



Student Handbook

Welcome to Central Pacific College!

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Message from the Director of Studies

Central Pacific College is dedicated to providing all students, instructors, and staff with an excellent, supportive, and welcoming learning environment that promotes growth, cultural exchange, and academic success.

This Student Handbook contains the essential policies and regulations that guide your academic performance, attendance, and conduct as a student of our ESL programs.

We expect every student to read, understand, and follow the policies outlined in this handbook. Doing so will help you stay in good standing with both the school and your visa requirements.

Studying English can be one of the most rewarding and transformative experiences in your life. While it may also be challenging at times, please remember that you are not alone. If you need assistance—whether for academics, personal support, or visa-related questions—our staff and instructors are here to help. Your success and well-being are important to us, and we are honored to be part of your journey toward achieving your goals in English and beyond.

Mahalo,

A handwritten signature in black ink, appearing to read "Dianna Rodgers". The signature is stylized with a large initial "D" and a long, sweeping underline.

Dianna Rodgers
Director of Studies



Our Mission

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

Central Pacific College Student Handbook

The Central Pacific College (CPC) Student Handbook contains important college policies, academic guidelines, and conduct regulations that apply to all ESL students enrolled in CPC programs. These policies are designed to support student progress, ensure compliance with visa requirements, and maintain a positive and respectful learning environment.

The handbook applies to all students at CPC, including new students, continuing students, transfer students, and those enrolled in short-term or special programs. Every student is responsible for knowing and following the policies in this handbook to ensure their academic success and good standing at the college.

Central Pacific College Core Values

Central Pacific College (CPC) is guided by the following core values, which reflect its mission to provide high-quality English language teaching for multicultural communication among all learners:

Quality Education – We uphold the highest standards of teaching and learning, ensuring that every student receives effective, engaging, and outcomes-based English instruction.

Student-Centered Learning – We prioritize each learner’s individual goals, fostering academic and personal growth through supportive and responsive instruction.

Cultural Respect and Inclusion – We embrace diversity and promote mutual respect among students, faculty, and staff from all cultural backgrounds.

Integrity and Accountability – We conduct all institutional activities with honesty, transparency, and a strong sense of ethical responsibility.

Community and Collaboration – We encourage cooperation, communication, and cultural exchange within the classroom and the broader community.

These values guide CPC’s institutional goals, daily operations, and decision-making, ensuring that all programs and services remain aligned with its mission and commitment to excellence.

CPC Principles of Ethics

Integrity is a central, indispensable, and defining characteristic of Central Pacific College. It is demonstrated by CPC's operation and programs. We strive 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 state and 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 and fairly 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 demonstrate a commitment to the people of Hawai'i 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.
- To promote education programs of the highest quality and integrity.

CPC Programs

English Proficiency Program (EPP) 128 weeks (32 modules) in total

The English Proficiency Program (EPP) develops students' communicative fluency and academic skills to help them become successful English speakers. This eight-level program integrates project-based and task-based activities with focused practice in reading, writing, listening, speaking, and practical grammar usage.

EPP students study full-time (20 clock hours per week in class plus additional hours of preparation at home). Each level requires 16 weeks (320 instructional hours) to complete.

Short-Term English Program (STEP) 128 weeks (32 modules) in total

The Short-Term English Program (STEP) is designed for part-time students. Students study 16 clock hours per week, following an eight-level curriculum that mirrors the EPP. STEP enhances students' communicative fluency and practical grammar skills.

Classes are held Monday through Thursday, with four lessons per day. Students may enroll for up to 128 weeks, depending on their schedule and learning goals.

Conversation Program (CP) 96 weeks in total

The Conversation Program (CP) focuses on developing students' fluency, confidence, and public speaking skills in English. This four-level program is open to international students studying full-time.

Students attend 18 clock hours per week, Monday through Thursday.

Club Keiki

Club Keiki is a 35 hour seasonal children's program that engages students in cultural activities for four hours in the morning and three hours of English classes in the afternoon with a half-hour break for lunch in between.

English Proficiency Program (EPP) 32 modules in total

The English Proficiency Program is a twenty-hour per week program for international full-time students. This program develops students' communicative skills and grammar to master the English language for academic purposes. Classes are Monday through Friday (four lessons a day).

The eight levels are True Beginner, Beginner, High Beginner, Low Intermediate, Intermediate, Low Advanced, Advanced, and Proficient. The student's level is determined through the full Placement Exam, which uses the Global Scale of English (GSE) and aligns with CEFR proficiency levels. It consists of an objective test CaMLA: Cambridge Michigan Language Assessment, a writing test, and a speaking evaluation. The average of these scores determines the student's initial placement at CPC.

CPC Placement Test Score Chart

| | Ranges for CPC Levels | CEFR Equivalency |
|------------------|-----------------------|------------------|
| True Beginner | 0 - 21 | <A1 |
| Beginner | 22 - 29 | A1 |
| High Beginner | 30 - 42 | A2 - A2+ |
| Low Intermediate | 43 - 58 | B1 - B1+ |
| Intermediate | 59 - 66 | B2 |
| Low Advanced | 67 - 75 | B2+ |
| Advanced | 76 - 84 | C1 |
| Proficient | 85 - 100 | C2 |

Each student is able to make progress at their own pace in alignment with CEFR. This approach ensures that growth in all language skills can be demonstrated at any time. At CPC, students are instructed and evaluated based on specific learning outcomes, which clearly define what a student is expected to achieve at each stage of their studies. For this reason, CPC has designed its curriculum around outcome-based learning.

Students enter CPC at different levels and study for different lengths of time. As a result, each student's study period is unique. Students who make faster progress may take the Achievement Test to move up to the next level more quickly.

Students may be enrolled at CPC for a maximum of three years, excluding approved vacation periods and Leaves of Absence, regardless of the programs they take.

If additional time is needed for progress, a student may repeat a full level up to two times to improve skills and confidence. If they need to take the class a third time, that repeat requires the student to be placed on Academic Probation. For more information, see the Academic Probation section.

EPP Goals per Level

Each level has specific learning goals that students are expected to achieve. These benchmarks are designed to help them build the skills necessary for success in both academic and professional settings.

True Beginner Level - Grammar Use and Integrated Skills

This level familiarizes learners with new sounds, simple vocabulary, and basic concepts of English grammar.

Beginner Level - Grammar Use and Integrated Skills

This level provides learners with the foundational skills needed to participate in basic English conversation.

High Beginner - Grammar Use and Integrated Skills

This level encourages learners to expand the development of basic conversation and grammar skills further.

Low Intermediate - Grammar Use and Integrated Skills

This level emphasizes the use of practical grammar and conversational structures needed to participate in everyday discussions.

Intermediate - Grammar Use and Integrated Skills

This level focuses on enhancing and improving students' use of complex grammar and conversation structures.

Low Advanced - Grammar Use and Integrated Skills

This level focuses on developing students' critical thinking skills via interaction with complex grammar structures and high-interest discussion topics.

Advanced - Grammar Use and Integrated Skills

This level focuses on communicative fluency through the development of academic vocabulary and writing skills.

Proficient - Grammar Use and Integrated Skills

This level develops proficiency through high-level test-taking strategies and academic task-based activities.

Completing a Level Using the Modular System (EPP)

Students complete an entire level (four full modules = one term) in order to advance to the next level. Completion of a level is defined as meeting all of the following criteria:

1. Completion of all required coursework (four full modules)
2. A minimum GPA of 3.0/B grade is required
3. Attendance of at least 80% of scheduled class hours

Please note that the sequence of modules may vary for each student.

