

ENGLISH LANGUAGE TRAINING INSTITUTE (ELTI)

AT



The UNIVERSITY of NORTH CAROLINA *at*
CHARLOTTE

FALL 2017

STUDENT HANDBOOK

ENGLISH LANGUAGE TRAINING INSTITUTE

OFFICE OF INTERNATIONAL PROGRAMS

267 COLLEGE OF HEALTH AND HUMAN SERVICES BUILDING

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ELTI IS A FULL MEMBER OF UCIEP, THE CONSORTIUM OF UNIVERSITY AND COLLEGE INTENSIVE ENGLISH PROGRAMS.
UNC CHARLOTTE IS ACCREDITED BY THE SOUTHERN ASSOCIATION OF COLLEGES AND SCHOOLS (SACS)



MOST IMPORTANT POINTS:

1. **Successful students are in class daily, and on time**—ready to begin classes at the scheduled start time. Students who come to classes late will be counted tardy and may receive lowered grades. **Students who stop coming to class will have their SEVIS record terminated.**
2. **Being in class is not enough!** Successful students **PARTICIPATE** in class, do all homework and assignments thoroughly, and use English as much as they can!
3. **Successful students** complete assignments by the due date.
4. **Successful students use their English in and out of the classroom to improve their English...**and they realize that USING English is good TOEFL practice!
5. **Students here on student visas need to understand and follow visa regulations.** Study full-time, don't work off-campus, and keep your visa and passport up-to-date.
6. **All payments or financial guarantees must be received the first week of school.** Students who have not paid in full or given us a financial guarantee that is valid through the last day of the semester will not be allowed in classes after the first week of school. Absences caused by late payment are not excused.
7. **Academic honesty is important.** Cheating, copying or other acts that violate UNC Charlotte honor codes and general rules of fairness are not acceptable.
8. **Respect your teachers *and* your fellow classmates.** ELTI students have a great opportunity to meet people from all over the world....please respect each others' differences.
9. **Use your UNC Charlotte email address!** If it stops working, that often means you have some payments due. For more info on UNC Charlotte email and My UNC Charlotte, go to the ELTI office and ask for help.
10. **Ask someone (teachers or staff) if you need help. We can't help you if we don't know you have a problem!**

ELTI DATES

Fall 2017

August 23-24	Orientation/testing
August 29	Opening Session/First Day Classes
September 4	Labor Day – No Classes
October 9-10	Fall Recess – No Classes
November 22-24	Thanksgiving Vacation – No Classes
December 6	Last class day, End of Semester Celebration
December 7	Optional TOEFL

Spring 2018

January 10-11	Orientation/testing
January 15	MLK Holiday – No Classes
January 17	Opening Session/First Day Classes
March 5-9	Spring Recess – No Classes
March 30	Spring Weekend – No Classes
May 1	Last class day, End of Semester Celebration
May 2	Optional TOEFL

Dates throughout the term are communicated at <http://elti.uncc.edu/calendar>

Fall 2017 full-time term costs - <https://elti.uncc.edu/costs>

Tuition	\$4,325
University Fees	\$1,122
Health Insurance (required)**	Various costs
Books (estimated cost)	\$200 - 275
Housing and Meals (estimated cost)	\$3,800 - 5,000
Personal Expenses (estimated cost)	\$1,000.00

** Insurance is required for ALL full-time students. Cost varies depending on insurance plan choice.

ELTI students pay regular university fees, so ELTI students have full use of all campus facilities and may attend sporting events and other activities at no cost or with reduced costs.

University of North Carolina tuition and fees are shown at
<http://finance.uncc.edu/controllers-office/student-accounts/tuition-and-fees>

IMPORTANT TELEPHONE NUMBERS AND EMERGENCY SERVICES

A. POLICE, FIRE, and AMBULANCE (*EMERGENCY ONLY!): 911

B. ELTI OFFICE: 704-687-7777
 267 CHHS Building (#63 on map) <http://www.elti.uncc.edu/>

C. UNIVERSITY POLICE: 704-687-2200
 Public Safety Building (#55b on map) <http://www.police.uncc.edu/>

E. STUDENT HEALTH CENTER: 704-687-4617
 (#65 on map) <http://www.studenthealth.uncc.edu/>

F. PUBLIC BUS SERVICE:
 On-campus shuttles: Parking Services Office (#23 on map) <http://www.parking.uncc.edu/>
 Charlotte Transit Authority: 704-336-3366 <http://www.charmeck.org/Departments/CATS/Home.htm>

G. WEATHER HOTLINE: 704-687-2877
 Call to find out if the University is open in bad weather or check <http://www.uncc.edu/>



Dear ELTI Student:

I am pleased to welcome you to the English Language Training Institute (ELTI) at the University of North Carolina at Charlotte (UNC Charlotte). We hope your language study at UNC Charlotte's ELTI and your stay in the United States will be enjoyable and rewarding as you develop your English language proficiency!

Many things will be confusing and appear difficult at first. For that reason, all of the instructors and staff are here to help you with learning English as well as with your adjustment to academic life and life in the United States. We have worked together to prepare this handbook to help answer some of your questions.

Please keep this handbook for future reference. It provides information about our program as well as services and resources within UNC Charlotte and the Charlotte community.

If at any time you have additional questions or problems, please do not hesitate to come to the ELTI office for assistance.

Sincerely,



Sheryl Meyer,
Director



ELTI's Mission

The English Language Training Institute, a unit of the University of North Carolina Charlotte's Office of International Programs, prepares English language learners to be successful members of the U.S. academic community while promoting intercultural understanding and a global perspective.

TABLE OF CONTENTS

	<u>Page</u>
ELTI Mission Statement and Welcome	1
ELTI Office and People to See	3
Policies, Regulations and ELTI Matters	4
Immigration and Social Security	13
Beyond English	15
TOEFL and Other Tests	
UNC Charlotte TOEFL/IELTS Waiver Policy	
Applying to UNC Charlotte	
Plus One Program	
Applying To Other Universities	
Campus Resources	17
Health Care	19
Housing	21
Getting Around	23
N.C. Driver's License and ID	
Automobiles	
Parking on Campus	
Automobile Rental	
Charlotte Bus Service	
Travel In and Out of the U.S.	25
Student Activities	26
General UNC Charlotte Information	27
Information about Charlotte	28
Cautions	29
Laws and Personal Security	
Keeping Yourself Safe	
Advice from ELTI Students	31
University Classroom Behavior in the U.S.	32
ELTI Dates and Costs	33
Important Telephone Numbers	33
UNC Charlotte Campus Map	Back

ELTI Office – CHHS 267 (#63 on map)

The office is open Monday through Friday from 8:30 a.m. until 4:30 p.m.

<http://elti.uncc.edu/>

Come to the ELTI office for information on:

- ELTI courses
- Student visa papers and forms
- UNC Charlotte admissions
- Standardized admissions tests, such as the TOEFL (Test of English as a Foreign Language) and IELTS (International English Language Testing System).
- Housing, banking, telephone, shopping, daily needs
- Medical problems, medical insurance

Talk to your ELTI Instructors about:

- All questions related to ELTI classes, books, tests, and grades
- Your attendance and absences
- Level changes

After you've talked to your TEACHER about a problem in that class, you can also see your SECTION COORDINATOR.

