

# University of Guelph English Language Programs Student Policies

## Introduction

The University of Guelph English Language Programs are intensive English for academic purposes (EAP) programs that aim to promote students' learning strategies, and to help develop independent, critical and reflective language learners who are able to work effectively in an academic context. The primary focus of the programs is to provide students with pathways and support for the transition to degree study at the University of Guelph, however the rigorous academic focus of the programs helps develop skills that can be applied to a range of different challenges.

Students get opportunities for cultural integration through planned activities in Guelph and surrounding areas, as well as through living with Canadian families in homestay. Students also have opportunities for rich interaction with Canadian university students through our ELP Buddy and Conversation Tutor programs. English Language Instructors at the University of Guelph have on average 15 years' of teaching experience in Canada and abroad, as well as post graduate diplomas in TESL and graduate degrees in Applied Linguistics or Teaching English as a Second Language. Our administrative and academic support staff have extensive expertise and years of experience in supporting international students, and can provide valuable guidance on degree program pathways.

### Program Length and Timeline

Students enter the program from a diverse range of language, cultural and academic backgrounds. Students' English proficiency varies from beginner to advanced, and the program is divided into ten levels, ranging from beginner to advanced. Students are placed into the appropriate levels based on evaluation of their current English proficiency (see the section below on 'Placement of New Students' for more information). Levels 1 to 8 are comprised of seven-week terms, with 5 courses per term. Six terms are offered each academic year, with entry points in January, March, May, July, September, and November. After completing level 8, students can register in the Advanced Level (levels 9 and 10 combined). The Advanced Level courses are 14 weeks in duration.

## University of Guelph Mission

The University of Guelph is committed to the highest standards of pedagogy, to the education and well-being of the whole person, to meeting the needs of all learners in a purposefully diverse community, to the pursuit of its articulated learning objectives, to rigorous self-assessment, and to a curriculum that fosters creativity, skill development, critical inquiry, and active learning. The University of Guelph educates students for life and work in a rapidly changing world.

For more information, please read the full University of Guelph Mission Statement online at <http://www.uoguelph.ca/secretariat/senate/handbook/MissionStatement.pdf>

## University of Guelph Values

**Truth:** The University of Guelph's core value is the pursuit of truth. It is animated by a spirit of free and open enquiry, collaboration, and mutual respect. It asserts the fundamental equality of all human beings and is committed to creating for all members of its community, an environment that is hospitable, safe, supportive, equitable, pleasurable, and above all, intellectually challenging

**Diversity:** Students have a responsibility to help create and uphold an environment that respects the diversity and differences of members of our campus, and allows all members to be treated with dignity, worth and respect

**Integrity:** Students have a responsibility to help maintain the integrity of the University as a community for learning, such as abiding by all Canadian laws, including to not possess: 1. Illegal drugs and paraphernalia; 2. Possession of alcohol under the age of 19; 3. Not smoking inside any University building, or within nine metres of any building entrance or exit;

**Learning:** Students have a responsibility to help support community members' access to the tools they need to engage in their learning and development, both in and outside of the classroom. For e.g., to not interfere with the normal functioning of the University, nor to intimidate, interfere with, threaten or otherwise obstruct any activity organized by the University, including classes.

**Safety:** Students have a responsibility to support an environment that enables students to be safe and free from harm. For e.g., students have a responsibility to treat all members of the University community with respect and without harassment. A. Harassment is defined as any attention or conduct (oral, written, virtual, graphic or physical) by an individual or group who knows, or ought reasonably to know, that such attention or conduct is unwelcome/unwanted, offensive or intimidating. B. Sexual Assault - to not assault any person sexually or threaten any person with sexual assault. c. Bodily Harm - to not engage in activities that are likely to endanger the health or safety of yourself or another person, or to assault or threaten to assault another person or to knowingly cause another person to fear bodily harm. d. Firearms and Other Weapons - to not bring onto campus any firearms or weapons (examples include but not limited to: BB guns, slingshots, paintball guns, firecrackers, gunpowder or any other forms of unauthorized hazardous materials). Students are not allowed to use any objects to injure, threaten or intimidate a person. e. Fire and Life Safety Equipment - to not tamper or interfere with, discharge or activate any life safety or fire equipment on campus unless for the purposes of responding to an emergency.

