



# Student Handbook

## 2017

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**Note:** This handbook has been created to serve as a reference for students, but the provisions of the publication must not be considered an irrevocable contract between the student and Evergreen Academy, as the company reserves the right to make changes to academic and administrative policies when deemed appropriate and necessary.

# Welcome

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Welcome to Evergreen Academy! We hope that you will have a positive academic experience at the school. If at any time you have any questions or problems, please contact a teacher or a staff member. We are here to help you!

## HISTORY

Evergreen Academy has been providing ESL courses since 2007. The program has grown from one morning program to a variety of programs in the morning, afternoon, and evening. It started with a few classrooms and now occupies 11 classrooms, including two fully equipped computer labs.

Our goal is to provide quality education. We use communicative methods to teach all four English language skills (speaking, reading, writing, and listening). It is a highly flexible system in which our students are closely supported and encouraged by teachers and staff alike. Our students succeed and reach their goals in the time they have set for themselves. Please read our Mission Statement to understand how committed we are to our students.

## MISSION STATEMENT OF THE SCHOOL

Evergreen Academy's staff and faculty are committed to providing excellent English language instruction for non-native speakers and helping our students meet their set goals. Our instruction is student-centered, uses effective methodologies, and provides students with opportunities to experience English through cultural immersion. Evergreen Academy's staff, faculty, and students are held to high expectations to ensure a successful program.

## CURRICULAR PHILOSOPHY, GOALS, AND OBJECTIVES

The curricular philosophy of the school is to create, implement, amend, and expand a progressive ESL curriculum in service of students' academic and personal needs. Successful completion of the highest academic levels provides students with the necessary listening, speaking, reading, writing, and testing skills to communicate proficiently within an English-speaking environment.

## NEW STUDENT ORIENTATION

Upon gaining admission to Evergreen Academy, all students are asked to watch the New Student Orientation module which can be found on our website using the following link: [www.ea.edu/Orientation/story.html](http://www.ea.edu/Orientation/story.html). The New Student Orientation introduces the staff, facilities, and academic and administrative policies that affect students. It also informs

them of enrichment activities, health and safety issues, and the various ways they can contact relevant member(s) of the staff.

### HEALTH INSURANCE COVERAGE

Evergreen Academy and the United States government highly recommend health insurance coverage for illness or accidents for all F-1 students. F-1 students without health insurance coverage can purchase it with the school's help at a reasonable cost. For details, please ask the Student Services staff. (Also, see "F-1 Student Regulations: Visa and Immigration" in this handbook for more information about the importance of health insurance coverage.)

### STUDENT ID

A student ID is available for all students. Students can visit the Front Desk to have their pictures taken for their IDs after registration and learn about the benefits of the ID.

### SCHEDULED HOLIDAYS

Evergreen Academy observes all federal holidays in the United States. For details, please refer to the class schedule or the student calendar, which is also available online at <http://ea.edu/schedule/>.

### UNSCHEDULED CLOSINGS

Evergreen Academy is not a public school. Due to the nature and schedule of our programs, we do not follow the public school closing days or hours announced on TV or radio. For winter storms or other severe weather conditions, please watch NBC4 on TV, go to [www.nbcwashington.com](http://www.nbcwashington.com), or call the school for any changes in schedule information when possible. When the school is closed due to a holiday or severe weather conditions, up to three days will not be made up. Any closings after three days will be made up. Please be sure to check our [website](#) and the [Facebook page](#) for the most updated information.

## Admissions, Enrollment & Registration

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### ADMISSIONS

Evergreen Academy has year-round admissions. Students must be 16 years of age or older and must agree to abide by the rules and policies of the school. A student under the age of 18 must provide the school with evidence/proof of his/her legal guardian's name, address, and phone number. Evergreen Academy must receive written permission from the legal guardian in order to enroll a student under 18. Evergreen Academy does not discriminate on the basis of gender, race, ethnic origin, sexual orientation, religion, disability or on any other basis outlined by applicable federal, state, and local law.

## ENROLLMENT PROCEDURES

### **Students must**

- Complete an application either in person or online at [www.ea.edu](http://www.ea.edu)
- Take the placement test at the school (or provide other official IELTS or TOEFL test scores) at least 3 working days before the start of the new session
- Undergo an oral interview if necessary with a trained staff member to assist in placement
- Pay a non-refundable registration fee
- Pay tuition and book fees

### **Students should**

- Allow approximately one to two hours for the process
- Register a week in advance
- Receive a student identification number (to be used in all future transactions)

## APPLICATION FORM

Students should carefully read and understand the student application. Once students click the submit button, they are signing that they understand and will abide by our policies as students. Ten students are required to open a class, but the school will attempt to make special arrangements to accommodate students when the minimum enrollment requirement is not met. Student Services Staff members are available to assist students with the application form and the application process.

## REGISTRATION

All new F-1 students must pay in full, upon enrollment, the registration fee and tuition for the first session. In addition, those students requesting a change of status (to change their current status to Student, F-1) must pay a change of status processing fee and the tuition fee for the first session at the time of their request. In general, students can choose to take any of the [programs that Evergreen Academy offers](#). However, F-1 students will be given the choice between the Morning Program, the Afternoon Program, and the Evening Program only if their levels are being offered in those programs at that time.