The table below outlines the associated textbooks and the modules required to complete each level.

| Levels | Textbooks | Modules for Completion |
|--|---|-------------------------------|
| <A1 (0 - 21) True Beginner | Focus on Grammar 2 Keynote 2 with the Spark Platform | 4 |
| A1 (22 - 29) Beginner | Focus on Grammar 2 Keynote 2 with the Spark Platform | 4 |
| A2 - A2+ (30 - 42) High Beginner | Focus on Grammar 2 Keynote 2 with the Spark Platform | 4 |
| B1 - B1+ (43 - 58) Low Intermediate | Focus on Grammar 4 Keynote 4 with the Spark Platform | 4 |
| B2 (59 - 66) Intermediate | Focus on Grammar 4 Keynote 4 with the Spark Platform | 4 |
| B2+ (67 - 75) Low Advanced | Focus on Grammar 5 Keynote 6 with the Spark Platform | 4 |
| C1 (76 - 84) Advanced | Focus on Grammar 5 Keynote 6 with the Spark Platform | 4 |
| C2 (85 - 100) Proficient | Focus on Grammar 5 Keynote 6 with the Spark Platform | 4 |

Grading for EPP Students

- **Participation:** 20%
- **Weekly Quizzes:** 20%
- **Homework:** 5%
- **Projects:** 5%
- **Exams:** 50%

The breakdown is as follows:

| Grading criteria | % of grade |
|-------------------------|-------------------|
| Daily Participation | 20% |
| Weekly Quizzes | 20% |
| Homework | 5% |
| Projects | 5% |
| Midterm Exam | 25% |
| Final Exam | 25% |

Short-Term English Program (STEP) 128 weeks (32 modules) in total

The Short-Term English Program (STEP) is a 16-hour-per-week program designed for temporary, part-time students. This program offers eight levels of instruction that mirror the English Proficiency Program (EPP), with an emphasis on strengthening students' communicative competence and grammar usage. Classes are held Monday through Thursday, with four lessons per day.

Grading for STEP Students

- **Participation:** 40%
- **Homework:** 20%
- **Weekly Quizzes:** 40%

The breakdown is as follows:

| Grading Criteria | % of grade |
|-------------------------|-------------------|
| Daily Participation | 40% |
| Weekly Quizzes | 40% |
| Homework | 20% |

STEP Goals per Level

Each level has specific learning goals that students are expected to achieve. These benchmarks are designed to help them build the skills necessary for success in both academic and professional settings.

True Beginner Level - Grammar Use and Integrated Skills

This level familiarizes learners with new sounds, simple vocabulary, and basic concepts of English grammar.

Beginner Level - Grammar Use and Integrated Skills

This level provides learners with the foundational skills needed to participate in basic English conversation.

High Beginner - Grammar Use and Integrated Skills

This level encourages learners to expand the development of basic conversation and grammar skills further.

Low Intermediate - Grammar Use and Integrated Skills

This level emphasizes the use of practical grammar and conversational structures needed to participate in everyday discussions.

Intermediate - Grammar Use and Integrated Skills

This level focuses on enhancing and improving students' use of complex grammar and conversation structures.

Low Advanced - Grammar Use and Integrated Skills

This level focuses on developing students' critical thinking skills via interaction with complex grammar structures and high-interest discussion topics.

Advanced - Grammar Use and Integrated Skills

This level focuses on communicative fluency through the development of academic vocabulary and writing skills.

Proficient - Grammar Use and Integrated Skills

This level develops proficiency through high-level test-taking strategies and academic task-based activities.

Conversation Program (CP) 96 weeks (24 modules) in total

The Conversation Program (CP) is an 18-hour-per-week program designed for international students. This four-level program develops fluency, conversational competence, and public speaking skills through structured, interactive instruction. Classes are held Monday through Thursday.

Program Levels:

- Conversation Beginner
- Conversation Intermediate
- Conversation Low Advanced
- Conversation Advanced

Students enter the Conversation Program at a level that matches their assessed English proficiency. Many students begin at different levels and progress at varying paces, reflecting individual learning needs and goals.

Students may take the Achievement Test to move up levels more quickly if they demonstrate readiness. See section Achievement Test for Level Advancement for more information. Progression decisions are guided by clear criteria to ensure mastery of each level's learning objectives.

If additional time is needed for progress, a student may repeat a full level up to two times to improve skills and confidence. If they need to take the class a third time, that repeat requires the student to be placed on Academic Probation. For more information, see the Academic Probation section.

Conversation Program Goals per Level

Each level has clearly defined benchmark goals to ensure students develop the listening and speaking skills necessary for success in both private and public settings. These benchmarks provide measurable outcomes to assess progress and readiness for advancement.

Conversation Beginner

Target Proficiency: True Beginners to High Beginner Speakers

Program Length: 432 hours / 24 weeks / 6 modules

Goal: Build foundational listening and speaking skills, focusing on basic sounds, vocabulary, and intonation patterns in everyday English.

- **Listening:** Can understand very basic questions about personal details when addressed slowly and clearly.
- **Speaking:** Can ask and answer simple questions about familiar objects or routines in a limited way.

Conversation Intermediate

Target Proficiency: Low-Intermediate and Intermediate Speakers

Program Length: 432 hours / 24 weeks / 6 modules

Goal: Develop confidence to participate in spontaneous everyday conversations.

- **Listening:** Can follow simple, routine interactions if carried out slowly and clearly.
- **Speaking:** Can use short, familiar expressions to describe wants, needs, and request basic information.

Conversation Low Advanced

Target Proficiency: Low Advanced Speakers

Program Length: 432 hours / 24 weeks / 6 modules

Goal: Strengthen fluency by mastering idiomatic expressions, pronunciation, and advanced conversational strategies.

- **Listening:**
 - Can recognize a speaker's attitude or feelings in complex speech.
 - Can infer meaning, opinion, or attitude in fast-paced conversations.

- Can understand details in linguistically complex audio recordings or extended talks on political, environmental, or social issues.
- Can recognize and interpret idiomatic expressions and register shifts.
- **Speaking:**
 - Can use persuasive techniques in discussions or presentations to influence others.
 - Can join an in-progress conversation among fluent speakers on complex topics.
 - Can manage the flow of a fast-moving discussion.
 - Can tell detailed anecdotes using complex language.
 - Can summarize group discussions on a wide range of complex topics.

Conversation Advanced

Target Proficiency: Advanced and Proficient Speakers

Program Length: 432 hours / 24 weeks / 6 modules

This level emphasizes the use of 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.

| Class | Ranges for CPC Levels | CEFR Equivalency |
|---------------------------|-----------------------|------------------|
| Conversation Beginner | 0 - 42 | A0 - A2+ |
| Conversation Intermediate | 43 - 66 | B1 - B2+ |
| Conversation Low Advanced | 67 - 84 | B2+ - C1 |
| Conversation Advanced | 85 - 100 | C2 |

Completing a Level Using the Modular System (CP)

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/B grade is required, and attending a minimum of 80% of scheduled class hours. The sequence of the modules might be different for each student.

The table below outlines the associated textbooks and the modules required to complete each level.

| CEFR & CPC Ranges | Levels | Textbooks | Modules for Completion |
|------------------------------|--------------------------------------|---|-------------------------------|
| A0 - A2+ 0 - 42 | Conversation Beginner | Clear Speech From the Start (Red) English For Everyone 3 Intermediate 2025 Street Speak 1 Textbook Keynote 3 with the Spark Platform | 6 |
| B1 - B2+ 43 - 66 | Conversation Intermediate | Clear Speech From the Start (Red) English For Everyone 3 Intermediate 2025 Street Speak 1 Textbook Keynote 3 with the Spark Platform | 6 |
| B2+ - C1 67 - 84 | Conversation Low Advanced | Clear Speech (Blue) English for Everyone 4 Advanced 2025 Streetspeak 2 Textbook Keynote 6 with the Spark Platform | 6 |
| C2 85 - 100 | Conversation Advanced | Clear Speech (Blue) English for Everyone 4 Advanced 2025 Streetspeak 2 Textbook Keynote 6 with the Spark Platform | 6 |

Grading for CP Students

- **Participation:** 20%
- **Weekly Quizzes:** 20%
- **Homework:** 5%
- **Projects:** 5%
- **Exams:** 50%

The breakdown is as follows:

| Grading criteria | % of grade |
|-------------------------|-------------------|
| Daily Participation | 20% |
| Weekly Quizzes | 20% |
| Homework | 5% |
| Projects | 5% |
| Midterm Exam | 25% |
| Final Exam | 25% |

Central Pacific College General Guidelines

Unless otherwise specified in a program description, the following guidelines apply to help students understand the school's expectations. These include, but are not limited to, program duration, attendance, grading, placement, I-20 requirements, the Student Code of Conduct, and other topics of importance. Students are strongly advised to read and familiarize themselves with the entire handbook prior to the start of their program.

