



Central Pacific College Conversation Program (CP) Student Handbook

Welcome to Central Pacific College!

Our Vision

To transform people's lives through English language learning for self-realization.

Our Mission

To provide high-quality English language teaching for multicultural communication among all learners.

Central Pacific College
1221 Kapiolani Blvd, Suite 740
Honolulu, Hawaii 96814
info@cpchawaii.edu
Phone: (808) 791-7800
Fax: (808) 791-7804

Table of Contents

Central Pacific College 2021-2022 Overarching Goals.....	3
CPC Principle of Ethics.....	3
Conversation Program	4
Can-Do Goals Per Level	5
Making Satisfactory Academic Progress Policy.....	5
Assessment and Evaluation.....	6
Completing a Level Using the Modular System.....	7
EPP Grading and Advancement.....	8
Attendance Policy.....	8
One-on-one Meetings with Instructors.....	8
Changing Class Levels for New Students.....	9
Changing Class Levels for Continuing Students.....	9
Changing Class Times.....	9
Leave of Absence Policy / Vacation / Personal LOA.....	9
Medical Leave of Absence Policy.....	9
Other CPC Programs.....	10
Immigration Information.....	10
Student Code of Conduct	11
I-20 Meetings.....	12
Requesting to View Information from Student File.....	12
Dismissal Policy.....	12
Attendance.....	12
Participation.....	12
Respect.....	12
English Only.....	12
Course Materials.....	13
Copying Materials.....	13
Cheating and Plagiarism.....	13
Cleanliness.....	13
Cell Phones.....	13
Smoking.....	13
Belongings.....	13
Bulletin Board.....	13
Food and Drink.....	13
Extending Course of Study.....	13
Transcripts and Academic Record.....	14
Certificates.....	14
Students with a Child or Children.....	14
Natural Disasters.....	14
Refund and Cancellation Policy.....	14
Late Payments.....	14
Student Complaint Policy and Procedure.....	14
Financial Aid.....	15
Job Placement Assistance.....	15
Student Safety Tips.....	15
Children Policy.....	16
Emergency Contact Information.....	16
Addendum for IDL Programs.....	17
Appendix.....	18

Central Pacific College 2021-2022 School Goals

- A. To provide high quality English-language educational programs at reasonably competitive prices.
- B. To familiarize English language learners with a recognized framework of linguistic skills known as the Global Scale of English (GSE) so that they can take control of their learning at an individual pace in a program at CPC.
- C. To empower English language learners with strategic communicative skills for academic, professional, or personal purposes.
- D. To diversify our student population through increased efforts to recruit English language learners from various learning backgrounds and academic purposes.
- E. To provide English language learners with qualified instructors who have the education, training and teaching experience to develop, guide, enhance, and assess students' language and cultural competence.
- F. To provide English language learners with activities to practice English and become aware of local celebrations, traditions, and attractions.

CPC Principles of Ethics

*Adapted from the ACCET PRINCIPLES OF ETHICS

- Integrity is a central, indispensable, and defining characteristic of Central Pacific College. It is demonstrated by striving to uphold the following principles of professional ethics:
- To provide programs of study that are educationally sound, up to date, of high quality and integrity, and visibly effective.
- To prevent and do not tolerate discrimination on the basis of age, race, ethnic origin, gender, sexual orientation, or religion.
- To maintain fair, ethical, and clear advertising, admission, and enrollment campaigns by accurately representing the institution and its services to all people.
- To provide effective student services that recognize individual differences and promote high student retention, enrollment completion, and personal success.
- To demonstrate the benefits of Central Pacific College educational language programs through satisfied students.
- To ensure proper and ethical administration of all financial aspects of the institution.
- To embrace voluntary self-regulation through an accreditation process supervised by ACCET.
- To demonstrate a commitment to the people of Hawaii by promoting local community involvement and outings in Honolulu.
- To increase the effectiveness of Central Pacific College educational programs by providing essential intercultural skills to support students' cultural adaptation.

Conversation Program (CP) 24 months in total

The Conversation Program (CP) is an eighteen-hour per week program for international students who have an F-1 student visa. This four-level program enhances students' fluency and conversational/public speaking skills. Classes are Monday to Thursday (four lessons per day).

The four levels are Level A Conversation and Drills, Level B Conversation and Confidence, Level C Conversation and Fluency, and Level D Business Conversation. Many students begin at different levels and stay for different numbers of weeks. Therefore, everybody's time of study varies. If you make faster progress, you can take an Achievement Test to move up faster. Students may be enrolled at CPC for a maximum of three years regardless of the programs that they take.

Prerequisites: Eligibility for the Corresponding Level (Cut Score and GSE Ranges) based on the Chart below.

Conversation Program

	Multiple Choice Cut Scores / (2 skills and grammar) Form A/B/C	GSE Ranges for CPC Levels (2 skills)	CEFR Equivalency (2 skills and domains)
Level A Conversation and Drills	0-29	10-30	A1
Level B Conversation and Confidence	30-59	10-55	A1-B1
Level C Conversation and Fluency	60-79	50-85	B1-C1
Level D Business Conversation	80-100	60-85	B2-C2



Conversation Program

Level A A0-1	10-30 GSE	Conversation and Drills (True Beginner and Beginner Speakers)
Level B A1-B1	10-55 GSE	Conversation and Confidence (Beginner to Low Intermediate Speakers)
Level C B1-C1	50-85 GSE	Conversation and Fluency (Intermediate to Advanced Speakers)
Level D B2-C1	60-85 GSE	Business Conversation (Low Advanced to Proficient Speakers)

All 24 weeks

Conversation Program Can-do Goals per Level

Each level has specific performance goals that students should meet. These are benchmarks that will allow them to be successful oral communicators in a private or public setting.