- New students must register at least 3 business days before the start of the new session, and current students must register at least 14 business days before the start of the new session.
- If a student leaves Evergreen Academy for eight months or longer, he/she will need to register again, including filling out a new application, taking a placement test, and paying a registration fee.

- If a student enrolls after Week 2 of the Session, they will be placed in a level below their Placement Exam score for the remainder of the Session. After the successful completion of the course, the student will be registered in the next level to participate in the entire course.
- If the appropriate class for a particular student is not offered, the student can either postpone enrollment or request a tuition refund, and the student will be assisted with transferring out.
- We cannot guarantee that all levels will be offered every session. This is why early enrollment is very important.

### CHANGING LEVELS

Within the first week of classes, students may be reassigned to a higher or lower level, depending on space availability and case-by-case evaluation by the Curriculum Developer, Student Services Administrator, or Director. To move to a higher level, the student must demonstrate knowledge of the current level by getting current teacher approval, taking the placement test again, having an oral interview with the Curriculum Developer, Student Services Administrator, or Director, and/or taking the current level final exam. If the student achieves at least 75% on the final test for that level and demonstrates appropriate writing and speaking skills for the level, the Curriculum Developer, Student Services Administrator, or Director may recommend moving the student to the next level. Students who believe that they are misplaced should alert their teacher and/or Curriculum Developer, Student Services Administrator, or Director as soon as possible for immediate follow-up.

### STUDENT FILES

A file is kept for each student, which includes the application, placement test (unless it is stored electronically), F-1 documentation (if applicable), and all academic information, including any warning memos. F-1 documentation includes the following: copies of passport, visa, I-20, I-94, sponsor documents, and financial statements.

### STUDENT INFORMATION AND PRIVACY

Students have the right to review their files upon request. No one is permitted access to these files except administrative staff using them in the fulfillment of their normal job duties or teachers who have a legitimate academic interest in the records (with permission from the Curriculum Developer, Student Services Administrator, or Director, PDSO or DSO). Department of Homeland Security (DHS) and/or other government officials may also review files as part of a school inspection. Other than the above-mentioned persons, access to student information is strictly restricted to those individuals or organizations for which

the student has authorized access, via a signed consent form. Consent must be specific as to which records are to be released, the reasons for the release, and to whom the records are to be released. If the student is a minor, the agreement of his or her parent or sponsor is required. Student records may be disclosed in an emergency when the health or safety of the student or others is concerned with the expressed permission of the Director.

## Payments & Refunds

### GENERAL PAYMENT POLICIES

- New students must pay tuition at the time of registration.
- New students must register at least 3 business days before the start of the new session, and current students must register at least 14 business days before the start of the new session.

### FORMS OF PAYMENT

The school accepts cash, US personal checks, cashier's checks, traveler's checks, money orders, bank wire transfers and major credit cards (Visa, MasterCard, American Express, and Discover).

### COUPONS, SPECIAL PROMOTIONS, DISCOUNTS

Special promotions are sometimes offered to new students. Please be sure to read the details of the promotion to take optimum advantage as they may be temporary.

### CANCELLATION AND REFUND POLICIES

- There will be no refund or credit issued for any transaction older than 180 days.
- For a prospective F-1 student, a refund of the full tuition paid will be made if a visa application is denied. The original I-20 (all pages) and/or Letter of Rejection from the American Consulate must be returned to Evergreen Academy before a refund is issued.
- Refunds will be issued only on the presentation of payment receipt (or proof of payment).
- A refund will not be issued to a student leaving Evergreen Academy during or after a vacation.
- A full refund of the tuition paid can be made before classes begin.
- **The registration fee and all government fees are non-refundable.**
- After classes start, there MAY be a partial refund of tuition paid. (See the chart below.)

PROGRAM	Before start of class	1st week (after class begins)	2nd week	During 3rd week	After 3rd week
Morning, Afternoon, & Evening	Full Refund <small>(Minus Registration Fee)</small>	50% <small>(Minus Registration Fee)</small>	25% <small>(Minus Registration Fee)</small>	10% <small>(Minus Registration Fee)</small>	0%
Refunds do not apply to students transferring out during a session or on or after a vacation.					

- Refunds do not apply to students transferring out during a session.
- In all cases the refund due is based on the full tuition for the entire course, calculated on a weekly basis, not on the partial tuition paid by the student. The refund is calculated from the week that the student starts classes and also will be calculated from the day that the student informs Evergreen Academy of his/her cancellation of classes.
- The refund check will be issued to the order of the person who made the payment. It will be ready for pick-up or can be mailed after the second Friday following the date the refund was requested.

## Attendance & Academic Progress

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### ATTENDANCE AND ACADEMIC PROGRESS

Class attendance is required in all programs because it is a very important part of the learning process. Students who miss 25% or more of a course will receive a grade of FA (Failure due to Attendance) in the course. Notwithstanding, if a student is able to demonstrate sufficient English proficiency, that student may still progress to the next level.

### F-1 STUDENTS AND ATTENDANCE

F-1 students are expected to *maintain status*, which means following student visa rules, including attendance rules. **F-1 students must attend at least 75% of all classes**, complete all coursework, and make reasonable academic progress in order to maintain visa status. All absences except medical emergencies could affect students' final grades. In addition, an excused absence must have documentation, such as a doctor's note.