Placement and Progression

Students are placed in levels based on the placement assessment.

Individual progress varies, but students may take the Achievement Test to advance more quickly when ready. Advancement decisions are guided by clear criteria to ensure mastery of each level's learning objectives.

Program Duration

Students may enroll in Central Pacific College for up to 36 months without leave of absence. Each student's study timeline is personalized, allowing for flexible progress while maintaining a steady progression and understanding of the English language.

This program ensures measurable learning outcomes and supports CPC's mission of providing high-quality, outcomes-based English language instruction in a multicultural learning environment.

If a student has excused absences amounting to 50 percent or more of the scheduled instructional hours in a module, that module will be excluded from calculations of total enrollment time and will not be used in determining attendance percentage for accreditation reporting.

Attendance Policy

Regular attendance is required in order to make satisfactory academic progress and to be compliant with both ACCET and SEVP (F-1 visa) regulations. Failure to maintain 80% attendance will result in probation, dismissal, and SEVIS termination of F-1 status if applicable.

Minimum Requirement

- Students must maintain at least 80% cumulative attendance each term.
- Falling below 80% may result in Attendance Probation, termination of enrollment, and/or termination of SEVIS record.

Attendance Recording

- Daily Records: Instructors record attendance daily at the beginning of each class hour.
- Late Arrival:
 - 0–5 minutes late → Present
 - 6–10 minutes late → Tardy (3 tardies = 1 hour absence)
 - More than 10 minutes → Absent (students may enter, but the gradebook records an absence).

Mid or Early Departure:

- Leaving more than 10 minutes = Absent.
- Leaving 6-10 minutes = Partial Attendance (3 Partial Attendance = 1 Absence).
- Breaks:
 - Students must return on time. The same late arrival rules apply.
 - 0–5 minutes late → Present
 - 6–10 minutes late → Tardy (3 Tardies = 1 hour Absence)
 - More than 10 minutes → Absent (students may enter, but the gradebook records an absence).

Absences

- **10 consecutive days of unexcused absence** = termination of enrollment and SEVIS record.
- Exceeding maximum allowed absence hours = termination.

Satisfactory Academic Progress (SAP) Policy

Students must meet both academic and attendance standards in order to maintain Satisfactory Academic Progress (SAP) and remain in good standing. Compliance with this policy is required for all students and is also necessary to maintain lawful F-1 Visa status, if applicable.

Academic Achievement

- Students must maintain a cumulative average of 80% or higher (B / 3.0 GPA).
- To advance to the next level, students must earn at least 80% in their current level.
- Students who fail to meet this requirement the **first time** will fill out an Advisement Form and repeat the course.
- If a student fails to achieve a cumulative average of 80% a **second time** at the same level, the student may be permitted one additional repeat with approval from the Director of Studies, but will be placed on Academic Probation. Failing the same level a third time will result in dismissal from CPC.
- If a student fails to achieve a cumulative average of 80% after the **third time**, which is the maximum allowable repeats in the same level (see Repeat Policy), the student will be dismissed from CPC and, if applicable, their SEVIS record will be terminated.

Attendance

- Students must maintain at least 80% cumulative attendance each term (see Attendance Policy).

Repeat Policy

- Students may repeat a level up to two times, for a maximum of three enrollments in the same level.
- Any repeat beyond the first attempt requires approval from the Director of Studies and proper documentation.
- A second repeat (third enrollment in the same level) automatically places the student on Academic Probation.
- Repeats are intended to provide additional academic support, not to extend enrollment indefinitely.

- Students who fail to meet SAP after the maximum allowable repeats of three enrollments in the same level, will be dismissed and, if F-1, reported to SEVP through SEVIS.

Probation

A student may be placed on probation for academic, attendance, or behavioral reasons. All probation actions are documented in the student's record. Failure to resolve probation status within the designated timeframe will result in dismissal and, if the student holds F-1 status, SEVIS termination.

Attendance Probation

- Students below 80% attendance at the end of a module are placed on Attendance Probation.
- Students must meet with the DoS or DSO to sign an Attendance Probation Agreement.
- Students have until the end of the current term to raise cumulative attendance to at least 80%.
 - Example: In a 16-week program, if a student has 70% by Week 8, they must raise it to 80% by Week 16.
- Students who recover to 80% or higher are removed from Attendance Probation.
- Students who fail to recover, or for whom it becomes mathematically impossible to recover to 80% before the end of the term, will be dismissed immediately and their SEVIS record terminated.

Academic Probation Policy

- A student who repeats the same level twice will be placed on Academic Probation for one term.
- The student must sign an Academic Probation Agreement with the Director of Studies (DoS) or Designated School Official (DSO), outlining conditions for improvement.
- If the student does not meet SAP by the end of the Academic Probation term, they will be dismissed and, if on an F-1 Visa, their SEVIS record will be terminated.
- Academic Probation lasts for one term only.

Behavioral Probation Policy

All students must maintain respectful and professional behavior.

Purpose

Applied when a student violates the CPC Code of Conduct or engages in behavior that disrupts the learning environment.

Procedure

- A Behavioral Probation Form is completed by the DoS and/or Managing Director and filed in the student's record.
- Students may be required to attend counseling with the DoS/Managing Director.
- Behavioral Probation lasts for one term.

Outcomes

- If the student demonstrates improvement and follows all conditions → Behavioral Probation is lifted.
- If violations continue → immediate dismissal and, if on an F-1 Visa, SEVIS termination.
- Depending on the severity, CPC reserves the right to impose immediate dismissal without a probation period.

Leave of Absence (LOA) Policy

A Leave of Absence (LOA) is an approved break from studies during which the student intends to return. CPC recognizes two categories:

1. Vacation Leave

- Eligible after completing at least one full term and enrolling for the next term.
- A vacation may only be granted after a student completes an extended period of study (**at least 12 consecutive weeks of attendance**).
- A vacation may only occur at the completion of a student's term or session.
- Students may accumulate up to 12 weeks of vacation eligibility total, based on completed terms.
- A LOA request form must be submitted at least 2 weeks in advance in writing, specifying the reason for the leave and the exact start and end dates.
 - **Eligibility Requirements:**
 - A student must maintain at least 80% attendance and a 3.0 GPA.
 - 4 Weeks Vacation (Eligible after completing at least 1 term)
 - 8 Weeks Vacation (Eligible after completing at least 2 terms)
 - 12 Weeks Vacation (Eligible after completing at least 3 terms)

2. Medical Leave

- Requires documentation from a licensed U.S. medical professional that includes the name of the hospital/clinic, the student's name, the period of leave, and clearly states that the student is unable to attend classes.
- Medical documentation must confirm that the student is unable to attend classes for a minimum of **10 consecutive school days** due to the student's own medical condition and must indicate the exact dates of the prescribed absence.
 - Length of LOA will be based on medical recommendation.
- May be extended with new documentation.