For more information, please read the University of Guelph's Policy on Academic Misconduct online at <http://www.uoguelph.ca/studentaffairs/home/documents/2013PolicyonNon-AcademicMisconduct.pdf>

## Table of Contents

Introduction .....	1
University of Guelph Mission .....	1
University of Guelph Values .....	2
1. Placement of Students .....	5
2. Continuation of Study .....	5
3. Evaluation of Students .....	5
4. Grading .....	6
Grades .....	6
5. Grade Reports .....	6
6. Attendance Policy .....	8
7. Official University of Guelph Transcripts.....	8
8. Assignments/Exam Grade Appeals .....	9
9. Academic Consideration .....	9
10. Accommodation of Religious Obligations .....	9
11. Academic Integrity and Academic Misconduct .....	10
12. Certificate of English Proficiency .....	10
13. Admission to Undergraduate Studies .....	11
14. Admission to Graduate Studies .....	11
15. Evaluations and Feedback .....	11
16. Library Access .....	11
17. Proof of Study for Renewal of Study Permit .....	11
18. Withdrawal from Program.....	11
19. Leave of Absence .....	12
Fees .....	12
20. Refund Policy .....	12
English Language Certificate Program (ELCP).....	12
New Applicants .....	12
Current Students.....	12
Graduate Preparation Program .....	13
New Applicants .....	13
Current Students.....	13
21. Student Problem Resolution Policy .....	14

How to solve a problem or concern ..... 14

Who should you talk to? ..... 14

22. Privacy Policy..... 14

## 1. Placement of Students

At the beginning of each term, all new students are placed in levels according to their performances on the following tests:

- a. Oxford Online Test
- b. A Timed Written Test

New students who are uncertain about their level placement should contact the Academic Coordinator/Head Teacher in person or by Email by the second day of regular classes.

## 2. Continuation of Study

A continuation of study policy is in effect as follows:

- a. A student who achieves an overall term average of 70% or greater may proceed to the next level in sequence.
- b. A student who achieves an overall term average less than 70% must repeat the level and will be placed on probation for one term, with the understanding that the student must obtain a minimum overall term average of 70% in that repeated level or they will not be permitted to register for the forthcoming seven-week term.
- c. A student who achieves an overall term average of 90% or higher in the level has demonstrated strong performance, and therefore may be at a higher English proficiency level. The student is therefore eligible to take the level placement tests for the upcoming term. Based upon the results of these placement tests, the student may be placed in a higher level.

## 3. Evaluation of Students

At the beginning of each term, students receive course outlines, which set out the number and type of assignments in each course. Assignment due dates and penalties for late assignments will be communicated by the instructor in the course outline. In the event that students are unable to meet an assignment deadline, they should discuss their situation with the instructor immediately, and in advance of the due date. Procedures for submission of assignments will also be communicated by the instructor. The instructor cannot grant extensions beyond the last day of regular classes.

Throughout each seven-week term, students are assessed using a combination of diagnostic, formative, and summative evaluation techniques, such as quizzes, presentations, worksheets, and assignments. This process allows the instructor to gauge student progress, determine areas where further practice is required, and guide the direction of course content. At the end of each seven-week term, students write final exams.