### TARDINESS

All students must be on time for scheduled classes. Unless there is a severe weather condition such as a snowstorm, students will be considered tardy if they arrive 6 minutes after the start of class. Students arriving 30 minutes after the start of class may not be allowed into class until after the break. Being tardy three times equals one absence and will affect the attendance/participation grade, as well as the F-1 status, if applicable.

### WARNING MEMOS

A teacher warning memo will be given to students with **4** unexcused absences and/or excessive late arrivals to class and those who fail to make reasonable academic progress. **Once a student receives a warning memo, he/she is expected to attend classes to avoid being put on probation.** An F-1 student with **lower than 75% attendance will receive a *Warning Letter*** from the school causing the student to be put on ***Probation*** for

next session or, after 3 warnings, be **terminated from SEVIS**. Students who raise their attendance above 75% will be moved to lower-level probation.

### ATTENDANCE PROBATION

If a student has below 75% attendance in a session, they will be placed on Attendance Probation. Students on Probation are not able to take vacation or transfer to another institution in status, and must attend all classes during their probationary period. There are 3 levels to Attendance Probation:

- Level 1: Student will receive a notice placing them on Level 1 Probation. Student must attend class 75% or above to remove Level 1 Probation.
- Level 2: Student will receive a notice placing them on Level 2 Probation. Student must attend class 75% or above to move back to Level 1 Probation.
- Level 3: Student will receive a notice placing them on Level 3 Probation. Student must attend class 75% or above to move back to Level 2 Probation.
  - Student Sponsors (SACM or other agents) will be notified of the student's lack of attendance and performance and be subject to their decision.
    - After 3 warnings without improvement, the student will be **terminated from SEVIS**.

If the student violates the terms of the probation, the student will be considered out of status and the USCIS will be notified. Students applying for reinstatement may not be allowed to take an authorized vacation or transfer to another school without restarting the reinstatement process.

### ACADEMIC PROBATION

If a student fails a course two or more times, they will be placed on Academic Probation. Students on Probation are not able to take vacation or transfer to another institution in status, and must attend all classes during their probationary period. There are 3 levels to Academic Probation:

- Level 1: Student will receive a notice placing them on Level 1 Probation if they fail the same class two times. Student must pass their class with a final grade of 75% or above to remove Level 1 Probation.
- Level 2: Student will receive a notice placing them on Level 2 Probation if they fail the same class again. Student must pass their class with a final grade of 75% or above to move back to Level 1 Probation.
- Level 3: Student will receive a notice placing them on Level 3 Probation if they fail the same class again. Student must pass their class with a final grade of 75% or above to move back to Level 2 Probation.
  - Student Sponsors (SACM or other agents) will be notified of the student's performance and be subject to their decision.
    - After 3 warnings without improvement, the student will be **terminated from SEVIS**.

If the student violates the terms of the probation, the student will be considered out of status and the USCIS will be notified. Students applying for reinstatement may not be allowed to take an authorized vacation or transfer to another school without restarting the reinstatement process.

## **F-1 Student Responsibilities (Visa & Immigration)**

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### **DSO & PDSO (ADVISORS FOR STUDENT VISAS)**

The DSO & PDSO are here to help students maintain their student visa status by informing them of current DHS policies affecting F-1 students. They are available to help any students who have questions about attendance policies, employment regulations, change of status procedure, vacation policies, transfer policies, the SEVIS system, etc.

### **GENERAL**

Students must keep their passports valid at all times. A student who moves from one place to another must inform the school of his/her new address and submit Form AR-11 to the DHS within ten business days of the change. Failure to do so may lead to termination of student status.

### **ATTENDANCE**

DHS regulations require regular attendance by all students with F-1 status. A minimum of 75% attendance is required. If the student has less than 75% attendance then the DSO/PDSO must be notified of the reasons for these absences, with supporting documentation, such as doctors' notes.

### **WORK**

F-1 students are not permitted to work off-campus or to engage in business without specific employment authorization. After the first year in F-1 status, a student may apply for employment authorization on DHS Form I-538 based on financial needs arising after receiving student status.

### **PENALTIES**

Violation of DHS regulations will result in the loss of student status and subject that student to deportation.

### **CHANGE OF STATUS**

A student who comes to the US on a tourist/visitor visa or any other type of visa and would like to change to F-1 status (student visa) must apply to change his/her status. For more

information, students should contact the Front Desk to make an appointment with the DSO. There will be a processing fee and a fee to the DHS for change of status applicants.

### TRANSFER POLICY (F-1 STUDENTS)

F-1 students may request to transfer to another institution by providing the following information and documents: a signed transfer form, the name of the new institution, the last date at Evergreen Academy, the starting date at the new institution, and a letter of admission and/or copy of the application form from the new institution.

### VACATION POLICY (F-1 STUDENTS)

After completing 3 full sessions, F-1 students who are not on probation may request a session of vacation. F-1 students must provide all necessary documents (vacation request form and flight information, if applicable) and get the approval of the PDSO before taking a vacation. An emergency leave of absence is possible with official documentation but may not exceed a 5 month period. After 5 months, F-1 students will be automatically out of status and must apply for reinstatement with DHS before returning to school as F-1 students. A student who wants to take a vacation must pay tuition for the next session. If the student transfers out while on vacation, he/she will not be eligible for a refund.

