



Welcome to Central Pacific College! English Proficiency Program (EPP) Student Handbook

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.

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Central Pacific College

2019-2020 Overarching 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 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 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.

English Proficiency Program (EPP) 32 months in total

The English Proficiency Program is a twenty-hour per week program for international students with an F1 student visa. This program develops students' communicative skills and grammar use with the purpose of mastering 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 Proficiency. 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.

Making Satisfactory Academic Progress Policy (EPP)

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 meet 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 (EPP)

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 8 or 9. EPP 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 two or 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 (four full modules) to move to the next level. Completing a level is defined as having completed all required coursework (four 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.

Global Scale of English Grammar Use Books Four Modules For Academic Purposes

Range									
10 True Beginner				1	2	3	4	PASS	
		1							
Beginner					1	2	3	4	PASS
High Beginner	2	(2A)		1	2	3	4	PASS	
Low Intermediate	3	(3A)		1	2	3	4	PASS	
50									
Intermediate		(4A)			1	2	3	4	PASS
			4						
Low Advanced		(4B)		1	2	3	4	PASS	
Advanced		(5A)			1	2	3	4	PASS
			5						
100 Proficiency		(5B)		1	2	3	4	PASS	

Pass TOEFL/IELTS to attend a university or use the CPC Certificate of Completion *
To pass a level follow the sequence of modules (some examples):

Take the Achievement Test if you would like to move up faster

1	2	3	4		PASS															
2	3	4	1		or	2	3	4	1	2	3	4							PASS	
3	4	1	2		or	3	4	1	2	3	4								PASS	
4	1	2	3		or	4	1	2	3	4									PASS	
1	V	3	4	1	or	1	V	3	4	1	2								PASS	V=Vacation
1	2	V	4	1	or	1	2	V	4	1	2	3							PASS	
1	2	3	V	1	or	1	2	3	V	1	2	3	4						PASS	
2	V	4	1	2	or	2	V	4	1	2									PASS	
2	3	V	1	2	or	2	3	V	1	2	3	4							PASS	
2	3	4	V	2	or	2	3	4	V	2	3	4	1						PASS	

3 V 1 2 3 or 3 V 1 2 3 4 PASS
3 4 V 2 3 or 3 4 V 2 3 4 1 PASS
3 4 1 V 3 or 3 4 1 V 3 4 1 2 PASS
4 V 2 3 4 or 4 V 2 3 4 1 PASS
4 1 V 3 4 or 4 1 V 3 4 1 2 PASS
4 1 2 V 4 or 4 1 2 V 4 1 2 3 PASS

Other possibilities can be discussed on a one-on-one basis.

EPP Grading and Advancement

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. The students 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	Course grade	GPA
Participation and Homework	15%	A (90-100)	4.0
Weekly Assessments	30%	B (80-89)	3.0
Midterm Exam	10%	C (70-79)	2.0
Final Exam	10%	D (60 & below)	1.0
Quizzes	25%		
Weekly/Term Project	10%		

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.

Bilevel Classes at CPC

Reach your Level Can-do Goals

Always reach your can-do goals for your level

CPC is your learning community

**ONE Classroom
ONE Instructor
TWO Levels**

MAKING STEADY PROGRESS

**One Group
One Book**

- * Similar can-do goals or
- * Same can-do goals at two levels
- * Same lesson
- * Same or similar tasks
- Work together
- * Same assessments at two can-do levels
- * Same evaluations at two ranges or separate evaluations
- * Same homework
- * Same projects
- * A form to keep track of your individual progress

Reach your goals

**One Group
One Book**

- * Similar can-do goals or
- * Same goals at two levels
- * Similar lesson
- * Similar tasks
- Work together or split work
- * Similar assessments at two can-do levels
- * Separate evaluations
- * Similar homework
- * Similar projects
- * A form to keep track of your individual progress

Reach your goals

**Two Groupings
Two Books**

- * Separate can-do goals
- * Separate or similar lesson
- * Separate tasks
- Work separately
- * Separate assessments
- * Separate evaluations
- * Separate or similar homework
- * Separate or similar projects
- * A form to keep track of your individual progress