## 4. Grading

### Grades

The grading system for courses is as follows:

<b>Grade</b>	<b>Description</b>
90-100	Excellent. An outstanding performance in which the student demonstrates a superior grasp of the subject matter, and an ability to go beyond the given material in a critical and constructive manner. The student demonstrates a high degree of creative and/or logical thinking, a superior ability to organize, to analyze, and to integrate ideas, and a thorough familiarity with the appropriate literature and techniques.
80-89	Good. A more than adequate performance in which the student demonstrates a thorough grasp of the subject matter, and an ability to organize and examine the material in a critical and constructive manner. The student demonstrates a good understanding of the relevant issues and a familiarity with the appropriate literature and techniques.
75-79	Acceptable. An adequate performance in which the student demonstrates a generally adequate grasp of the subject matter and a moderate ability to examine the material in a critical and constructive manner. The student displays an adequate understanding of the relevant issues, and a general familiarity with the appropriate literature and techniques.
70-74	Minimally Acceptable. A barely adequate performance in which the student demonstrates a familiarity with the subject matter, but whose attempts to examine the material in a critical and constructive manner are only partially successful. The student displays some understanding of the relevant issues, and some familiarity with the appropriate literature and techniques.

## 5. Grade Reports

At the end of each term, grades are sent to the English Language Program Head Teacher. The grades are recorded and grade reports are prepared and issued. Grades are not official until they are communicated to the student by the University of Guelph. Grades will not be communicated to students by phone, fax or email. Grade Reports are usually ready one week after final exams. An email message

will be sent to students once the Grade Reports are ready. Students may pick up their Grade Reports in person or request that they be mailed to their postal addresses.

## 6. Attendance Policy

This attendance policy applies to all students registered as full time or part-time ELCP students. This Program requires your attendance at class. When you attend class, you gain the full advantage of your tuition. Because courses are completed in an intensive 7 week term, it is important that you attend the maximum number of classes. Your attendance status will be assessed in accordance with the following chart:

Hours of Class Missed (5 courses per term)	Action	Notes
25 or more	Warning	You must meet with the Academic Advisor
50 or more	Required to Withdraw	<ul style="list-style-type: none"><li>- Your registration in the program is cancelled without refund.</li><li>- You will not receive a final report or certificate.</li><li>- You may not attend classes or activities.</li><li>- Canadian Immigration will be notified of your withdrawal.</li><li>- Your library card and athletic membership are cancelled.</li><li>- You do not receive a bus pass.</li><li>- You cannot use the service of the academic advisor.</li><li>- You may not use the services of the Student Health Centre.</li><li>- If you have a scholarship, your sponsor will be notified.</li><li>- Your medical insurance will <b>not</b> be cancelled.</li></ul>

If you are absent for an extended period (3 or more days), due to illness or other circumstances, you must inform the English Language Programs office by email to [eslhelp@uoguelph.ca](mailto:eslhelp@uoguelph.ca) during the period of your absence

When you are absent from class it is your responsibility to find out what material, quizzes or assignments you have missed from your teacher. You are responsible to make arrangements on how missed work will be handled.

If you feel your situation requires special consideration, please refer to the Assignment/Exam Grade Appeals section of this document (Section 8)

The total number of class hours missed only refers to the seven week period. The calculation of missed classes begins fresh each seven week term.

## 7. Official University of Guelph Transcripts

Upon request, transcripts can be produced five to seven business days after Grade Reports are distributed (a fee for the transcript may apply). Students requiring official transcripts must request them in writing. Please send transcript requests to the Open Learning and Educational Support (OpenEd), 160 Johnston Hall, University of Guelph, Guelph, Ontario N1G 2W1; fax (519) 767-1114; email: [info@OpenEd.uoguelph.ca](mailto:info@OpenEd.uoguelph.ca). The transcript request form can be found online at: <http://www.open.uoguelph.ca/current/undergrad-portal/forms/>

## 8. Assignments/Exam Grade Appeals

Students who have concerns regarding their grades should first discuss their concerns with the instructor. If the instructor and the student come to a satisfactory agreement, the grade will be revised, or will hold, according to their resolution. If the issue is not resolved:

- a. The student should submit the original assignment/exam and reasons for appeal in writing to the English Language Programs Head Teacher.
- b. The English Language Programs Head Teacher will review materials submitted and reevaluate the assignment/exam. Results of the review will then be communicated to the student.

Note that students must make their appeal in writing within five business days after the end of a term.