### VACATION POLICY (NON F-1 STUDENTS)

Non F-1 students may take a leave of absence without the approval of the PDSO or DSO, and there is no limit to the length of the leave. However, if a student is absent for more than 8 months, he/she will have to take the placement test again to ensure proper placement, and pay a new registration fee.

### VISA QUESTIONS

It is extremely important that students stay informed of all the legal issues regarding their F-1 visa. Any misunderstanding could result in serious problems in their legal status. It is very important for students to ask questions if they are not sure about anything related to their visas. The DSO team is available to explain the details of the student visa.

### REASONS FOR TERMINATION

Below is a table with a list of some of the reasons a student may be terminated. The complete list is available at <https://www.ice.gov/factsheets/f-and-m-student-record-termination-reasons-sevis>

<b>Reason</b>	<b>How to avoid this problem</b>
<b>Extension Denied</b>	Bring all documents to allow speedy processing of extension.
<b>Failure to Enroll</b>	Enroll or have an approved vacation for every session.
<b>No Show</b>	Make sure that you come to the school as soon as you enter the United States.
<b>Unauthorized Drop Below Full Course</b>	Keep good attendance.
<b>Unauthorized Employment</b>	Do not work without permission from USCIS.
<b>Unauthorized Withdrawal</b>	Report to the school if you have to stop attending class in the middle of a session. Do not leave the United State without permission.

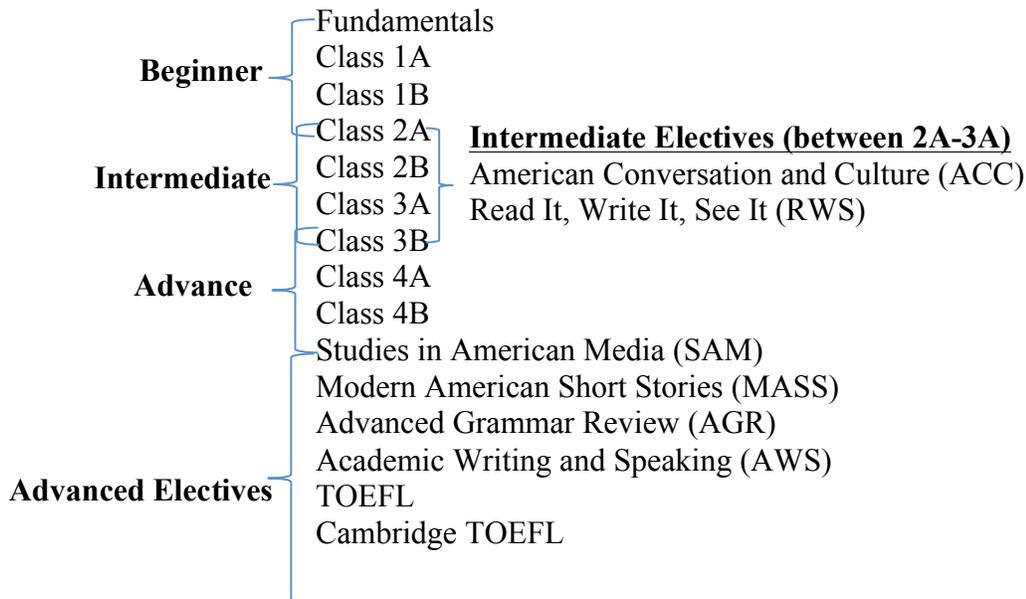
## **Academics**

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The Curriculum Developer, Student Services Administrator, and Director are here to help students solve academic-related problems and make academic progress in their studies. They can recommend relevant courses to support students' educational needs and plans, help formulate appropriate schedules, evaluate academic progress, and help with problems concerning teachers or classes. The Director, Student Services Administrator, and Curriculum Developer can also discuss decision-making skills and self-evaluation strategies with students, inform them of internal and external resources available, explain school and governmental policies that affect students, help them make better decisions about their academic future, and provide overall help and support.

## COURSE OFFERINGS

### Evergreen Academy's Courses



A student enters the course sequence based on his/her initial placement exam. Once a student has successfully completed the coursework for that level, he/she must pass to the next level in the sequence. In order to ensure that students are fully prepared to move on, students generally follow the levels sequentially. In some cases, exceptions to the course sequence can be made at the discretion of the Director, Student Services Administrator, and Curriculum Developer after the student has demonstrated mastery of the skills required for the intended level. Courses previously passed successfully should not be repeated without the approval of the Director, Student Services Administrator, and/or Curriculum Developer. In general, a student may not repeat a course a second time. To view a video explanation on the course sequence, please go to this site: <http://ea.edu/orientation-videos/>

After they gain a solid foundation in the beginner grammar levels, intermediate students may choose to take a session to work on their speaking and listening skills in American Conversation and Culture (ACC) or improve their reading and writing skills in Read it, Write it, See it (RWS). ACC challenges students to speak using the idioms, inflections, pronunciation and phrasal verbs unique to native English speakers while developing their listening skills to tackle real-life encounters with English speakers. RWS takes students on a literal and figurative tour of culture and history as they read biographies of famous historical figures, visit DC sites to experience these events first-hand and learn to write paragraph-length speeches, letters, stories and arguments inspired by their new knowledge.

