WINTER 2020

STUDENT HANDBOOK
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Welcome to the IELP

Welcome IELP students!

We are excited that you are joining the Intensive English Language Program (IELP) at Portland State University (PSU). As a student in the IELP, you will learn how to be a successful communicator in English so that you can reach your goals. While you are here, you will become good friends with other international and American students. You will also have the opportunity to participate in fun and interesting activities in Portland and at PSU. We know you will enjoy exploring our beautiful campus and city!

The information in this handbook will help you be a successful student in the IELP and at Portland State University. You can find answers to your questions about IELP and PSU policies, daily life, and immigration. Our experienced faculty and staff are also here to support you. We know what it’s like to study in another culture, so please let us know how we can help. We look forward to getting to know you!

Sincerely,
The IELP Faculty and Staff
IELP Program

1. IELP Mission Statement
The mission of the Intensive English Language Program (IELP) is to assist non-native English learners in acquiring the knowledge and language skills necessary to achieve their academic, professional, and personal goals. The program provides a supportive learning environment that promotes intercultural understanding. The IELP upholds the mission of Portland State University.

2. Where to Go with Questions

<table>
<thead>
<tr>
<th>Offices &amp; Staff</th>
<th>Contact</th>
<th>Issues/Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELP Office</td>
<td>UCB 400</td>
<td>Information about the program, classes, etc.</td>
</tr>
<tr>
<td></td>
<td>Phone: 503-725-4088</td>
<td></td>
</tr>
<tr>
<td></td>
<td>E-mail: <a href="mailto:esl@pdx.edu">esl@pdx.edu</a></td>
<td></td>
</tr>
<tr>
<td>International Student and Scholar Services</td>
<td>Karl Miller Center (KMC)</td>
<td>Immigration information &amp; questions</td>
</tr>
<tr>
<td></td>
<td>Room 660</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 503-725-4094</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:oia@pdx.edu">oia@pdx.edu</a></td>
<td></td>
</tr>
<tr>
<td>IELP Student Academic Advisor Levels PEP-3</td>
<td>UCB 400</td>
<td>Academic information and questions</td>
</tr>
<tr>
<td></td>
<td>503-725-4088</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Kristi Kang (PEP-3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <a href="mailto:kkang@pdx.edu">kkang@pdx.edu</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="https://ielp-advisors-kristi.youcanbook.me/">https://ielp-advisors-kristi.youcanbook.me/</a></td>
<td></td>
</tr>
<tr>
<td>IELP Student Academic Advisor Levels 4-5</td>
<td>UCB 400</td>
<td>Academic information and questions</td>
</tr>
<tr>
<td></td>
<td>503-725-4088</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Michele Miller (4-5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <a href="mailto:millerm@pdx.edu">millerm@pdx.edu</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="https://ielp-advisors-michele.youcanbook.me/">https://ielp-advisors-michele.youcanbook.me/</a></td>
<td></td>
</tr>
<tr>
<td>IELP Activities Office</td>
<td>UCB 404C</td>
<td>IELP and PSU activities information</td>
</tr>
<tr>
<td>• Ella Barrett</td>
<td>503-725-5124</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ebozigar@pdx.edu">ebozigar@pdx.edu</a></td>
<td></td>
</tr>
<tr>
<td>IELP Learning Center</td>
<td>UCB 450</td>
<td>Learning resources and tutoring</td>
</tr>
<tr>
<td>• Sheila Mullooly</td>
<td>503-725-9199</td>
<td></td>
</tr>
<tr>
<td></td>
<td><a href="mailto:learningcenter@pdx.edu">learningcenter@pdx.edu</a></td>
<td></td>
</tr>
</tbody>
</table>
3. IELP Curriculum
The IELP is part of Portland State University, a community-oriented urban university with a diverse student and teacher population. The IELP offers students full immersion and integration into PSU while they improve their English skills. The IELP offers a wide variety of courses and program options to help students meet their goals.

Program Options:
- **Pre-Entry Program**
  The Pre-Entry Program (PEP) prepares students with limited English ability for the Foundational English classes. Pre-Entry students receive extra tutoring support and structure to help them develop their basic English skills. After successfully passing all of their Pre-Entry Program courses, students enter the Foundational English Program. (Note: Students must pass the Pre-Entry Program within two terms.)
- **Levels 1-3: Foundational Courses**
  Levels 1-3 courses are designed to help students build a strong foundation in written and oral communication.
- **Level 4-5: Academic Preparation**
  Level 4 and 5 students select a track to complete coursework. IELP program tracks are: Academic Preparation for Undergraduate Students and Academic Preparation for Graduate Students.

