Who can answer my questions about immigration?

The School Director or DSP insures students are in compliance with the Department of Homeland Security (DHS). Immigration regulations are not only complex but change often. **Each student is responsible for keeping his or her immigration status up to date.**

Throughout the semester, the Director or DSO also conducts workshops on topics that are of interest to you. Please make sure you check your email for updates.

How to Maintain your F-1 Visa Status

Your Legal Rights and Responsibilities

As a visitor to the U.S., you have legal responsibilities and rights that you must be aware of and fulfill. ALLS can help you with any questions you may have.

Additionally, you have the responsibility to comply with all ALLS rules and procedures included in your Student Handbook. Please visit with an advisor or director if you have any questions about your rights and responsibilities at ALLS.

What does "Maintaining Valid F-1 Student Visa Status" mean?

There are many rules and regulations set forth by DHS on how an F-1 visa student must maintain valid immigration status. If you fail to comply with these rules and regulations, and violate your immigration status, you will be **OUT-OF-STATUS**, and your SEVIS record (I-20) will be terminated.

ENROLL IN AND MAINTAIN A MINIMUM OF 18 HOURS OF CLASS TIME EACH WEEK.

It is very important to remember that you must be enrolled in and maintain 18 hours of class time per week while you are studying at ALLS. You are required by DHS to be a full-time student, and you are considered full-time at ALLS when you are enrolled in a minimum of 18 hours of class per week.

There are a few exceptions to the 18 hours per week rule. You may be approved to have a Reduced Course Load through the School Director or DSO. Following are reasons you **may be** approved to take less than 18 hours a week:

- Initial difficulties with the English language
- Initial difficulties with reading requirements
- Unfamiliarity with American teaching methods
- Improper level placement

You must get authorization from the School Director or DSO before going below 18 hours of class time per week.

With all of these exceptions, there is documentation that must be submitted to the School Director or DSO to allow you to be enrolled in less than 18 hours of class time per week.

There are some reasons that are unacceptable, which do not allow you to take less than 18 hours of class time per week. Some of these unacceptable reasons include:

- You are worried about getting a bad grade and it bringing down your GPA.
- Visiting a family member or friend in another state because they are sick, and you cannot attend class while you were there. The medical/illness exemption only applies to YOU, the student.
- You were sick and could not attend class for several weeks, but you NEVER went to the doctor.

Remember that documentation must be submitted when you are requesting approval to drop a class.

Out-of-Status (Violating your Immigration Status)

Out-of-Status: What does this mean?

Being “out-of-status” means you have violated the terms/requirements of your F-1 student visa and you are no longer in legal or valid status per immigration regulations.

Failure to maintain status can result in arrest, and violators may be required to leave the United States. Violation of status also can affect the prospect of readmission to the United States for a period of time. Most people who violate the terms of their status are barred for years from lawfully returning to the United States.

Avoid Status Violations

By violating the requirements that govern your immigration status, you may jeopardize your ability to remain in the United States as a student or exchange visitor. Examples of violations include:

- Failure to enroll by the date specified by your school or exchange visitor program.
- Unauthorized employment during your stay.
- Failure to leave the United States following completion of your course, exchange visitor program, or program-related employment.
- For academic studies (visa category F-1): Failure to main a full course load (18 hours per week) without prior authorization from your DSO.

Please keep in mind that when violating the terms/requirements of your F-1 student visa status, and becoming out-of-status, you are no longer eligible to receive any of the benefits as an F-1 student visa holder. The benefits that you are no longer eligible for include:

- Any employment as an F-1 student, including on-campus, CPT, or OPT.
- Receipt of letters of good standing that are required from such DPS

You may visit the U.S. Department of Homeland Security’s website for a complete list of status violations.

https://www.ice.gov/doclib/sevis/pdf/sevis_english_fs.pdf

How to Regain Valid F-1 Student Status

If you are place Out-of-Status and the Director or DSO has terminated your SEVIS record, you have two options to regain your valid F-1 student visa status. For either option, you will be required to submit a new/updated Statement of Financial Support. To regain your valid F-1 student visa status, your 2 options are:

1. Apply for Reinstatement through the DSO and USCIS (United States Citizenship and Immigration Services) while remaining in the U.S.
2. Leave the country and re-enter the U.S. with a new I-20.

Reinstatement

The first option for getting back into valid F-1 status is through a Reinstatement. Please meet with the Director or DSO to get information and the document list required for a Reinstatement. Reinstatement applications are submitted to USCIS while you remain in the U.S. For a Reinstatement application, there is a USCIS application fee of \$290.

You must submit a new/updated Statement of Financial Support. The decision on whether or not you will be reinstated is made by USCIS, and it takes a minimum of three (3) months to get a response. It may take longer depending on the current processing time at USCIS.

There is no guarantee that you will be granted a reinstatement.

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Re-Entry

The other option you have is to make a re-entry with a new I-20. To choose this option, your F-1 visa must still be valid. If your F-1 visa is still valid, and you are traveling to your home country during the semester break, then you may choose to do a re-entry on a new I-20 in order to return to status. The Director or DSO will give you all the documents and instructions you need to do a re-entry. You must submit a new/updated Statement of Financial Support. Once you have been issued the new re-entry I-20, you will have to pay the \$200 SEVIS fee for the new I-20 before you can re-enter the U.S. It is not recommended that this option of re-entry be used. The Director or DSO must report to the DHS each time a student is Out-of-Status. This information becomes part of your SEVIS record, and is accessible to the port authorities. There is always a risk of your re-entry being denied at the border, if an immigration officer deems it warranted.

Additional Information

Contact Information

NOTIFY THE DIRECTOR OR DSO OF ANY CHANGES TO YOUR ADDRESS, ACADEMIC OR PERSONAL INFORMATION. THIS MUST BE DONE WITHIN 10 DAYS OF THE CHANGE.

If you move, change your phone number, email address, or name while attending ALLS, you have 10 days to report the change to the Director or DSO so that we can notify DHS through SEVIS. ***It is your responsibility to contact the Director or DSO to make them aware of these changes.*** Please note that even when you are just switching apartments at the same address, you must still change your address with ALLS.

Since the Director or DSO must report much of your documentation and changes to DHS through SEVIS, it is important that you report to the Director or DSO when there are changes or renewals of your travel documentation or personal information.

Travel Outside the U.S.

You are allowed to travel home for the holidays or vacations and return to the U.S. using the same I-20 that has been issued to you by ALLS. Please keep in mind that you must be in status and your F-1 visa must be valid to be able to return to the U.S. If your F-1 visa has expired and you are traveling outside the U.S., you **MUST** have it renewed in your home country before returning to the U.S. Remember that all of your travel documents must be up to date and valid when traveling. These include your passport, F-1 visa, and I-20. You must also check the third page of your I-20 for the travel signature; remember that the signature is only valid for one year from the date it was signed.

Our office can also issue a travel letter to you if necessary.

If you are traveling to a country other than your home country, check with the Embassy or Consulate of that country, to see if a special travel visa is needed. **Please check this before you travel.** Also, if you are traveling through Europe (even if it's just for changing planes) you may need a special transit visa. Be sure to check with the specific country's embassy to verify this *before* you travel. You must also remember to visit the Director or DSO after you travel if you have been given a new I-94, or if they stamped your I-20.

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Leaving the U.S.

If you decide not to finish school, it is very important that you notify the Director or DSO, so we can notify DHS that you have returned home and were granted an *authorized withdrawal*.

Dropping out of school and leaving the U.S. without proper notification to the Director or DSO and to DHS will lead to difficulty returning to the U.S. in the future.

ALWAYS keep in contact with the Director or DSO regarding your plans so we can notify you of any potential complications with immigration. This includes dropping out of school, leaving the country, and changing your immigration status.