When students reach the advanced levels, they have another opportunity to focus their learning with Studies in American Media (SAM), Academic Writing and Speaking (AWS), and the TOEFL, and Cambridge TOEFL test preparation courses. In SAM, students can focus on their listening and speaking skills as they discover how the American media portrays current events unfolding in the United States and abroad. In AWS, students explore writing fluid, complex sentences, constructing 5-paragraph essays, and structuring increasingly complex argumentative presentations. Our test preparation courses assist students on all fronts, covering the grammar and vocabulary necessary to succeed and the speaking skills coveted for the highest scores as well as top test-taking skills and tricks to give them an edge. Students who start with the beginner level courses (Fundamentals – 1B) and end with Academic Writing and Speaking (AWS) are considered to have completed the program at Evergreen Academy.

### ASSESSMENTS

For levels 1A to 4B, students are assessed with quizzes, a mid-term exam and a final exam in addition to homework and participation. For other levels, students are graded on a combination of writing assignments and oral presentations, midterm and final exams, and short presentations, quizzes, and exercises. For test prep courses, practice tests are used to simulate an official testing environment.

Students must receive an average grade of 75% to pass a course.

### EXAM MAKE-UP FEE

If a student cannot take the exam on the designated date, there is a test make-up fee of \$50, except in the case of a medical emergency or other officially excused absence.

### RECORDS OF STUDENT PROGRESS (EXAMS, & PROGRESS REPORTS)

Teachers evaluate the progress of each student in the middle and at the end of the course. In addition, if a teacher thinks that a student may not pass the class (due to academic and/or attendance reasons) he/she will issue a warning memo. Midterm tests are reviewed in class, and students may have a short one-on-one conference with his/her teacher. Teachers fill out a progress report for each student in the course after all exams and assignments have been turned in. The report includes grades, skills assessment, attendance, and teachers' comments about the student's progress.

### REVIEWING GRADES, EXAMS, AND REPORTS

Copies of students' tests and reports are kept in their files for the duration of their studies. Students can call the school two business days following their final exam for their final

scores. Students may request to see their final exams the week following the end of the session. Students are not allowed to keep copies of exams for any reason. Students found with unauthorized copies of exams may be in jeopardy of failing the course.

Students can also check their grades and other information [online](#) at <https://secure.languageschoolsystems.com/Evergreen/Student/Login.aspx?ReturnUrl=%2fEvergreen%2fStudent>. Please visit [www.ea.edu/login](http://www.ea.edu/login) for instructions on how to log in to the student account.

### PASSING GUIDELINES

In order to pass a course, students must achieve an overall 75% grade for the course. Oral ability is assessed by in-class participation and/or oral presentations. Furthermore, students must show sufficient proficiency in the four skill areas (reading, writing, listening, and speaking) or they may be held back from passing. Refer to Student Learning Outcomes (<http://ea.edu/slos/>) for more details.

### GRADING SCALE

<b>Grade Percentage</b>	<b>Performance Analysis</b>
95-100% --- A+	Beyond exceptions skills
90-94% --- A	Exceptional skills for the current level
86-89% --- B+	Superior skills for the current level
80-85% --- B	Very good skills for the current level
76-79% --- C+	Above average skills for the current level
75% --- C	Average skills for the current level
0-74%	Repeat

### REPEATING

Because the academic program is intensive, it is expected that some students will have to repeat a class in order to learn the appropriate content and skills for that level. Repeating a class is not a sign of failure as long as the student tries to make academic progress during each session. However, F-1 students who show little or no academic progress will be asked

to meet with an advisor. Further lack of academic progress may result in termination of F-1 status.

### TEACHER EVALUATIONS

During the first week and last week of the session, students will be asked to evaluate the performance of their teacher, the administrative staff and their overall experience at Evergreen Academy. Evaluation forms are confidential, so the teacher will never see an individual student's typed comments. The feedback from the first evaluation is made available to teachers in the following week. Feedback from the second evaluation is made available in the following session.

### CLASSROOM RULES

Students are expected to treat each other and the teacher with respect both inside and outside the classroom. Failure to do this can lead to being asked to leave the classroom.

### ENGLISH-ONLY RULE

Students are required to speak in English while in class and while making transactions with staff or administrators, and are strongly encouraged to do so during breaks for the sake of their own progress.

### CHEATING

Students are expected to do all of their own work. Teachers, the Curriculum Developer, Student Services Administrator, and the Director have the right to investigate cases of suspected cheating. Some examples of cheating include the following:

- Using notes or looking on another student's paper for help on a test/quiz
- Asking another student for test questions in advance
- Using a computer translator rather than writing their own sentences, or using a dictionary
- Having someone else write essays or do homework for them
- Plagiarizing\*

*\*Plagiarism is using someone else's published words or ideas in a student's own written work, without citation. Cheating is a serious infraction in the United States, and will result in a zero grade on the test or assignment, will be recorded in the student's file, and could lead to loss of student status and/or expulsion in the case of repeated offenses.*

### STUDENT LEARNING OUTCOMES (SLOs)

SLOs explain what will be taught in each course. After the course is complete you should have learned the skills mentioned under the student learning outcomes for the relevant class. To see the SLOs for each class please visit this site: <http://ea.edu/slos>

Additionally, the SLOs are also used as a scale by teachers to assess students' weaknesses and strengths in each of the skill areas covered in the class (for example, reading, writing, speaking, and/or listening). At the end of every class, the progress report will contain scores for those skill areas. For each skill area all students will get a rating of an E, M or B.