Level A Conversation and Drills for True Beginners and Beginner Speakers (432 hours / 24 weeks / 6 modules)

This level familiarizes learners with new sounds, simple vocabulary, and intonation patterns in common phrases in English.

Listening: Students can understand basic questions about personal details if addressed slowly and clearly.

Speaking: Students can ask and answer simple questions about things they have in a limited way.

Level B Conversation and Confidence for Beginner to Low Intermediate Speakers (432 hours / 24 weeks / 6 modules)

This level provides learners with the confidence needed to participate in spontaneous English conversation.

Listening: Students can follow simple, everyday transactions [interactions] if carried out slowly and clearly.

Speaking: Students can use brief, everyday expressions to describe wants and needs, and request information.

Level C Conversation and Fluency for Intermediate to Advanced Speakers (432 hours / 24 weeks / 6 modules)

This level prepares learners to gain speaking fluency by increasing the use of idioms and the mastery of pronunciation in English.

Listening Benchmarks

Students can recognize a speaker's feelings or attitude in linguistically complex speech.

Students can infer meaning, opinion, attitude, etc. in fast-paced conversations between fluent speakers.

Students can understand the details in a linguistically complex audio recording.

Students can understand the details of extended and linguistically complex talks on a range of political, environmental, and social issues.

Students can recognize a wide range of idiomatic expressions and colloquialisms, appreciating register shifts.

Speaking Benchmarks

Students can use a wide range of persuasive techniques in presentations and discussions to encourage others to take a course of action.

Students can join a conversation already in progress between fluent speakers on complex topics.

Students can manage the participants in a fast-moving discussion to keep it on course.

Students can tell a detailed anecdote using linguistically complex language.

Students can summarize group discussions on a wide range of linguistically complex topics.

Level D Business Conversation for Low Advanced to Proficient Speakers (432 hours / 24 weeks / 6 modules)

This level emphasizes the use of business English (vocabulary/idioms in professional or personal purposes).

Listening: Students can distinguish facts from opinions in a simple [conversation], presentation, or lecture.

Speaking: Students can explain the main points in an idea or problem with reasonable precision.

Making Satisfactory Academic Progress Policy (CP)

To comply with their F1 Visa guidelines, students must adhere to the following:

1. Maintain a cumulative GPA of 3.0. in order to make adequate academic progress.
2. Attend 80% (or higher) of classes per term and cumulatively across all terms (see Attendance Policy).

Students who fail to achieve the minimum cumulative GPA necessary to move to the next academic level will be notified of their failure. They must retake from one to four modules (repeat the level). The student meets with the Director of Studies before the start of the module to work on a study plan that will enable the said student to make satisfactory progress. Students who fail to make progress above 80% a third time will be dismissed from CPC.

Students can take the achievement test to move up a level at the end or beginning of each module. They need to schedule the test in advance.

Assessment and Evaluation (CP)

Each term, both instructors meet individually with all EPP students to discuss their personalized learning plan for 5 minutes during the first weeks and weeks 7 or 8. CP students will receive their previous term grades at the beginning of the term, and a copy of the report will be placed in their file.

Students will complete their weekly assessments every Friday and take quizzes every three weeks depending on the syllabus. For students who are unable to do their weekly assessment or their quiz they must inform their instructors or the director of studies at least **a week in advance**. Makeup assessments or quizzes will only be administered (no later than one week) to students who have a valid (e.g., sickness, travel) reason for missing their assessments or quizzes. Proof (e.g., doctor's note, plane tickets, etc.) must be provided to the academic staff before the make-up assessment or quiz. Students who miss a chapter quiz or a weekly assessment without a valid excuse will be given a zero.

All **completing students** must take an **exit exam** and an **exit survey** before leaving CPC. The exit survey will allow the student to evaluate such areas as curriculum, instructors, facilities, student services, housing (if applicable), and administrative staff. The office assistant will notify the completing student of the dates/times that are available for taking the exit exam.

Completing a Level Using the Modular System

All students must complete a level (a minimum of six full modules=two terms) to move to the next level. Completing a level is defined as having completed all required coursework (six full modules), receiving a minimum GPA of 3.0, and attending a minimum of 80% of scheduled class hours. The sequence of the modules might be different for each student.

GSE Ranges	Levels	Textbooks	Modules for Completion
A0-A1 10-30	Level A	<i>Pronunciation Pairs</i> <i>Longman Photo Dictionary of American English</i> <i>Speak Now 1</i>	6
A1-B1 10-55	Level B	<i>Pronunciation Pairs</i> <i>Practice Makes Perfect: Beginner ESL Vocabulary</i> <i>21st Century Communication 1: Listening, Speaking and Critical Thinking</i>	6
B1-C1 50-85	Level C	<i>Focus on Pronunciation 3</i> <i>Idiom Adventure</i> <i>21st Century Communication 2: Listening, Speaking and Critical Thinking</i>	6

Examples of Student Schedule for Term Completion

To pass a level, follow one of the sequence of modules. These are examples for how you advance through a level at CPC. At any moment, a student can take the Achievement Test to be placed into a higher level for the next module.