![Diagram of IELP Program Options]

Updated 01-10-2020
Academic Preparation for Graduate Study (graduate track classes)

The IELP has two academic tracks of study:
Levels 1-5 academic preparation
Level 5 academic preparation for graduate study

Academic Preparation (AP)
- for students planning to pursue a bachelor’s degree or second bachelor’s degree
- this track consists of levels one (1) through five (5) in the IELP

Academic Preparation for Graduate Study (AP-G)
- for students planning to pursue a master’s or doctoral degree
- students in this track have already completed a bachelor’s degree and may have already completed a master’s or doctoral degree
- this track consists of levels (1) through five (5) in the IELP, followed by coursework specifically designed for graduate students

Policy for taking Academic Preparation for Graduate Study courses:
All students planning to pursue graduate study and take courses in the Academic Preparation for Graduate Study (AP-G) track must complete Level 5 Academic Preparation (AP) classes with passing grades before entering the Academic Preparation for Graduate Study track (AP-G).

The level 5 AP curriculum consists of the following courses:

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grammar &amp; Editing for Academic Writing</td>
<td>Ling 152</td>
<td>4 credits</td>
</tr>
<tr>
<td>Independent Research Writing</td>
<td>Ling 153</td>
<td>4 credits</td>
</tr>
<tr>
<td>Advanced Academic Reading</td>
<td>Ling 154</td>
<td>4 credits</td>
</tr>
<tr>
<td>Discussion Skills or Public Speaking</td>
<td>Ling 155 or Ling 156</td>
<td>4 credits</td>
</tr>
<tr>
<td>Skills Enhancement Class</td>
<td>Ling 170</td>
<td>2 credits</td>
</tr>
</tbody>
</table>

The level 5 AP-G (graduate) curriculum consists of the following courses:

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Research and Writing</td>
<td>Ling 453</td>
<td>4 credits</td>
</tr>
<tr>
<td>Graduate Reading Strategies</td>
<td>Ling 454</td>
<td>4 credits</td>
</tr>
<tr>
<td>Graduate Oral Communication</td>
<td>Ling 456</td>
<td>4 credits</td>
</tr>
</tbody>
</table>

For students who are in both levels 4 and 5, movement to one or more graduate preparation track courses may take place before all level 5 classes are completed, based upon review of the students’ overall academic record.
Accelerated Graduate Track option:

Students planning to pursue graduate study and planning to enroll in Academic Preparation for Graduate Study (AP-G) courses may request to move from level 4 directly into AP-G courses if they meet the following requirements:

- Complete EACH level 4 class with a 3.0 GPA in each class
- Earn an overall 3.0 GPA in the program (cumulative IELP GPA)

Students who wish to enter the accelerated graduate track option must meet with their IELP academic advisor to determine their eligibility. Students who elect to enter the Accelerated Graduate Track retain the option to take level 5 AP classes at the same time or upon completion of the Graduate Track classes.

4. IELP Language Level Descriptions

IELP Proficiency Comparison Table
This table gives a general idea of learners’ language proficiency AT THE END OF AN IELP LEVEL.

<table>
<thead>
<tr>
<th>PSU IELP Level</th>
<th>IELTS</th>
<th>TOEFL iBT</th>
<th>TOEIC Listening and Reading Total</th>
<th>Common European Framework of Reference (CEFR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Entry Program</td>
<td></td>
<td></td>
<td>120</td>
<td>A1+</td>
</tr>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>225</td>
<td>A2+</td>
</tr>
<tr>
<td>2</td>
<td>4</td>
<td>31</td>
<td>385</td>
<td>A2+ / mid-B1</td>
</tr>
<tr>
<td>3</td>
<td>5</td>
<td>42</td>
<td>550</td>
<td>B1+</td>
</tr>
<tr>
<td>4</td>
<td>5.5</td>
<td>58</td>
<td>665</td>
<td>mid-B2</td>
</tr>
<tr>
<td>5</td>
<td>6</td>
<td>71</td>
<td>785</td>
<td>B2+</td>
</tr>
<tr>
<td>Graduate</td>
<td>6.5 - 7</td>
<td>80-90</td>
<td>865</td>
<td>B2+ / mid-C1</td>
</tr>
</tbody>
</table>

CEFR level information:
‘mid’ = proficiency in the middle range of the CEFR level
‘+’ = the upper range of the CEFR level

Disclaimer: This table is not a placement tool. It is also not related to grades in IELP courses. These comparisons are approximations only. This table is intended as a reference and is not meant to provide exact equivalencies. The scores and levels in the table reflect scores for learners exiting the corresponding IELP level.