Returning to ALLS

If you are an F-1 student and are interested in returning to the U.S. after an absence, you may be re-admitted for attendance at ALLS if you submit:

- Valid passport
- New Statement of Financial Support

Once the new Statement of Financial Support is received, the Director or DSO will be able to issue you a new I-20 to re-enter the U.S. A new SEVIS fee payment must be made for this new initial I-20. If needed, you will need to re-apply for the F-1 visa if the current F-1 visa in your passport has expired.

Grace Period for Leaving the U.S.

If you have given proper notice and are approved by the Director or DSO to drop ALL of your classes, with no intention of re-enrolling for the next semester, then you have only 15 days after you drop the classes to leave the U.S.

If you drop ALL your classes **without** prior notification and approval by the Director or DSO, then you must leave the U.S. **IMMEDIATELY**. There is no grace period.

IN CLASS PERFORMANCE

Attendance

Throughout the session, **F-1 students must attend classes**. If you are an F-1 student and you do not attend class, your instructor has the right to drop you from the class for non-attendance. If you are dropped by your instructor from a class, and this puts you below the required 18 hours per week, **you will be OUT-OF-STATUS**.

In case of a medical emergency and the student cannot attend class, please consult the Director for class rescheduling or possible refund.

F-1 students have the following conditions to meet visa requirements:

Students must maintain a minimum of 80% class attendance for all enrolled classes. Failure to attend 80% of classes can result in visa termination.

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The percentage is calculated as follows: Number of classes attended/Number of classes held

For example, if there are 20 classes in a session, and the student attends 15 classes:

* $15/20 = 75\%$

Rules for attendance:

100% -- Student is on time and stays for the full class period.

75% -- Student is tardy by arriving 5-15 minutes late or leaving 1-15 minutes early

50% -- Student is tardy by either arriving 15 min or later or leaves 15 min or earlier

0% -- Student is absent or misses 50% or more of the class.

Attendance record starts the day the student enrolls for a class. Failure to attend 80% or more of the classes can result in visa termination.

ALLS will excuse absences for emergencies only. The student must bring in credible documentation of the emergency for it to be considered excused. Excused absences will be determined on a case-by-case basis.

Private students need to give a minimum of 24-hour's notice to cancel classes. If class is canceled with less than 24-hour's notice, ALLS will reschedule on a case-by-case basis.

If students inform administration upon registration (i.e. *before* the session start date) that they are unable to attend a class scheduled during the session, a pro-rated rate is available. **NO MAKE-UP CLASSES are available for unexcused absences or missed classes.** Make-up classes for any *excused* absences can be held during the next session or until classes are available.

Vacation Time

A vacation is defined as a semester during which a qualifying F-1 student is not required to enroll in classes (excluding designated school holidays and weekends). Before starting a vacation, a student must:

1. Complete two full, consecutive semesters
2. Maintain valid F-1 status, as per school and USCIS policies
3. Fulfill all outstanding financial requirements
4. Notify IEP Administration of intent to take a vacation including start and end dates, and general plans
5. Pay a registration fee for the following semester to be credited toward the next semester's tuition

As per USCIS (United States Customs & Immigration Service), a leave of absence is limited to 60 calendar days in any 12-month period, or half the published program length. Multiple vacation periods may be permitted upon IEP administration approval.

Any other student can take vacation at will. Students must let the front desk know upon registering for the session about their vacation dates in order to receive a prorated tuition. Make up classes will not be allowed, so make sure to let the front desk know before the session starts.

Course Materials

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Students are expected to bring learning materials to class daily, including a writing utensil (pen or pencil), paper, and their book.

A book fee will be included in the invoice given upon enrollment. Once a student has paid for their book, they can receive it from the front desk staff member.

Instructors will supply printable materials and other items necessary for the classes.

Student Conduct

Students are expected to:

- a. Speak only English in the classroom.
- b. Buy textbooks before or during the first week of class and bring them to class daily.
- c. Be on time.
- d. Respect instructors and classmates.
- e. Participate in class activities in a friendly manner
- f. Turn in homework on time.

Violation of the rules may result in being dismissed from the program.

Grading

Grading is divided into 5 different categories. Each holds a certain weight over the grade as a whole. Teachers may not give participation grades; all grading must be solely based on the student's attainment of SLO's. Additionally, all grades entered in Engrade must be tagged with a corresponding standard.

Grading is weighted as follows:

- Classwork- 5%
- Homework – 5%
- Quizzes – 20%
- Final Exam– 35%
- Final Oral Presentation – 35%

If a student does not pass their final exam and their class with a 75%, there are various options to ensure they get the classes necessary for their level. Students will be asked to either repeat the course or be moved down to a lower level.

Engrade

Upon registration, you will receive login information for Engrade. Engrade is a system we use to keep track of a student's grades, absences, and workload. You will be able to contact your instructors and classmates through Engrade, participate in class discussions, as well as turn in assignments through Engrade. If you ever lose your log-in information, contact the front desk, the Director, or DSO to receive this information.

Length and Structure of IEP Program:

Integrating students into existing classes:

If a student enrolls after the start of a 15 week semester, and is placed in a current class that has already started, the student can be integrated into the current class if the student's Tracktest and Placement Test scores place them in that level and if the student, program manager, and instructor is confident the student will do well in the course. Students have the

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option of private classes in order to learn the material, and to catch up to the rest of the students before entering the course. Students will be notified of the material previously covered in the course. Students who enroll after the 11th week of class will be provided with makeup materials and will be required to pass the final exam with a score of at least 75% in order to advance to the next level at the end of the semester. Students enrolled after the 11th week of class who do not pass the final exam with at least a 75% must retake their current level at the start of next semester.

Level Advancement:

A student may not move up a level until they have passed their course and the final exam for that level. Students may not drop to a lower level they have already passed. They may only do so with written approval from the current teacher and the target class teacher with the permission of the language program director. To advance to the next class students must pass the final test with a score of at least 75% and pass all classes with a score of at least 75%.

Determining Successful Completion of Program:

The IEP has 8 levels (0-7). In order for a student to successfully complete the entire program, not only does the student have to complete up to level 8, but the student should also have completed ALL CLASSES up to level 8. This means that a full-time student will be able to complete the program faster than a student taking classes part time. The part time student will have to enroll and complete all classes leading up to level 8.

After all classes and final exams have been taken and passed with a minimum cumulative score of 75%, the student will then be eligible to take the Final Exit Exam. The student will have to score an 80% or higher for them to successfully complete our program and receive a certificate of completion. If the grade is not 80% or higher, the student has the option of either retaking the exam (within a period of 2 weeks) to try and score a minimum of 80% or the student may re-register for as many classes as they seem fit in order for them to prepare themselves to retake the exam. The student may take the exit exam as many times as they want as long as all levels and classes have been completed.

Data Reporting Policy

Teachers and administrators are responsible for adhering to a regular data collection schedule. The schedule is as follows:

