

AELI Student Handbook

Dear Student:

Welcome!

The faculty and the staff of the American English Language Institute welcomes you. We hope your stay here will be rewarding.

You are now joining students from all over the world who have studied English at Klamath Community College. In order to improve your command of English, you will have 18-20 hours of classes each week in listening/speaking, reading, composition, and grammar. We also strive to provide you with opportunities to learn about your surroundings, and interact with Americans.

We hope that you find AELI, Klamath Community College, the town of Klamath Falls, and the great state of Oregon a great place to live and learn. We're certainly happy that you're here!

Sincerely,

The AELI Faculty and Staff

HERE ARE SOME IMPORTANT CONTACT NUMBERS:

CONTACT	PHONE
AELI OFFICE	541-880-2366
International Programs	971-380-5185
Emergency Services	911

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PROGRAM INFORMATION

PROGRAM OVERVIEW

The American English Language Institute (AELI) is an intensive English program for students who would like to attend an American college or improve their language skills for business or personal reasons. AELI students are placed in elementary, intermediate, or advanced levels and study grammar/composition, listening/speaking, and reading with highly qualified instructors. Classes meet 4 hours a day or 20 hours a week. Extra services such as activities, trips, holiday parties, and volunteer opportunities put students in contact with American English speakers to make their learning more interesting.

ACADEMIC CALENDAR AND COURSE SCHEDULE

The AELI follows the [Klamath Community Academic Calendar](#) with classes held during the following times each term:

Elementary and Intermediate Class Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 – 9:00	Academic ESL	Academic ESL	Academic ESL	Academic ESL	Academic ESL
9:00 - 10:00	Combined Skills	Combined Skills	Combined Skills	Combined Skills	Academic ESL
10:00 – 11:00	Combined Skills	Combined Skills	Combined Skills	Combined Skills	American Culture
11:00 – 12:00	Combined Skills	Combined Skills	Combined Skills	Combined Skills	American Culture

*Elementary and Intermediate levels may be combined based on enrollment.

Advanced Class Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
8:00 – 10:00	Grammar / Composition	Grammar / Composition	Grammar / Composition	Grammar / Composition	Reading
9:00 – 10:00	Grammar / Composition	Grammar / Composition	Grammar / Composition	Grammar / Composition	Listening / Speaking
10:00 – 11:00	Reading	Listening / Speaking	Reading	Listening / Speaking	Academic Elective*
11:00 – 12:00	Reading	Listening / Speaking	Reading	Listening / Speaking	Academic Elective*

* Full time Advanced AELI students must take an advisor-approved KCC course or the AELI American Culture course.

HELPFUL TIPS

As a student at AELI, you should remember these two things:

1. To succeed in this program, a total commitment to English is required. Only by attending all classes and participating in class activities can you expect to reach proficiency in English, which is the key to success in other areas of study as well. Speaking only English in class will help you progress faster.
2. AELI students are subject to the same Code of Conduct as other KCC students. You can find this document online at <https://www.klamathcc.edu/en-US/students/student-life/student-policies/code-of-conduct.html/>.

DO...

Turn off personal electronic devices before class starts

Bring books, pencils, pens, and paper to class.

Look at the instructor when he or she is talking.

Participate actively in class.

Complete your homework every day.

Learn instructors' names and use them when you are speaking to them.

Take restroom breaks between classes.

Read this handbook!

DON'T...

Use your cell phone during class.

Speak your native language in class.

Knock on the door and apologize if you arrive late. Just come in.

Eat or drink during class.

Use too much perfume or aftershave (some people have allergies).

Leave class to use the restroom or take a phone call (see above).

ENROLLMENT AND REGISTRATION

New student registration happens prior to the start of class. Students should report to the front office and fill out a registration form. They will then take a placement test to determine which classes they will be enrolled in.

Continuing student enrollment and registration happens at the end of a term. Students should complete a registration form for the next term and their grades and test results will determine placement.

PLACEMENT AND LEVEL CHANGES

AELI uses the CaMLA and CASAS English Placement Tests. The testing takes approximately 1 hour. New students will take the placement test during orientation while continuing students will take it during finals week.