Updated 01-10-2020
IELP Proficiency Scale

These scales describe what learners should be able to do when they successfully complete each level in the IELP program. Teachers use these descriptions to test whether or not you are ready to move to the next level in the IELP program.

**Level PEP**
When students successfully finish the **PEP Level**, they can do the following *with frequent* errors, unless otherwise noted:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grammar</td>
<td>Can use simple present and past tenses in simple and compound sentences.</td>
</tr>
<tr>
<td>Writing</td>
<td>Can write sentences and short paragraphs about personal topics related to current needs.</td>
</tr>
<tr>
<td>Reading</td>
<td>Can understand short readings with simple sentence constructions on concrete, common topics.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Can talk about personal information and topics related to immediate needs.</td>
</tr>
<tr>
<td>Listening</td>
<td>Can understand simple directions and descriptions if spoken slowly and in simple phrases and sentences.</td>
</tr>
</tbody>
</table>

**Level 1 (Foundation)**
When students successfully finish **Level 1**, they can do the following *with some* errors, unless otherwise noted:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grammar</td>
<td>Can use simple and compound sentences and adverb clauses using basic vocabulary and simple verb form in all three time frames. Can describe activities using present progressive. Can use questions to gather information on concrete topics.</td>
</tr>
<tr>
<td>Writing</td>
<td>Can write descriptive and narrative paragraphs on personal and common social and cultural topics, using simple verb tenses and present progressive. Can write in simple and compound sentences and basic adverb clauses.</td>
</tr>
<tr>
<td>Reading</td>
<td>Can comprehend and distinguish main ideas and supporting information in short, adapted readings about general social and cultural topics.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Can discuss everyday familiar topics and relay personal information in conversations in simple present, past and future tenses as well as present progressive, gather information through question asking and answering, and identify main themes in short listening activities</td>
</tr>
<tr>
<td>Listening</td>
<td>Can understand oral and written directions and important information about everyday life and social interactions.</td>
</tr>
</tbody>
</table>
**Level 2 (Foundation)**
When students successfully finish **Level 2**, they can do the following *with few errors*, unless otherwise noted:

<table>
<thead>
<tr>
<th>Grammar</th>
<th>Use simple and continuous verb tenses in active voice; recognize, but use with frequent errors, passive voice. Can incorporate simple and compound sentences, as well as common adverb clauses.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Can write paragraphs on personal, social and cultural themes describing processes or comparing and contrasting ideas, using simple, compound, and common adverb clauses and basic cohesive devices.</td>
</tr>
<tr>
<td>Reading</td>
<td>Can distinguish main ideas and supporting ideas in one-to-two-page texts on common topics of a concrete nature.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Can speak on personal, social and cultural themes using simple and compound sentences and connecting ideas in short discourse.</td>
</tr>
<tr>
<td>Listening</td>
<td>Can complete notes on short, adapted lectures and conversations in order to answer questions regarding main ideas and details.</td>
</tr>
</tbody>
</table>

**Level 3 (Foundation)**
When students successfully finish **Level 3**, they can do the following *with some errors*, unless otherwise noted:

<table>
<thead>
<tr>
<th>Grammar</th>
<th>Can use a variety clause structures. Can use verb tenses commonly used in writing and speaking with few errors but some errors in active and passive voice.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Can write argumentative and cause/effect essays on social, cultural, and current event topics using cohesive devices necessary for unity and coherence. Can use a variety of clause structures. Can use verb tenses commonly used in argumentation and informational writing with few errors in tense but some errors in active and passive voice.</td>
</tr>
<tr>
<td>Reading</td>
<td>Can distinguish main ideas from supporting ideas in adapted readings on academic and non-personal topics whether explicit or implied. Can write short summaries that identify main ideas and important supporting points from article-length readings. Can distinguish fact from opinion in understanding an author’s purpose. Can infer meaning from texts. With guided support, can interpret themes, characters, settings and plots in original fiction.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Can present both prepared and impromptu speeches on academic, cultural, and current event topics.</td>
</tr>
<tr>
<td>Listening</td>
<td>Through written summary and note taking, can distinguish main from supporting ideas in short lectures on academic and other non-personal topics.</td>
</tr>
</tbody>
</table>
**Level 4 (Academic)**

When students successfully finish **Level 4**, they can do the following *with few* errors, unless otherwise noted:

<table>
<thead>
<tr>
<th><strong>Grammar</strong></th>
<th>Can use common verb tenses in both passive and active voice and a variety of clause and phrase structures.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Writing</strong></td>
<td>Can use common verb tenses in both passive and active voice and a variety of clause and phrase structures to produce written summaries, analytical responses, and short, source-supported essays based on academic texts, and popular magazines and newspaper articles.</td>
</tr>
<tr>
<td><strong>Reading</strong></td>
<td>Can comprehend medium-length adapted and authentic academic readings containing both concrete and abstract topics. Can summarize readings; can paraphrase and respond to ideas and author’s implications using analysis and synthesis. Can read extensively for main ideas in authentic non-fiction.</td>
</tr>
<tr>
<td><strong>Speaking</strong></td>
<td>Can comprehend authentic and adapted academic lectures and orally expand on ideas using analysis and synthesis in group discussions.</td>
</tr>
<tr>
<td><strong>Listening</strong></td>
<td>Can demonstrate comprehension of authentic and adapted academic lectures containing both concrete and abstract topics. Can express understanding through note-taking, written responses and group discussions.</td>
</tr>
</tbody>
</table>

**Level 5 (Advanced Academic – Undergraduate)**

When students successfully finish **Level 5**, they can do the following *with almost no* errors:

<table>
<thead>
<tr>
<th><strong>Grammar</strong></th>
<th>Can use a variety of sentence structures, cohesive devices, and verb tenses for academic, source-based writing and speaking tasks.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Writing</strong></td>
<td>Can use a variety of sentence structures, cohesive devices, and verb tenses for academic, source-based writing tasks. Can identify, collect, and organize sources that support a research question.</td>
</tr>
<tr>
<td><strong>Reading</strong></td>
<td>Can express understanding of concrete and abstract concepts in book-length authentic nonfiction on social and academic topics through discussion and written summaries and responses. Can make connections between readings with similar topics or themes. Can demonstrate comprehension of, can summarize, and can critically expand on ideas from authentic readings.</td>
</tr>
<tr>
<td><strong>Speaking</strong></td>
<td>** Can use language flexibly and effectively for social, academic and professional purposes. Can express understanding and critical analysis of authentic videos and lectures on academic, social issues, and current events through oral summary, synthesis, and expansion of ideas.</td>
</tr>
<tr>
<td><strong>Listening</strong></td>
<td>Can comprehend authentic videos and lecture materials on academic, social issues, and current events.</td>
</tr>
</tbody>
</table>

Updated 01-10-2020
Level 5 (Advanced Academic – Graduate)
When students successfully finish Level 5, they can do the following with almost no errors:

<table>
<thead>
<tr>
<th>Grammar</th>
<th>Can use complex sentence structures and verb tenses necessary for graduate writing tasks.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing</td>
<td>Can recognize and produce well-structured texts showing controlled use of organizational patterns, connectors, and cohesive devices. Can use complex sentence structures and verb tenses necessary for academic writing tasks at the graduate level. Can apply principles of research and citation to discipline-appropriate assignments.</td>
</tr>
<tr>
<td>Reading</td>
<td>Can understand underlying principles of research and citation. Can comprehend overall purpose and implications of research articles and can summarize and critically evaluate and expand on ideas. Can understand and make connections between readings with similar topics or themes and express these in appropriate academic language.</td>
</tr>
<tr>
<td>Speaking</td>
<td>Can use language flexibly and effectively for social, academic and professional purposes. Can express understanding and analysis of authentic videos, lectures, and news through summary, synthesis, and expansion of ideas.</td>
</tr>
<tr>
<td>Listening</td>
<td>Can demonstrate listening techniques needed to participate in graduate courses, including receiving and processing feedback from instructors and peers on presentations; demonstrating active listening techniques, observing and comprehending actual graduate-level courses in academic disciplines; responding appropriately, based on information previously heard; demonstrating understanding of hedging techniques used by other speakers.</td>
</tr>
</tbody>
</table>

5. Level Placement and Movement

New Students
When new students arrive to start their first term in the IELP, they will take a placement test. Their scores on the placement test are used to place them in the appropriate level. On the first day of each class, students will take a diagnostic test to make sure they were placed in the correct level. Based on the score of the diagnostic test, a student may be moved to another level higher or lower than their current one.