- ~ **E** = Student EXCEEDS set expectations (This means that the student has exceptionally mastered that skill area).
- ~ **M** = Student MEETS set expectations (This means that the student is at the expected level for that skill area)
- ~ **B** = Student falls BELOW set expectations. (This means that the student needs to work harder in that skill area)

Again, the student learning outcomes can be found on <http://ea.edu/slos>.

**Please Note: Meeting the SLOs for a class is what determines if a student passes or fails.** The achievement of the SLOs is measured by student performance on assessments in each skill area. They indicate a student's strengths and weaknesses as past/present/future teachers see them and help students as they study.

## Special Facilities, Equipment & Supplies

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### STUDENT LOUNGES/KITCHEN AREAS

Student lounges and the kitchen areas are located on the 3rd floor and should be used for eating and/or socializing. Students should keep the lounge & kitchen areas clean. Please see the floor plan to find the exact location.

### WATER COOLERS

Students have access to three filtered hot and cold water coolers throughout the building. The Front Desk should be notified if the machines are not working properly.

### LINE STUDENT LIBRARY

The Line Student Library is located in Suite 305B. Students are encouraged to make full use of the library. If students would like to borrow a book, please take it to the Front Desk for check-out.

## STUDENT PRACTICE RESOURCES

The school encourages students to stay at the school after class to do their homework or practice English on their own. Some of the classrooms are also available after 1:30 p.m. for studying (Check at the Front Desk first). The following learning activities are available:

- **Watching & Listening:** The school has a variety of interesting video documentaries, comedies, historical dramas, and other movies. Most of them come with subtitles in English (also known as Closed Caption). Watching a video with Closed Caption may help students improve their spelling, listening, and pronunciation. The Student Services staff can help students with obtaining a TV and DVD and with video selection.
- **Reading:** There are many books for different levels in the Line Student Library located between the computer lab and the main reception hall. Reading is a very effective way to practice English skills.

## COMPUTER LABS

The computer labs are located on the first and third floors of the building. The computers in these labs have internet access and can be used for research and homework preparation. They are also used to conduct evaluations at the beginning and end of every session. The first-floor lab is also used as an official testing center. The labs are open to students during Evergreen office hours. Students are asked to follow the lab rules at all times:

- No eating or drinking inside the lab
- Do not enter the lab when classes or tests are in session in the lab
- Observe the 10-minute limit during break to allow all students to use the computers
- Do not change settings on any of the computers (including language settings)
- Do not attempt to repair any machine
- Do not install/uninstall software from any of the computers
- Inform the lab staff if there is a problem with a machine

## FREE COMPUTER LAB

There are no fees for practicing English, and there are many educational websites for your use in the lab for reading, listening, grammar, and pronunciation for all levels. The Student Services staff can help students find these resources and others. There are no fees for personal activities, such as e-mail or chatting. However, we may limit the usage time to half an hour per session when there are other students waiting. Keep in mind that Evergreen Academy offers free wireless Internet connection for all its students, and those who have laptops are encouraged to use it.

***Not following the computer lab rules or not following the instructions of the lab staff will result in suspension of computer lab privileges.***

## **Student Services**

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The Student Services Administrator's office is located in the main office near the Front Desk. She/he is there to answer students' questions about the school and about American life in general, such as questions about housing, transportation, banking, sports and recreation, tourist attractions, scholarships, and social and cultural norms. She/he can advise students about their problems with classmates, teachers, and/or staff members. The Student Services Administrator arranges field trips to various places of interest to students, such as movie theaters, museums, and parks. Students should check the bulletin boards for activity postings.

### **FIELD TRIPS**

Field trips are held during the week and on some weekends. The group usually leaves from the school between 1:45 PM and 2:00 PM or at 6 PM, and trips last about two to three hours. One or two teachers or staff members (including the Student Services Administrator) lead the group. Students may have to pay for transportation and/or admission fees to sites. Students are encouraged to take advantage of this great opportunity of getting to know other students and the D.C. metropolitan area. Students can check information boards for news about future field trips.

### **PARTIES, CELEBRATIONS, AND PICNICS**

The school hosts seasonal parties, celebrations, and picnics, either on-site or in a nearby location. The Student Advisor, teachers, and posted notices will inform students of future events. Students should plan to come to these special events, as they are good opportunities to experience American culture and to get to know teachers, students, and staff, and will be counted towards normal attendance if held during class time.

### **CERTIFICATE OF COMPLETION**

Students may obtain a certificate of completion for their studies. The request should be made one week in advance at the Front Desk. Twice a year, Evergreen Academy will hold an official Certificate of Completion Celebration for students who have successfully completed the basic program classes Fundamentals - 4B.