Talk to the ELTI office about:

- Banking, daily living questions
- Driver's license information, traffic tickets
- Medical problems and health insurance
- Housing
- Transcripts
- Personal problems affecting your studies or your grades
- Payment problems
- Transfer or withdrawal from ELTI
- Plus One Program or University recommendations
- Student visa matters (I-20 document, signature for travel, address changes)
- On-campus employment
- Social Security information

Policies, Regulations and ELTI Matters

Curriculum

The purpose of all ELTI classes are to instruct and guide students to increasingly more advanced use of English as an additional language in order to function effectively in daily life in the U.S. as well as to succeed in the university environment. The ELTI curriculum is an integrated system consisting of the following classes:

- **Reading/Writing** Reading, writing, and grammar are combined in this class.
- **Listening/Speaking** Listening, speaking and grammar are combined in this class.
- **Academic Language** The academic language classes focus on the skills and cultural content needed for successful university work.

Notice that grammar is covered in ALL classes. Some students may expect specific and direct grammar studies, but most experts of language learning believe that it's better to study grammar in context with other materials instead of by itself. This may be different than the language learning philosophy that you have used in the past.

Students are in level "teams" so that they may experience the integration of all of the classes in a level. ELTI does not place students in different levels for different skills. We believe that repetition and reinforcement of key ideas is important; thus it is better for students to be in the same level in all their classes.

NOTE: The best preparation for the TOEFL and IELTS tests is to attend and actively engage in your classes, and use English outside of the classroom as much as possible.

Registration and Payment

ELTI registers students in courses. New students are registered during orientation, and returning students are registered during the days before classes begin. New students receive UNC Charlotte ID cards and e-mail accounts after they are registered for classes.

Students are expected to pay their tuition and fees in full when they are registered. ALL students should expect to pay all costs for the first term during the first week of school.

Students who have not paid in full by the end of the first week of classes will not be allowed to attend classes until they have paid (or given us a valid financial guarantee from their government, if they are sponsored by their government).

Students who do not pay in a timely manner (or give us a valid financial guarantee) may be expelled and have their visa terminated.

Sponsored students: if you need to pay for school first, then you get a financial guarantee later, you will be able to have your payments refunded AFTER YOUR GOVERNMENT PAYS UNC CHARLOTTE.

ELTI Refund Policy

If you pay for a session and have a valid reason for leaving before the session is completed, we will refund payments as follows. Valid reasons are emergencies or sickness beyond your control. Note that classes begin with new student orientation. ELTI can only refund tuition. The University fees are refunded by UNC Charlotte per their schedule.

Refund policy:	
Before placement testing (before 8/23)	100% of any advance payment is refunded, minus \$100 processing fee
After placement testing & before classes begin (8/23 – 8/28)	100% refund minus \$100 processing fee & \$100 testing fee (\$200 total)
During the first week of classes (8/29 – 9/1)	90% refund
During the second week (9/2 – 9/8)	70% refund
During the third week (9/9 – 9/15)	60% refund
During the fourth week (9/16 – 9/22)	50% refund
After the fourth week of classes (9/23 – end)	0% refund

Your leaving date is the day shown on the paperwork whereby you officially withdraw (in the office), which should coincide with your last class date. Refunds are processed after you leave the U.S. (for student visa holders) if you follow immigration laws regarding early departure.

ELTI can usually refund only tuition, not university fees, insurance or other fees. Refunds must be requested prior to departure.

Placement

During orientation week, new students at ELTI take tests that are used to place them in the proper level for their classes. Returning students are placed according to their grades from the previous term. Placements are done by the core lecturers, who consider all tests and other available materials.

If there are enough students for two sections of a class, students will usually be assigned so that each class has a balance of students from different language backgrounds.

During the first week of classes, teachers review each new student's placement and the teachers may recommend moving students to a lower or higher level. Students who will be re-placed into another level will be notified of their change. Most students are properly placed based on the orientation testing and do not move during the first week of class.

Students who feel they are misplaced should work hard in class, do their best, and show teachers that they may be able to handle a higher level.

Class Schedule & Attendance Goals

English Language Training Institute (ELTI) students attend class 20 classroom hours each week in each level offered (Levels One through Six). Classes are scheduled between 8:15 a.m. and 4:30 p.m. Monday through Thursday and on Friday morning. Lunch and study breaks are scheduled between classes. Students are expected to attend class regularly and arrive and leave according to the scheduled times.



Attendance is required for full engagement with the course content and classmates. However, while attendance is observable, it is not representative of any language learning goal and cannot figure into the calculation of grades. Class participation is also required but must be described in terms of observable and measurable behaviors. All students are given equal opportunities to demonstrate the mastery of the activities which constitute participation.

There are important reasons for a strict attendance policy at the ELTI, which include:

- Language learning is more effective through regular classroom instruction and practice.
- Classroom activities utilize all the English skills including reading, writing, speaking, and listening. Class participation contributes to developing proficiency more quickly.
- Students receive information in class which helps with the completion of work outside of class and improves performance on exams.
- Government regulations require students enrolled in English language programs for visa sponsorship to attend classes regularly in order to stay in status.

Attendance Policy

All ELTI students are expected to attend and participate in classes regularly. If you stop coming to class or have nine (9) absences in any one class during the semester, or eight (8) during the summer term, then you will be expelled (dismissed) from the ELTI. For students on certain visa types, your visa status will be automatically terminated.

A student is absent when s/he is not in class for any reason. The ELTI does not have “excused” absences. Students are expected to be in class unless they are ill or have an emergency. If a student arrives to class more than 10 minutes late, s/he is marked absent for the class, but should attend the class in order to learn as much as possible and not fall behind in class work.

Instructors or staff do not have the ability to make exceptions to the policy. Our policy encompasses reasonable absences for a student who would fall ill or have to miss class due to emergency, and students who take appropriate care to attend classes and arrive on time should not find difficulty in meeting this policy.

Policy Enforcement

1. The attendance policy is explained to each student during the New Student Orientation at the beginning of each term. During the first week of classes, the attendance policy, which is included in the course syllabus, is reviewed in each class. Additionally, each student will be asked to sign an agreement stating that they understand the attendance policy in his/her Reading/Writing course at the beginning of the semester.
2. When a student has four (4) absences in any class, s/he will receive **Attendance Policy Reminder #1** via UNC Charlotte email.
3. When a student reaches six (6) absences during the semester, or five (5) absences during the summer term, in a class, s/he receives a **Final Attendance Policy Reminder** from the director, also via UNC Charlotte email, and must make an appointment immediately to meet with the director (or administrative manager or student services coordinator if the director is not available). During the meeting, the student and the director will discuss any issues causing the student to be absent as well as agree on next steps in order for the student not to exceed the allowed number of absences and be dismissed from the program.
4. At nine (9) absences during the semester, or eight (8) during the summer term, the student receives a letter from the director via UNC Charlotte email stating that the student is dismissed from the program and the SEVIS record is being terminated. The student must then follow instructions in the notification, which includes a meeting with an administrative staff member/immigration official to discuss necessary next steps.
5. The student may request a **Student Appeal Form** from the ELTI office if they would like to appeal the decision (for example, ask for the decision to be changed). The form is completed and returned to the office and the student will then be scheduled for a meeting with the director, one of the section instructors, and one additional instructor or staff member, who will then make a final decision about the appeal. In most cases, the student

is immediately notified about the appeal decision, and this notification of final decision will be no longer than one business day from the appeal date at maximum.

Late Class Arrival

A student is late when s/he arrives in class after the beginning time of the class. Arriving late and interrupting a class is rude and impolite to both the teacher and the other students and may affect what needs to be accomplished during that class period. Students arriving late will receive a “0” for work and participation missed during that time. It is also possible that teachers will lock the classroom door so that a late student will not interrupt the class. In that case, the student will be expected to attend the next class.