Returning Students
Returning students advance through levels based on fulfillment of learning outcomes in each course. Teachers will monitor academic achievement through tests, projects, and class assignments. Students must fulfill the learning outcomes for a course at 70% or higher in order to advance to the next level.
General Placement and Movement Policy:
   a. Students will only be moved to another level based on diagnostic scores and/or teacher recommendations. All level change requests must be reviewed and approved by the Student Academic Advisor.

   b. Students can only change to a different class section if:
      1) They took the same class with a teacher before and failed it.
      2) They have had 2 classes (or more) with a teacher.
      3) They have a time conflict related to childcare issues, documented medical concerns, regular PSU classes, work, or religious observance.

   c. Students will successfully complete the IELP when they pass all of their level 5 classes. Students will receive a certificate of completion. Students who are admitted to PSU and in good academic standing can begin taking regular university classes before they have completed the IELP. For more information, speak to an academic advisor.

6. PSU Pathways Program

Transition from IELP to PSU academic classes/degree study (undergraduate students)

Portland State University: English Language Proficiency Requirement
For full-time academic study at PSU, International students who are admitted to PSU as undergraduate students must demonstrate English-language proficiency through ONE of the following:

1. Internet-Based TOEFL (iBT) score of 71 (with a minimum of 15 in reading and writing)
2. IELTS score of 6.0 (with a minimum of 6.0 in reading and writing)
3. Completion of PSU Pathways Program with a GPA of 2.7 or higher in level 4 and 5 classes (no test score required).

Students admitted to PSU who do not have the required language proficiency test score will enter the PSU Pathways Program and will study in the IELP until completing the PSU Pathways Program.

Levels PEP-3 = Pre-Pathways Program
Levels 4-5 = Pathway 9-month or Pathway 6-month Program

Requirements for meeting PSU ESL proficiency requirement (ESL hold removal):

Option 1: Completion of IELP to PSU Pathways Program
   • 2.7 GPA in level 4 and 5 classes required*

Option 2: Submit the required language proficiency test score (see above)

*Students who do not earn a GPA of 2.7 in levels 4 and 5 may be permitted to provisionally enroll in PSU academic classes for one term. In this case, students must meet the conditions established by their IELP Academic Advisor. If the student is not able to meet these conditions, the student will be prohibited from taking further course work at PSU and will need to transfer to a new school.

Updated 01-10-2020
PATHWAYS TO PSU Overview
The Pathways Program promotes and supports student academic success during the transition from IELP to degree study at PSU by

- creating a positive connection with students’ academic departments
- reviewing all important PSU policies and guidelines governing degree study
- improving understanding of PSU school/college and major expectations
- promoting successful academic study through learning specialized academic skills
- supporting students as they begin their first academic classes at PSU

All students who intend to study for an undergraduate degree (bachelor’s degree) at Portland State University are required to complete the Pathways Program. Completion of the Pathways Program satisfies PSU’s English language proficiency requirement (a language proficiency test score is not required). Students are expected to earn a 2.7 GPA in their level 4 and 5 classes while in the Pathways Program.

Students who do not complete the Pathways Program will be required to submit a language proficiency test score to be able to study at PSU, even if they completed level 4 and 5 IELP classes.

Pathways Program Placement:
Students must have completed all level 3 classes to enter the Pathways Program.
After completing their last level 3 class, students will enter either the 6-month Pathway or the 9-month Pathway.

- Students who complete all level 3 classes in the same term and begin all level 4 classes in the same term will be in the 9-month Pathway.
- Students who are in mixed level 3 and 4 classes must complete the level 3 classes before entering a Pathway. This means that mixed-level students will be in level 4 and 5 classes when they enter the Pathway. These students will be in the 6-month Pathway.

IMPORTANT: To be able to register for PSU academic classes, students must be ADMITTED to PSU. Students may enter the Pathways Introduction Class with IELP admission, but during that term they must apply to and be admitted to PSU as an undergraduate student. If you are uncertain about your admission status, please check with your IELP academic advisor or the IELP front desk.

Term map of Pathways:
9-MONTH PATHWAY

| 9 MONTH PROGRAM |
|------------------|------------------|------------------|
| **First Term**   | **Second Term**  | **Third Term**   |
| All level 4 IELP classes | Two level 5 classes/one or two PSU classes | Two level 5 classes/one or two PSU classes |
| Academic English Courses (Level 4) | 4 | 4 |
| Understanding Academic Lectures (4) | 4 | Grammar and Editing for Academic Writing (5) | 4 |
| Guided Research Writing (4) | 4 | Advanced Academic Reading (5) | 4 |
| Advanced English Grammar (4) | 4 | PSU class | 4 |
| Academic Reading (4) | 4 | PSU class (optional) | 4 |
| American Culture & Academic Life (new students only) | 2 | Pathways Intermediate | 2 |
| Pathways Introduction | 2 | Pathways Final | 2 |
| **Total Credits** | 18-20 | 14-18 | 14-18 |

First term: all IELP classes (level 4); Pathways Introduction class
Second term*: two level 5 classes/one or two PSU classes; Pathways Intermediate class
Third term*: two level 5 classes/one or two PSU classes; Pathways final class
Next term: full-time academic study at PSU

*Admission to PSU is required to continue in the second and third terms of the Pathway.