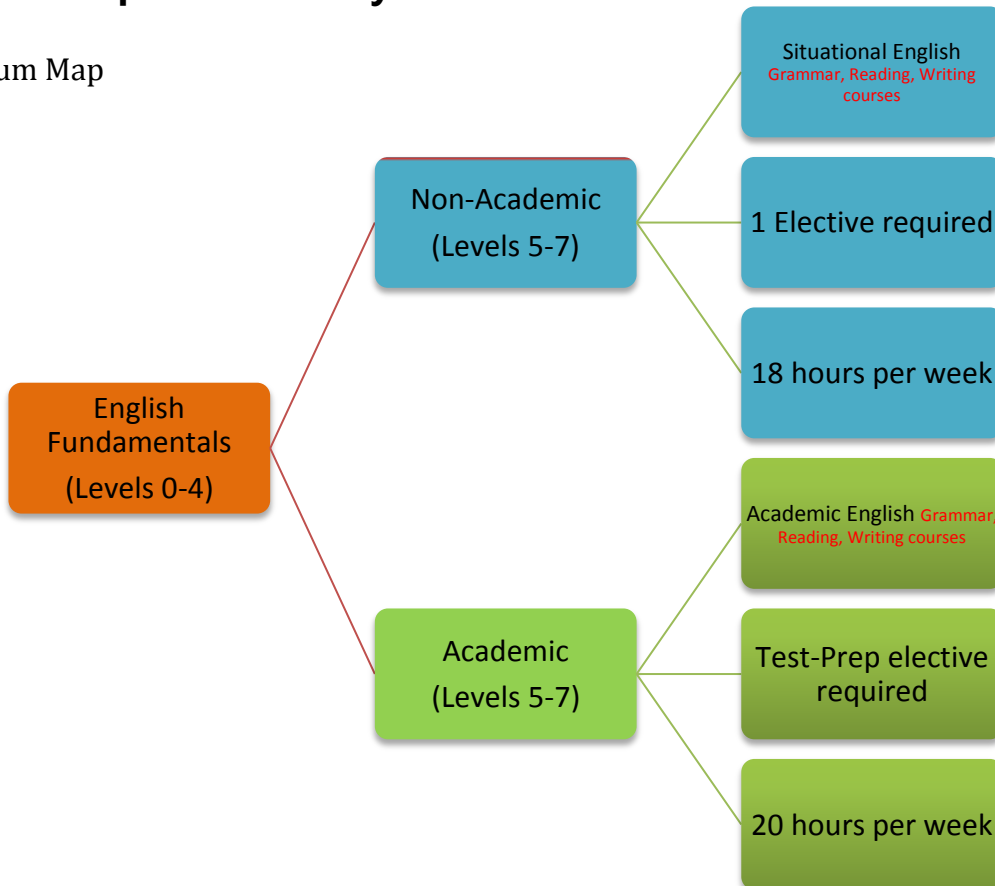
- Students will take the Tracktest placement exam when they first arrive, as well as after each level has been completed.
- A midterm exam, created by the teacher, will be given mid semester. (mid semester is defined as weeks 6-8)
- Progress reports will be given in the 5th, 10th, and 13th weeks of each semester. (In the event of a holiday, school closure, or teacher absence, progress reports will be given as close to the required week as possible) Teachers are responsible for giving progress reports. Progress reports are comprised of two forms: A teacher progress report that includes feedback about the student's proficiency and an Engrade generated progress report that includes the student's actual grade.

Student's failure to make satisfactory progress

If a student is demonstrating unsatisfactory progress, the instructor will advise the student and work with the student to obtain a satisfactory report for the end of the semester. It is up to the student, not the instructor, to follow up or request any make up or extra credit for their progress. To advance to the next level, students must attain a cumulative course grade of at least 75% and a final exam grade of at least 75%. If by the end of the semester a student fails to complete the course with an overall cumulative grade of at least 75%, or the student does not pass the final exam with at least a 75%, the student must repeat the semester.

IEP Curriculum Map & Proficiency Goals

IEP Curriculum Map



Students placed in levels 0-4 are required to follow our English Fundamentals curriculum.

At the end of each level, students are able to ...

Level 0: Basic (Pre- production)

Understand basic fundamentals of pronunciation that will allow them to read words, short phrases and sentences. They can introduce themselves and answer basic personal questions. They can understand simple sentences when people speak slowly. They can communicate in simple ways by understanding and using basic words, phrases, and expressions.

Level 1: Low Beginning

Understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce themselves and others and can ask and answers questions about personal details such as where he/she lives, people they know and things they have. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.

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Level 2: High Beginning

Understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of their background, immediate environment and matters in areas of immediate need.

Level 3: Low Intermediate

Understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise while traveling in an area where the language is spoken. Can produce simple connected text on topics that are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

Level 4: High Intermediate

Understand the main ideas of text on academic or non-academic topics. Can interact with native speakers provided the other person is prepared to help. Can produce texts on a variety of subjects and explain a viewpoint on a topical issue.

Students placed in levels 5-7 have the option to continue their studies following either a more academic focused curriculum or continue with the situational English focused curriculum.

At the end of each level, students are able to ...

Level 5: Low Advanced- (Situational English focused)

Understand the main ideas of complex academic or non-academic texts on both concrete and abstract topic, including technical discussions in their field of specialization. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possibly without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue.

Level 5: Low Advanced- (Academic English focused)

Communicate easily with native English Speakers about school settings. They can understand some complex grammar and express some complex ideas and topics. They will develop literacy skills through authentic reading selections that will familiarize students with academic topics. They will become familiar with structure and mechanics of advanced academic writing.

Level 6: Advanced- (Situational English focused)

Understand a wide range of demanding, longer clauses, and recognize implicit meaning. Can express ideas fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic, and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors, and cohesive devices.

Level 6: Advanced - (Academic English focused)

Understand and use a wide range of language. They can use English flexible and effectively for social and academic purposes. They can identify main idea, develop vocabulary in context, and identify referents of academic readings. They can brainstorm, outline, and organize an academic paragraph.

Level 7: High Advanced- (Situational English focused)

Understand with ease virtually everything heard or read. Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express themselves spontaneously, very fluently and precisely, differentiating finer shades of meaning even in the most complex situations.

Understand almost everything they hear or read. They can communicate very fluently and precisely in complex situations. They can paraphrase complex academic readings using clues to understand the main and idea. They can develop an academic essay.

COMPLAINTS & CHANGES

Filing Complaints

What is a complaint?

A complaint is when you are not happy with a situation. Here are some examples:

- My teacher is unfair to me.
- My classmate jokes about my ethnicity, and I feel uncomfortable.
- My apartment manager is not helpful.

An emergency is NOT a complaint. If you have an emergency, call 911.

If a student has a complaint, they are first encouraged to handle the situation in a professional manner on their own following **Step 1** or **Step 2** below. However, if the situation continues, or the student feels a stronger call to action is necessary, proceed to **Step 3**, and file a formal complaint. *(Please review the Glossary for the definition of a formal complaint)*

Official complaint forms are available at the front desk. Students must complete the form before administration holds a meeting to address the student's concern. In the meeting, the student and administrative staff member will discuss the complaint with possible solutions. A follow-up meeting will be scheduled to discuss the student's satisfaction.

Procedures: What to do when you have a complaint?

Step 1: Talk directly to the person you have a problem with. Here are some examples:

- Talk to your teacher if you have a problem with your teacher.
- Talk to your classmate if you have a problem with your classmate.

Step 2: If you feel uncomfortable talking directly to the person or you feel the problem could not be resolved, you can talk to these people:

- TEACHER problem
 - Example: My teacher is unfair to me.
 - Go to the Front Desk and make an appointment with the director/manager
- CLASSMATE problem:
 - Example: My classmate jokes about my ethnicity, and I feel uncomfortable.
 - Talk to your teacher first.
 - Go to the Front Desk and make an appointment with the director/manager

Step 3: If you are not happy with the solution, you can file a formal complaint with the Front Desk. These are the procedures:

1. Pick up the form from the Front Desk.

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2. After you complete the form, go to the Front Desk and make an appointment with the manager/Director. Bring the form to the appointment.
3. The Director/manager will help you resolve your problem and keep your complaint on file.

Changing Classes

A student may not move up a level until they have passed the final exam to place them in that level. Students may not drop to a lower level they have already passed. They may only do so with written approval from the current instructor, the target class instructor, and with the permission of the language program director. To advance to the next class students must pass their current class and the final exam with a score of 75%.

Transfer Policy

In-status students are able to transfer to another institution only if they meet the following requirements. The student must:

1. Complete at least one full semester at the current institution unless prior written approval has been given by administration, or the student has been accepted to a college or university.
2. Give administration written notification of their intent to transfer. The notification must include a transfer-out date.
3. Prove acceptance to the transfer-in school.
4. Provide a transfer-in form for the new school.

Out-of status students are eligible to transfer to another institution if they meet the following requirements. The students must:

1. Give administration written notification of their intent to transfer. The notification must include the transfer-out date.
2. Prove acceptance to the transfer-in school
3. Provide a transfer-in form for the school
4. Have all ALLS finances paid in full.