Pass = Complete the course level and moves up to the next course level

V = Vacation period (optional). Typically one Module.

Some possible sequences of three modules in a term:

1	2	3	4	5	6	Pass	
2	3	4	5	6	1	Pass	
3	4	5	6	1	2	Pass	
4	5	6	1	2	3	Pass	
5	6	1	2	3	4	Pass	
6	1	2	3	4	5	Pass	
1	2	3	4	5	V	6	Pass
1	2	3	4	V	5	6	Pass
1	2	3	V	4	5	6	Pass
1	2	V	4	4	5	6	Pass
1	V	2	3	4	5	6	Pass
V	1	2	3	4	5	6	Pass

Other possibilities can be discussed on a one-on-one basis if students would prefer to repeat a module or a term.

CP Grading and Advancement

CP Students will be graded in different areas: Attendance, Participation, Weekly Assessments, Midterm and Final Exams, Quizzes, and Weekly/Term Projects. Adequate progress through each level requires the students to achieve a cumulative GPA of 3.0 or 80%. A failed level may be repeated a maximum of two times with the approval of the Director of Studies. After that, the student will be placed on Probation. The student on probation must meet with the Director of Studies to devise a study plan to ensure that the student makes progress towards the next level. Students who fail to make progress a third time will be automatically dismissed from CPC.

Grading criteria	% of grade
Daily Participation	20 %
Homework	5 %
Weekly Assessments	20 %
Midterm Exam	25 %
Final Exam	25 %
Weekly/Term Project	5 %

Course grade	GPA
A (90-100)	4.0
B (80-89)	3.0
C (70-79)	2.0
D (60 & below)	1.0

Students who fail to achieve a cumulative level GPA of 3.0 (80%) will be notified by the Director of Studies of their failure to adequately complete the level. They will be given the opportunity to repeat a number of modules or the level.

In some cases when the number of students makes it hard to open a class per each level, all students can be placed in bilevel classes. CPC will monitor and track their progress towards their level goals.

Attendance Policy

All students must attend **all** classes so that they can make adequate progress (a minimum of 80% cumulative attendance per quarter and across all quarters for VISA purposes). Please refer to the example below for information on maintaining student status.

Instructors will take attendance at the start of every class, and will follow the below guidelines:

- 9:00-9:05: Present
- 9:06-9:10: Tardy
- 9:10 < : Absent

Students who leave their classroom for twenty minutes or more or leave class twenty minutes or more earlier will be marked as absent for the entire class (unless they have a medical reason or emergency).

- Students will not be allowed to enter class twenty-five minutes after it has started.
- Students who have accumulated ten consecutive days of absences will automatically have their I-20 terminated.

Student A	Student B
Enrollment dates: 4/6/2020 – 6/25/2020	Enrollment dates: 4/6/2020 – 4/30/2020
Total # of class hours (excluding holidays): Class #1: 46hours Class #2: 46 hours Class #3: 92 hours	Total # of class hours (excluding holidays): Class #1: 16 hours Class #2: 16 hours Class #3: 32 hours
Maximum # of absence hours allowed: Class #1: 9.2 hours Class #2: 9.2 hours Class #3: 18.4 hours	Maximum # of absence hours allowed: Class #1: 3.2 hours Class #2: 3.2 hours Class #3: 6.4 hours

- Students who accumulate more than the maximum number of absence hours allowed per class will have their I-20 terminated and will have to leave the United States **immediately**.
- For students who extend their program in the middle of the term, the number of absences allowed will be recalculated from the point of extension.

For Example, Student A:

Original enrollment dates: **4/6/2020 – 6/25/2020**

Class hours: Class #1 (46) + Class #2 (46) + Class #3 (92) = **184 total class hours**

Max. absence hours allowed: Class #1 = **9.2 hours**; Class #2 = **9.2 hours**; Class #3 = **18.4 hours**

Dates of extension: **7/6/2020 – 7/16/2020**

Class hours: Class #1 (8) + Class #2 (8) + Class #3 (16) = **32 total class hours**

Max. absence hours allowed: Class #1 = **1.6 hours**; Class #2 = **1.6 hours** ; Class #3 = **3.2 hours**

One-on-one Meetings with Instructors - Personalized Learning Plans

Once per term, students will meet with their instructors to discuss their academic goals so their instructors can get a better idea of the best way to assist them in class. In addition, you will have an Individual Consultation Meeting with the Director of Studies to discuss any questions or concerns you may have about programs, classes, or your visa status.

Changing Class Levels for New Students

- Incoming students who receive a placement score, putting them between levels (for example, High Beginner and Low Intermediate) can start in either level depending on their level of confidence. Writing skills are important in the CP program.
- If they feel that the level is too challenging, they may request to move to a lower level within the first week of class or vice versa. The Director of Studies will review their placement test scores.
- Students who have achieved a 'solid' placement test score (for example, an average rating equivalent to Low Intermediate) and their instructors confirm that the students are placed correctly will be advised to remain in the level and to consult with the instructors for additional assistance and to increase their self-confidence.

Changing Class Levels for Continuing Students

- CP continuing students may ask their current instructor permission to change levels during the first or last week of each module. The current instructor notifies the Director of Studies who consults with the student's previous instructors. At the instructors' recommendation or the students' initiative, all students can take the Achievement Exam for the term they wish to skip one time each term. The student must receive a score of 80% or higher to move up levels. Please check with the Director of Studies for further information.