Updated 01-10-2020
6-MONTH PATHWAY

**6-MONTH PROGRAM**

<table>
<thead>
<tr>
<th>First term (IELP classes may differ from what is shown here)</th>
<th>Final term (IELP classes may differ from what is shown here)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two level 4 classes/two level 5 classes</td>
<td>Two level 5 classes/one or two PSU classes</td>
</tr>
<tr>
<td>Academic English Courses (Levels 4 &amp; 5)</td>
<td>Academic English Courses (Level 5)</td>
</tr>
<tr>
<td>Understanding Academic Lectures (4)</td>
<td>Discussion Skills or Public Speaking (5)</td>
</tr>
<tr>
<td>Guided Research Writing (4)</td>
<td>Independent Research Writing (5)</td>
</tr>
<tr>
<td>Grammar and Editing for Academic Writing (5)</td>
<td>PSU Class</td>
</tr>
<tr>
<td>Advanced Academic Reading (5)</td>
<td>PSU Class (optional)</td>
</tr>
<tr>
<td>American Culture &amp; Academic Life (new students only)</td>
<td>Pathways Final</td>
</tr>
<tr>
<td>Pathways Introduction</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Credits</td>
<td>Total Credits</td>
</tr>
<tr>
<td>18-20</td>
<td>14-18</td>
</tr>
</tbody>
</table>

**First term**: all IELP classes (mixed level 4 and 5 classes); Pathways Introduction class

**Second term**: two level 5 classes/one or two PSU classes; Pathways Final class

**Next term**: full-time academic study at PSU

*Admission to PSU is required to continue in the second term of the Pathway. Students who are not admitted to PSU, but who plan to study at PSU, should submit their application for admission to PSU as soon as possible. Students who plan to study at PSU must be **ADMITTED** to PSU during the first term of Pathway study so that they will be able to register for PSU classes in the second term of Pathway study.

7. Grades and Credits for IELP Classes

**Class Assignments**

Students earn grades for assignments, projects, presentations, quizzes, tests, and so on. Each teacher will give students a syllabus that explains the grading policy for that class.

**Final Grades**

Grades are used to calculate a student’s GPA (grade point average): one for the IELP record and one for the PSU transcript. The GPA determines the student’s academic standing in the IELP and in PSU. Students must maintain a GPA of 2.0 to remain in good academic standing.

Students receive up to 24 credits for the level 4 and 5 classes they take in the IELP. These may be applied towards an undergraduate degree at PSU as elective credits.

Students receive an IELP grade report at the end of each term. This grade report shows them the grade they earned in each of their IELP classes. Students can see their final grades on the Wednesday after finals week. Students will be given their final grades in two ways: through their Banweb account and their PSU email account.
Final grades appear in two places: in a student’s IELP record and on a student’s official PSU transcript.

<table>
<thead>
<tr>
<th>Level</th>
<th>IELP Record</th>
<th>PSU Transcript</th>
</tr>
</thead>
<tbody>
<tr>
<td>PEP-3</td>
<td>A, B, C, D, F</td>
<td>P/NP</td>
</tr>
<tr>
<td>4-5</td>
<td>A, B, C, D, F</td>
<td>A, B, C, D, F OR P/NP</td>
</tr>
</tbody>
</table>

**Letter Grades**

Students receive letter grades in the IELP grade record. This grade report shows them the grade they earned in each of their IELP classes. These grades are used for advancement within the IELP program. The lowest grade a student can receive and still pass a class is a C- (70%).

