



Welcome to Central Pacific College! Short-Term English Program (STEP) 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.

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).

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.

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.

Proficiency - Grammar Use and Integrated Skills

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

STEP Assessment and Advancement

All STEP students will be assessed on a pass/fail basis. This is determined by obtaining a combined score of at least 80% of class participation during their period of enrollment. STEP Certificates of Participation can be provided upon request. STEP students who do not attend classes by 80% or who do not get 80% of a combined score will not receive a Certificate of Participation.

Attendance Policy

It is essential that students attend all classes (a minimum of 80% cumulative attendance per quarter and across all quarters).

- Instructors will take attendance at the start of every class and will follow the guidelines below:
 - 9:00-9:05: Present
 - 9:06-9:10: Tardy
 - 9:11 ~ : Absent

- Students who leave their classroom for ten minutes or more will be marked as absent for the entire class. Students will not be allowed to enter the class twenty-five minutes after it has started.

Changing Class Levels

Because STEP students typically stay for shorter periods, they may or may not continue their studies from one term to another. If they do, they will remain at the same class level. Exceptions may be considered if teachers make a strong recommendation and the Director of Studies approves. Students may take the Achievement test if they wish to do so.

Changing Class levels for New Students

- Incoming students who receive a placement score putting them between levels (for example, High Beginner and Low Intermediate) will be placed in either level depending on their level of confidence.
- If they think that the level is too challenging, they may request to move to the lower level within the first week of classes. The students may consult with the Director of Studies who will then review their placement test scores.
- Students who achieve a 'solid' placement test score (for example, an average equivalent to Low Intermediate) will be advised to remain in the level and to consult with the instructor(s) for additional assistance and to boost their self-esteem.

Changing Class Levels for Continuing Students

- STEP students may ask their current instructor permission to change levels during the first week of a new term. The instructor will notify the Director of Studies who will consult with the student's previous instructors. Please consult with the Director of Studies for further information.

Students may change their class time depending on the availability. They may only change their class once per term. Classes are offered depending on enrollment.

Student Code of Conduct

To enhance everyone's learning experience, 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 if they violate a rule:

1. A verbal warning and counseling by the Director of Studies
2. A written warning issued by the Director of Studies
3. Dismissal from school

Attendance

CPC requires that international students attend sixteen hours of class per week. Students must attend class regularly and bring all necessary materials (i.e., textbooks, writing utensils, etc.) to class every day. Instructors will take daily attendance at the beginning of class. Students must maintain at least 80% attendance per term and cumulatively across all terms.

Participation

Active participation in class is assessed by regularly completing assignments, homework, quizzes, and projects. Your teachers will determine your involvement 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, they are asked to follow the English Only Policy:

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

If you receive

- 1 Card = Warning
- 2 Cards = Meeting with instructors and the Director of Studies.
- 3 Cards = Meeting with Director of Studies and Managing Director.
- 4 Cards = Can no longer continue at CPC.

Course Materials

All students are required to purchase and have the appropriate course materials and to bring them to 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 are 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. It is essential that all students clean up any messes they have made and dispose of it properly.

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 a class or related activities, such as consulting a dictionary.

Smoking

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

Belongings

Please take your belongings home every day. If you choose to leave your belongings at CPC, please store them in the bins in the student lounge. CPC is not responsible for lost or damaged items.

Bulletin Board

It is your responsibility to stay informed. Please check the bulletin board daily so as not to miss any important announcements and activities.

Dismissal Policy

A student can 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, and staff

Food and Drink

While students may drink tea, coffee, and water in the classroom, it is prohibited to eat there. Please eat in the lounge before or after classes or during breaks.

Progress Report

Students receive a Progress Report at the end of their complete enrollment. They may request an additional copy of their Progress Report by 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

STEP students who get a passing score and complete their enrollment with 80% attendance may request a Certificate of Participation a week before they leave. There is a fee for the Certificate.

Students with a Child or Children

STEP 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).

Student Complaint Policy and Procedure

Students who have questions/concerns 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.

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 provide students with possible ways to study on their own.

Financial Aid

CPC currently does not offer financial aid 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 where you come from. 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.

Other CPC Programs

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.

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.

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

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