Reach your 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
- 9:11 ~ : 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 – 7/31/2020	Enrollment dates:	4/6/2020 – 5/29/2020
Total # of class hours (excluding holidays):	Class #1: 154 hours Class #2: 154 hours	Total # of class hours (excluding holidays):	Class #1: 76 hours Class #2: 76 hours
Maximum # of absence hours allowed:	Class #1: 30.8 hours Class #2: 30.8 hours	Maximum # of absence hours allowed:	Class #1: 15.2 hours Class #2: 15.2 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 – 7/31/2020**

Class hours: Class #1 (72) + Class #2 (72) = **154 total class hours**

Max. absence hours allowed: Class #1 = **30.8 hours**; Class #2 = **30.8 hours**

Dates of extension: **8/3/2020 – 8/14/2020**

Class hours: Class #1 (20) + Class #2 (20) = **40 total class hours**

Max. absence hours allowed: Class #1 = **8 hours**; Class #2 = **8 hours**

Can-do Goals per Level

Each level has specific goals that students should meet. These are benchmarks that will allow them to succeed in an academic and professional setting.

- **True Beginner Level - Grammar Use and Integrated Skills**

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

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.

Reading: Students can recognize familiar names, words and basic phrases on simple notices.

Writing: Students can complete simple forms with personal details.

- **Beginner Level - Grammar Use and Integrated Skills**

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

Reading: Students can follow simple instructions to carry out a straightforward [simple] task.

Writing: Students can write simple sentences about someone's life and routines.

- **High Beginner - Grammar Use and Integrated Skills**

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

Listening: Students can follow the main points of short talks on familiar topics if delivered in clear speech.

Speaking: Students can express a belief, opinion, agreement, and disagreement politely.

Reading: Students can generally understand straightforward [simple] descriptive texts on familiar topics.

Writing: Students can write a story [narrative] with a simple linear sequence.

- **Low Intermediate - Grammar Use and Integrated Skills**

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

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.

Reading: Students can distinguish between the main idea and related ideas in a simple academic text to answer specific questions.

Writing: Students can write personal emails/letters, reporting recent events in detail.

- **Intermediate - Grammar Use and Integrated Skills**

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

Listening: Students can extract the main points from news items, etc. with opinions, arguments, and discussion.

Speaking: Students can express opinions about news stories using a wide range of everyday language.

Reading: Students can summarize, comment on and discuss a wide range of factual and imaginative texts.

Writing: Students can systematically evaluate the advantages and disadvantages of various options.

- **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.

Listening: Students can follow lines of argument in a linguistically complex presentation, [conversation] or lecture.

Speaking: Students can paraphrase information taken from a linguistically complex academic text [or topic].

Reading: Students can identify the main line of argument in a linguistically complex academic [or fictional] text.

Writing: Students can use a range of idiomatic phrases as part of a structured text.

- **Advanced - Grammar Use and Integrated Skills**

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

Listening: Students can understand the main points of complex and abstract presentations in their field.

Speaking: Students can give a presentation on an academic topic in their field of specialization using linguistically complex language.

Reading: Students can synthesize information from two or more linguistically complex problem-texts in a specific field.

Writing: Students can write a structured paragraph on an academic topic, using linguistically complex language.

- **Proficiency - Grammar Use and Integrated Skills**

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

Listening: Students can understand the details of extended and linguistically complex professional and technical presentations.

Speaking: Students can effectively participate in a debate on complex or abstract topics using linguistically complex language.

Reading: Students can understand linguistically complex academic texts in specialized fields.

Writing: Students can create well-structured complex texts with underlying inferred meaning.

One-on-one Meetings with Instructors

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.

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 EPP 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

- EPP 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

Students may be granted an emergency leave of absence (LOA) **only** if they need to be absent for more than five **consecutive** days. Students may be granted an LOA for a maximum of 30 days.