<table>
<thead>
<tr>
<th>Percentage %</th>
<th>Letter Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>100-93</td>
<td>A</td>
</tr>
<tr>
<td>92-90</td>
<td>A-</td>
</tr>
<tr>
<td>89-87</td>
<td>B+</td>
</tr>
<tr>
<td>86-83</td>
<td>B</td>
</tr>
<tr>
<td>82-80</td>
<td>B-</td>
</tr>
<tr>
<td>79-77</td>
<td>C+</td>
</tr>
<tr>
<td>76-73</td>
<td>C</td>
</tr>
<tr>
<td>72-70</td>
<td>C-</td>
</tr>
<tr>
<td>69-67</td>
<td>D+</td>
</tr>
<tr>
<td>66-63</td>
<td>D</td>
</tr>
<tr>
<td>62-60</td>
<td>D-</td>
</tr>
<tr>
<td>59-0</td>
<td>F</td>
</tr>
</tbody>
</table>

A = excellent, B = good, C = okay, D = failing, or F = failing

*NOTE: 70% and above is passing.*

**P/NP (pass/no pass)**

Students in levels PEP-3 receive a P/NP (pass/no pass) on the official PSU transcript. Students in levels 4-5 receive letter grades (A, B, C, D, F) on the official PSU transcript, but can choose to change their grading option to P/NP. Pass/no pass grades do not count toward a student's GPA. Level 4/5 students can change their grading option in the IELP office any time before the end of week 7 (10-week term) or week 5 (summer term). Students may view their grading options and their transcripts by accessing the PSU information system at banweb.pdx.edu.
8. IELP Academic Standing System
The purpose of the Academic Standing System is to identify students who are successful and students who are struggling and need additional support. There are five categories of academic standing:

1. **Academic Excellence**
   You pass all your classes and your GPA (Grade Point Average) is 3.7 or above.

2. **Good Academic Standing**
   You pass all your classes and your GPA is 2.0 or above.

3. **Academic Warning**
   You fail one or more core classes the first time -OR- your GPA for the term is below 2.0.
   - You must make an effort to improve your grades.

4. **Academic Probation**
   You fail one or more classes the second time -OR- your GPA for the term is below 2.0.
   - You may be referred to a special support program to help you improve your grades.
   - Your academic advisor will monitor your progress throughout the term.

5. **Academic Dismissal**
   You failed one or more classes the third time -OR- your GPA for the term is below 2.0.
   - You are not allowed to continue in the IELP.
   - You must transfer to another language program or return home.
   - You may appeal this decision.
9. Attendance Policy

Good classroom attendance equals good grades, and vice versa. Good attendance allows students to legally remain in the United States and reach their academic goals. Students who repeatedly miss class do not learn and do not pass their classes. Under the policy, absent students will be contacted and invited to meet with their advisors for support. Students with excessive absences will be dismissed from the program. The IELP will report attendance information to the advisors of all government-sponsored students.

Policy Details

1) A student must attend at least 80% of each class to be eligible to study in the IELP. Attendance will be counted starting on the first day of classes.

2) There are no excused absences. Every absence is counted, however there are a few exceptions. Students will not be marked absent if:
   - their class is canceled,
   - PSU is closed,
   - they are required to attend a PSU orientation meeting, but only IF they notify their teachers of their absence before the meeting
   - they are observing a religious holiday, but only IF they notify their teachers of their absence before the holiday

3) After a student misses 10% of any one class, the IELP will send a Reminder Email to the student.

4) After a student misses 20% of any one class, the IELP will send a Warning Email to the student, the academic advisor, the class instructor(s) and the sponsoring agency. The student should meet with his or her academic advisor.

5) After a student misses more than 20% of any one class, the IELP will send an email to the student, the class instructor(s), academic advisors, and the sponsoring agency, informing everyone that the student has been put on Attendance Probation. The student must meet with his or her academic advisor.

6) If a student has poor attendance (>20% absences in any one class) during any two terms in the IELP, the student will be dismissed.

7) Students can appeal their probation or dismissal. To appeal, the student must meet with his/her academic advisor and complete an appeal form. The IELP Attendance Committee will review each appeal.

   If a student’s first-term probation appeal is approved, he/she will return to good attendance standing. If a student’s dismissal appeal is approved, he/she will be reinstated on probation for the next term. If the student has good attendance during that term, he/she will return to good attendance standing. If the student again violates the Attendance Policy during that term, he/she will be dismissed with no option to appeal.
8) Dismissed students who do not appeal, or whose appeal is denied, must transfer to another school or return to their country.

Dismissed students who want to return to the IELP may ask for reinstatement after an absence of six months.

9) Each IELP instructor will have his/her own classroom policies as outlined in the class syllabus. If a student violates these classroom policies, he/she may be asked to leave class and will be considered absent for the entire time of the class.

10) Students who arrive more than 10 minutes late to class will be marked tardy. Three tardies = one absence.

11) When a student is absent, it is his/her responsibility to contact the instructors and learn what they missed in class. The student is responsible for all class work regardless of their attendance.

12) Students are responsible for counting their own absences. If the IELP is unable to connect and/or meet with the student at probation and before the student reaches dismissal, the attendance policy is still enforced.