A student who arrives to class...

- 10 minutes late is marked absent. If you are late, enter the room quietly, without knocking on the door or apologizing to the teacher, and take a seat. Do not greet your friends or ask them questions.

Serious Illness

We understand that sometimes an unexpected serious illness may prevent a student from attending classes for several days or even weeks. A lengthy or serious illness which results in your having more than the number of absences allowed for the term will require that you consult with an immigration advisor and either (1) return home and recover before returning to the United States, or (2) provide appropriate documentation to request a medical exception to take a medical leave of absence for the remainder of the term. If you do not choose one of these options, you will risk having your SEVIS record terminated.



Different cultures view the keeping of time in different ways, so students from cultures where time limits and punctuality are not as strongly valued as they are in the U.S. should be careful about this! Being “just a little late” is still BEING LATE.

Your Responsibilities

If you need to be absent for any reason, you must inform your instructors by email before the class or classes begin. If you know ahead of time that you will not be in class, please tell your teacher as soon as you know. You are responsible for getting and completing the assignments and any work that is done while you are absent.

Assignments (Homework)

You must complete all assignments on time. ELTI teachers will explain their assignment policies at the beginning of each term. It is your responsibility to follow your teacher's policy. If you are given an assignment or homework, the teacher expects you to have the work done on paper or in some form that she/he can collect or review. Some assignments are given “electronically,” and students are expected to send in their work using a computer, following teacher instructions.

Textbooks

You must purchase the assigned textbooks for your courses. Please do not purchase used textbooks. You should keep the receipt for your textbooks until level changes are made, in case you need to return a textbook.

Academic Integrity

Copying the words or ideas of other people and saying that those are your words is called *plagiarism*. *Plagiarism* is a serious offense in the ELTI and university.

Cheating is also a very serious matter in academic work. If you plagiarize or cheat, you will fail the test or assignment. If you help someone else plagiarize or cheat, you might also be held responsible. Copying someone else's work (homework, tests, etc.) is a form of cheating.

Copying from websites, books or other written forms can be readily caught by teachers; it's even easier for teachers to catch the copying done by non-native English speakers—if your grammar is suddenly perfect, it's easy to think you may have copied!

Also, ELTI, UNC Charlotte and most universities in the US use software programs (here, we use "Turnitin") which can easily detect instances where words are copied from other sources.

Cheating hurts the cheater the worst! It may help the cheater to get a better grade, but it does not help them learn....and the true reason to be in school is to learn.

Plagiarism/Cheating Policy

The consequences for plagiarizing or cheating on any work at the ELTI are the following:

1. First offense - "0" on the assignment and discuss the offense with the instructor
2. Second offense - "0" on the assignment and discuss the offense with both the instructor and the Director
3. Third offense - dismissal from the ELTI for all future terms

Note: The policy holds true for a student from one term to the next. For example, if a student has two offenses of cheating in Level 3 and cheats again after progressing to Level 4, the student will be dismissed from Level 4.

Grades

Letter grades are commonly used in the United States. At ELTI, these letter grades are based solely on your academic performance in each class, as shown by test scores, quizzes, writing and speaking evaluations, in-class work, and homework. Attendance is required but is not included in grade calculations. Class participation may be figured into your grade calculations, but it is based on observable and measurable behaviors, and all students are given equal opportunities to demonstrate the mastery of the activities which constitute participation.



The grading scale used in your ELTI classes is as follows:

Levels 1-6 receive letter grades:

- A:** 93-100% (excellent = you are exceeding proficiency in all of the learning outcomes)
- B:** 84-92% (good = you are exceeding proficiency in some of the learning outcomes)
- C:** 75-83% (satisfactory/average = you are demonstrating proficiency in the learning outcomes)

-
- D:** 65-74% (unsatisfactory / failing)
 - F:** Below 65% (very unsatisfactory / failing)

Note: A "C" letter grade is considered acceptable and is an indication that the student is demonstrating proficiency in the learning outcomes adequately to move to the next level of study.

Other grades:

- I:** Incomplete (given only with the director's permission)

W: Withdrawal (given only with the director's permission if a student notifies the ELTI director that he/she must leave before the semester is over; you will receive a W).

You will receive ELTI grade reports at midterm and at the end of the semester. These grades are an indication of your success in learning English and will be a part of your official academic record.

Although ELTI classes do not carry academic credit in the university system, ELTI grades are also recorded on your official UNC Charlotte academic transcript at the end of the semester as an "S" (satisfactory) or "U" (unsatisfactory) for each class in every level.

Final Exams

The ELTI does not allow students to take final exams before the regularly scheduled date. Please be sure to schedule flights and other vacation plans after your last exam. See your course outlines for exam dates.

Level Progression

ELTI students must complete all courses in a level with a C (75%) grade or higher in order to progress to the next level of the program. Students are allowed to repeat a level one time. If they are not able to pass the level after a second term, they will be advised to look for a different program that may better meet their needs.

At the completion of each semester, students who have straight "A"s (or all "A"s & 1 "B") and want to skip a level can sign-up to take the same placement exams as incoming students during new student orientation (same dates/times). If the student places into a level higher than what they would be enrolled in for the upcoming semester, they can skip a level. The total results of the placement exams (including reading, writing, and speaking assessments) will determine whether or not the student skips a level.

University Conduct

The ELTI strives to provide a safe, respectful, and productive learning environment for each ELTI student, faculty and staff member. Therefore, ELTI students receive instruction about appropriate behavior in US academic institutions from the ELTI Student Handbook, class syllabi and ELTI instructors. Each student is expected to abide by the policies set by our program. After a student has received specific instructions about what is expected in the program and each specific class, if she/he continues to display extreme, disruptive behavior, the student will be asked to meet with the ELTI Director and consequently, may be dismissed from the program.

Complaints or Problems about a Teacher or a Class

If a student has a complaint about a teacher or a class, he or she should tell that teacher first. ELTI teachers want to know if a student is not satisfied so that the problem can be corrected. Please see the teacher after class or at another designated time outside of the classroom. These issues should not be discussed during class time. If the student is still not satisfied with the result after consulting the teacher, then he or she make an appointment to meet with the ELTI Director, who will talk further with both the student and teacher to resolve the problem.

This direct approach --to talk directly to the teacher you have a problem with-- is part of American academic and business culture.

Student Concern/Complaint Form

Any student enrolled at the English Language Training Institute has the right to register a complaint concerning any treatment which she/he feels is unfair. This complaint can be made in writing by completing a Student Concern/Complaint Form available in the ELTI front office which will then be delivered to the Director for review and discussion with the student. Students may also register a complaint by speaking with someone directly. If the complaint is given orally, the student will be asked to put it in writing.

Grade Reports, Transcripts, Certificates

At the end of each term, students will have access to their grades electronically at **international.uncc.edu/elti** using your UNC Charlotte login credentials.



Sponsored students - If your government requests something other than what we provide for them, please ask them to email us a detailed explanation of what they need.

Students may print enrollment verifications and transcripts from the portal above.

All ELTI class work and grades are also shown on the official UNC Charlotte transcripts. This becomes part of your permanent academic record at UNC Charlotte.

PLUS ONE Program

Plus One is a program which allows students who have completed one term of ELTI to take one UNC Charlotte course while they are taking Level 6 ELTI courses.