Changing Class Times

Students may change their class time (from morning to afternoon and vice-versa) depending on availability. They may only change their class time once per term.

Leave of Absence Policy

A leave of absence is defined by CPC as time away from studies, with two types of leave of absences possible: Annual Vacation/Personal Leave of Absence and Medical/Family Emergency/Service Leave of Absence. If a student wishes to take a leave of absence but not be terminated from CPC, the student must request the leave of absence in writing at least 10 academic days in advance of the beginning date of the leave of absence, unless unforeseen circumstances prevent doing so. The student must sign and date the leave of absence request, specify the reason for the leave, and indicate the start and end dates of the leave. If a student takes a leave of absence without providing the required documentation, the student will be terminated from CPC.

In any 12-month period, the Maximum Leave Of Absence Allowed is determined by the program a student is enrolled in at the time of the leave of absence (as listed in the chart above). Note that these maximums only apply to students enrolled in the full program (e.g., 36 weeks of TOEFL). A student enrolled under an F-1 visa may be granted multiple leaves of absence for a maximum total period in accordance with: (a) the written leave of absence policy of CPC; (b) the regulations of the Department of Homeland Security; and (c) sound educational and professional practice.

Annual Vacation/Personal Leave of Absence

In addition to the regularly scheduled holidays or breaks, a student, if qualified, may take a vacation/personal leave of absence lasting 4 weeks. To qualify for a vacation, a student must enroll for the next module AND must have

completed a minimum of 16 consecutive weeks prior to taking the annual vacation. When submitting the request for personal leave of absence, the student needs to register another term.

Medical/Family Emergency/Service Leave of Absence

Students may also take a leave of absence due to a documented health reason or family emergency. Satisfactory documentation shall be from a verifiable source other than the student and can include a note from a health care provider, a military order, or a study abroad contract. A student will be permitted to take their leave of absence for the number of days specified by their medical provider in the leave of absence request. After these dates have passed, the student will subsequently be required to resume their studies on the following day of class, as per the CPC Academic Calendar.

If a leave of absence is four weeks or fewer, the student's previous records will be considered when calculating the completion of that particular program. If a leave of absence is more than four weeks, the student will be administered another placement test to ascertain proper placement, and the student will be treated as a new enrollment. Failure to return to a student's course of study after an approved leave of absence will result in termination from the school. An approved leave of absence may be extended for an additional period of time provided that the extension request meets all of the above requirements, and the total length of the leave of absence does not exceed a maximum limit of 50% the program length.

Other CPC Programs

Short-Term English Program (STEP) 1 to 12 weeks

The Short-Term English Program (STEP) is a sixteen-hour per week program for temporary visitors who do not hold an F-1 student visa. This eight-level program mirrors the EPP and enhances the students' communicative skills and grammar use. Classes are Monday through Thursday (four lessons per day).

Conversation Program (CP) 24 months in total

The Conversation Program (CP) is an eighteen-hour per week program for international students who have an F-1 student visa. This four-level program enhances students' fluency and conversational/public speaking skills. Classes are Monday to Thursday (four lessons per day).

TOEIC (Test of English for International Communication) 24 weeks

The TOEIC program is a twenty-hour per week program designed for students who have completed at least the Low Intermediate level. This course provides students with an overview of the exam as well as the necessary strategies and practice needed to successfully take the TOEIC exam.

TOEFL (Test of English as a Foreign Language) 24 weeks

The TOEFL program is a twenty-hour per week program designed for students who have completed at least the Low Intermediate level. This course provides students with an overview of the exam as well as the necessary strategies and practice needed to successfully take the TOEFL exam.

Club Keiki Seasonal Program 1-5 weeks

The Club Keiki program is a seasonal children's program held in the spring and summer. Children enrolled in this program are engaged in four hours of activities in the morning and two and a half hours of study in the afternoon. Students may enroll for one week in the spring and a maximum of five weeks in the summer.

Immigration Information

Legal Responsibilities of International Students

PLEASE BE ADVISED THAT REGULATIONS CAN CHANGE AT ANY TIME! FOR IMMEDIATE UPDATES, go to www.ice.gov

1. Your passport must be valid at all times. It can be renewed in the United States at your country's embassy or consulate. See the administration for assistance.
2. You may only attend the school that is written on your I-20. If you entered the United States on a Central Pacific College I-20, you must attend Central Pacific College until transfer to another institution is processed.
3. Your I-20 must remain current at all times. If your I-20 is near expiration, consult with the front desk to apply for an extension.
4. You must be registered as a full-time student. Full-time is defined as more than 18 hours per week.
5. **Working without employment authorization is illegal.** Doing so can cause extreme difficulties and financial expense for legal fees.
6. Make photocopies of your I-20 and sections of your passport: i.e., pages with passport number, issued date, expiration date, picture page, visa stamp page, and the I-94, and keep them in a safe place.
7. U.S. Customs & Immigration Enforcement (USICE) requires students to notify them of a change in address within ten days. Should you decide to move, pick up a change of address form at the reception desk, or you can download the form at <http://www.uscis.gov/ar-11>

Student Code of Conduct

Students are expected to follow these guidelines of appropriate student behavior. Students are also prohibited from any of the conduct listed below. Depending on the severity of the violation, students will be subjected to the following procedures:

If a student violates any of the rules, they will be subjected to the following:

- a. A verbal warning and counseling by the Director of Studies
- b. An official written warning issued by the Director of Studies
- c. Dismissal from school

Prohibited Conduct:

1. All forms of student academic dishonesty, including but not limited to cheating, fabrication, facilitating academic dishonesty, and plagiarism.
2. Endangering, threatening, or causing physical harm to any member of the CPC community or to oneself, causing reasonable apprehension of such harm or engaging in conduct or communications that a reasonable person would interpret it as a serious expression of intent to harm on or off CPC campus.
3. Violation of, or attempt to violate, other rules that may be adopted by the CPC.
4. Initiating, causing, or contributing to any false report, warning, or threat of fire, explosion, or other emergency.
5. Failure to comply with the directions of CPC administration and teachers, including law enforcement or security officers, acting in the good faith performance of their duties. This section is not intended to prohibit the lawful assertion of an individual's Fifth Amendment right against self incrimination.
6. Forgery, falsification, fabrication, unauthorized alteration of any documents related to CPC.
7. Unauthorized presence in or unauthorized use of CPC property, resources, or facilities.
8. Interfering with or disrupting CPC-sponsored activities, including but not limited to classroom related activities, studying, teaching, out-of-class activities, or administration.
9. Misuse, theft, misappropriation, destruction, damage, or unauthorized use, access, or reproduction of property, data, records, equipment or services belonging to CPC or belonging to another person or entity.
10. Unauthorized use, sale, possession or distribution of any alcohol.
11. Unauthorized use, sale, possession, or distribution of any controlled substance or illegal drug or possession of drug paraphernalia that would violate the law.

12. Gambling.

13. Engaging in discriminatory activities, including harassment and retaliation, as prohibited by applicable law or CPC policy, and any form of discrimination which is the unfair or prejudicial treatment of people and groups based on characteristics such as race, nationality, gender, age or sexual orientation.

14. Sexual misconduct which includes but is not limited to:

a) Sexual harassment – unwelcomed conduct verbal, written, or physical, that is sexual in nature that creates an intimidating, hostile or offensive environment

b) Sexual violence – nonconsensual sexual intercourse or physical contact/assault, domestic violence, or stalking

c) Nonconsensual sexual contact – any touching, with any object by a person upon another person, that is without consent.

15. Use, possession, display, or storage of any weapon, dangerous instrument, explosive material or device, torch or chemical.

16. Commission of any offense prohibited by state or federal law or local ordinance.

17. Smoking, the use of and the sale of tobacco products, and the use of smokeless tobacco products, including all electronic smoking devices.

I-20 Meetings

Every term, EPP students with an F1 visa will meet with the Director of Studies to confirm the information on their I-20 is up to date and discuss their academic status and future plans to study in the United States.

Requesting to View Information from Student File

Students may request access to information from their student file from the front desk staff.

Dismissal Policy

A student will be dismissed from school for the following violations:

- Violation of the student code of conduct
- Violation of the attendance policy
- If they become a risk to students, teachers or staff

Attendance

CPC requires that international students attend twenty hours of class per week. Students must attend classes every day and bring all relevant school materials (i.e., textbooks, writing utensils) every day. Instructors will take attendance daily at the start of the class. Students must maintain at least 80% attendance per term and cumulatively across all terms. Accumulating less than 80% attendance per term will result in a terminated I-20. Please see the Attendance Policy for more details.

Participation and Homework

Active participation in class is assessed by regularly completing assignments, homework, midterm and final exams, and projects. Your teachers will assess your participation daily, check your homework, and this will serve as part of your total course grade.

Respect

Respectful and appropriate behavior is expected toward classmates, teachers, and staff. Bullying or harassment (physical/verbal) in class or on school premises towards anyone **will not be tolerated**. Students who are caught doing so will be automatically dismissed from CPC and will have their I-20 terminated.

English Only

To enhance the students' learning experience while studying at CPC, all students are asked to follow the English Only Policy:

* Students must speak **ONLY ENGLISH** during class and in the lounge. If a student speaks another language in class, he/she will receive a red warning card if there is a valid excuse.

If you receive ...

- 1 Card = There will be a warning.
- 2 Cards = Meeting with teachers and the Director of Studies
- 3 Cards = Meeting with the Director of Studies and the Managing Director
- 4 Cards = Cannot continue at CPC and will be dismissed.

Course Materials

All students are required to purchase at CPC and elsewhere, and to have the appropriate course materials ready in class.

Copying Materials

Students are not allowed to make copies of their textbooks or exams for themselves or their peers. Copying textbooks (and other copyrighted material) is against the law. Any student caught copying material (or in possession of copied material) is violating the Student Code of Conduct and will be subjected to the full range of consequences.

Cheating and Plagiarism

In American schools, there are strict rules about cheating and plagiarism that may be different in your home country:

- ***Cheating*** includes giving or receiving answers on assignments and tests, submitting someone else's work as your own, or using notes, books, or dictionaries for a test when these are prohibited.
- ***Plagiarism*** is copying from a book or other sources and submitting it as your work. Plagiarism or cheating on exams will result in automatic dismissal from school.

Cleanliness

CPC wants its campus to look as clean as possible. All students must clean up any mess they have made and dispose of it properly. Please clean after yourself.

Cell Phones

Using a cell phone to make or receive phone calls, to text, and to surf the internet during class time is **prohibited**. If your phone has access to the internet, you may use it only for class related activities, such as consulting a dictionary.