COPYRIGHT & PLAGERISM

Copyright

Austin Language Learning School's Copyright Policy is based upon the **United States Copyright Law, Title 17, and U.S. Code, 1976.** The copyright law of the United States governs the making of photocopies or other reproductions of copyrighted material.

Purpose: This guide has been prepared in an effort to help Austin Language Learning School better understand what is allowable by law, and why some services that are technically possible may nevertheless be restricted. Austin Language Learning School will always remain open to receiving any new information on, or interpretation of, copyright law.

Scope: This policy applies to all members of the Austin Language Learning School community, including faculty, staff, and students.

General information: Copyright grants to the author or originator the sole and exclusive privilege of creating multiple copies of literary or artistic productions, and publishing and selling them. Copyright protection exists for original works fixed in any tangible medium of expression, including:

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- literary works;
- musical works, including any accompanying words;
- dramatic works, including any accompanying music;
- pantomimes and choreographic work;
- pictorial, graphic, and sculpture work;
- motion pictures and other audiovisual works;
- sound recordings.

Plagiarism

Plagiarism is claiming another person's thoughts and/or words as your own original work. This includes rewording a person's original words as your own. Students are responsible for understanding what plagiarism includes and how to prevent it. If a student is believed to have plagiarized material, the instructor will discuss it with the student privately giving solid evidence that plagiarism occurred. If the instructor and directors decide that plagiarism occurred, the consequences are given on a case-by-case basis with various factors taken into consideration and range from the opportunity to redo the assignment to failing.

STUDENT SERVICES

Along with the registration process, ALLS is happy to assist students in any way we can. We have provided a list of information that will assist you while you are staying in Austin. We can provide contact information and even help you communicate with whomever you would need to contact.

Distributing Information

Information at ALLS will be given to students through various forms depending on urgency. Events and academic information will be given to students through flyers posted throughout the school, and in person during class from their instructor. Students will be informed of immediate or urgent information by email or phone. We will request an email or phone response to ensure that the information has been received.

Advising

It is required for all ALLS students to see an academic advisor, the Director or DSO within their first session enrolled at ALLS. The following covers the procedures and information given during a student's first advising session, as well as any subsequent advising sessions. *Remember that advising is not only for academic purposes, advisors are here to help you during your stay in Austin and in the United States.*

First Advising Session

Come prepared to answer questions. **Bring in your Needs Assessment Form to the meeting.** Advisors may ask a number of questions regarding immigration status, travel plans, educational history, and future educational plans. Once these questions have been answered, the advisor will work with the student to determine future plans.

Subsequent Advising Sessions

After your first advising session, you may have additional questions regarding your study plan or future plans during the time you are here studying at ALLS. You will want to keep any notes or forms given to you during your first advising session, so that you may bring them with you when asking questions, or when needing guidance from the advisor. You should try to visit the same advisor that you saw during your first advising session, but if you cannot see them, make sure you tell your new advisor the name of your first advisor.

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Students needing counseling concerning an ALLS class can speak to a teacher or the Director. Students who have concerns outside of the school (such as immigration, orientation, universities, and other student services) are encouraged to go to the student services advisor at the front desk.

If at any time, the students' needs exceed the resources and expertise available at ALLS; we will provide the students with outside resources pertaining to their specific needs.

Monthly Activities

ALLS holds a social activity every month. This event may or may not occur during class time, and can include holiday parties, potlucks, or social outings after class hours. These activities are to integrate social and cultural education into daily conversation for the students. Students will be informed of all activities in advance and must sign up with the receptionist to participate.

Holidays

ALLS will be closed for certain U.S. holidays. Please see your Registration Packet included in your New Student Folder for the full list of holidays and school closures.

Internet & Printing

ALLS offers free WIFI to all students. Students who wish to access WIFI need to speak to the front desk to get the username and password. ALLS will gladly print academic materials for students as well. There will be a limit of 5 free print outs for students, every print out after 5 will be charged at \$0.10 per page. The administrative assistant at the front desk will give students the necessary information.

MAKING AUSTIN YOUR HOME

Moving to a new place can be very overwhelming; therefore, ALLS will try and assist you as you transition to your new home. Students are responsible for making their own housing arrangements. However, a staff member can further assist you if you need more help, so feel free to ask us for our housing guide at any time.

Housing Options

There are various options for housing in our area. You can live in student dormitories, apartments, extended stay hotels, house rentals, etc. for different prices. ALLS is not required to find housing for students; we can only assist you in providing a list of options that may be helpful to you. If you need housing information, please ask the front desk, or your advisor, for the Housing Packet.

Finding Roommates

If you would like to live with another person, we do have a Roommate Questionnaire that can be filled out to find a good match. Please ask the front desk for the Roommate Questionnaire document if this applies to you.

Furnishing Your Home

There are many ways to furnish your apartment or house.

a) Retail Stores

Relatively inexpensive new furniture and other household items are available at many stores. Please check the following stores' websites to find locations in your area:

- Target various locations <http://www.target.com>

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- Wal-Mart various locations <http://www.walmart.com>
- Sears - various locations <http://www.sears.com>
- Highland Mall, 6001 Airport Blvd <http://www.highlandmall.com>
- Barton Creek Square 2901 S. Capital of Texas Hwy
- IKEA Round Rock, 1 Ikea Way, Round Rock, TX, 78665, (888) 888-4532, www.ikea-usa.com

b) Thrift Stores and Used Furniture Dealers

- Goodwill Industries various locations <http://www.goodwill.org>
- It's New to Me 7719 Burnet Road 451-0388
- Other stores can be found in the Yellow Pages phone book under "Furniture Dealers-Used."

c) Classified Ads

Furniture and other items for sale by individuals are listed in the classified advertisements in the Austin American Statesman (<http://www.statesman.com/>) and in the Austin Chronicle (<http://www.austinchronicle.com/classifieds>). The Green sheet newspaper, found at local convenience and grocery stores, also lists inexpensive items for sale by individuals.

d) Garage Sales and Yard Sales

A garage sale is a sale of household items, clothes, furniture, and personal items at a person's home. It may be held in the garage or in the front yard. Garage sales and yard sales are sometimes advertised in the newspaper (Austin American Statesman and Austin Chronicle) or by signs posted near the location of the sale. Go early on the first day to see the largest selection of items. You can sometimes offer a price lower than what the seller has marked. The seller will let you know if the price you offer is too low. Plan on buying items with cash.

Grocery Stores in the Area

- | | | | |
|---------------------|-----------------------|----------------|--|
| - Whitesville Co-op | 3101 Guadalupe | (512) 478-2667 | www.wheatsville.com |
| - Natural Grocers | 3901 Guadalupe | (512) 323-5100 | www.naturalgrocers.com |
| - Central Market | 4001 N. Lamar | (512) 206-1000 | www.centralmarket.com |
| - Fiesta | 3909 N IH-35 | (512) 406-3900 | www.fiestamart.com |
| - Randall's | 2727 Exposition Blvd. | (512) 453-8406 | www.randalls.com |
| - HEB | 1000 E. 41st Street | (512) 459-6513 | www.heb.com |

Setting Up Utilities

Below is a list of utilities one would probably need to set up in a new home.

a. Electricity and Water

Electricity and water services are connected through the City of Austin. Renters and homeowners are usually required to pay a \$200 deposit to establish a utility account. There is also a \$20 initiation fee to connect the service. This service also includes garbage collection for detached homes. Contact your apartment manager for information on how to get your utilities connected. Sometimes the manager will arrange utility connections for you. If not, new service can be established over the phone at (512) 494-9400. During the call, you will need: your name, Social Security Number *, address where utilities will be connected, billing address (if different), photo ID (Texas driver's license or passport), and a copy of your lease (if available).

After making arrangements by phone, you will have 2-4 weeks to mail in the deposit, which will be included on your first bill.

Contact information: City of Austin Utilities (512) 494-9400 www.coutilities.com

*Only people who are employed in the United States can apply for a Social Security Number.