### **OFFICIAL LETTERS**

The DSO can provide students with letters for official institutions, such as the Department of Motor Vehicles (DMV), letters of legal status, proof of payment, USCIS letters, transcript

letters, and transfer letters. Students should allow five to seven business days for these letters to be processed.

### HOME STAY PROGRAM

The school partners with home stay programs in which students can experience living with an American family. For details, visit the Student Services staff.

### MAKING PHOTOCOPIES

The office staff can make a limited number of copies for students at \$0.10 per page.

## Student Policies

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### CONDUCT

Good behavior is required for all students attending the school. Improper behavior will be dealt with and includes the following:

- Being too loud in the lobbies or outside of classrooms during class time
- Using offensive language or action(s) toward an instructor, student, or staff member
- Wearing inappropriate clothes
- Smoking in places where smoking is prohibited
- Cheating during a test or on an assignment
- Refusing to follow administrative or academic guidelines

Warning memos may be issued, or more serious measures may be taken as necessary.

### DRESS CODE

The school does not have a specific dress code for students. However, dress that is considered inappropriate in public is unacceptable and is grounds for disciplinary measures at the discretion of the Director.

### SMOKING, ALCOHOL AND DRUGS

Alcohol and drugs are not allowed on school property. However, students are allowed to smoke cigarettes in *designated areas* outside the school.

### DISMISSAL

A student who violates the rules of the school will receive a warning letter, which will remain in the student's file, from the Curriculum Developer, Student Services Administrator, and/or Director. However, if such violations persist and become severe, and all other interventions have been exhausted, the student will be dismissed and visa students will be put out of status at the same time.

# Student Feedback and Complaints

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## STUDENT FEEDBACK

Evergreen Academy wants to ensure that its students receive a quality academic experience within a professional context, so the school respects student opinions, suggestions, and complaints.

## INFORMAL COMPLAINTS (DEFINITION)

Students' informal complaints are based on minor problems that do not have an immediate effect on the student's academic achievement, personal comfort and safety, or on the decision for a student to continue studying at the school.

## INFORMAL COMPLAINTS (PROCEDURE)

Students who wish to make an informal complaint can do so on our website <http://ea.edu/suggestions/> or fill out a form, located at the Front Desk. The Student Services staff will collect these and distribute them to the appropriate personnel for consideration. Students can also talk to the Student Services Administrator (or any other relevant administrative staff) in person to report their informal complaint.

## FORMAL COMPLAINTS (DEFINITION)

Students' formal complaints usually have an immediate effect on the student's academic achievement, personal comfort and safety, or the decision for a student to continue studying at the school.

## FORMAL COMPLAINTS (PROCEDURE)

For formal complaints, students should see the Student Services staff or the Director, as appropriate, and ask for the Formal Student Complaint Form which is located at the Front Desk.

## FORMAL COMPLAINTS (FOLLOW-UP)

A meeting will be arranged between the student and an appropriate administrator within three working days of lodging the complaint, and a second meeting may be required within three more working days. If the student is not satisfied with the Administrator's decision after the second meeting, a final meeting will be arranged between the student and the Director within five working days of the second meeting. The Director's decision is final.

## SUGGESTIONS

Students can submit their suggestions on Evergreen Academy's website: <http://ea.edu/suggestions/> or fill out a form located at the front desk. The Student Services staff will collect these and distribute them to the appropriate personnel for consideration.

### STUDENT'S RIGHTS AND RESPONSIBILITIES

- **Speed:** The resolution of Formal Student Complaints will occur as quickly as possible.
- **Fairness:** Administrators will do their best to reach a fair and acceptable resolution.
- **Honesty:** Formal Student Complaints are a serious matter, so students and administrators should be as truthful as possible in their reporting.
- **Conflict-Resolution:** The Formal Complaint Procedure is intended to resolve conflicts. It is not intended to lay blame, assign punishment, or create more conflict. While the needs and concerns of students are important, administrators will likewise be sensitive to the needs of other personnel or students who are involved in the case.
- **Record Keeping:** The school maintains records of formal student complaints for future reference and self-reviews. A copy of the complaint and the resolution is kept in both the student's file and the school's formal complaint file, and another copy is forwarded to the Director.
- **Confidentiality:** Formal complaints, as well as the resolution of such complaints, are considered confidential. Only the Director, those parties involved in the resolution of the complaint, and other administrators involved in the case will be able to access the complaint files.
- Please note that lodging complaints will not affect students' status, evaluation, or treatment at Evergreen Academy.

## Final Advice to Students

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### MAKING FRIENDS

Students should spend some time after school talking to their classmates and should introduce themselves to students who do not speak their language; they can practice speaking English together. They should attend the school's field trips, parties, celebrations, fairs, and picnics, and get to know students from other classes.

### VISITING LOCAL ATTRACTIONS

Washington DC is one of the most visited cities in the world, full of tourist attractions such as parks, museums, outdoor exhibitions, concert halls, theaters, sporting arenas, and clubs. Some of these attractions are free or cost little. In some places, student discounts are

available with a Student I.D. Card. Students can ask the Student Services staff or Director about social and recreational activities.

### GETTING AROUND

If students use public transportation, they can purchase a SmartTrip card at the Commuter Store, various metro stations, or at retail stores. For more information please visit <http://www.wmata.com/fares/purchase/where.cfm>.