Maximum LOA Allowance

- LOAs may not exceed 5 months in total; if more, a new I-20 is required.
- CPC may grant multiple LOAs, provided combined length does not exceed 50% of the student's enrolled period.
- These maximums apply only to F-1 students.

Program Impact

- LOAs of 12 weeks or fewer → Records remain active.
- LOAs of more than 12 weeks → Students must take a new placement test upon return.
- Failure to return after LOA = termination of enrollment and SEVIS record.

Reentry After LOA

- If outside the U.S. for less than 5 months, CPC may request SEVIS reactivation.
- If outside the U.S. for more than 5 months, the student must obtain a new I-20 and pay a new SEVIS fee.

Course Materials & Textbooks

All students are required to purchase and bring the appropriate course materials to every class session. Having the correct materials is essential for completing homework, following lessons, and supporting overall English language development.

If a student does not have the required textbook set, they will be issued a rental textbook set and charged the rental fee until they obtain their own materials. Textbooks are available for rental only as a complete set for the course and are not rented individually.

Students may not leave their textbooks—whether rented or purchased—on campus. CPC is not responsible for textbooks or personal belongings that are lost, forgotten, or left behind.

In addition to textbooks, students must come to class prepared with the following:

- A notebook for assignments and notes.
- A writing utensil.
- A dictionary (either a printed book or an approved electronic device).

Note: Copying materials is against the law. Any student found copying (or possessing copied materials) is in violation of the CPC Student Code of Conduct and will face disciplinary action. See Copying Materials in the Student Code of Conduct section for more information.

Grading System

Students have access to their grades and transcripts online through their personal link. If they lose it and need it sent to them again, they can ask a staff member or the Director of Studies for the link. Grades from the previous module/term are able to be viewed at the beginning of the next module/term, and a copy of the report will be placed in their student file.

Official Transcript

Central Pacific College's administration staff can prepare a printed version of the student's official transcript upon request and for a small fee. The official transcript is cumulative and lists every course taken and the final grade.

All classes at CPC are graded on a 100% scale. Student performance is evaluated through a combination of participation, homework, quizzes, projects, and exams.

The breakdown is as follows for EPP and CP programs:

| Grading criteria | % of grade |
|-------------------------|-------------------|
| Daily Participation | 20% |
| Weekly Quizzes | 20% |
| Homework | 5% |
| Projects | 5% |
| Midterm Exam | 25% |
| Final Exam | 25% |

*For STEP, refer to the tables in their section.

Course Grades and GPA

A student's course grade and Grade Point Average (GPA) are calculated based on the final percentage earned in each class. The table shows how the grade points received in a course are computed.

| Course Grade | GPA |
|---------------------|------------|
| A (90-100) | 4.0 |
| B (80-89) | 3.0 |
| C (70-79) | 2.0 |
| D (60-69) | 1.0 |
| F (59-0) | 0.0 |

Daily Student Participation

Active participation is an important part of learning. The students' daily participation is worth 20% of their grade. This includes:

- Taking part in pair and group activities
- Asking questions
- Sharing opinions during class discussions

Students receive a participation grade for each class:

2 – Excellent: Actively contributes, engages others, and uses English consistently

1 – Good: Participates sometimes, uses English most of the time

0 – No participation: Does not participate or is absent

| Participation Score | Scoring Guidelines |
|---------------------|---|
| 0 | <ul style="list-style-type: none"> ● The student is absent. ● The student makes no effort to participate in class. ● The student uses English less than 50% of the class time. |
| 1 | <ul style="list-style-type: none"> ● The student makes an adequate amount of effort to participate in class by occasionally engaging in class/pair discussions, asking questions, putting forth opinions on a given topic and completing in class assignments/projects. ● The student uses English at least 50-60% of class time. |
| 2 | <ul style="list-style-type: none"> ● The student actively contributes to class and group discussions by asking questions, putting forth opinions that engage other students to think critically, and completing in class assignments/projects. ● The student uses English for a large majority (at least 80%) of class time. |

Weekly Quizzes

All students complete a Weekly Quiz at the end of each week. These quizzes help students and instructors measure progress on the goals set in the class syllabus. Each quiz focuses on what was covered during that week's lessons.

Weekly Quizzes are an important part of the learning process. They give students a chance to review, practice, and confirm their understanding of the topics studied. Instructors use quiz results to see how well students have met the weekly goals and to identify areas that may need more support.

Purpose of Weekly Quizzes

- To check student understanding of the week's lesson goals.
- To encourage consistent study and review.
- To give feedback on individual strengths and areas for improvement.
- To track academic progress throughout the term.

Missed Quizzes

If a student misses a Weekly Quiz, it is their responsibility to ask the instructor for a make-up quiz on the next class they attend.

- With a valid excuse (e.g., doctor's note, plane ticket, or other approved documentation), the student may be excused from the quiz. The excused quiz will not be counted towards the total number of quizzes or the average test grade.
- For non-excused missed quizzes, if the quiz is made up on the first day back, the student can earn up to 50% credit.
- After two days, the quiz score will be recorded as zero.
Students who miss Weekly Quizzes without a valid excuse will automatically receive a zero.

Grading

Each Weekly Quiz is worth **100 points total**.

Quiz questions may include listening, reading, grammar, writing, speaking, or vocabulary sections depending on the program and class level. There may be short written or oral responses to assess comprehension and communication skills.

Feedback

During class hours, Instructors will review quiz results with students and explain which areas were done well and which areas need improvement. Students are encouraged to use this feedback to guide their study habits for the following week.

Summary

Weekly Quizzes are designed to help students:

- Stay actively engaged in their learning.
- Track their progress in a measurable way.
- Strengthen understanding of weekly goals and class objectives.

Homework

All EPP, CP, and STEP students must do daily homework to earn credit for their grades. If there is no homework assigned, all students can review what they studied in class and bring questions to the class. The instructor will check whether the students did their homework or not. If the students did, they get the homework point for the day.

Projects

Students do one project for each module that is worth 5% of their grade. Students who are unable to do their project must inform their instructors or the Director of Studies. Makeup projects will only be administered by the instructor or Director of Studies to students who have a valid reason for missing their work (e.g., sickness, travel). Proof must be provided to the academic staff before starting any makeup project (e.g., doctor's note, plane tickets, etc.).

Exams

Students take their midterm and final exams depending on the syllabus. Students who are unable to do their exams must inform their instructors or the Director of Studies. Makeup exams will only be administered by the instructor or Director of Studies to students who have a valid reason for missing their work (e.g., sickness, travel). Proof must be provided to the academic staff before starting any makeup exam (e.g., doctor's note, plane tickets, etc.).

Exams are out of 100 points. There are four sections that are worth 25 points each. They test reading comprehension, listening comprehension, writing, and speaking skills.

Writing Section Grading

The writing section is evaluated on five key areas, each worth up to 5 points. Students are graded based on their understanding and mastery of each part.

Grading Areas (5 points each):

1. General Effort – the overall effort shown in completing the task.
2. Accuracy – correct use of language, spelling, and sentence structure.
3. Task Completion – how well the student fulfills the requirements of the writing prompt.
4. Expansion of Ideas/Details – the ability to provide clear, developed, and organized ideas.

5. Grammar – proper use of English grammar.

Final Score

- Maximum Score: 25 points
- Minimum Score: 5 points

This section highlights not only correctness but also the effort and depth of the student's writing.