## 9. Academic Consideration

The University of Guelph will consider granting Academic Consideration for courses if there are sufficient extenuating medical, psychological, or compassionate reasons. Academic Consideration may take the form of an extended deadline, a deferred privilege, a late drop of a course(s) with or without failure, withdrawal from a term with or without failure, or permission to continue on probationary status. A deferred privilege could take the form of approval to write a missed final examination or the completion of a course requirement after the end of the term.

- a. If you require Academic Consideration before the final class day of a course:
  - Contact the course instructor prior to the assignment due date.
- b. If you require Academic Consideration beyond the final class day of a course:
  - Notify the English Language Programs Head Teacher immediately.
  - Draft a letter that states your request and outlines the medical, psychological or compassionate grounds for your request.
  - Obtain documentation supporting your request.
  - Submit this package to the Academic Assistant to the Director, Open Learning and Educational Support within five working days of the missed examination/course work deadline.

The Academic Review Committee will review your request and you will be advised of the outcome. If you have any questions about Academic Consideration, please contact the Academic Assistant to the Director.

## 10. Accommodation of Religious Obligations

The University acknowledges the pluralistic nature of the community. Accommodation will be made to students who experience a conflict between a religious obligation and scheduled tests, mid-term examinations, final examinations, or requirements to attend classes and participate in laboratories. The type of accommodation granted will vary depending on the nature, weight and timing of the work for which accommodation is sought. Accordingly, the request for alternative arrangements normally must be submitted to the instructor in charge of the course within one week of the distribution of the course outline. A student requiring accommodation may submit the request to the instructor directly. The instructor has a responsibility to provide reasonable alternative arrangements that do not put the student at an academic disadvantage. In the event that a student is not satisfied with the accommodation offered by the instructor he/she may appeal to the English Language Programs Head Teacher who may grant alternative accommodation.

In the case of a conflict with a final examination, the student should consult with the English Language Programs Head Teacher to arrange to reschedule the examination. Care will be taken that the new date and time do not put the student at an academic disadvantage.

Please note that a list of the Major Holy Days may be found on the University of Guelph's Human Rights and Equity Office website at <http://www.uoguelph.ca/hre/hr/hrholydays.shtml>

## 11. Academic Integrity and Academic Misconduct

Academic misconduct is behavior that erodes the basis of mutual trust on which scholarly exchanges occur, undermines the University's exercise of its responsibility to evaluate students' academic achievement or restricts the University's ability to accomplish its learning objectives (University of Guelph Undergraduate Calendar, section 8; [http://www.uoguelph.ca/undergrad\\_calendar/c08/c08-amisconduct.shtml](http://www.uoguelph.ca/undergrad_calendar/c08/c08-amisconduct.shtml)). The University of Guelph is committed to upholding the highest standards of academic integrity and requires all members of the University community to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. Policies, procedures and penalties regarding academic misconduct apply to all students in the Open Learning and Educational Support -sponsored courses, as they do to all University students.

As a University of Guelph student, it is your responsibility to understand what constitutes Academic Misconduct and to abide by the University of Guelph policy on student academic misconduct, regardless of your location or program of study.

Academic misconduct is broadly understood to mean offences against the academic integrity of the learning environment. Offences include, but are not limited to:

- a. Misappropriation of others' work
- b. Plagiarism (i.e. misrepresenting the work of other as one's own, without appropriate use of referencing)
- c. Copying another person's answers to an exam question or assignment
- d. Submitting the same assignment for credit on more than one occasion without prior written permission from the instructor
- e. Unauthorized cooperation or collaboration (i.e. working on individual assignments in a group and submitting collaborative work as one's own)
- f. Misrepresentation and Fraud: impersonation of one's self for the purposes of writing an exam or submitting an assignment
- g. Submitting false, fraudulent or purchased assignments or medical documentation
- h. Use of unauthorized aids or assistance in the completion of exams or assignments

Specific requirements for course work and evaluation will be described in your course outline, distributed at the first class meeting. It is your responsibility to understand and meet these requirements. Discuss any questions you have with your instructor in advance of completing assignments or exams.