If you do not have a Social Security Number, you can have electric and water utilities connected, but you must visit this office in person to establish service:

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Rosewood Zaragoza Community Center

2802 Webberville Road (at the corner of Webberville Road and Pleasant Valley)

(512) 494-9400. Office hours are Monday – Friday, 7:45 a.m. – 4:30 p.m.

Take your passport and a copy of your apartment lease agreement. Tell the staff that you do not have a Social Security Number. You may be required to pay a \$200 cash deposit.

b. Natural Gas

Natural Gas is provided by the Texas Gas Service. To establish new service, call 1-800-700-2443. You will need the address where connection will be made, home telephone number, names and Social Security Numbers (or passport numbers) of adults living in the home, emergency contact information, and billing address (if different than service address). A deposit is required. This deposit, as well as a connection fee, will appear on your first bill.

Contact information: Texas Gas Service 800-700-2443, www.txgas.com

c. Cable Television

Some apartment complexes include free basic cable television. If your apartment complex does not do this, you may want to subscribe to cable yourself. To set up service, call Time Warner Austin at (512) 485-5555. They have several different cable plans available and also offer internet and digital phone service.

Contact information: Time Warner Austin (512) 485-5555 www.timewarnercable.com

d. Telephone Service

Home telephone service in the Austin area is available from AT&T (www.att.com). The standard service price includes an unlimited number of local calls each month. Long distance service is not included; you have a choice of several service providers for long distance (see below).

To order home telephone service, call 1-800-288-2020. You will need the following information:

- the complete address where your telephone service will be connected
- the billing address (if different from service address)
- the name of your preferred long-distance carrier

Have your passport number and your US visa number ready and tell the operator that you are not eligible to apply for a Social Security Number.

You will be offered many optional services such as caller ID and call waiting for additional fees. A security deposit or advance payment may be required to establish service. Long distance service is available from several service providers. Consult the Yellow Pages under “Telephone-Long Distance Service Companies” for contact information for long distance service providers. Long distance and international phone rates are highly competitive. You should compare rates of different companies before you select a long-distance carrier. If you do not like your current phone company, you can switch companies any time you wish. Buying a phone card is another option if you do not wish to commit to a specific long-distance provider.

Cellular phones may be an option if you do not want to have a phone installed in your apartment. Some service providers offer a free cell phone with an annual contract. Calling plans vary from company to company, so check out their web sites to determine the best plan for you. Many plans include long distance calls as well as voice mail and caller ID. Some providers offer student discounts.

e. Questions to ask when setting up phone service:

- What is the basic rate?
- Is there a monthly service charge?

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- What is the connection charge and is there a disconnection charge?
- Can I have an access code if I have a roommate, so that our calls will be billed separately?
- Will I receive a detailed bill showing the number I called, how long I talked, and the charge for the call?
- Is this plan an international plan?
- How do I get the lowest rate to my country? When is this rate applicable?
- What are the rates during other time periods?
- What method of payment can I use?
- Is a calling card available?
- What are the rates and corresponding time periods on the calling card?
- Is the calling card international, so that I can use my calling card from my home country or elsewhere?

f. Contact information for major providers:

Home Phone Service

- AT&T www.att.com

Long Distance Service

- AT&T www.att.com
- MCI www.mci.com
- Sprint www.sprint.com

Cellular Phone Service

- AT&T www.att.com
- Cricket www.mycricket.com
- Sprint www.sprint.com
- T-Mobile www.t-mobile.com
- Verizon www.verizonwireless.com

Texas Driver License/Texas ID Card

In the case that students would like to drive a vehicle while in the city, please take note of the following information. Students who do not plan to drive a car, but still have an immigration document valid for the next 6-months, should apply for a Texas Identification Card at the DPS.

A person 18 to 75 years of age with a valid out-of-country driver license in their possession may drive a car for up to one year from the date of entry into the U.S. if there is an international reciprocity agreement for driver licensing with the U.S. and the country that issued the driver license.

Please take the following steps to apply for a Texas Driver License or follow Step 3 to apply for a Texas ID card:

1. Study the information about traffic laws in the Texas Driver’s Handbook: www.txdps.state.tx.us/ftp/forms/DIhandbook.pdf
2. Take the written and in-car exam for driving at any DPS office. If you do not have a driver license from another state, you must take both a written and a driving test. There is \$24.00 fee, valid for three opportunities to take the test within a 90-day period.
3. You will need the following documents to apply for the Texas Driver License OR Texas ID card: Passport, Visa, I-20 or DS-2019 (with a program end date of at least 6 months into the future), I-94 card, current enrollment letter from ESL Services, and Social Security Card. If you are NOT eligible for a Social Security Number, you will need to sign a “Social Security Affidavit” at the DPS office when applying for your Texas Driver License. There is \$15 fee for the Texas ID card.

Dependents can also apply for Texas Driver License or Texas ID Card. Dependents follow steps 1-3 above and provide primary visa holder's current enrollment letter, and copies of primary visa holder's immigration documents.

TEXAS DEPARTMENT OF PUBLIC SAFETY OFFICES <http://www.txdps.state.tx.us/>

Hours: 8 a.m. to 5 p.m., Monday through Friday

• 6121 North Lamar Blvd. 512-424-2076 • 13730 Research Blvd. 512-335-8131 • 4719 South Congress Ave. 512-444-5241

Renewing your Driver’s license

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If you have a current Texas driver license, it can be renewed online through the Texas Online website. The fee is \$25 and must be paid with a credit card.

Banking

Student banking is pretty easy! Students should consult the Yellow Pages listings under "Bank" to find banks close to their homes and the academy. It is usually necessary to go to the bank to open an account.

The Following are questions to consider when opening an account at a bank or credit union:

- How much is the minimum deposit to open an account?
- Are there monthly service charges?
- What documents and information do I need to bring to open an account?
- What are the bank's business hours?
- Are there banks and ATMs near the UT Austin campus?
- What checking and saving options do you offer?
- Is there a charge for checks and traveler's checks?
- Do you offer telephone and/or Internet banking?
- Do you offer international exchange for my currency?

The following banks are located near ALLS. These banks do not require a Social Security Number to open an account. However, you will need your passport or other identification to open an account.

➤Chase Bank	1904 Guadalupe St.	(512) 236-3070	www.chase.com
	2414 Guadalupe St.	(512) 476-8644	
➤Compass Bank	321 W. 6th St.	(512) 421-5761	www.compassweb.com
➤University Federal	2244 Guadalupe St.	(512) 467-8080	www.ufcu.org
➤Wells Fargo	2354 Guadalupe St.	(512) 236-1250	www.wellsfargo.com

Note: If your checkbook, debit card, or credit card is ever lost or stolen, you should contact your bank or Credit Card Company immediately. This will limit your liability for any checks written or charges made to your account by another person.

Phone Numbers

The "**White Pages**" phonebook is an alphabetical listing of private home, government, and business phone numbers within the Austin area. The "**Yellow Pages**" phonebook is a separate commercial and business directory organized alphabetically by business category and then by individual company. If you cannot find a number for a person or business, you may call directory assistance by dialing 411 for a local number, or 1+411 for a long-distance number in the United States. Note: There is a fee for this service.

ONLINE TELEPHONE DIRECTORIES:

- AnyWho <http://www.anywho.com>
- White Pages <http://www.realpageslive.com>
- Yellow Pages <http://www.yellowpages.com>

HEALTH INSURANCE

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ALLS does not yet require international students to carry health insurance, but we STRONGLY RECOMMEND that students purchase a policy. Remember that ALLS is currently reviewing our requirements for health insurance, and in the future, it might be mandatory for international students to buy health insurance.

Below is a list of Travel Medical Insurance websites that can provide you with more information. You can also refer to an Internet search engine for more information.