To qualify for Plus One:

- You must have a B or better average in all courses;
- You must be enrolled in Level 6 along with your Plus One class;
- You must be recommended by your ELTI instructors and have the approval of the ELTI Director;
- You must maintain a B or better average and steady attendance in your ELTI courses WHILE you are attending all Plus One courses.

Plus One is available only to students **after** their first semester of study in ELTI. In the final weeks of each semester, the Director will inform all students in levels 5 about joining Plus One for the next semester.

Generally, Plus One students take one university course and two ELTI courses. They must pay for the university course and pay the part-time tuition charges of ELTI.

Admission to the Plus One program is NOT the same as admission to UNC Charlotte (see Applying to UNC Charlotte later in this handbook). Any ELTI student in level 5 may apply to take a Plus One course when the organizational meeting is held, whether he/she plans to study full-time in UNC Charlotte or not.

Photos

Teachers, students, and staff frequently take photos at fun ELTI events. This is very common in American culture, but we understand that not everyone is comfortable having his or her picture taken. ***If you would prefer not to be photographed, or if you prefer that a photo not be posted online, let the picture-taker know!*** ELTI cannot always control when people are taking pictures or how they are posting them online, but we will make every effort to help make students feel their wishes are respected.

Smoking

Smokers, please be aware of the “good” and “bad” places to smoke.

The UNC Charlotte policy: Smoking is allowed **ONLY IN THE SPECIAL DESIGNATED SMOKING AREAS.**

Acceptable areas:

- ✓ Between College of Education and the Athletic Center, in the **Designated Smoking Area**, with benches and ashtray.
- ✓ Anywhere you see a “**Designated Smoking Area**” sign.

Unacceptable areas:

- ✗ Any other place- especially near our building!
- ✗ Outside of the doors on the 2nd floor of our building
- ✗ While walking from one building to another
- ✗ The main areas to avoid are anywhere near any doors leading to CHHS.



Also, please do not throw your cigarette ‘butts’ on the ground—find a garbage can for them (but be sure they are no longer lit!)

Employment

Students using student visas may not work off-campus; it is not legal. Students may seek on-campus employment after their first semester of study here. Students who work on-campus are expected to maintain good grades and attendance in order to remain in status and to be able to keep working.



ELTI Language Lab

235 CHHS Building <http://elti.uncc.edu/home/language-resources/elti-language-lab>

The Language Lab is available to all enrolled ELTI students. The lab contains networked PC workstations, a printer, and books and CDs that will help you develop your English skills and prepare for important tests. An ELTI instructor is usually present to assist students in the lab.

Things to do at the ELTI language lab:

- Use books and CDs that are available in the lab to practice English skills or prepare for tests such as TOEFL, MELAB, GMAT and GRE
- Use listening stations to practice listening comprehension skills and do test listening practice
- Work on homework assignments with help from the lab instructor, if needed
- Get suggestions for free internet materials to develop your English skills

- Get help using UNC Charlotte's or other university websites to learn about academic programs, classes, admission requirements, and other information
- Practice using the research databases available through the UNC Charlotte library website

The lab is open during the entire ELTI semester. Hours are posted on the lab door. There are many other computer labs on campus. The labs in Barnard are open 24 hours a day, 7 days a week.

Activities

Each semester, ELTI will host an opening activity during the first few weeks and a closing activity (graduation) during the final days. These events will be announced by your teachers and through your UNC Charlotte email.

In addition, there are many university events, activities sponsored by the International Club, and activities sponsored by local organizations specifically for international students.

My.uncc.edu

My.uncc.edu is the web-based electronic system of UNC Charlotte. Every student should learn how to use this, especially if your goal is to enter University after completion of ELTI. You can pay your UNC Charlotte bills (health center, parking fines, etc.), you can get your grades, and learn about UNC Charlotte activities and events.

ALL ELTI students have a UNC Charlotte email and are expected to check their e-mail regularly. Many instructors will require you to use the UNC Charlotte email accounts to send and receive assignments, and many of them use learning tools such as Moodle or Canvas.

You can log into my.uncc.edu from the UNC Charlotte homepage. Log in using the same log-in name and password that you use for UNC Charlotte e-mail.

SIMMS

SIMMS is the online student portal for ELTI students to view their grades and print transcripts. Students will be introduced to SIMMS during orientation and at the beginning of terms:
international.uncc.edu/elti

International Coffee Hour

International Coffee Hour is held on the first and third Thursday of each month from 4 to 6 in the Faculty Dining Room of Prospector. (Hours vary during the summer term.) We will give reminders to ELTI students before each Coffee Hour because they present great chances to meet others and to use your English in a relaxed, fun setting. <http://oip.uncc.edu/calendar/international-coffee-hour>

Immigration and Social Security

If you are here on a student (F-1) visa, you **must** obey the immigration laws of the United States government. You must do the following things:

- **Be in school full time.** English language students may take summers off from studies, but should be enrolled full time in both fall and spring semesters. Remember if you stop attending classes, you are not in school and thus you may lose your student visa!
- **Follow regulations regarding employment; *don't work off-campus.***
- **Keep your I-20 current.** If you change schools, change programs, or study longer than the dates listed on your I-20, you should see the office to be sure your I-20 is OK.
- **Make sure you have the necessary re-entry papers before you leave the United States.** If you plan to go to your home country for a visit or to another country for a vacation, see the ELTI office staff at least a week before you leave, so they can review your documents and sign your I-20 for re-entry. If you are going to be near the Canadian or Mexican border and unsure of your plans, get your re-entry papers reviewed, just in case you do leave the U.S.
- **If you are leaving the U.S. and not returning (on your student visa):** if you have completed your program of study (the dates shown on your I-20), you have **60 days** after completion of the program before you must leave the US. If you do not complete your program of study, you should leave the US immediately after final attendance/registration in school. Consult with the office to make sure you are advised correctly on your unique situation.

Documents

- **Make a copy of important documents:** the front page with your picture and passport number and the visa page of your passport, and keep these in a safe place. Our office staff usually also copies these to keep in our files for safekeeping.
- **Visa:** A visa is a stamp or page in your passport. The US. American consulate outside the United States gives the visa. You do not need to worry about renewing your visa while you are in the United States. The visa is a ticket INTO the US, so once you are in, the expiration date of the visa is not important. However, when you leave the US it is important to check the visa date, to be sure that you can re-enter. You may need a “new ticket” (visa) to re-enter if your visa has expired.
- **I-94 Arrival/Departure Record:** The I-94 is a document that may be needed to show to other government agencies (such as driver's license office). Students can print out their own I-94 cards: www.cbp.gov/I94 We recommend that you do this!
- **Passport:** If your passport is going to expire, contact your embassy or the nearest consulate. You are responsible for keeping your passport valid 6 months into the future. For passport renewal, your embassy may need a letter verifying that you are a full-time student. You may ask the ELTI office staff for this letter.
- **I-20 form:** Be aware of the “program completion date” on the I-20. If you study here longer than the completion date listed, it is **your** responsibility to contact the office and ask for a program extension.



School Transfer

If you are going to transfer to another school, you must try to inform the ELTI office BEFORE you leave ELTI, so that you can be released for transfer in the student visa (SEVIS) database. If you do not notify us about your transfer in time, your record may be terminated, if we don't know where you are. It's expensive and time-consuming to request that a termination be reversed.

Students on other visa types: The ELTI office may be able to help with questions/problems related to other visa types, or can find others for you to talk to.

People who entered the US on B (tourist) or F-2 (student dependent) visas are not allowed to study at ELTI. If you have another visa type such as those and wish to study full-time, you should talk to the office and possibly ask for a Change of Status to F-1.