CENTRAL PACIFIC COLLEGE

Writing Rubric

Keep in mind each score should be based on the students' level and ability

| Writing Rubric | | | | | |
|----------------|--|---|---|---|--|
| Points | General Effort | Accuracy | Task Completion | Expansion of Ideas/Details | Grammar |
| 5 | Excellent effort to communicate and complete the task. | Effective and appropriate use of grammar and vocabulary. | Topic fully addressed with relevant examples and well organized. | Ideas are expanded with complex thoughts included. | Advanced or additional grammar structures used accurately. |
| 4 | Above average effort to communicate and complete the task. | Mostly accurate grammar and vocabulary; minor errors do not impede meaning. | Topic well-developed and organized with mostly relevant examples. | Some detailed ideas are included. | Some advanced grammar or structures are used. |
| 3 | Some effort to communicate and complete the task. | Limited or inconsistent grammar and vocabulary use. | Topic somewhat developed and organized with some relevant examples. | Writing meets prompt requirements with basic ideas shown. | Grammar is present but basic and uneven. |
| 2 | Little effort to communicate and complete the task. | Severely limited grammar and vocabulary. | Topic minimally organized with limited or off-topic details. | Only partially meets the prompt or task. | Simple grammar and sentence structures used. |
| 1 | No effort to communicate or complete the task. | No use of appropriate grammar or vocabulary. | No relevance to the topic or task. | Little to no attempt to expand on ideas. | Required grammar is missing. |

Speaking Section Grading

The speaking section is evaluated on five key areas, each worth up to 5 points for a total of 25 points of their exams. Students are graded based on their ability to communicate clearly and effectively in spoken English.

Grading Areas (5 points each):

1. Fluency – ability to speak smoothly with minimal pauses or hesitation.
2. Grammar – correct use of sentence structures when speaking.
3. Vocabulary – range and appropriateness of words used in context.
4. Pronunciation – clarity and accuracy of sounds, stress, and intonation.
5. Interaction – ability to respond naturally, maintain conversation, and work with others in pair/group settings.

Final Score

- Maximum Score: 25 points
- Minimum Score: 5 points

This section emphasizes not only correct grammar and vocabulary but also the ability to communicate naturally and effectively with others.



CENTRAL PACIFIC COLLEGE

Speaking Rubric

Each score should be based on the students' level.

| | Fluency | Grammar | Vocabulary | Pronunciation | Interaction |
|----------|--|--|---|--|--|
| 5 | Natural flow with little to no pauses. | Accurate and effective grammar use; few or no errors. | Wide range of vocabulary, used accurately. | Natural, clear, and confident pronunciation. | Answers quickly with little to no hesitation; responses keep the conversation flowing. |
| 4 | Mostly smooth with occasional pauses. | Mostly accurate; some errors but meaning clear. | Above average, mostly accurate; few errors. | Mostly accurate; few errors that don't affect understanding. | Few hesitations; answers appropriately and makes some effort to expand ideas. |
| 3 | Some flow, but frequent pauses disrupt speech. | Limited range; regular mistakes but meaning generally clear. | Adequate, some regular errors but meaning mostly clear. | Some regular errors, but still understandable. | Answers questions but makes little effort to interact with partner. |
| 2 | Limited flow; speech often interrupted. | Very limited; frequent errors that affect meaning. | Limited range, frequent errors affecting meaning. | Frequent errors that make understanding difficult. | Some effort to answer accurately, but overall unsure and limited interaction. |
| 1 | Constant pauses and short, broken answers. | Little to no appropriate grammar; constant errors obscure meaning. | Minimal range, constant errors, meaning often unclear. | Many errors that often cause misunderstanding. | Very limited ability to answer; lacks confidence and interaction. |

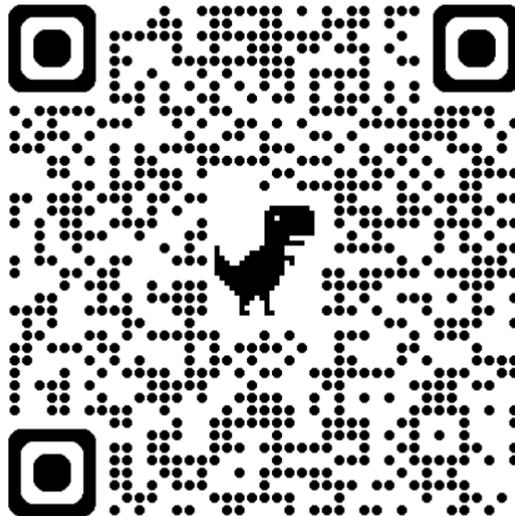
Exit Surveys

All students who complete their program at CPC are required to take an Exit Survey before leaving the college.

The survey allows students to provide feedback on:

- Curriculum and course content
- Instructors and teaching quality
- Facilities and learning environment
- Student services and support
- Administrative staff

The Exit Survey can be accessed using the QR code at the front desk (also included below). This feedback helps CPC continue to improve the quality of its programs and services.



Exit Survey QR Code

Placement and Level Adjustment

For New Students

- Incoming students whose placement test results fall between two levels (for example, High Beginner and Low Intermediate) may begin in either level. The decision will take into account the student's confidence, learning objectives, and, when applicable, speaking test performance.
- If a student feels the assigned level is too challenging or not challenging enough, they may request a level change within the **first week of class**. The Director of Studies will review the student's placement test scores and instructor feedback to determine whether the requested adjustment is appropriate.
- Students with a solid placement test score (e.g., an average rating equivalent to Low Intermediate) whose instructors confirm the placement is appropriate will be advised to remain in the assigned level. These students are encouraged to consult with their instructors for additional support and to build confidence in areas where they may need improvement.

For Continuing Students

- Continuing students may request a level change during the first week of each module.
- The Achievement Test can only be done once a student completes a full module and has received an 80% or more during that module.
- The student can ask the Director of Studies, who will then consult with the student's instructors to determine whether the level change is appropriate.

Achievement Test for Level Advancement

- Students who wish to move up before 4 modules, may take the Achievement Test for the level they wish to skip once per term.
- Students interested in taking the Achievement Test should contact the Director of Studies for instructions and scheduling.

Instructor Recommendation and Academic Difficulty

- In some cases, a student may wish to advance, but the instructor recommends repeating the level.
- The instructor can complete an Advisement Form, and if valid, the instructor's recommendation takes precedence over the student's request.

Certificates

After students complete their course of study, they have the option to request a Certificate of Completion for the program they have completed.

A Certificate of Completion is only given upon request for students who have completed the full term duration of the course/level – and maintained at least 80% attendance and achieved a cumulative GPA of at least 80%.

For current students, there is a \$10 printing fee or a \$7 digital processing fee. For students who have graduated, it is a \$45 printing fee and a \$20 digital fee.

Student IDs

All F-1 students are required to purchase a Central Pacific College student ID card. The cost is \$15 for a new ID and \$10 for a renewal.

Student IDs are optional for non-F-1 students.

If a student ID is lost or damaged, a replacement card may be purchased for \$15.

Changing Class Times

Students may change their class time from morning to afternoon and vice-versa, with the understanding that they will also be changing their program (for example, EPP to the Conversation Program). They may only change at the beginning of a module.

Extending Course of Study

To extend their course of study students need to fill out an Intention for Continuation/Change of Status Form and submit it no later than two weeks prior to the student's program end date. The payment should also be received by the end of their old end date. Please inform the Office 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 advance to the next level. After leaving 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.

A sample of the Intention for Continuation/Change of Status Form is provided in the Appendix for reference.

Requesting Access to Student Files

Students may request to view information from their student file by submitting a request at the Front Desk.

Immigration Information

Legal Responsibilities of International Students

Please be advised that immigration regulations can change at any time.

For the most up-to-date information, visit www.ice.gov

As an international student at Central Pacific College, you are responsible for maintaining your legal status in the United States. Below are key requirements:

Passport Validity

- Your passport must remain valid at all times.
- You may renew it in the United States at your country's embassy or consulate.
- See CPC Administration for guidance if needed.

School of Attendance

- You may only attend the school listed on your I-20.
- If you entered the United States on a CPC I-20, you must remain enrolled at CPC until an official transfer to another institution has been processed.

I-20 Status

- Your I-20 must remain current at all times.
- If your I-20 is nearing expiration, contact the Front Desk immediately to apply for an extension.