- www.hhtravelinsurance.com
- www.medexassist.com
- www.travelguard.com/travelinsurance/travelmedical.asp
 - www.imglobal.com/...insurance/travel-medical-insurance.aspx
 - www.roamright.com/Medical-Health
 - www.myplansw.org/

If you receive medical treatment outside of your insurance providers list, you may be required to pay for the medical services you receive. Before you pay:

- Inform the doctor's office that you have health insurance and show your insurance ID
- Ask the doctor's office to bill the insurance company directly. The address is on your ID card.
- If they ask you to pay immediately, ask them to make sure you have received the Preferred Provider (PPO) discount before you pay the bill.

If you have paid a medical bill yourself:

- Make a copy of the bill and keep this copy for your records/reference.
- Write a letter to the insurance company, including your name, EID, and policy number.
- Send the original doctor's bill and the letter to the insurance company.

If you are admitted to the hospital in an emergency, you or a friend must call the insurance company to notify them that you are in the hospital. If you go to the hospital in an emergency and are not admitted to the hospital, you do not have to notify the insurance company.

Medical Clinics in Austin

Medical services can be obtained through various clinics in the Austin area. These clinics usually provide primary and urgent care. An average cost to see a physician is \$150 per visit, not including additional costs associated with prescriptions, laboratory work, X-rays, tests, etc. Seton Emergency Center provides 24-hour West Campus

UT Family Wellness Center

2901 N. I.H. 35
512.232.3900

South Austin

Brackenridge Hospital

601 East 15th St.
512.324.7000
512.324.7010 (Emergency)

North Austin

Seton Northwest Hospital

11113 Research Blvd.
512.324.6000
512.324.6010 (Emergency)

Central Austin

Seton Medical Center

1201 West 38th St.
512.324.1000
512.324.1010(Emergency)

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Emergencies

Please remember to call **911** if you need immediate medical attention.

You have completed an Emergency Contact section as part of your application for admission to ALLS. We ask that you please update the Director or DSO if any of the contact information changes.

If you have purchased health insurance, we also strongly urge you to keep that information with you in case of emergencies.

In case you are seriously injured in an accident, we suggest you add a contact to your cell phone, if you have one, titled "Emergency Contact". Include the phone number of someone that the hospital can contact on your behalf. We also suggest that you carry the name of an emergency contact with you at all times, as well as copies of all of your travel documentation.

EXPLORE AUSTIN

Austin, the capital of the state of Texas, is the sixteenth largest city in the United States. It is situated on the banks of the Colorado River in the part of central Texas known as the Hill Country. An estimated 850,000 persons live within the Austin metropolitan area. While having the amenities of a large North American city, Austin, especially the university area, retains the atmosphere of a much smaller town.

The natural beauty of Austin has been preserved in 17,000 acres (68 sq. km) of green space, and 220 parks offer a wealth of settings for swimming, cycling, hiking, and other outdoor activities. Austin is also known as the "Live Music Capital of the World." There are over 150 live music venues in and around Austin featuring every type of music imaginable.

Austin has a varied climate characterized by hot summers and mild winters. Summer days are humid and often reach temperatures above 35 degrees Celsius (95 degrees Fahrenheit), and winter days may fall below freezing. Students will need warm jackets for winter and lightweight clothing for summer. Austin is in the Central Time Zone. The telephone area codes are 512 and 737.

Austin has a lot to do! Below is a list of the most popular places in Austin. Even though we will be visiting most of these places during the excursion part of the class, it is still good to have this information for when you want something to do on the weekends.

Downtown

Austin Museum of Art, 823 Congress Avenue, (512) 495-9224

This museum exhibits art from a variety of periods and cultures, with an emphasis on the art of the twentieth century to the present. Visit the website for a listing of current exhibits. <http://www.amoa.org>

Bremond Block, between 7th and 8th Streets and between San Antonio and Guadalupe Streets. This collection of 11 houses, built between 1850 and 1877, illustrates early Austin at its finest. Though none of the structures are open to the public, a stroll around this elegant tree-shaded block reveals the lifestyle of a bygone era.

Congress Avenue

Austin's main street is enjoying a lively revitalization as high-rise complexes are built next to nineteenth-century buildings.

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Listed on the national Register of Historic Places, the street took on even greater historical significance in 1984, when mastodon bones were unearthed at a construction site in the 300 block, indicating that prehistoric elephants roamed here some ten thousand years ago. The Ann Richards Congress Avenue Bridge, which stretches across the Colorado River south of downtown, is home to 1.5 million Mexican free-tailed bats from mid-March until November. The bats emerge every evening at dusk to feast on pesky flying insects.

The Driskill Hotel, 604 Brazos Street, (512) 474-5911

Built in 1886 by cattle baron Jesse Driskill, Austin's oldest hotel has remained a popular gathering spot for politicians and socialites. The Driskill recently underwent a major remodeling, which cost around 30 million dollars. Presidents and other celebrities have stayed in the Oil Baron's Suite at this historic hotel.

<http://www.driskillhotel.com/>

Texas Governor's Mansion, 1010 Colorado Street, (512) 463-5516

Recognized as one of the finest examples of nineteenth-century Greek Revival architecture, the mansion has been the home of every Texas governor since 1856.

<http://www.txfgm.org/>

Note: The Governor's Mansion closed in October 2007 for major deferred maintenance on the historical structure. An arson fire on June 8, 2008 severely damaged the entire building. As of March 2011, the building has been stabilized and restoration is underway. Restoration is expected to take approximately 2 years. Information will be posted on the website when tours of the mansion resume. In the meantime, a "virtual tour" is available on the website.

Old Pecan Street/ Sixth Street,

Before the Capitol was built, Old Pecan Street served as Austin's main street. The seven-block area is a popular destination, with over 70 restaurants, clubs, and shops to enjoy. On weekend nights, Old Pecan Street takes on a festive atmosphere as thousands gather to enjoy the nightlife, street performers, and live entertainment. Weekend parking is limited, so take a taxi or use a nearby parking lot. Each Fall and Spring the street is closed off for the Old Pecan Street Festival where artists gather to sell their handicrafts.

Old Bakery and Emporium, 1006 Congress Avenue, (512) 477-5961

Built as a bakery in 1876 by Swedish immigrant Karl Lundberg, the building now houses a craft shop selling handcrafted items and home-baked goods made by Austin senior citizens.

The Paramount Theater, 713 Congress Avenue, (512) 472-2901

The Paramount Theatre has stood on Congress Avenue in the heart of downtown Austin for nearly 100 years. As Austin's oldest surviving theatre (built in 1915), the Paramount has a long history of entertaining Central Texas audiences. Originally conceived as a Vaudeville and variety house, the Paramount continues to bring comedy, drama, music, dance, spoken word, and films to its stage. <http://www.austintheatre.org/>

Texas Capitol Building, 11th and Congress, (512) 305-8400

Completed in 1888 as the winning design from a national competition, the Texas Capitol is widely recognized as one of the nation's most distinguished state capitols. Located on one of Austin's highest points, the Capitol building anchors the north end of the downtown district. The Texas Capitol is the largest in area of all the state capitols. The Texas Capitol is 308 feet (94 meters) tall and surpasses the National Capitol in height, rising almost 15 feet (4.5 meters) above its Washington D.C. counterpart. Free guided tours of the rotunda are offered daily 8:30 a.m. - 4:30 p.m. but call ahead for the tour schedule.

<http://www.tspb.state.tx.us/>

ALLS School Area

The Bob Bullock Texas State History Museum, 1800 N. Congress Ave, (512) 936-8746

The Bob Bullock Texas State History Museum tells the “Story of Texas” with three floors of interactive exhibits, a special effects show, and Austin’s only IMAX Theatre. A 35-foot (10.7 meters) tall bronze Lone Star sculpture greets visitors in front of the Museum, and a colorful terrazzo floor in the Museum’s rotunda features scenes from Texas’s past. The Museum also has a Cafe with indoor and outdoor seating. <http://www.thestoryoftexas.com>

The Blanton Museum of Art, 200 East MLK, (512) 471-7324

The Blanton Museum of Art is the art museum of The University of Texas at Austin. It is closed Mondays, open from 1-5 on Sundays, and open 10-5 on other days. Free to the public the first Thursday of the month.