1. **Medical Leave of Absence:** If a student or their child gets sick or injured, they may be granted a medical leave of absence. To be granted a leave of absence, the student must provide an official doctor's note that meets the following conditions:
 - a) It must be written on the doctor's regular letterhead, **not** on a notepad.
 - b) It must give the exact beginning and end dates that the students will not be able to attend classes, and it must have the doctor's signature.
 - c) It must indicate that the severity of the illness prevents the student from attending regular classes. It must include a description of the symptoms (the name of the disease must be specified; "injury and other vague descriptions are not acceptable) and the diagnosis.
2. **Bereavement:** A student may be granted emergency leave in the event of a death of a family member or close friend, and they need to attend the funeral.
3. Other such emergencies of extraordinary circumstance that have been approved by the administration.

Vacation Policy

Students are allowed to take one of two options:

- 1) A three-month vacation after being enrolled at CPC for at least one academic year (three terms).

- 2) A one-month vacation after being enrolled at CPC for a full term and at least 16 continuous weeks (four months). Students must start this vacation period only on the start dates set for EPP enrollment (F1 students) and must return to class on the next enrollment date.

The vacation will be approved provided that the student meets the following criteria:

- Have maintained a minimum cumulative GPA of 3.0 (80%).
- Have maintained a minimum cumulative attendance average of 80%.
- All students requesting a vacation must complete and submit the Vacation/Emergency Leave Authorization Form to the Front Desk at least two weeks before the start of their vacation period.
- After grades have been submitted, the vacation request will be verified by the Director of Studies. Students will be notified whether or not their application has been approved after all grades have been reviewed in the system.
- Students must report back to the school on the return date indicated on the Vacation/Emergency Leave Authorization Form (see the appendix for additional information). **Failure to report by the return date will result in termination of their I-20.**
- After returning from their vacation, students must take a placement exam to reassess their level if they have been gone for three months.

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.
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. 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. A written warning issued by the Director of Studies
- c. Dismissal from school

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

Active participation in class is assessed by regularly completing assignments, homework, quizzes, midterm and final exams, and projects. Your teachers will assess your participation daily, 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 valid excuse.

If you receive ...

- 1 Card = There will be a warning.
- 2 Cards = Meeting with teachers and Dr. Gonzalo Isidro Bruno.
- 3 Cards = Meeting with Dr. Isidro Bruno and Ms. Yuka Nishimoto.
- 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 messes 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. If you wish to leave your belongings at CPC, please store them in the bins in the student lounge.

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 during the first weeks of the new term or once they complete four modules in their 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 circumstance, 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 make-up 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

Help Line..... 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) Intention Form
- 2) Refund and Cancellation Policy Form
- 3) Vacation/Emergency Leave Authorization Form



Intention for Continuation/Change of Status

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

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

Current Address: _____ # _____
(Street) (Apt #)
_____ HI _____
(City) (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

Reason(s) for extending:

- Improve ESL skills
- Preparation for TOEFL, TOEIC, GMAT
- Other reason(s): _____

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

Name of new school: _____

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

Start date at new school: ____ / ____ / ____
(mo/date/year)

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 & CANCELLATION POLICY

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.

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

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.

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:

- 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.

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.

Students Denied Visa/Entry

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.

Withdrawal or Termination After Classes Begin

See "REFUNDS (DOES NOT INCLUDE NON-REFUNDABLE CHARGES)" below.

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.

REFUNDS (DOES NOT INCLUDE NON-REFUNDABLE CHARGES)

The last date of attendance occurs at any point in the first four weeks of the period of enrollment

CPC retains the charges applicable to the first four weeks.

The last date of attendance occurs after the first four weeks but before or at the mid-point of the period of enrollment

CPC retains a prorated amount of tuition.

The last date of attendance occurs after the midpoint.

CPC retains all of the charges for that period.

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 and accommodation processing fee (maximum total of \$500).

Accommodation

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.

CPC Refund &
Cancellation Policy 3/13/2020

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

Printed Name

Signature

Date