Social Security: The Social Security number is a sort of identification number used in the US. Many times, such as when trying to rent an apartment, open a bank account or get a cell phone, people are asked “what is your social security number?”

Students on F-1 visas are not eligible to get Social Security numbers unless they have gotten work permission (see “Employment” above).

If someone asks for your Social Security number as a form of ID, you should reply “I am on a student visa and am not allowed to have a Social Security number.” There are usually other ways to get what is needed—see ELTI office staff if you have questions.

Beyond English

TOEFL Testing and Other Tests

The ELTI offers the Institutional TOEFL (Test of English as a Foreign Language, paper-based TOEFL) each term. We announce the dates in advance in *The Announcer*, our weekly newsletter. Passing scores on the Institutional TOEFL are accepted for admission to UNC Charlotte only.

You may also take the Internet-Based TOEFL (IBT) which is recognized by any US university. Registration information is at www.toefl.org.

The IELTS (International English Language Testing System) test is also offered in Charlotte. Check their website: www.ielts.org.

UNC Charlotte qualifying scores

TOEFL

Undergraduate

- Minimum IBT score of 70 (Internet-based) with minimum score of 14 in each subsection
- Minimum PBT score of 523 (paper based) with minimum score of 46 in each subsection

Graduate

- Minimum IBT score of 83 (Internet-based)
- Minimum PBT score of 557 (paper based)

IELTS

- Minimum for undergraduates = 6.0 with a minimum score of 5.0 in each subsection
- Minimum for graduates = 6.5

UNC Charlotte TOEFL/IELTS Waiver Policy for Undergraduate Admission

ELTI full-time students who successfully complete the highest level of instruction of the ELTI program (as verified by an official ELTI transcript) are permitted to waive the TOEFL or IELTS requirement for undergraduate admission at UNC Charlotte as long as he/she has met all other admission requirements. ELTI students registered in a Plus One course in conjunction with two ELTI courses also qualify for the TOEFL/IELTS waiver at the undergraduate level. The waiver process is valid only if the student maintains continuous enrollment at ELTI and begins his/her academic program the next available term.

ELTI Direct Admissions Process to UNC Charlotte - Undergraduates

Students must meet the application deadline for the semester they intend to enroll at UNC Charlotte and complete Level 6 of ELTI no later than the semester before they intend to enroll. Students are encouraged to apply for conditional admissions to UNC Charlotte prior to enrolling in the English Language Training Institute. To be offered full admission to UNC Charlotte, students must submit their official transcripts showing grades of C or better in all three sections (Reading, Listening, and Speaking) from ELTI along with a program statement or certificate indicating completion of the ELTI program.

Applying to UNC Charlotte

If you have already been admitted to UNC Charlotte conditionally (meaning, you are admitted and can begin university courses once you have enough English ability), *congratulations!*

Being admitted “conditionally” means that you cannot begin being a student until specific conditions are met. For our students, those conditions are

1. You pass the TOEFL or IELTS test or you meet the requirements for waiving the TOEFL/IELTS requirement
2. You finish your last semester of ELTI in good standing: you have passing grades.

If you fail to meet either condition, your acceptance can be revoked.

If you have come here for English only, but decide you’d like to stay and enter the University, look at instructions on the ELTI website about conditional acceptance applications. The office staff can guide you to the right people to see in the Admissions office.

Applying to Other Universities

Steps to take in finding a school:

- A.** Use the internet to get information on schools that have programs you like.
- B.** Send an email to the International Student Admissions Office at the school.
- C.** To research schools: visit the Career Library in the Counseling Center, Atkins Building
- D.** Check application deadlines early in the term.

BEFORE YOU WRITE A SCHOOL ASKING FOR INFORMATION, you should study their website. Many schools will simply send you a link to the site, rather than answer questions in detail.

It is useful to let schools know that you are already in the US, studying in ELTI, and what your visa status is.

Campus Resources

UNC Charlotte provides its students with many services, including academic support. ELTI students may use these services because they pay university fees. Some of these services include:

THE J. MURRAY ATKINS LIBRARY (#4 on map)

<http://library.uncc.edu>

The Atkins Library, located near the center of the campus, holds over a million books! You can check out laptops free of charge with your student ID card. The library offers electronic access to local and worldwide resources. JASMINE, the Library's online catalog, provides access to resources located within the Library and available over the Web. Web-based access to Library electronic research materials is also available from other locations on and off campus.

UNIVERSITY CENTER FOR ACADEMIC EXCELLENCE (#32 on map)

<http://ucae.uncc.edu>

The University Center for Academic Excellence provides:

- Individual academic advising/counseling
- Computer instruction for math, reading, vocabulary, study and learning skills
- Workshops on effective study skills
- Evaluation of reading/learning skills
- Library of materials outlining study/learning strategies
- Study materials for TOEFL, GRE & GMAT

WRITING RESOURCES CENTER (#42 on map)

<http://wrc.uncc.edu>

The Writing Resources Center (WRC) provides free writing consultations for students. Students can receive assistance with any part of the writing process so that they can become able to write university-level work. The center offers the following services and materials to help students:

- One-on-one writing tutorials
- Student referral program
- Library and online research assistance
- Peer revision groups
- Online writing tutorials
- Library of writing resources

LANGUAGE RESOURCE CENTER (#52 on map)

<http://lrc.uncc.edu>

Services to students are free and include:

- Duplication of foreign language tapes
- Multimedia area with 35 computers, digital projector and classroom space for film screening
- Software for foreign language learning
- Audiovisual equipment such as CD/cassette players and TV/VCRs
- Access to viewing foreign language satellite television broadcasts

- Foreign language word processing with spell checkers and dictionaries in various language

PRESENTATION SUPPORT SERVICES (#4 on map)

<http://provost.uncc.edu/handbook/presentation-support-desk>

Presentation Support Services is in the Information Commons of the Atkins Library and provides assistance to students in the areas of graphics, multimedia, video production, web design and presentation support. Both black and white and color printing is available.

STUDENT COMPUTING SERVICES (#4 on map)

<http://itservices.uncc.edu>

A map of campus which shows where all computer labs are:

http://facilities.uncc.edu/sites/facilities.uncc.edu/files/media/Maps/Uncc_Campus_Map.pdf

Student Computing Services provides the University with support for all computing. All students have an email account and, if desired, a web page account. There are over 42 student computing labs with over 860 stations. Many computing labs have specialized software and hardware. You can also print papers and documents from various labs (for a fee).

UNC CHARLOTTE BOOKSTORE (#69 on map)

<http://aux.uncc.edu/bookstore>

The UNC Charlotte Bookstore in the Student Union provides textbooks, general books, UNC Charlotte merchandise, and all the school supplies you need.

Pay attention to refund dates - books cannot be returned after these dates!



GRAY'S BOOKSTORE (located off-campus)

<https://graysbooks.com/uncc>

Across University City Blvd. from Robinson Hall 9430 University City Blvd

Gray's also carries ELTI texts (used and new) and other items similar to the college bookstore.

Gray's is often cheaper.

RECREATIONAL SERVICES

<http://recservices.uncc.edu> Visit the resource website for hours of operation.

Recreational Services provides activities to keep you physically, mentally and emotionally healthy. Intramural sports, fitness programs, sports clubs, or aquatics --be sure to get some exercise!

Belk Gym: Basketball courts, weight room, fitness classes, exercise equipment (#17 on map)

James H. Barnhardt Student Activity Center (SAC): Basketball courts and rock-climbing wall, weight room, fitness classes; exercise equipment (#49 on map)

Tennis courts, soccer fields and other sports: visit the website!