The Drag, Guadalupe Street from Martin Luther King Blvd. to Dean Keeton (26thst.)

The Drag runs along the western edge of the UT Austin main campus and is a popular retail and gathering place for students and visitors.

Littlefield Fountain, West 21st Street and University Avenue

A favorite setting for photographers, the Littlefield Fountain was erected in 1932 as a memorial to students who served in the armed forces during World War I.

The Lyndon B. Johnson Presidential Library and Museum,

2313 Red River, (512) 721-0200

The University of Texas at Austin is one of two university campuses to house a Presidential Library. Displays include a replica of the Oval Office, biographical glimpses of President Johnson and his Great Society Programs, and gifts presented to the President while he was in office. The Library also contains the papers of the Johnson administration. Free Admission. <http://www.lbjlib.utexas.edu>

Texas Performing Arts (PAC), 23rd Street and Robert Dedman Drive, (512) 471-1444

The Texas Performing Arts complex includes the 3,000-seat Bass Concert Hall and 5 other state-of-the-art theaters. Texas Performing Arts also hosts a wide variety of performing groups and ensembles from around the world.

<http://www.utpac.org>

Texas Memorial Museum, 2400 Trinity Street, (512) 471-1604

The Texas Memorial Museum is the exhibit hall of the Texas Natural Science Center. Displays include native wildlife, dinosaurs, Native American exhibits, gems, minerals and more. Free Admission.

<http://www.utexas.edu/tmm/>

University of Texas Tower, Main Building (MAI)

The 307-foot (93.5 meters) tall UT Austin Tower was completed in 1937. Through the years, the Tower has served as the University's most distinguishing landmark. The observation deck of the Tower offers a spectacular view of the University campus and the Austin area in all directions. The observation deck has recently been remodeled and reopened to the public for the first time in nearly three decades. As a part of the renovation process, persons with disabilities now also have access to this monumental view. Observation deck tours are available by reservation only through the Texas Union Information Center. For information on availability and the schedule of tour reservations, call 475-6633. You can view images of various buildings and historical landmarks on the UT Austin campus at:

<http://www.utexas.edu/maps/main/images/>

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Whitaker Fields, Guadalupe & 51ST

This multipurpose turf area accommodates up to eighteen football/soccer fields or 12 softball diamonds; an all-purpose/all-weather field is available for soccer, softball, or tennis. A group can reserve fields upon request, subject to availability. No membership is required to use these fields. To get more information about facilities, hours, and services, check the website: www.utrecsports.org/facilities/locations/wf.php

Around Austin

Barton Springs Pool, 2101 Barton Springs Road, (512) 476-9044

Open April-October. Within Zilker Park's 351 acres (1.41 sq. km.), lies one of the crown jewels of Austin, Barton Springs Pool. Three acres (12,140 sq. meters) in size, the pool is fed from underground springs and is on average 20 degrees C (68 degrees F) year-round. <http://www.ci.austin.tx.us/parks/bartonsprings.htm>

Camp Mabry Military History Museum,

West 35th Street and Mopac Expressway, (512) 782-5659

The home of the Texas National Guard, Camp Mabry was established in 1890 as a summer encampment for the Texas Volunteer Guard. Although Camp Mabry is closed to casual traffic, the Military History Museum is still open for business. Exhibits cover the complete history of the Texas Military from the Texas Revolution to present day. The museum is open 10 a.m. – 4 p.m. Wednesday through Sunday. Free Tours of the museum may be scheduled by calling between 9 a.m. and 4 p.m. Monday through Friday. <http://www.texasmilitaryforcesmuseum.org/>

Elizabet Ney Museum, 304 East 44th Street, (512) 458-2255

The Elisabeth Ney Museum is the former studio and portrait collection created by nineteenth-century sculptor Elisabeth Ney, one of the most colorful and influential women in early Texas history. One of the oldest museums in Texas, the Elisabeth Ney Museum offers visitors a glimpse into early Texas history and into the life of a creative and spirited woman. Ney's sculptures of Sam Houston and Stephen F. Austin are on display in the Texas State Capitol. Free Admission. <http://www.ci.austin.tx.us/elisabetney/>

French Legation Museum, 802 San Marcos (at East 7th Street), (512) 472-8180

This French Provincial style cottage was built in 1841 for the French charge d'affairs (ambassador) to the Republic of Texas. Museum hours are 1 p.m.-5 p.m., Tuesday-Sunday. The last tour begins at 4 p.m. <http://www.frenchlegationmuseum.org>

George Washington Carver Museum and Cultural Center,

1165 Angelina Street, (512) 472-4809

The museum opened in 1980 as the first African-American neighborhood museum in Texas. George Washington Carver was a well-known educator and agriculturalist. He developed many innovative uses for peanuts while studying and teaching at Iowa State University and the Tuskegee Institute in Alabama. Free Admission. <http://www.ci.austin.tx.us/carver/>

Austin Museum of Art-Laguna Gloria, 3809 West 35th Street, (512) 458-8191

Located in a Mediterranean villa on Lake Austin, Laguna Gloria is noted for its changing exhibits of twentieth century art. The beautiful grounds also house the Texas Fine Arts Association and Fiesta Laguna Gloria each May. <http://www.amoa.org>

Mount Bonnell Park,

This park features a natural limestone formation that stands about 200 feet (60 meters) above the surrounding area. Mount Bonnell offers breathtaking views of the Austin skyline and Lake Austin.

<http://www.austincityguide.com/content/mt-bonnell-austin.asp>

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Neil-Cochran Museum, 2310 San Gabriel Street, (512) 478-2335

Built in 1855 by Abner Cook, the architect of the Governor's Mansion. The museum building is a striking blend of native Texas materials and Greek Revival Architecture. Open 2 p.m.-5 p.m. Wednesday-Sunday. \$2 admission.

O. Henry Home and Museum, 409 East 5th Street, (512) 472-1903

The O. Henry Museum offers a look into the life of William Sidney Porter, the man who became famous under the pen name O. Henry. Known as "the master of the short story," Porter lived in this 1886 Queen Anne-style cottage from 1893 to 1895. His home has since been restored and now contains artifacts and memorabilia from Porter's life in Austin. One of Austin's funniest events, the O. Henry Pun-Off, takes place on the lawn of the museum on the first Sunday in May. Hours: 12:00 noon-5:00 p.m. Wednesday - Sunday, <http://www.ci.austin.tx.us/ohenry/>

Symphony Square, Red River at 11th Street, (512) 974-6700

This unique complex of historic limestone buildings features a 500-seat amphitheater. Its stage and seating area are bisected by Waller Creek. Varied weekend entertainment takes place during the spring and summer months.

www.ci.austin.tx.us/parks/facilities.htm

Town Lake Hike and Bike Trail, North and South shores of Lady Bird Lake

The product of Lady Bird Johnson's beautification efforts, this 8.5-mile (13.7 km.) lakeside route is the most popular of Austin's eight hike and bike trails. Parking is available at several places along the trail. Boat and canoe rentals are available at Zilker Park by calling (512) 478-3852; other hike and bike information is available from the Austin Parks and Recreation Department at (512) 974-2000. www.ci.austin.tx.us/parks/downloads/tlake_kiosk.pdf

Zilker Botanical Garden, 2200 Barton Springs Road, (512) 477-8672.

Open 7 a.m.-7 p.m. everyday March through November, 7 a.m.-5:30 p.m. November through March. Located on the north side of Zilker Park, attractions include rose, cactus, flower and herb gardens, the Taniguchi Japanese garden, escarpment trail, and the Austin Area Garden Center.

Zilker Metropolitan Park, 2100 Barton Springs Road.

Zilker Metropolitan Park is often considered Austin's most beautiful park. This 351-acre (1.41 sq. km.) natural area is home to a variety of recreation opportunities and special events. Zilker Park offers the spring-fed Barton Springs Pool, numerous sports fields, shaded picnic areas, a playscape for youngsters, a miniature train, and the Zilker Hillside Theater.