### PROTECTING STUDENTS' VALUABLES

Students should leave valuables (such as extra money, passport, and airline tickets) at home. They should come to school with money for food and transportation, but use credit cards and/or debit cards for extra purchases. If a student loses his/her credit card, ATM card, debit card, identification, or passport, the loss should be reported to the proper banks or agencies to avoid financial and legal problems. Students must not leave valuables (such as wallets, purses, or computers) unattended at school. The school is not responsible for lost or stolen items.

### PROTECTING STUDENTS' SAFETY AND HEALTH

When students go out, they should tell someone where they are going, when they will return, and how they can be contacted. When students travel to a new place, someone else should know where they are, where they are going, and how they will get there. Students should not walk alone in the city at night unless they are walking in a well-visited and well-lit area. They should not keep a lot of cash in their wallets but should keep enough money to pay for a taxicab if one is needed. Most importantly, students should never go home with or get into a car with a stranger.

### ALCOHOL AND DRUGS

Evergreen Academy wants to emphasize that students must obey the laws of the United States. The legal age for drinking alcohol in the United States is 21. Even so, it is illegal to drive a car while intoxicated, and penalties can include suspension of driver's license, a legal fee, and/or imprisonment. However, all people should avoid drinking too much alcohol for their own safety and health, even if they are over 21 years old. In addition, students should avoid situations where there are illegal drugs. Drug penalties are strict, and a person can be arrested if he/she is found in the presence of drugs, even if that person is not using them.

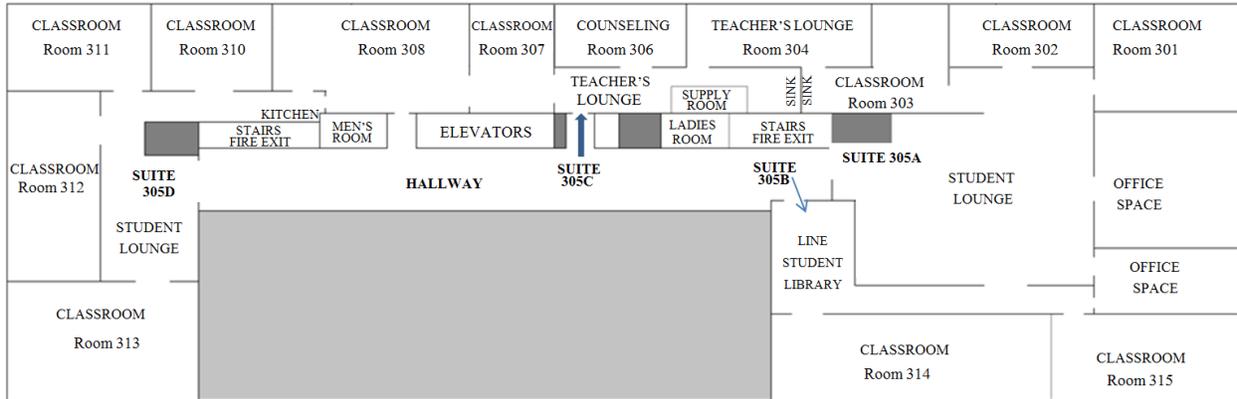
## Closing Remarks

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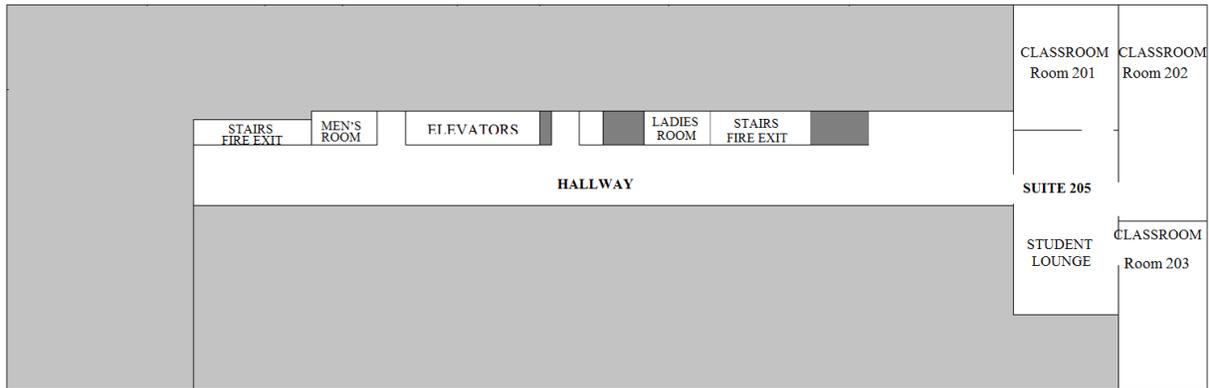
Thank you for choosing Evergreen Academy as the place to fulfill your personal and educational goals. We are here to provide you with the opportunity to realize your full potential in the United States. We look forward to joining you on your remarkable journey! Follow us on Facebook and on our school blog at [www.ea.edu/news](http://www.ea.edu/news) to see what you can do here.

# Evergreen Floor Plan

3<sup>rd</sup> Floor – SUITES 305 A, B, C, D



2<sup>nd</sup> Floor – SUITE 205



1<sup>ST</sup> FLOOR – SUITE 100A