**Procedure for Suspected Academic Misconduct** Should an instructor suspect an incident of academic misconduct, he/she will bring the suspected offence to the attention of the English Language Programs Head Teacher. The instructor and English Language Programs Head Teacher will investigate the offence and may interview the student, but there is no obligation to do so. If an academic misconduct offence is suspected to have been committed, the English Language Programs Head Teacher will bring the suspected offence, including all evidence and documentation to the attention of the Director, Open Learning and Educational Support. In the event that academic misconduct is confirmed, the Director will assess an appropriate penalty, according to the University's guidelines, and will inform the student. Should the student appeal the decision, appeals will be heard by the Senate Committee on Student Petitions.

## 12. Certificate of English Proficiency

Students who achieve a minimum of 70% in each Advanced Level course, with an overall advanced level average of 75%, achieve the Certificate of English Proficiency. The Certificate of English Proficiency meets the English proficiency requirements for entry into the University of Guelph, the University of Guelph-Humber and Wilfrid Laurier University.

### **13. Admission to Undergraduate Studies**

Successful completion of the Certificate of English Proficiency (i.e., successful completion of Advanced Levels 9 and 10) is one of the accepted measures of English proficiency for Undergraduate Studies at the University of Guelph. The Academic Advisor will assist students with their applications to undergraduate degree programs. Students have several ways to gain admission to undergraduate studies:

- a. Direct admission – Students who have excellent high school marks and/or a strong score on their home country's University Entrance Examinations may apply for direct admission to undergraduate studies at the University of Guelph. The Academic Advisor can assist students with the preparation of their applications for undergraduate degree studies.
- b. Open Learning program – Students who have never studied in a post secondary institution also have the option to take degree credit courses through the Open Learning program. Please refer to the section titled 'The Open Learning program' in the current Undergraduate Calendar at <http://www.uoguelph.ca/registrar/calendars/undergraduate/current/> for more information. Students who achieve an overall average of 80% or higher in Levels 7 and 8 or in Levels 8 and 9 are eligible to take one Open Learning course in the following semester. Open Learning course offerings begin in January, May and September.

### **14. Admission to Graduate Studies**

Successful completion of the Certificate of English Proficiency is one of the accepted measures of English proficiency for Graduate Studies at the University of Guelph. For more information on admission to Graduate Studies, please contact the graduate secretary of the academic department of your subject area. Visit the online graduate calendar at: <http://www.uoguelph.ca/registrar/calendars/graduate/current/> for specific contact information.

### **15. Evaluations and Feedback**

Through formal evaluations, students will have the opportunity to provide feedback on the design, instructional approach and administration of each course. Evaluations are administered so as to preserve students' anonymity. Evaluation comments will be summarized and shared with instructors, only after final grades have been submitted. Students may also forward comments directly to the English Language Programs Head Teacher at any time during the course.

### **16. Library Access**

All students receive a University of Guelph library card, giving them access to the University of Guelph database and collections. The TRELIS system is the joint University of Guelph - Wilfrid Laurier University - University of Waterloo online searchable catalogue.

### **17. Proof of Study for Renewal of Study Permit**

Students who are renewing their study permits should request transcripts from the main office of Open Learning and Educational Support (see 7 above). If any other documents are required, please request them by filling out a letter request form at the English Language Programs office.

### **18. Withdrawal from Program**

A request to withdraw from the program must be made in writing by completing a drop form at the English Language Programs Office. Drop requests received before the 20<sup>th</sup> day of the term will deregister you from the program or course without academic penalty. This means that the course and mark will not show on your transcript. If you complete the drop request after the 20<sup>th</sup> day of the term, the course and the mark you have earned up to your drop date will show on the academic transcript.

## 19. Leave of Absence

Students are permitted to request a leave of absence should they need to take a break from their studies. They must fill out a “ELP Drop Form” from the English Language Programs office. Student’s tuition and student service fees will be transferred to their intended semester of return based on the refund policy (Section 20).