<http://www.ci.austin.tx.us/zilker/>

CITY TRANSPORTATION

As you know, our programs are designed to have students go out on excursions to not only get to know the city better, but to practice their English communication skills as well. As a result, ALLS will provide all of the transportation to and from these excursions. (*See the list of excursions provided to you in your schedule*)

Capital Metro Bus System

Capital Metro operates the city bus system offering inexpensive and efficient transportation all around the city of Austin. The bus fare is \$1 for a one-way trip. A day pass good for 24 hours is available for \$2.

Most Capital Metro buses run from 5 a.m. until midnight, though not all routes will start that early or run that late. There are

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limited “Night Owl” routes for late night travel. Buses run less frequently on weekends than on weekdays and may have reduced service on official holidays. Check the schedule on the Capital Metro website for the most current route information: <http://www.capmetro.org>

Bus stops are marked with route numbers of the buses that serve the location. Buses will display their route numbers, names and their final destination in a lighted sign above the windshield. Signal the bus driver to stop by standing or waving as the bus approaches. All full-sized Capital Metro buses feature bicycle racks on the front.

You can plan your trip using the online route planner at www.capmetro.org/planner/

All you need is the address of where you are, the address of where you want to go, and when you wish to arrive. You may also call the Capital Metro GO Line at (512) 474-1200 for assistance. All route information is available in Capital Metro schedule books, which are available for \$3 at the Capital Metro Transit Store at 323 Congress Avenue. PDF files for each of the pages from the schedule book are available for free at the Capital Metro website: www.capmetro.org

Capital Metrorail

Capital MetroRail is Central Texas’ newest way to commute. The 32-mile (51.5 km) Red Line offers service weekday mornings and afternoons from Leander to Downtown Austin. Whether you are commuting to work downtown, headed to the university or moving between any of the nine stations on the line, Capital MetroRail is a comfortable and reliable way to get there. For more information: www.capmetro.org/MetroRail/

UT Austin Shuttles

The UT Austin Shuttle System is very convenient for students at ALLS since the University is right next to us. It is the largest university shuttle system in the country, with 14 routes and over 7.5 million passengers annually. The shuttle system provides an easy and cost-effective way to access the UT Austin campus. Shuttle routes are designated with two or three letters. For route information go to: www.utexas.edu/parking/transportation/shuttle/index.html

Taxis

A taxi can take you to almost any destination in the Austin area, 24 hours a day, but it is more expensive than other forms of transportation. If you are downtown, taxis can usually be hired on the street by signaling the driver. Otherwise, you should call one of the numbers listed below. Be prepared to give your current location and the time you want to be picked up. The fare for a taxi is based on the distance traveled and the number of passengers. There may be an initial pick-up charge in addition to the distance charge. Yellow Cab Austin offers a fare estimator on their website. The fare is shown on the meter in the front of the cab. It is customary to tip the driver 10% of the total fare if the service is good.

CONTACT INFORMATION:

- Austin Cab 478-2222
- Yellow Cab Austin 452-9999

<http://www.austincab.com>

<http://www.yellowcabaustin.com>

Pedicabs

A Pedi cab is a small pedal operated vehicle, serving as a taxi. Capital Pedi cabs operate in downtown Austin, TX, and are concentrated on 6th street and the warehouse district. It is Austin’s best and most fun transportation service for the downtown area. The drivers work for tips and will get you where you need to go. All Capital Pedi cab drivers are fully licensed by the City of Austin Ground Transportation Department and work on tips from the customers.

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Bicycles

If you are going to ride around Austin on a bicycle, know that bicyclists must obey the same traffic rules as drivers, including stopping at stop signs. Adults are not required by law to wear a helmet. Children under the age of 18 are required by law to wear a helmet.

Note: Wearing a bicycle helmet is strongly recommended for protection in case of an accident.

To prevent theft, bicycles should be secured with a strong U-lock or stored indoors when not being ridden. City of Austin Bicycle and Pedestrian Program: www.ci.austin.tx.us/publicworks/bicycle.htm

Parking Options Close to ALLS

a. Parking Garages

There are eight parking garages on the UT Austin campus. Anyone may park in these garages on a daily paid basis. The cost to park in the UT Austin garages ranges from \$3 to \$18, depending on the length of time you stay. Check the Parking & Transportation Services website for more information about parking in these garages: www.utexas.edu/parking/visitor/

b. Parking Meters

There are a limited number of parking meters on 25th, Nueces, and San Antonio Streets. These meters all have time limits, so you will have to keep adding money or risk getting a parking ticket. This parking is controlled by the City of Austin.

c. Private Lots

There are private paid parking lots located near ALLS as well. Rates vary; be sure to check the signs posted in each lot for rates and restrictions.

d. Free Parking

The area immediately north of the UT Austin campus has limited free street parking. This parking is located in the area between 27th, 30th, Guadalupe and Duval Streets. It will take about 15 minutes to walk to ALLS from this area. Remember to look for signs that tell you when it is NOT okay to park on the street.

More street parking is available in the neighborhood north of 30th Street. This area is known as Hyde Park. You may park there and take the Intramural Fields (IF) shuttle to campus. The IF shuttle stops on 26th Street.

There are also two church lots available for parking, if you arrive early. Both are on Speedway. One is on the east side, just south of 39th St. The other is on the West side just north of 40th St. If there is no space in the lot, drive around the corner and park on the street. Be sure to look for "No Parking" signs.

e. Park & Ride Lots

Capital Metro has several Park & Ride locations that offer a convenient, secure place to park your car while you ride the bus to school. For more information and lot locations:

http://www.capmetro.org/riding/park_n_ride.asp

GLOSSARY

ALLS – Austin Language Learning School

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Absence – Any class period for which a student is not in class.

Class – A course with a designated instructor, beginning and end dates, normally existing for the duration of a full session.

Class Period – One meeting of a class

DHS – Department of Homeland Security. Also referred to as “immigration”.

Dropping or Withdrawing – These terms mean the same thing. When we refer to a student dropping a class, it may also be described as withdrawing from a class.

DSO – Designated School Official

Enrollment – Registration for any ALLS service

Enrollment Begin Date – Date on which student is first expected to attend class(es)

Enrollment End Date – Final date on which student is expected to attend class(es)

Formal Complaint - where a student or team member introduce a personal concern to administration in writing verifying the issue, parties involved, and a desired solution to the concern.

Late Fee – The additional money a student must pay if they have not paid for classes by the required date.

In-status Students – Student has met all financial obligations, an overall “C” average or above for all currently-enrolled classes, a minimum of 80% or higher attendance in all classes.

Out-of-Status – This refers to the violation of terms of your F-1 visa status and indicates that you are no longer in legal or valid immigration status. Being placed Out-of-Status will require the DSO to terminate your SEVIS record. Student who fails to meet the requirements to be “in-status” resulting in I-20 with any of the following statuses: Cancelled, Terminated, Completed, Deactivated, Initial

Plagiarism – Presenting ideas as new and original when they have been taken from another source, including making copies.

Prior Enrollment Requirement – two consecutive semesters of full-time enrollments immediately preceding a vacation session

School – Austin Language Learning School’s Intensive English Program

Session – A set group of classes with an official start and end date that lasts for 4 weeks.

SEVIS Number – This is a number that is located on the top right-hand corner of your I-20. It is unique for each student. You will be issued a new SEVIS Number if you are ever issued a new I-20 (such as a Re-entry I-20).

SEVIS Record – This is your electronic DHS record that is connected to your I-20.

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Tardy – Missing 1-15 minutes of a class

Tuition – Fees a student pays for classes at ALLS

USCIS – United States Citizenship and Immigration Services. This is a part of the Department of Homeland Security. It is also referred to as “immigration”.

Vacation – a period of 1 session, during which time the student is not required to enroll in classes