**You will need your student ID to access some of these facilities.

HEALTH CARE

Student Health Center (#65 on map)
704-687-7400 [http:// studenthealth.uncc.edu](http://studenthealth.uncc.edu)



Hours: Mon. – Thurs. 8:00 am - 6:30 pm / Fri. 8:00 am – 5:00 pm/Sat.
and Sun. – Closed
Medical, Fire, or Police Emergency on or off-campus: call 911

*You should go to the University Health Center **first** for any medical problem,
unless it is an **EMERGENCY**.*

Most important points:

1. All students in North Carolina must have proper immunizations for fall and spring enrollments. In those terms, ELTI students must get immunizations or they *won't be able to stay in classes!*
 2. Health insurance is costly, but important. The US medical system is VERY expensive. So, we enforce the health insurance policies to protect YOU!
 3. When you are sick, go to the Health Center. Keep any papers they give you.
 4. You must have your University I.D. card when you go to the Health Center.
 5. You must have your Report of Medical History on file at the Health Center.
- Doctors, nurses, and a pharmacist can take care of most of your general health needs. You should make an appointment, but you can go and wait for a medical professional to see you. If you are sick and call in the morning for an appointment, you will probably be seen on that same day.
 - Free and confidential testing for various diseases is also available.
 - Only you, not family members, may use the Health Center.
 - There is no fee for the doctor's or nurse's examination. There is a small fee for medicines and laboratory work. X-rays cost \$15 or more. These costs are much less than the cost of medical care off-campus.
 - You can pay the day you visit The Health Center, or you can pay your bill later at Student Accounts in Reese Bldg. (#26 on map) or online, using 49er Express. Some services may be covered by your student insurance. Discuss health insurance with the ELTI office staff.

Immunizations

For all terms: All ELTI students must supply the Health Center with Medical History Forms which show that you have received specific immunizations. You received this form and information in your admissions packet.

The state of North Carolina requires ALL students to have a full set of immunizations. So, if you do not have the needed “shots,” you will need to get them at the Health Center before the term begins. ***You must have these immunizations to be able to attend classes.***

Health Insurance

In the United States, it is very expensive to go to a doctor or to the hospital. You must have valid health insurance before you may register for your ELTI classes. You may buy student health insurance from UNC Charlotte (the UNC Charlotte policy) that will pay for most of your medical expenses (usually not dental), or you can supply your own, but it must meet UNC Charlotte's minimum requirements. Discuss health insurance with the ELTI office staff.

If ELTI discovers that you bought health insurance then cancelled it after showing the policy to us, you may be dismissed from the program.

You must show your insurance ID card to be admitted to a hospital. Put your health ID card in your wallet and do not lose it.

Hospitals, Dentists, and other Medical Services

See the ELTI office staff for information about these services. Remember that in the US, people do NOT go to hospitals for normal medical care; they go to doctor's offices or clinics/urgent care centers. Hospitals are for EMERGENCIES and BIG problems ONLY.

The Counseling Center – 158 Atkins (#4 on map)

<http://counselingcenter.uncc.edu/>

If you are feeling lonely or extremely sad, or have any other mental/emotional issues, you should visit the Counseling Center. The Counseling Center provides both individual and group services and programs to assist in personal growth, career development and personal adjustment problems. Staffed by psychologists and counselors, the Counseling Center offers services to all students. Initial counseling appointments may be arranged by visiting or calling them. Information between an individual and his/her counselor is confidential.

If you are homesick, depressed or just feel low/sad, contact them.

HOUSING (#503 on map)

Housing and Residence Life Office in Scott Hall 704-687-7501

On-campus, furnished housing is available in a variety of settings (No married student housing). If you want to apply for a room on-campus, ask for a housing application and assistance from the ELTI office staff or contact the Housing and Residence Life Office.

It is very important that you pay attention to deadlines for canceling or renewing your contract. The housing office charges LARGE fees for not following their rules. For example, if you sign the contract to move into a dorm, then change your mind, they will charge \$750!

If you live in on-campus housing, you will receive a Residence Life Handbook explaining how to arrange for telephone and other dormitory services. The ELTI office staff can also help you as needed. Just ask! Each dormitory also has resident advisors to help you.

An off-campus list of apartments and information about students who wish to have or to share a room is available from our office. ELTI staff can help you if you want to live off-campus.

Important points in renting an apartment

- Read the agreement before you sign it. If there is anything that needs repair in your apartment, be sure it is written on the lease. If you're not sure about something, show your rental agreement to the ELTI office staff. If you are sharing your apartment with other people, everyone's name should be on the lease. Remember, the lease is a legal document. If you sign a lease for one year, for example, and then you decide to move out in six months, you are breaking the law and could have problems.
- Learn how to operate the dishwasher and other appliances. If you don't know, ask the apartment manager. There are many varieties of appliances and the manager will not be surprised if you ask how to use things correctly. Dishwasher detergent is different from dishwashing detergent!
- Pay your rent on time. If you are unable to do so, talk to the management to request permission to pay late. (Most apartments have set dates to pay the rent, and if you pay after that, you must pay an extra late fee.) Pay your rent in the apartment office, and use a personal check or get a receipt.
- When choosing an apartment, think about CONVENIENCE. You may realize it's wiser to pay a little more money to live near the campus so you can get to school easily, so you won't have to drive every day and pay for gasoline and parking!
- Keep your apartment clean. Dirt and uncovered food attract roaches and other pests. If you see any pests, ask your manager to help you get rid of them.
- Ask your neighbor or the manager of your apartment about how to handle trash.
- Notify the manager 2 months in advance if you are moving. You lose your deposit if you leave before your lease is complete or if you leave the apartment dirty or damaged.
- Be courteous to your neighbors by keeping noise levels down, especially after 11 pm.
- Keep the area outside your apartment clean.
- Find out about parking for visitors to your apartment.

Furniture

Most apartments do not have furniture, and furnished apartments are more expensive to rent. One company that rents furniture is CORT (cort.com). They will deliver it to your apartment. Other places sell new or used furniture. GoodWill, on Hwy. 29, is a good place to get used furniture. You can also use Craigslist, IKEA, or Rooms to Go or a number of other stores. Pay attention to bulletin boards around campus and in our building—students who are leaving often will sell furniture and other items at very low prices. Don't rush to get everything you need too quickly. Sometimes it's wise to shop around, talk with other students to find out good places to shop and the best internet services, etc.

Utilities

Some apartments arrange utilities for you. If not, you can contact these:

- a. Electric Service: Duke Energy Company, www.duke-energy.com
- b. Gas Service: Piedmont Natural Gas Co., 704-525-3882 or www.piedmontng.com
- c. Charlotte Water Dept., 704-336-2211 or www.charmeck.org/Departments/Utilities/Home.htm

Telephone

Most students get pre-paid cell phones. Some cell phones require lengthy contracts....be sure you understand all the conditions of any contract. Many students prefer “pay as you go” phones so that they have no lengthy contract. (Many contracts require social security numbers, and since you usually can't get those numbers, you need to buy “pay as you go” plans.) T-Mobile provides good service, usually. If you want a “land line,” you can use AT&T (www.att.com) or get a VOIP (internet) line from Time-Warner Cable (www.timewarnercable.com) or other providers.

Ask your apartment manager, neighbors or other students for recommendations. Time-Warner is the largest internet/cable/VOIP provider in this area.