Full-Time Enrollment

- You must maintain full-time enrollment, defined as more than 18 hours per week at CPC.

Employment

- Working without proper authorization is **illegal** and may cause severe consequences, including legal fees and termination of status.
- Unauthorized employment will result in immediate SEVIS termination.

- Speak with CPC staff if you have questions about authorized employment options.

Document Copies

- Keep photocopies of the following in a safe place:
 - I-20
 - Passport identification page (with number, issue/expiration dates, and photo)
 - U.S. visa page
 - Entry stamp/I-94 record

Change of Address

- You are required by the U.S. Citizenship and Immigration Services (USCIS) to report any change of address **within 10 days** ([Form AR-11](#)).
- Notify CPC immediately if you move and fill out a [Change of Address](#) form.

Child Policy (Students with Children)

Any CPC students who have children are allowed to bring them to CPC with previous authorization from the Director of Studies/Managing Director. Students must notify CPC ahead of time if they plan to bring their children to CPC. Students may bring their children to CPC if there is an emergency or situation when they have no other alternative. CPC staff cannot supervise children while the students are in class. Therefore, CPC is NOT responsible or liable for anything that may occur with any child brought.

Natural Disasters

If CPC must cancel classes due to natural disasters or other unforeseen emergencies, all classes will be canceled for the safety of students, teachers, and staff. In such cases, teachers and staff may provide students with guidance on how to make up classwork independently.

Student Code of Conduct

All students at Central Pacific College (CPC) are expected to maintain standards of respectful and responsible behavior. Students must adhere to the following guidelines.

Respectful Behavior

All students are expected to treat classmates, teachers, and staff with respect. Bullying, harassment, or intimidation - whether physical, verbal, or written - will not be tolerated in class or on school premises. Any student who engages in such behavior will be dismissed from CPC, and their I-20 will be terminated.

Drug Policy

CPC does not permit any student to possess or use recreational or medical marijuana, cannabis or other drugs. Possession of any amount of marijuana is a misdemeanor crime under Federal law despite its conflict with Hawaii law. If a student breaks this policy, CPC will expel them and terminate their I-20 immediately. Federal law applies to F-1 students; use or possession will result in dismissal and SEVIS termination.

English Only Policy

To maximize language learning and ensure that all students receive the full benefit of their studies at CPC, an English Only Policy is in place.

- Students are expected to speak only English during class time, in all classrooms, and in any school-related activities, unless otherwise directed by the instructor for academic purposes.
- As part of the enrollment process, students must sign an English Only Pledge acknowledging their understanding of and commitment to this policy.
- The policy is designed to create an immersive English-learning environment and to support every student in achieving their academic goals.

Enforcement

- **First offense:** The student will receive a verbal warning which is documented in the student file.
- **Second offense:**

- The student will be asked to leave class and will lose credit for class participation and possibly attendance for that day.
- The student must meet with the Director of Studies to discuss the incident. A formal warning letter will be issued, signed by both the student and the Director of Studies or Managing Director, and placed in the student's file.
- **Continued violations:** Students who repeatedly disregard the policy may face termination of enrollment.

Copying Materials

Students are not allowed to copy textbooks, exams, or other copyrighted materials for themselves or others. Copying materials is against the law. Any student found copying (or possessing copied materials) is in violation of the CPC Student Code of Conduct and will face disciplinary action. It will be first documented in the student file with a verbal warning. Then a written warning will be issued. Finally, termination.

Cheating

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

Definition. "Cheating" is defined as giving, receiving, or using unauthorized help or information on any part of an exam or assignment (written or oral), or related to Central Pacific College's activities including, but not limited to:

- Submitting another's work as one's own;
- Making up or lying about data in research;
- Changing the record of any assessment, points, or grade;
- Changing answers after an exam has been submitted;
- Lying about any official record; or
- Misrepresenting facts to receive academic benefits or privileges such as exemptions from course requirements.

Helping, advising, and encouraging any intentional act is a violation of these rules and shall be subject to disciplinary action.

Conflict of interest, financial or otherwise, in activities related to a course or the earning of academic credit, whether inside or outside the classroom, should be disclosed and approved in advance to the Director of Studies. These may include:

- any financial relationship interest, dealings, loss, or profit, or

- entering into any financial relationship with other students or the instructor related to the course or its activities.

Cheating on exams may result in automatic dismissal from school.

Plagiarism

In American schools, there are strict rules about cheating and plagiarism that may be different in your home country. Academic integrity values honesty, trust, fairness, respect, responsibility, and courage in all scholarly pursuits. It is important that students produce original work, properly cite all sources, avoid plagiarism and cheating, and be truthful in their academic endeavors.

Definition. “Plagiarism” is defined by Central Pacific College as the submission or of any work, in any form, that is not a student’s own, without giving credit to the source. The term “work,” as used in this section, refers to both human and AI-generated work. “Generative AI,” refers to deep-learning models that can generate high-quality text, images, and other new content by learning from a large set of raw data. Examples of AI technologies include, among others, ChatGPT, Bard, and Bing Chat. They do not include traditional spell-checking and grammar-checking applications.

- Students shall not take ideas or facts from another work without proper citation or credit given. Regardless of the intent, failure to acknowledge the use of another’s work constitutes plagiarism.
- Students shall not submit written work that is substantially generated by an AI technology. This is to not exclude the use of AI but to ensure it is used as a tool and not a replacement for learning. This is only allowed with the instructors explicit permission for the assisted use of AI work.
- Students are strongly encouraged to ask for clarification on the use of AI if they are unsure.
- AI may only be used as a support tool with instructor permission, not as a substitute for student work.

Plagiarism on exams may 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. Always ask your instructor before doing so to avoid any misunderstandings.

Smoking

It is illegal to smoke inside buildings. It is also unlawful to smoke in front of the entrance to CPC. These rules apply to e-cigs as well. If you wish to smoke, please go to the 1st floor (street level) courtyard outside the building. Please ask for directions from the staff if needed.

Belongings

Please take all belongings home every day. Do not leave them at CPC. This includes the textbooks.

Bulletin Board

It is the student's responsibility to stay informed. Please check the bulletin boards daily for any important announcements and activities. Please sign up for activities or follow posted rules.

Food and Drink

Students may drink only 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.

Disciplinary Procedures

Depending on the severity of a violation, a student may face the following:

1. Verbal warning and counseling by the Director of Studies or Managing Director, which will be filed in the student file.
2. Written warning issued by the Director of Studies or Managing Director, which will be filed in the student file.
3. Dismissal from CPC

Prohibited Conduct

The following behaviors are prohibited at CPC. Violations may result in disciplinary action, up to and including dismissal:

1. **Academic Dishonesty**
 - Cheating, plagiarism, fabrication, or facilitating dishonesty.
2. **Violence or Threats of Harm**
 - Endangering, threatening, or causing physical harm to any member of the CPC community or to oneself.
 - Engaging in conduct or communication that a reasonable person would interpret as a serious threat.
3. **Violation of CPC Policies**
 - Any violation or attempted violation of rules adopted by CPC.
4. **False Reports or Emergencies**
 - Initiating or contributing to false alarms, reports, or threats of fire, explosion, or emergency.
5. **Failure to Comply**
 - Not following directions of CPC staff, instructors, or law enforcement/security personnel acting in good faith.
 - (Note: This does not restrict a student's lawful Fifth Amendment rights.)
6. **Forgery or Falsification**
 - Forging, falsifying, or altering CPC-related documents.
7. **Unauthorized Access or Use**
 - Being in restricted CPC property/facilities without permission.
 - Misuse of CPC resources.
8. **Disruption**
 - Interfering with CPC-sponsored activities, including classes, study, teaching, or administrative functions.
9. **Property Misuse or Theft**
 - Misuse, theft, destruction, or unauthorized use of CPC or others' property, data, or records.
10. **Alcohol Violations**
 - Unauthorized use, sale, possession, or distribution of alcohol.
11. **Drug Violations**
 - Unauthorized use, sale, possession, or distribution of controlled substances, illegal drugs, or drug paraphernalia.
12. **Gambling**
 - Gambling of any form on CPC property or at CPC events.