During the first week of classes, if you feel you have been placed in the wrong level, please speak to an instructor first. He or she will communicate your concerns to the K-CET Director. During the first week, the instructors and K-CET Director will meet and consider level change requests. We will take into account your performance in class so far as well as your placement test results. The decision made by the program instructors and K-CET Director is final. You will be informed of the decision in your case on Friday of the first week of class.

PAYMENTS, WITHDRAWALS, AND REFUNDS

Tuition and Fees:

Tuition for ESL classes varies with each class and is available on the [AELI website](#). Payment is due by the first day of class. Some courses may require additional fees for materials, certification, or equipment.

Payment:

It is the responsibility of the student to ensure that payment is made by the required date.

KCC accepts most traditional forms of payment including cash (U.S. dollars only), checks, money orders, MasterCard, VISA, Discover, American Express, and debit cards. Payments can be made in person to our cashier, online, or by sending a check by mail to: Attn: Cashier, 7390 South 6th Street, Klamath Falls, OR 97603.

Student name and student identification number must be clearly identified on all payments. This information will assist the College in properly crediting payments.

Third-party payment arrangements can be made as a courtesy of the Business Office. Third-party payment authorizations may be available through agencies or companies, financial aid, and scholarships. To avoid a late fee, third-party authorizations must be on file by the add/drop deadline.

Failure to make timely payments or to make satisfactory payment arrangements by the due date may result in late fees and/or an administrative drop from classes. Unpaid balances from prior terms must be paid in full before registering for another term. Other college services, such as grades, diplomas, registration privileges, or any combination thereof may be withheld if students do not make satisfactory arrangements to meet their financial obligation to the College.

Payment Responsibility:

Students who have returned a signed financial aid award letter (which is also accepted electronically), have obtained written payment confirmation from a third party, or who have appropriate documentation on file in the business office, may register for classes without making payment by the first day of class. It is the responsibility of the student to ensure that the College has received written agency authorization. Please be aware that students are legally responsible for

payment if third-party payment or other aid payments are not received by the College for any reason. It is important that students keep track of any balances not covered by financial aid or third-party payments and pay them in a timely manner. If these uncovered balances are not paid by the due date, late fees will be applied, and an administrative drop from classes may occur. If students are receiving financial assistance from sources outside the College, they must work closely with those sources to meet KCC's registration deadlines.

Installment Plans:

Two installment plans are available for students at the cashier's desk based on account balance. If the account balance is greater than \$200, an arrangement for two equal payments is available. If the account balance is greater than \$350, an arrangement for three equal payments is available. Installment agreements must be initiated by the add/drop deadline. There is a fee of \$10 for an installment plan. Students who fail to meet the terms of the agreement will be assessed late fees, and administrative withdrawal from classes may occur. Balances from prior terms must be paid in full before registering for another term. Failure to comply with this agreement may result in late fees.

For more information on setting up an installment agreement and making payments, please contact the Cashier at [\(541\) 880-2237](tel:5418802237).

Late Fees:

A late fee of \$25.00 will be assessed on student accounts which are past due. This fee may be assessed up to three times during the term.

Withdrawing from College

After the first week of credit classes, you may no longer drop a class with no record. A "W" grade will be granted when you process a formal withdrawal submitted by the published withdrawal date. Failure to follow the formal withdrawal process will result in a grade which reflects your course accomplishments.

Refunds:

If the college cancels a class, students are entitled to full refund of tuition and applicable fees.

An add/drop form must be completed by the student and processed by Student Services in order for the business office to process refunds. Credit balance resulting from payments made after a course is dropped by third party sponsors, financial aid or scholarships will be returned to the provider.

No refunds will be provided for withdrawals made after the drop deadlines (shown below).

Students who drop a class or classes will be issued a refund based on the following criteria:

Class Deadline Table		
Class Length	Drop Deadline	Refund Amount
8-12 weeks	By the first Friday of the term	100%
2-7 weeks	By the end of the first day of class	100%
Less than 2 weeks	Prior to the first class meeting	100%

ABSENCES AND TARDIES

In order to improve your language skills, you must attend class regularly. A record of all absences will be kept for each student. Absences may be excused by the Director.