Cable/Internet

Most nearby apartments use Time-Warner Cable. There are several other providers besides Time-Warner for cable and internet (AT&T provides DSL service, Verizon and Clearwire provide wireless broadband, etc.). Prices, speeds, and cable TV packages (stations offered) vary considerably.



GETTING AROUND

North Carolina Driver's License or ID

The NC DOT website has detailed information about getting a driver's license. Review that and see the ELTI office staff if you have questions. You can make an appointment to get a license; otherwise you should expect to wait a few hours in line.

At the North Carolina Driver's License Bureau, you will need:

- Your passport (with a non-expired visa);
- Your I-20);
- A valid I-20 or DS-2019 form;
- Your I-94;
- Proof of car insurance in your name. If you do not intend to have your own car, you will need to buy non-owner's car insurance.

It is also possible to obtain a North Carolina Identification Card.

It is issued by the Driver's License Bureau to individuals who:

- do not have a North Carolina Driver's License, and
- want an ID for cashing checks and for other off-campus identification.

Automobiles

- If you own a car, you must have insurance for it. This is a North Carolina law.
- All vehicles must be registered and display an up-to-date license plate.
- The N.C. Auto License Tag offices can be found on the internet.
- Written proof of ownership is required to obtain the license plate. To register your car, you must present the following to the Car Registration Office: title to car, registration card, and proof of insurance. If you are transferring from another state, you must register your car within 30 days of arrival.
- If you buy a car, you must list the car as personal property and pay annual property tax for it. When you register your car, a sales tax will be collected. Then, each year, when you renew your registration, you will receive a property tax notice.
- Trying to buy or sell a car? Use Kelly Blue Book <http://www.kbb.com> to see if the price is fair.

You can also visit the Department of Motor Vehicles website at www.dot.org/dmv. If you have other questions, see the ELTI office staff for more information.

Driving is considered a privilege and a responsibility in the United States. As a driver, you are not only responsible for yourself and your passengers, you are also responsible for the safety of others. For your safety and to avoid problems with the law:

- Wear seat belts.
- Don't drink alcohol and drive.
- Obey the speed limits everywhere.
- Use your turn signals to change lanes or to turn (even though you'll notice that many others don't).
- Learn about driving in weather or under other conditions that are unfamiliar to you (for example, during times of SNOW!).
- Never, ever argue with a police officer who has stopped you, and never offer money!

Know Your Rights

Because you may not be familiar with laws in the U.S., you are encouraged to visit the ELTI office with questions about driving tickets or other problems with police officers on or off campus. We can help make sure you are treated fairly and make sure you remain in status. Remember that in the US, no person can be subjected to police questioning unless they are charged with a crime. Otherwise, they can refuse to answer any questions. On campus, you should feel free to ask an officer if you can get a TRANSLATOR if you feel one is needed.

Parking on Campus



You must buy a parking pass to park on campus. Parking Lots and Decks marked R (Resident) or C (Commuter) are for students. Make sure you pay attention to the color-coded signs when entering a parking lot. Resident lot signs are colored blue and commuter lots are colored yellow. Commuter AND resident lots are colored orange. If you park on campus without paying, you will get a ticket and you will have to pay a fine. There are special rules about parking in dormitory parking lots.

You should never park in a parking space marked with a blue sign with a wheelchair on it, unless you are approved as having a disability and have a proper “disability” sticker or tag.



Automobile Rental

To rent an automobile, you must be at least 21 and have a North Carolina Driver License or one from another state. If you do not have auto insurance, you must buy insurance from the rental company. People under 25 will have to pay more for the insurance. Some rental companies are on bus lines, and at least one will bring your rental vehicle to your residence (Enterprise). It's easy to find more information about rentals on the internet. Try enterprise.com. **Also, check out the UNCC rental car deal for students:** <http://pats.uncc.edu/transportation-options/hertz-demand%E2%84%A2/hertz-demand%E2%84%A2> (you can rent by the hour).

Charlotte Bus Service

There is regular bus service Monday through Saturday to Uptown Charlotte (#11) (where you can make connections to other parts of the city) and Monday through Friday to SouthPark shopping mall (#29). You can catch busses at the **East Parking Deck** on campus. From Hwy 29 at the back entrance to the University, you can take the 80 Express bus to Lowe's Motor Speedway and Concord Mills shopping mall. It is also possible to take a bus to Charlotte/Douglas International Airport. You may buy bus passes and pick up bus schedules in the UNCC Parking Services Office (#23 on map). See the ELTI office staff for details or check the CATS website at <http://ridetransit.org>.

TRAVEL IN AND OUT OF THE UNITED STATES



In the U.S.

If you travel to any city or state inside the United States you should carry your passport, I-20 and I-94 documents.

Re-entry to the U.S.

If you travel to your home country or any country outside the U.S., you will need:

1. A valid passport;
2. A valid U.S. visa;
3. A current I-20 document with the International Student Advisor's signature on the back. Do not wait until the last minute to get these signed! Come to the office several days in advance.

Remember that if you travel to a third country, you'll need to check their visa requirements for citizens of YOUR country.

The ELTI office can help you if you have immigration questions.

Useful Travel Websites

- **www.kayak.com** This site lets you put in your basic flight info, and it shows you the price and flights of ALL major airlines; you can pick the best times or prices and then click through to the airline or travel agent's website. Note: sometimes it shows flights that have been sold out but aren't showing up as sold out.
- **www.expedia.com** There are several similar major on-line travel companies but this is a good, reliable one.
- **www.priceline.com** Priceline lets you pick your basic information such as the day you want to travel and the city you will go to, then it gives you a trip plan at low costs. You cannot pick the exact times or flights or exact hotels. But it's cheap!
- **www.tripadvisor.com**

Student Activities

The ELTI is on a university campus where there are many activities and student clubs.

For free information about off-campus activities in the Charlotte Metropolitan Area, pick up a weekly copy of *Creative Loafing* at various locations.



Some organizations you can join during fall/spring terms

International Club

This club gives all UNC Charlotte international and U.S. students the opportunity to meet other students and enjoy social events and trips. Fall and Spring trips to New York City, Orlando and Washington, D.C. are already scheduled.

Country or Culture Clubs

Several clubs are country specific. These include Chinese, Indian, Vietnamese, Japanese, Arabic, Korean, Turkish, Brazilian and others.

Other Student Organizations

Check the list of Registered Student Organizations for more clubs you can join:
<http://studentorgs-legacy.uncc.edu/registrations>

General UNC Charlotte Information

Cafeterias

Dining options:

- Outtakes convenience store (in Student Union) (#69 on map)
- Prospector, with Chick-Fil-A and other food services (#34 on map)
- Cone Center (Subway, Panda Express) (#5 on map)
- Student Union Building (Wendy's, Mama Leone's, Starbucks, and more) (#69 on map)
- Crown Commons (Student Union Buffet)
- South Village Crossing Dining Hall (Buffet, The Den, Outakes) (#82 on map)

See the Dining Services website for operating hours: <http://aux.uncc.edu/dining>

Post Office

You may mail letters and packages at the University Post Office, located in Student Union or Prospector. It is best to send international mail from the Prospector location. Residence Hall students receive mail in their dormitories. Off-campus students should use their apartment or a Post Office Box number as a mailing address. You can also use the ELTI Office to receive your mail: If your friends and family have trouble writing English, send them some "labels" that you make. The address you'd use for mail delivered to ELTI is below.

Mail does not deliver on National Holidays or Sundays.