### Fees

There is no charge for an initial Leave of Absence to be processed, however if a student does not return for their intended semester, a \$100 fee will be charged for each subsequent request to defer their registration. If a student has transferred tuition fees, the \$100 will be taken from the tuition fees already paid. If no tuition has been paid, the \$100 will need to be paid in order to process the deferral request.

## 20. Refund Policy

The refund policy applies only to fees paid to the University of Guelph English Language Programs. Any additional fees paid to third parties are not subject to this policy.

### English Language Certificate Program (ELCP)

#### Application Fee

The \$150 application fee is non-refundable

The \$300 Chinese Application Centre Processing Fee is non-refundable

#### New Applicants

Refund Request Deadline	With an Original Visa Refusal document	Without an Original Visa Refusal Document
Up to 2 calendar months prior to the first day of class	100% tuition deposit + 100% any additional fees	50% tuition deposit + 100% any additional fees
Less than 2 calendar months prior to the first day of class	100% tuition deposit + 100% any additional fees	0 % tuition deposit + 100% any additional fees

#### Current Students

Refund Request Deadline	Refund Amount
10 business days before the first day of class	70% of current 7 week course fees* + 100% any additional fees**
5 <sup>th</sup> day of classes	50% of current 7 week course fees* + 100% any additional fees**
After 5 <sup>th</sup> day of classes	0% of current 7 week course fees* + 100% any additional fees**

\* Course fees = Tuition + Student Services

\*\* Medical Insurance fees are non-refundable

## Graduate Preparation Program

### Application Fee

The \$150 application fee is non-refundable

### **New Applicants**

Refund Request Deadline	With an Original Visa Refusal document	Without an Original Visa Refusal Document
Up to 2 calendar months prior to the first day of class	100% tuition + 100% any additional fees	80% tuition + 100% any additional fees
Less than 2 calendar months prior to the first day of class	100% tuition + 100% any additional fees	0 % tuition + 100% any additional fees

### **Current Students**

There is no refund available for current GPP students.

Eligible students will receive a 100% refund on course fees\* for any GPP modules that ELP is not able to deliver. Alternatively students may transfer fees to the next available offering.

\* Course fees = Tuition + Student Services

\*\* Medical Insurance fees are non-refundable

## 21. Student Problem Resolution Policy

Open Learning and Educational Support at the University of Guelph is committed to providing high quality academic English language instruction to its students. We take student problems and complaints very seriously. At all times, we encourage students to provide feedback on the program, instructors and administrative systems.

### How to solve a problem or concern:

1. Write out your concern in a step by step format.
2. Email or bring your written concern to the person.
3. Make an appointment to speak with the person. It is not always possible to see a person without making an appointment.
4. Explain your concern slowly and clearly.
5. You will find that the people want to help you to resolve the problem. It is helpful if you can explain the whole problem, not just one small part of the problem. This helps to determine the best solution to the problem.

### Who should you talk to?

Type of Concern	First Step	Second Step	Third Step
<u>Academic</u>	Talk with the teacher concerned.	If no resolution, contact Academic Coordinator/ Head Teacher	If no resolution, contact Director, Open Learning and Educational Support
<u>Academic Counseling</u>	Talk with the Academic Advisor.	If no resolution, contact Academic Coordinator/ Head Teacher	If no resolution, contact Director, Open Learning and Educational Support
<u>Student Activities</u>	Talk with Activity Coordinator	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support
<u>Homestay</u>	Talk with the English Language Programs Homestay Coordinator	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support
<u>Financial and Registration</u>	Talk with Admissions Assistant or Student Services Assistant	If no resolution, contact Manager, English Language Programs	If no resolution, contact Director, Open Learning and Educational Support

## 22. Privacy Policy

Open Learning and Educational Support adheres to the University's policy on the Release of Student Information. Please refer to this policy online at:

<http://www.open.uoguelph.ca/privacy.aspx>