Smoking

It is illegal to smoke inside the building. It is also unlawful to smoke in front of the entrance to CPC. Electronic cigarette smoking is banned from school property.

Belongings

Please take your belongings home every day. Do not leave them at CPC.

Bulletin Board

It is your responsibility to stay informed. Please check the bulletin boards daily so you do not miss any important announcements and activities. Please sign up for activities or follow posted rules.

Food and Drink

Students may drink tea, coffee, or water in the classroom. However, it is prohibited to eat in the school during class hours. Please eat in the lounge before or after classes or during breaks.

Extending Course of Study

To extend their course of study students need to fill out an **Intention for Continuation/change of status Form** at the office and submit it two weeks before the student's last scheduled day of class (the student's "program end date"). If this form is not submitted two weeks in advance and payment is not received at least one week in advance, the student will not receive the usual discount for continuing studies at CPC. Please inform the Office Assistant right away of any changes in your course of study.

Transcripts and Academic Records

Continuing students will receive an updated copy of their transcript when they move up a level. Once they have left CPC, students may request an additional copy of their transcripts or academic records from the admissions staff in accordance with the Family Education Rights and Privacy Act (FERPA). Students can refer to §99.10, §99.11, and §99.12 of the FERPA for more information.

Certificates

EPP students who complete their intended program with a passing grade (cumulative GPA 3.0 or higher) and cumulative attendance of 80% may request a Certificate of Participation upon request after paying a fee. If they complete the highest level in the program, they will be awarded a Certificate of Program Completion upon request. If students shorten their original enrollment, they are not eligible for a certificate.

Students with a Child or Children

EPP students who are parents need to inform Central Pacific College if they intend to bring their child(ren) to school for the day if they are not able to find childcare. CPC does not have designated staff to attend to the needs of minors and must be given 24-hours-notice should a student decide to bring their child(ren).

Natural Disasters

If CPC must cancel classes due to the possible danger of natural disasters or other unforeseen circumstances, classes will have to be canceled. In such an event, teachers and staff will be able to provide students with possible ways to make up classwork on their own, but no makeup classes will be held for lost time.

Refund and Cancellation Policy

Students may request a refund at any time during the program. Students must cancel their enrollment before the start of the program to receive a full refund. If a student is expelled from CPC, they may still receive a refund. Please see the CPC refund and cancellation policy form located in the Appendix for more details.

Late Payments

New students:

Tuition payment must be submitted no later than the first day of classes. Students who fail to submit payment by the deadline will be charged a \$100 late fee and will not be able to attend classes. After the period, students must pay their tuition fee in full along with the \$100 late fee before they can attend classes.

Continuing students:

Tuition payment must be submitted no later than one week before the start of classes. Failure to pay by the deadline will result in a \$100 late payment fee. If payment is not made before the first day of the extended period, the student will not be able to attend classes until payment is submitted.

Student Complaint Policy and Procedure

Students who have questions/concerns or complaints about their classes or the program may consult directly with their instructors. The students or instructors will be asked to fill out an Academic Difficulty Form. The instructor will inform the Academic Program Assistant, the Senior Instructor or the Director of Studies immediately of the grievance/concern/feedback. The Director of Studies will address the issue as needed. If the Director of Studies is unable to come to a satisfactory resolution, the Managing Director will be consulted and will assist making the final decision.

Central Pacific College is recognized by the Accreditation Council for Continuing Education & Training (ACCET) as meeting and maintaining set standards of quality. It is the mutual goal of ACCET and CPC to ensure that educational programs of quality are provided. When problems arise, students should make every attempt to find a fair and reasonable solution through CPC's internal complaint procedure, which is required by ACCET, and which requires the submission of a written complaint. Note that ACCET will process complaints which involve ACCET standards and policies and, therefore, are within the scope of the accrediting agency.

In the event that a student has exercised the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be submitted in writing and mailed or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:

- a) Name and location of the school,
- b) A detailed description of the alleged problem(s),
- c) The approximate date(s) that the problem(s) occurred,
- d) The name and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students,
- e) What was previously done to resolve the complaint, along with evidence demonstrating that the school's complaint procedure was followed prior to contacting ACCET,
- f) The name, email address, telephone number, and mailing address of the complaint. If the complaint specifically requests that anonymity be maintained, ACCET will not reveal his or her name to CPC, and,
- g) The status of the complainant with the school (e.g. current student, former student, etc.).

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

4. Send to ACCET

CHAIR, COMPLAINT REVIEW COMMITTEE

1722 N Street NW

Washington, DC 20036

Telephone: (202) 955-1113

Fax: (202) 955-1118

Email: complaints@accet.org

Website: www.accet.org

Note: Complainants will receive an acknowledgement of receipt within 15 days.

Financial Aid

CPC currently does not offer this kind of assistance to students.

Job Placement Assistance

CPC currently does not offer placement assistance to students.

Student Safety Tips

Although Hawaii is one of the safest states in the United States, please be aware that it may **NOT** be as safe as in other places. Here are a few tips that can keep your property and person safe.