13. Discrimination & Harassment

- Discriminatory actions based on race, nationality, gender, age, sexual orientation, or other protected characteristics.
- Harassment or retaliation in any form.

14. Sexual Misconduct

- **Sexual harassment:** unwelcome verbal, written, or physical conduct of a sexual nature that creates a hostile environment.
- **Sexual violence:** non-consensual sexual acts, physical assault, domestic violence, or stalking.
- **Non-consensual sexual contact:** unwanted touching of any kind without consent.

15. Weapons & Dangerous Items

- Possession or use of weapons, dangerous instruments, explosives, torches, or hazardous chemicals.

16. Illegal Activity

- Commission of any offense prohibited by local, state, or federal law.

17. Smoking & Tobacco Use

- Use or sale of tobacco products, smokeless tobacco, or electronic smoking devices on CPC property.

Responsibilities of the Students

- It is the student's responsibility to exhibit classroom behavior that does not infringe upon other students' right to learn.
- To attend classes and recognize that absences may adversely affect their grades, status, and enrollment.
- To complete course assignments and requirements given by the faculty members, understanding that any assignments and requirements that are not done may adversely affect their grades, status, and enrollment.
- To abide by all Central Pacific College regulations, policies, and rules.
To promote a learning environment that encourages nondiscrimination on the basis of race, sex, gender identity and expression, age, religion, color, national origin, ancestry, citizenship, disability, genetic information, marital status, breastfeeding, income assignment for child support, arrest and court record, sexual orientation, military absence and service.

Student Complaint Policy and Procedure

CPC is committed to resolving student concerns fairly and promptly, following the ACCET complaint procedures.

Step 1: Informal Resolution

- Students are encouraged to first discuss concerns with their instructor.
- If unresolved, the student may bring the concern to the Director of Studies (DoS).

Step 2: Formal Written Complaint

- If the issue remains unresolved, the student may submit a written complaint to the DoS or Managing Director.
- The complaint will be reviewed, and a written response will be provided within 10 business days.

Step 3: Appeal

- If the student is not satisfied with the resolution, they may submit an appeal in writing to the Managing Director.
- The decision of the Managing Director is final at the school level.

Step 4: External Appeal (ACCET)

- If a student's complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with Accrediting Council for Continuing Education and Training (ACCET) at:
 - Accrediting Council for Continuing Education and Training (ACCET)
1722 N Street NW, Washington, DC 20036
Phone: (202) 955-1113
Website: www.accet.org
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 complainant. 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

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

Refund and Cancellation Policy

Central Pacific College follows the ACCET Cancellation and Refund Policy ([Document 31](#)) to ensure fairness and compliance. The refund policy applies uniformly to all students.

Rejection of Applicant

- If an applicant is rejected for enrollment by CPC, or if a prospective student has his/her visa application rejected, a full refund of all monies paid will be made to the applicant, less a maximum of \$500 non-refundable charges if such charges are clearly itemized in the enrollment agreement as non-refundable. Certain mandatory government or service-related fees are paid by CPC on behalf of the student and are **non-refundable once paid or processed**, even if the student cancels prior to the start of the program. Refunds will be made within 45 calendar days from the date of notification of visa or entry denial.

Program Cancellation

- If CPC cancels a program subsequent to a student's enrollment, CPC will refund all monies paid by the student.

Cancellation Before Classes Begin or No-show before entry into the U.S.

- If a student cancels prior to the start of scheduled classes and has 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 \$200.
- However, Certain mandatory government or service-related fees are paid by CPC on behalf of the student and are **non-refundable once paid or processed**, even if the student cancels prior to the start of the program.
- Refunds will be made 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.

Cancellation Before Classes Begin or No-show after entry into the U.S.

- If a student cancels prior to the start of scheduled classes and has entered the United States, CPC will refund all monies paid, **less non-refundable institutional charges of up to \$500** (e.g., registration fee, I-20 mailing/courier fee, accommodation processing fee if applicable), provided these are clearly itemized in the enrollment agreement.
- Certain **mandatory government or third-party service fees**—such as the

SEVIS I-901 fee or express courier shipping fees already paid on the student's behalf—are considered **pass-through fees** and are **non-refundable once paid or processed**, even if the student cancels prior to the start of the program.

- Refunds will be made within **45 calendar days** of either (a) the student's cancellation date or (b) the first scheduled day of class, whichever is earlier. The cancellation date is determined by the student's notification to withdraw.

Withdrawal or Termination After Classes Begin

First Period of Financial Obligation:

- Refunds are calculated based on the student's last date of attendance (LDA) within the current period of financial obligation, which refers to the portion of the program for which the student has paid and which shall not, under any circumstances, exceed twelve (12) months..
- During the first week of classes, CPC may retain up to ten percent (10 %) of the stated tuition, not to exceed \$1,000, plus up to \$500 in non-refundable charges (e.g., registration fee, I-20 mailing/courier fee, accommodation processing fee if applicable).
- After the first week and through fifty percent (50 %) of the period of financial obligation, CPC will retain a pro-rated portion of the tuition earned based on the portion of the term completed, plus ten percent (10 %) of the unearned tuition (not to exceed \$1,000), and up to \$500 in non-refundable charges.
- After fifty percent (50 %) of the period of financial obligation has been completed, CPC may retain the full tuition for that period and up to \$500 in non-refundable charges.
- Refunds will be issued within forty-five (45) calendar days of the date of determination (DOD) of withdrawal or termination.

Subsequent Periods of Financial Obligation or Enrollment Periods:

For students who continue or extend their enrollment beyond the first period, the same refund rules apply independently to each period of financial obligation.

If a student has been absent for 10 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 45 calendar days. In such cases, the standard refund policy (as mentioned above) will also apply.

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. In such cases, the standard refund policy (as mentioned above) will also apply.

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.

Non-Refundable Fees

- Registration fee
- I-20 re-issuing fee
- Textbooks and materials once issued
- Mailing and courier charges (if applicable)
- SEVIS Fee (if applicable)
- Accommodation processing fee*

*Accommodation arrangements 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.

Late Payments

New students

Tuition must be paid no later than the first day of classes. Students who do not pay by the deadline will be charged a \$100 late fee and will not be permitted to attend classes. After this period, tuition must be paid in full, including the \$100 late fee, before the student may attend classes.

Continuing students

Tuition must be paid before the start of classes. Failure to pay on time will result in a \$100 late fee. If payment is not submitted by the first day of the extended period, the student will not be allowed to attend classes until payment is made in full.

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, it may not be as safe as other places you have been. To help protect yourself and your belongings, please follow these safety tips:

Be aware of your surroundings: Avoid going alone to unfamiliar areas or places with few people. Do not go out late at night by yourself.

Stay on marked trails and beaches: Hawaii has beautiful natural areas, but some can be dangerous if you go off paths or swim in unsafe areas.

Do not leave belongings unattended: Thieves may steal items that are left alone, so always keep your bags and personal items with you.

Protect valuables in vehicles: Do not leave purses, shopping bags, suitcases, cell phones, or other valuables visible in your car, as this can attract thieves.

Lock your cell phone: Use a PIN or biometric lock to protect your phone and personal information.

Avoid sharing personal information with strangers: This includes your home address, financial information, or travel plans. Examples include fake tickets, overcharging, or distractions used for theft.

Be cautious of who you trust: Most people in Hawaii are friendly, but some criminals may target tourists. Be careful when sharing personal information.