Students are allowed to miss 20% of the classes each term. Students who miss more than 20% of their classes, may be suspended for the remainder of the term. Students are allowed to return to the AELI in future terms.

Students may appeal the suspension; in this case the appeal must be submitted in writing within 24 hours of the suspension. Students must continue to attend classes while waiting for the outcome of the appeal.

MAKING A STRONG EFFORT

AELI students must make a strong effort in their classes and follow KCC rules and regulations. Behaviors such as talking in class, using a cellphone, cheating, sleeping in class, not prepared for class, and other patterns that violate the participation policy will result in a participation warning. Behaviors that continue after a participation warning has been given will result in probation and potentially suspension.

Students may appeal the suspension; in this case the appeal must be submitted in writing within 24 hours of the suspension. Students must continue to attend classes while waiting for the outcome of the appeal.

In the case of suspension, the student will be required to leave the AELI immediately, a notation of the suspension will be made on the student's progress report, and the student's SEVIS record will be updated. Students may return to the AELI at the Director's discretion.

The AELI participation policy is strict because students who do not work hard have a negative effect on everyone in the class.

REPEATING LEVELS

You may not repeat a level more than twice, unless you meet two conditions: 1. AELI instructors are unanimous in supporting your return, based upon your work ethic, your attitude, and their evaluation of your chance of success; and 2. an excellent attendance record. All decisions in such cases are made by AELI instructors and are final. Therefore, if you repeat a level and do not pass, and fail to meet the conditions described above, you will have to leave AELI.

Promotion and Progression

Students will take the CMLA (Cambridge Michigan Language Assessments) English Placement Test or the CASAS (Comprehensive Adult Student Assessment Systems) English Placement Test during finals week to determine promotion

TRANSFERRING TO KCC

Successful completion of the AELI program satisfies the English language proficiency requirement for enrollment at Klamath Community College, and your advisor will help you with this process. Successful completion is defined as receiving a GPA of 75% with no individual grade under 70%.

It can take up to 1-2 years to complete the entire program.

AELI students can also meet KCC's language proficiency requirement by receiving one of the following scores: TOEFL iBT: 54+; IELTS: 5.5+; OR DUOLINGO: 90+.

REPORT AN INCIDENT/COMPLAINT

Klamath Community College utilizes a one policy, one process approach [for reporting incidents or complaints](#). This means the same form and process is available for students, employees and community members to initiate an investigation and response into an incident or issue.

Incidents of discrimination, harassment or assault should be reported as soon as possible via the link/form in the resource box to the right, or by contacting Title XI via email at:

- titleIX@klamathcc.edu

Once submitted, the information will be reviewed by the executive director of Human Resources and general counsel in order to determine the appropriate next steps, which may include referral of the complaint to another office such as Human Resources or an academic dean as appropriate.

For more minor difficulties, KCC encourages individuals to resolve conflicts or concerns at the lowest, most direct level, as this is good practice for work and life. We encourage the use of open and honest communication, following the Student Code of Conduct, to promote a safe learning environment.

When faced with a disagreement or conflict, attempt to discuss the matter first directly with the individual (except in cases of sexual misconduct). If the matter is not resolved from that effort, then speak with the individual's immediate supervisor (if the issue is with a College employee), or seek a mediator (if the issue is with another student) such as a faculty member, advisor or campus counselor.

If the matter still cannot be resolved and you wish to submit a formal complaint, you may do so with the campus incident/complaint reporting form in the resource box above.

In the event that direct resolution and/or communication is not an option, or poses an immediate threat, complete a campus incident/complaint reporting form. The form can be submitted online, or turned in to the receptionist in the Founders Hall lobby.

CULTURAL ENRICHMENT TRIPS

During the quarter, the college features events such as dinners, parties, bowling, etc. These are wonderful opportunities to practice your English. The International Programs office also takes students on short trips to broaden your knowledge of regional and U.S. culture.

These trips are included in your tuition costs. KCC instructors and/or staff members accompany students on all trips.