- **Be aware of your surroundings:** Avoid going alone to areas that are unfamiliar or have few people around. Avoid going out late at night by yourself.
- **Do not leave bags and things unattended:** Thieves will often take the opportunity to steal things that are left alone.
- **Do not leave purses, shopping bags, suitcases, cell phones, or valuables visible in vehicles:** Thieves will often break into cars if they see such valuables.
- **Lock your cell phone with a PIN or biometric lock:** Cell phones contain valuable information which thieves can take advantage of.
- **Be cautious of who you trust:** Although most people from Hawaii are friendly and trustworthy, many criminals target tourists due to their naivete.
- **If you need help in an emergency call 911:** This number is used for crime, fire, and medical emergencies.

Children Policy

Any CPC students who have children are allowed to bring them to CPC **with previous authorization** from the Director of Studies/Managing Director. You must notify CPC ahead of time if you plan to bring your children to CPC. You may bring your children to CPC if there is an emergency or situation when you have no other alternative. You will sign a waiver of responsibility because **CPC staff cannot supervise children** while you are in class.

Emergency Contact Information

Please contact Central Pacific College if you need assistance.

1221 Kapiolani Boulevard, Suite 740

Honolulu, HI 96814

Phone

(808) 791-7800

Fax

(808) 791-7804

Email..... info@cpchawaii.edu

CPC Student Services

Students who require assistance in finding suitable housing or seek counseling for a personal problem may consult with the administrative staff.

Housing

(808) 791-7800

Advising

(808) 791-7800

Community Resources

Emergency Dispatch.....911

Hawaii Immigrant Justice Center

(808) 536-8826

Hawaii Poison Center

(808) 941-4411

Health Center (Waikiki)

(808) 922-4787

Health Center (Diamond Head)

(808) 733-9281

Helpline..... 211

Legal Aid Society

(808) 536-4302

Mental Health Access

(808) 832-3100

Mental Health America of Hawaii

(808) 521-1846

National Suicide Hotline (24 hours)

(800) 273-8255

Addendum for IDL Programs

Admissions Criteria: For IDL Programs, admissions criteria for students are the same as for in-person programs at CPC. Please refer to “Admissions Requirements” in the Student Handbook or CPC website for more information.

Program Completion: For IDL Programs, criteria for program completion are the same as for in-person programs at CPC. Please refer to “Satisfactory Academic Progress (SAP)” in the Student Handbook for more information.

Certificates of Completion: CPC does not provide credentials upon completion of IDL or in-person programs. However, CPC does issue a Certificate of Completion to students as long as they reach a specific set of criteria. Please refer to “Certificates” in the Student Handbook for more information.

Technological Requirements: For IDL programs, a student needs an electronic device in order to participate in online lessons via Zoom Video Conference. CPC suggests that students use a computer with as large a screen as possible in order to view lessons in a clear manner. Other than this, IDL instructors use the Google Suite for applications, such as Gmail, Google Documents, and Google Forms, in their programs, so a student should be familiar with these applications. In addition, in order to communicate with instructors, classmates, and Academic Management, IDL students will be asked to use Gmail/Google Suite and Zoom for their respective courses.

Delivery Methodology: IDL programs focus on the same objectives as the in-person programs at CPC. For one, IDL programs follow the PPP (Presentation, Practice, Production) educational methodology, in which the instructor presents the lesson, the students practice the material, and the students become capable of producing language that is relevant to the target of the lesson. Also, just as in in-person programs, CPC applies to communicative language teachers where the 80:20 goal of communication is a priority. Based on this goal, instructors communicate for around 20% of the time during lessons while students are expected to produce around 80% of the communication during lessons.

IDL programs do not differ in terms of academic goals, nor in the academic resources, such as textbooks, that are used for in-class instruction. However, instead of taking place in a classroom, IDL programs are held by an instructor over Zoom Video Conference. Class hours and scheduling remain the same as they were when the classes were initially conducted at CPC campuses before the institution of the IDL format. Assessments, such as participation, assignments, and testing methods, also are identical to what is offered in the in-person format of IDL programs. However, because of the nature of IDL programs, delivery and submission of student assessments may differ from in-person programs. Some assignments, such as exercises and presentations, are done during class, just as in in-person programs. However, unlike in-person programs, other assignments, such as homework, may be submitted by students via email. For testing, some IDL programs may require students to use Google Forms/Google Docs/Google Files instead of the traditional method of physical printed exams.

Based on the online format of IDL programs, there are also some differences in terms of how instructors and students interact with each other during lessons. Pair work and group work among students in IDL programs is conducted via the Breakout Rooms feature on Zoom. Instead of using a whiteboard, as in a traditional in-person class, IDL programs make use of the Screen Share feature on Zoom and through Google Docs being on display for all students to view the notes of the instructor during the lessons. Students may communicate with classmates and the instructor through the Chat feature on Zoom or through vocal communication. Students are required to have all class materials in printed, physical form, and students are expected to have access to a stable, reliable form of Internet connection. During lessons, by using the Annotate feature on Zoom, instructors provide students with feedback and suggestions.

Instructors of IDL programs are held to the same standards as the instructors of in-person programs. Members of the CPC Academic Management team conduct observations of classes to ensure the quality of IDL programs over Zoom. Also, IDL students are provided with the opportunity to give comments, make suggestions, and offer their opinions on instructors and their IDL programs through school and class evaluations that are conducted every term at CPC. Although IDL programs are held in an online format, students may contact Academic Management, Administrative Management, and members of administrative staff for information and inquiries via email, phone call, video conference, or other messaging services.