Emergency contacts: In case of an emergency, call **911** for police, fire, or medical assistance.

For more information on safety procedures, please review the [Emergency Procedure Handbook](#).

Emergency Contact Information

Please contact Central Pacific College if you need assistance.
1585 Kapiolani Boulevard, Suite 1705
Honolulu, HI 96814

Phone (808) 791-7800
Fax (808) 748-0897
Email: info@cpchawaii.edu

Definitions

Student: A “student” is defined as any individual enrolled in a course for academic classes at Central Pacific College.

Faculty: A “faculty” member is any instructor who teaches at Central Pacific College.

Staff: A “staff” member is any individual who works in the Administrative side of Central Pacific College.

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

Suicide/Crisis Center (24 hours) (808) 832-3100

Appendix

- 1) English Only Pledge
- 2) Intention for Continuation/Change of Status Form
- 3) Refund and Cancellation Policy Form
- 4) Vacation/Emergency Leave Authorization Form



CENTRAL PACIFIC COLLEGE

English Only Pledge

This pledge is for all CPC students to make a commitment to their English language learning and their transformation as a multicultural learner while at CPC. Please read the pledge below and then sign your name.

I pledge to do my best to speak only English while at CPC and during CPC classes, either online or in person. I will be confident. I will participate in class activities. I will continue to learn to be a multicultural member of the CPC community.

Name: _____

Signature: _____ Date: _____



Intention for Continuation/Change of Status

1585 Kapiolani Blvd. Suite 1705 • Honolulu, HI 96814 • Ph: (808) 791-7800 • Fax: (808) 784-0897
info@cpchawaii.edu • www.cpchawaii.edu

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

Current Address: _____ # _____ HI _____
(Street) (Apt #) (City) (State) (Zip Code)

Tel #: _____ **Today's date:** _____

- I intend to:**
- Extend Please fill out information in **section 1**
 - Transfer Please fill out information in **section 2**
(*You must have completed 1 term at CPC.)
 - Return Home Please fill out information in **section 3**
 - Change Visa Status Please fill out information in **section 4**

< 1. Intention to extend > : ____ / ____ / ____ - : ____ / ____ / ____

Length of extension _____ weeks

[EPP (English Proficiency Program) / STEP (Short-Term English Program) / Conversation Program]

Reason(s) for extending: Improve ESL skills
 Other reason(s): _____

How to pay: (Cash / Card / Check)

< 2. Intention to Transfer > *Please submit new school's transfer form.

Name of new school: _____

Address of new school: _____ HI _____
(Street) (City) (State) (Zip Code)

Start date at new school: ____ / ____ / ____
(MM / DD / YY)

Reason(s) for transfer: _____

< 3. Intention to Return Home >

Last day at school: ____ / ____ / ____.

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

| |
|--|
| Rejection of Applicant |
| If an applicant is rejected for enrollment by CPC, or if a prospective student has his/her visa application rejected, a full refund of all monies paid will be made to the applicant, less a maximum of \$500 non-refundable charges if such charges are clearly itemized in the enrollment agreement as non-refundable. Certain mandatory government or service-related fees are paid by CPC on behalf of the student and are non-refundable once paid or processed, even if the student cancels prior to the start of the program. Refunds will be made within 45 calendar days from the date of notification of visa or entry denial. |
| Program Cancellation |
| If CPC cancels a program subsequent to a student's enrollment, CPC will refund all monies paid by the student. |
| Cancellation Before Classes Begin or No-show before entry into the U.S. |
| If a student cancels prior to the start of scheduled classes and has 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 \$200. However, Certain mandatory government or service-related fees are paid by CPC on behalf of the student and are non-refundable once paid or processed, even if the student cancels prior to the start of the program. Refunds will be made 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. |
| Cancellation Before Classes Begin or No-show after entry into the U.S. |
| If a student cancels prior to the start of scheduled classes and has entered the United States, CPC will refund all monies paid, less non-refundable institutional charges of up to \$500 (e.g., registration fee, I-20 mailing/courier fee, accommodation processing fee if applicable), provided these are clearly itemized in the enrollment agreement. Certain mandatory government or third-party service fees—such as the SEVIS I-901 fee or express courier shipping fees already paid on the student's behalf—are considered pass-through fees and are non-refundable once paid or processed, even if the student cancels prior to the start of the program. Refunds will be made within 45 calendar days of either (a) the student's cancellation date or (b) the first scheduled day of class, whichever is earlier. The cancellation date is determined by the student's notification to withdraw. |
| Withdrawal or Termination After Classes Begin |
| <p>First Period of Financial Obligation: Refunds are calculated based on the student's last date of attendance (LDA) within the current period of financial obligation, which refers to the portion of the program for which the student has paid and which shall not, under any circumstances, exceed twelve (12) months. During the first week of classes, CPC may retain up to ten percent (10%) of the stated tuition, not to exceed \$1,000, plus up to \$500 in non-refundable charges (e.g., registration fee, I-20 mailing/courier fee, accommodation processing fee if applicable). After the first week and through fifty percent (50%) of the period of financial obligation, CPC will retain a pro-rated portion of the tuition earned based on the portion of the term completed, plus ten percent (10%) of the unearned tuition (not to exceed \$1,000), and up to \$500 in non-refundable charges. After fifty percent (50%) of the period of financial obligation has been completed, CPC may retain the full tuition for that period and up to \$500 in non-refundable charges. Refunds will be issued within forty-five (45) calendar days of the date of determination (DOD) of withdrawal or termination.</p> |
| <p>Subsequent Periods of Financial Obligation or Enrollment Periods: For students who continue or extend their enrollment beyond the first period, the same refund rules apply independently to each period of financial obligation.</p> |
| If a student has been absent for 10 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 45 calendar days. In such cases, the standard refund policy (as mentioned above) will also apply. |
| 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. In such cases, the standard refund policy (as mentioned above) will also apply. |
| 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. |
| Non-Refundable Charges |
| Registration fee, express mailing fee, I-20 re-issuing fee, SEVIS Fee, and accommodation processing fee |
| Accommodation |
| Accommodation arrangements 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. |

CPC Refund & Cancellation Policy 10/10/2025

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

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

Student Name

Signature

Date

Name of Parent/Legal guardian

Signature of Parent/Legal guardian

Date



LEAVE OF ABSENCE REQUEST FORM

1585 Kapiolani Blvd, Suite 1705 • 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 CP STEP OTHER ()

Type of Leave (Select One):

Vacation Leave of Absence

For approval, this request must be submitted at least 2 weeks before the start date.

Eligibility Requirements: A student must meet 80% cumulative attendance and GPA.

4 Weeks Vacation (Must complete at least 1 term before eligible)

8 Weeks Vacation (Must complete at least 2 terms)

12 Weeks Vacation (Must complete at least 3 terms)

Vacation Module : _____ Term A, Term B, Term C, Term D

Term 1, Term 2, Term 3, Term 4, Term 5

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

Expected date of return (Month / Day / Year): _____ / _____ / _____

The new program end date (Month / Day / Year): _____ / _____ / _____

Medical Leave of Absence

Must submit official documentation from a **licensed U.S. medical professional**.

*Documentation must clearly state the **period** and **the name of the student who is unable to attend class**.

*Length of LOA will be based on medical recommendation but cannot exceed **5 months** under SEVP regulations (F1 students).

Absence

Period: _____ - _____

Reason: _____

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.)

Submitted by: _____ Date: _____
(Student's Signature)

Office Use Only

Verified student meets cumulative GPA (≥ 3.0) and cumulative attendance ($\geq 80\%$) requirements.

Verified medical documentation (if applicable).

Verified I-20 signed for re-entry (if applicable) by (P) DSO.

E-ticket copy submitted (if applicable).

Approved by: _____ Date: _____

(CPC Representative Signature)