AELI BULLETIN BOARD

The AELI Bulletin Board is located by the K-CET Office, Building 8, Room 860. Information about extracurricular activities and important dates are posted there regularly: be sure to check it as you walk by.

KCC ID CARD

When you come to the AELI office to enroll, our staff will give you an official letter of enrollment. They will instruct you to take this letter to the Front Desk in Founders Hall where your picture will be taken, your card issued, and a term sticker presented. Your ID card with the sticker can be used to attend KCC events and ride the Basin Transit Service for free. Be sure to carry it with you at all times.

INFORMATION TECHNOLOGY (IT) COMPUTER LABS

AELI has a small computer lab. In addition, IT provides computing lab facilities in all buildings on campus. Your valid KCC user ID and password are needed to log on to a computer. KCC Technology Support can help you with this and answer any other questions you have.

They can be contacted by:

- Phone: 541-880-2226
- E-mail: is.helpdesk2@klamathcc.edu
- In Person: 6134 Building 6

Hours:

Monday-Friday: 7 am to 8 pm
Saturday: 10 am to 2 pm
Sunday: Closed

IMMIGRATION (The AELI is currently unable to enroll F-1 or M-1 students)

It is important that you be aware of immigration regulations. United States Immigration and Customs Enforcement (ICE) requires that you keep your passport valid at all times. To extend or renew your passport, contact your country's consulate or embassy for instructions. The Office of International Programs (9244 Founders Hall) has lists of addresses and phone numbers of consulates and embassies.

If you hold an F-1 or M-1 student visa, you must be a fulltime student, follow ICE regulations, and submit all ICE documents as required. If you follow ICE regulations, you are "in status." If you become "out of status" through suspension or for some other reason, there are significant penalties. Being "out of status" can jeopardize your opportunities for staying and

studying in the United States. All students must sign page one of the I-20 certifying that they have read and agreed to the requirements of their status.

It is your responsibility to know ICE regulations that apply to you and to follow them during your stay in the United States. If you have questions about ICE regulations or if you plan to change schools or degree programs, travel out of the U.S., or accept employment, you should contact the International Programs Office.

HOUSING

Please contact KCC's International Programs Office about housing. We can help locate a room to rent, secure a homestay, or find an apartment to lease. Limited dormitory space may also be available. These websites can also help find housing: <https://www.trulia.com/rent/>; <https://www.apartmentguide.com/>; <https://www.apartments.com/>; and <http://www.apartmentfinder.com/>.

CAMPUS EVENTS AND CLUBS

KCC has many student clubs, athletic activities, and features many events during the year! You will find many exhibits, guest speakers, films, and cultural events. Information on these events are sent to your student email regularly, and instructors and the AELI Bulletin Board are additional sources of information about events and activities.

Local Hospital and Clinics

There are many options in Klamath Falls if you are injured, hurt, or sick. ***Remember to call 911 for emergencies.**

1. SKYLAKES MEDICAL CENTER

This modern medical facility, located at 2865 Daggett Ave, offers many services and specialists. They also have an Emergency Room, but **DO NOT GO TO THE EMERGENCY ROOM FOR ORDINARY ILLNESSES.**

2. BestMed Urgent Care

This walk in clinic, located at 2074 South 6th Street, provides urgent care for student. **YOU CAN GO HERE FOR ORDINARY ILLNESS.**

3. Specialists

Klamath Falls has several specialists in the area. Please contact the International Office in 9244 Founders Hall for assistance.

INSURANCE

KCC does not require insurance for students. However, it is highly recommended and we have vetted here are several companies that offer health insurance and they can be viewed at: <https://www.klamathcc.edu/en-US/admissions/international-students/IS-insurance.html>.

Student Wellness Center

The Wellness Center is KCC's recreation and fitness center. You can use weights and exercise equipment. The center is free to KCC Students and is located in Building 4. Hours are Monday through Friday 8 am – 8 pm.

SMOKING

KCC allows smoking only in designated areas next to buildings 4 and 10. There is no smoking or use of other tobacco products anywhere else on campus, including inside areas such as classrooms and offices.