Appendix

- 1) Intention Form
- 2) Refund and Cancellation Policy Form
- 3) Vacation/Emergency Leave Authorization Form
- 4) Personalized Learning Plan

Reason(s) for returning home: _____

<4. Intention to Change Visa Status>

Last day at school: ____ / ____ / ____.

Reason(s) for changing visa status: _____

REFUND and CANCELLATION POLICY

<p>If a student has been absent for 30 consecutive calendar days, they will be automatically withdrawn. The refund due will be calculated using the last date of attendance to cancel and be paid within forty-five calendar days.</p>	
<p>Cancellation Before Classes Begin or No-show after entry into the U.S.</p>	
<p>If a student cancels before attending classes and have not entered the United States, CPC will refund all monies paid less non-refundable charges (i.e., registration fee, I-20 mailing fee, accommodation processing fee if applicable) of up to \$500.</p>	
<p>If a student has entered in the United States and cancels prior to the start of scheduled classes or never attends class (no shows), CPC will retain:</p> <ul style="list-style-type: none"> - For an enrollment period of fewer than 12 weeks, all the tuition charges for up to four weeks of the first term. - For an enrollment period of 12 weeks or more, all the tuition charges for up to six weeks of the first term. 	
<p>Refunds will be paid either within 45 calendar days of the student's cancellation date or within 45 calendar days of the first scheduled day of class, whichever is earlier. The cancellation date is determined by the student's notification to withdraw.</p>	
<p>Students Denied Visa/Entry</p>	
<p>A student denied a student visa or entry into the United States will be given a full refund of all monies paid less non-refundable charges (i.e., registration fee, I-20 mailing fee, accommodation processing fee if applicable) of up to \$500. Refunds will be made within 45 calendar days from the date of notification of visa or entry denial.</p>	
<p>Withdrawal or Termination After Classes Begin</p>	
<p>See "REFUNDS (DOES NOT INCLUDE NON-REFUNDABLE CHARGES)" below.</p>	
<p>Students who are terminated because of violations of CPC rules/policies (including attendance) will receive a pro-rated refund. The refund will be calculated based on the last date of attendance.</p>	
<p>REFUNDS (DOES NOT INCLUDE NON-REFUNDABLE CHARGES)</p>	
<p>The last date of attendance occurs at <i>any point in the first four weeks</i> of the period of enrollment</p>	<p>CPC retains the charges applicable to the first four weeks.</p>
<p>The last date of attendance occurs <i>after the first four weeks but before or at the mid-point</i> of the period of enrollment</p>	<p>CPC retains a prorated amount of tuition.</p>
<p>The last date of attendance occurs <i>after the midpoint</i></p>	<p>CPC retains all of the charges for that period.</p>
<p>If your enrollment was facilitated by an authorized CPC overseas agent, the refund shall be made to the agent. However, the processing of any refund may be governed by the contractual agreement between you and the agent. You are advised to consult with your agent should you have any questions.</p>	
<p>NON-REFUNDABLE CHARGES</p>	
<p>Registration fee, express mailing fee, I-20 re-issuing fee and accommodation processing fee (maximum total of \$500).</p>	
<p>Accommodation</p>	
<p>Accommodation arrangement may be made through CPC. However, accommodation rules are subject to each accommodation company's individual policy such as deposit fees, refunds and cancellation. Please contact the individual company regarding these policies.</p>	

CPC Refund & Cancellation Policy 3/09/2021

I have read, understand, and agree with the CPC Refund & Cancellation Policy

Printed Name

Signature

Date



LEAVE OF ABSENCE REQUEST FORM

1221 Kapiolani Blvd., Suite 740 • Honolulu, HI 96814 • Ph: (808) 791-7800 • Fax: (808) 791-7804
 info@cpchawaii.edu www.cpchawaii.edu

Student Name: (Print) _____
(Family Name) (First Name)

Phone : _____ Email : _____

Program: EPP STEP OTHER

Type of Leave: 4 Week Vacation beginning

Vacation: For approval, submit two weeks prior to

3 Month Vacation (80%) is required.

of the new module. A GPA score 3.0

Personal Leave of Absence

Medical/Family/Emergency Leave of Absence

Destination: In-Country Out-of-Country

In-Country Destination: (Island, State, City) _____

(There are no special documents necessary for in-country travel. However, be sure to carry your passport, I-94 and I-20, so that you will have legal identifying documents with you should any problems arise)

Out-of-Country Destination: (Country, City, Territory) _____

(All Students travelling outside of the U.S. for a temporary period (5 months or less) must have a valid I-20 with the Designate

School Official's (DSO) signature for re-entry on page 2. Your passport must also be current and your visa must be valid.)

PDSO/DSO signature for re-entry on the page 2 of I-20 A/B.

Show plane tickets to admissions for photocopying.

Vacation Term : Term A / Term B / Term C _____
Year

Date(s) requested for leave: from _____ / _____ / _____ to _____ / _____ / _____
Month Day Year Month Day Year

Expected date of return: _____ / _____ / _____



Personalized Learning Plan (PLP)

EPP / STEP / CP Student Name:		
Term: A B C	Year:	Beginning of the Term / Mid-Term
Class: Grammar Use / Integrated Skills		Conversation / Idioms / Role Play
Instructor Name:		

One-on-one five-minute meeting with your instructor. Set up goal(s) for class this term.

(Date: _____) My goals are...
Student's Signature: _____
My recommendations are...
Instructor's Signature: _____