In the US, envelopes are addressed like this:

(here, put YOUR ADDRESS- the address of the SENDER)	(Stamp goes here)
(the name of the person the mail is coming TO) ELTI- International Programs UNC Charlotte 9201 University City Blvd. Charlotte, NC 28223-0001 USA	

When you move, change addresses, leave the U.S., etc.: be sure to fill out a change of address card at the post office so your mail can be forwarded at no extra cost.

Information About Charlotte

Banks

Charlotte is a major banking center, and the banks have similar basic services. You can have a checking and a savings account at any of them. The ELTI will arrange to have a local bank officer help new ELTI students open bank accounts during the ELTI orientation period. If you have questions, see the ELTI office staff. (See “Keeping Your Money Safe,” below).

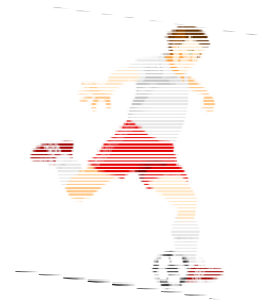
Shopping Areas

There are many shopping areas in Charlotte. You can get to most of them by bus. University Place, The Village, Chancellor's Park and Town Center are shopping areas within reasonable walking distance of campus. Some other shopping areas are Concord Mills Mall, Uptown Charlotte, SouthPark Mall, Carolina Place Mall, and North Lake Mall.

Parks

Charlotte and the surrounding towns have many parks where you can have picnics, play sports, paddleboats, canoe, ride horses, or take walks. Some of the nearest are:

- Reedy Creek Park, Rocky River Road Charlotte, NC
- Latta Plantation, 5225 Sample Road, Huntersville, NC
- McAlpine Greenway Park, 8711 Old Monroe Road, Charlotte, NC
- Frank Liske Park, Stough Road, Concord, NC
- Mallard Greenway, Mallard Creek Church Road, Charlotte, NC
- Freedom Park, 1900 East Blvd., Charlotte, NC
- US National Whitewater Center, 5000 Whitewater Center Pkwy, Charlotte, NC



For information on Charlotte, visit this website

<http://www.charlottesgotalot.com/default.asp?charlotte=2&urlkeyword=About%20Charlotte>

Cautions

Laws

There are many city and state laws which students need to know about. **It is your responsibility to know the laws and obey them. Always ask your teachers if you have any questions about U.S. laws.**

Alcohol

- You must be 21 to drink or touch beer, wine, and whiskey. If you buy or serve alcohol to someone under 21, you are also responsible;
- If you are under 21 years of age and a police officer sees you holding any kind of alcohol, including beer, he or she will arrest you for possession of alcohol. You will be taken to jail, and you must find a friend to bring money (cash) to post your bail. You will have to go to court, and you may have to pay a large fine or worse. Your teachers may explain more about the North Carolina drinking laws to you in class, or you can ask the ELTI office staff;
- You must never drive or ride in a car while drinking or with open bottles of alcohol in the car.

Keeping Your Money Safe

While you can usually trust your new friends and roommates, a small number of ELTI students have been taken financial advantage of by dishonest people. Here are some suggestions for you to protect yourself.

- **Open a bank account, get checks and a debit card, and learn how to use them.**
 - Most banks will open accounts at NO CHARGE, give you a small number of checks, and a debit card. Using banks is much safer than trying to use cash.
 - Be sure that you never write a check or use your debit card for buying something if you don't have enough money in the bank to pay for it. (A debit card is NOT like a credit card: if you buy something and don't have the money in the bank AT THAT TIME to pay for it, the bank will charge you an extra fee of \$15 or more, for each time you over-spend.)
 - If you have a bank account, your parents can easily wire money from your home to you. This is the cheapest, safest and quickest way for you to get money from them, if you need it.

Other tips:

- Make sure you are being asked to pay only the proper percentage of shared expenses, such as a telephone bill or traveling expenses. If you are uncertain about a cost, ask to review the bill;
- Checks and credit cards are safer than cash, but you should protect them too. Keep extra checks hidden and do not give your credit card number out except when you are using it to buy something you want. Make sure your card for automatic teller machines is safe, and do not keep the "code" number with the card. You should avoid keeping large amounts of cash with you or hidden in your room. More than \$50 is a large amount;
- Americans do not usually make personal loans to other people, unless it is someone they have known for many years. It is socially acceptable to tell someone "no" when asked for a loan, even if you have extra money. Except for very small amounts (for example, if your friend forgot to carry money for lunch), it's better to avoid lending money;
- In any situation where you feel someone may be trying to take advantage of you, the best action would be to speak with one of your teachers as soon as possible;

- Be very careful about internet and e-mail scams...NEVER give our personal information unless you are VERY sure about the company and website you are visiting. (And, be sure that the website is not a “fake” copy of some company you know).
- Keep records and contacts of any credit cards you have; if one is lost or stolen, call the card company IMMEDIATELY. Usually they can cancel your card and send you a new one very quickly, at no cost to you.

Advice From Former ELTI Students

- Avoid speaking in your own language.
- Actively participate in class.
- This is an excellent experience and the teachers will help you.
- Study hard and make American friends.
- Just be patient, because when you arrive you want to learn a language immediately, and at the beginning of the course you feel homesick and then you think that you have not learned anything, but really you have improved your English.
- Have a positive attitude toward everything.
- You have to attend class.
- Everything depends on you; learn how to manage your time.
- Don't be so shy in class or to talk with native speakers.
- Don't worry about American culture. It is a good culture.
- Take part in every activity in ELTI. The more you do, the better your English is.
- Even though the class is difficult to understand, do not skip it.

University Classroom Behavior in the U.S.

If you have never attended a university class in the United States, you may find some surprising differences from classes in your country. We hope the following tips will help you adjust to your new environment.

- Arrive 5 minutes before class begins.
- Get the 'syllabus,' keep it through the term, and read it. It usually contains very important information including what will be covered, when tests are given, and how you are graded. Some professors will not announce information such as test dates...they put it in the syllabus only. The syllabus is often VERY important!!!
- Stay in your seat unless the teacher asks you to move. Moving around the room or leaving class without permission also shows disrespect and may disturb the teacher and other students.
- Do not talk when you should be listening. People in the U.S. believe that you should "take turns" in a discussion. In other words, you should wait until the other person is finished talking before you begin to talk. In classes, students usually raise their hands to get the teacher's attention and permission to speak.
- Do not jokingly or seriously threaten violence verbally or through physical actions against anyone – violent threats are taken very seriously in academic institutions and U.S. communities.
- Don't "hog" (dominate) conversations. Some students speak out quickly; others need time to form their answers. Even if you know an answer, it's sometimes best to wait and let others speak
- Use only English in the classroom unless a professor or instructor gives you specific instructions to speak in your own language.
- Turn off and put away cell phones and other electronic devices during class unless the instructor specifically gives explicit permission to do so
- Place trash and recycling in the appropriate containers and do not litter or leave trash on the floor or desks.
- Speak respectfully and politely to instructors, office staff, and classmates.
- Always do your own work – do not cheat or plagiarize as this does not help you learn think.
- It is okay to ask the teacher questions about class information, but don't use the class time for asking about your personal problems or issues.
- Participation in the class is important. Come prepared to hand in homework or answer questions. Bring the textbooks that you are using that day.
- Smoke only in designated smoking areas.
- *Eating or drinking in class: this depends on each teacher. Some teachers do not allow eating or drinking in their classrooms. They should tell you this at the beginning of the term.



If you are not sure about what to do in class, ask your teacher. He or she will be happy to help you learn these new customs so that you can be comfortable and get the most from your experience here. Have a great semester!