Note: Absent students with F-1 visas are violating the terms of their immigration status. The U.S. Department of Homeland Security (DHS) requires all IELP students with F-1 visas to enroll as full-time students and attend class.
10. PSU / IELP Policy on Religious Observation
"Any student who, because of religious beliefs, is unable to attend classes on a particular day shall be excused from attendance requirements and from any examination or other assignment on that day. The student shall make up the examination or other assignment missed because of the absence. Students should make arrangements with their instructors prior to the holy day."

For more information visit - www.pdx.edu/diversity/equity-compliance

Here are some suggestions to help you make time for your religious observation and follow classroom expectations:

**Do you have a class that conflicts with your daily prayers (fard as-salat)?**
1. Wait to pray at break time or after class.
2. Make up your prayer during a later prayer time.
3. Talk with your teacher in advance if you need to leave the classroom for a short time to pray.

**Do you have a class that conflicts with Friday midday prayer (jumu’ah)?**
4. Request a change to another section of that class at a different time. This must be done during week 1 of the term.
5. Talk to your teacher in advance if you will miss part of class.

**Do you have a class that conflicts with a religious holy day?**
6. Talk to your teacher in advance if you will miss class that day.

11. Tuition and Fees
Students have three options for paying their tuition and fees:
1. Online: Students can pay using the PSU Information System at banweb.pdx.edu.
2. U.S. Mail
3. In Person: Visit the Cashier’s windows in the 1st floor Student Services Lounge of FMH, 724 Harrison. Hint: During the first several weeks of each term, lines can be very long.

Tuition and Fees Payment Policy:
Portland State University policies require payment of tuition and fees by the due date. Students who cannot meet fee payment deadlines may choose to enroll in the Revolving Charge Account Plan. For more information on the payment policy see: www.pdx.edu/student-financial/payments

Tuition Refunds:
Students may receive a complete to a partial refund on their tuition, depending on when they drop a course. For more information on tuition refunds see: www.pdx.edu/student-financial/refunds
12. Program Expectations

U.S. Higher Education System
New international students will quickly see that there are both similarities and differences in the rules and ways of doing things in an American university compared to a university in their home culture. To be a successful student here, it is important to learn the new standards for communicating with teachers, participating in class, and completing class assignments. These new rules can be confusing and frustrating to learn. Sometimes students will make mistakes along the way, but the IELP instructors, advisors and staff are here to answer questions and offer help. Students should remember to be patient with themselves, pay attention, and ask questions.

PSU Code of Student Conduct and Responsibility
Portland State University seeks excellence in instruction, research, and public service. The University recognizes the intrinsic value of individual differences and diversity. The University supports the right of all people to live and learn in a safe and respectful environment that promotes the free and vigorous expression of ideas. Policies and procedures are designed to protect these freedoms and the fundamental rights of others. Students are expected to conduct themselves in a manner consistent with these principles. https://www.pdx.edu/dos/psu-student-code-conduct

IELP Classroom Expectations
The IELP is an intensive English language program designed to help students improve their skills in the English language and to prepare for further academic studies. Therefore, class expectations in the IELP are similar to class expectations in Portland State University.

- Students must attend class. If they don’t, their immigration status may be affected, and they may fail a class.
- Students must arrive to class on time.
- Students must participate in class.
- Students must be respectful in class.
- Students will most often have homework every night for every class. University students will need to spend four to six hours of homework per week for each class.
- If a student doesn’t understand something, he/she needs to ask the teacher for help. The student can do this during class or meet with the teacher during the teacher’s office hour.
- Students earn their grades. If a student studies hard and does well on tests, homework, attendance, and other classroom requirements, he/she will earn a good grade for the class.
- Students cannot request a grade change from their teachers or any other person on campus.
- Students are responsible for their learning; teachers are responsible for helping students.
- Students should speak English outside of class as much as possible. This will help them learn more quickly.
Class Participation
In the U.S., teachers expect students to participate in class. Participation is:

- Paying attention and listening carefully (to your teacher AND other students)
- Taking notes for important information (especially if the teacher writes something on the whiteboard)
- Not using a cell phone except for classwork
- Asking questions
- Answering questions
- Sharing your opinion
- Participating in pair and group work by sharing ideas and listening to other students
- Sharing/speaking in group discussions
- Having all of your materials ready to use (e.g., book, pencil and eraser, paper, homework)
- Being polite and respectful to the teacher and other students
  - Not chatting with a classmate about anything outside of the classwork
  - Not interrupting anyone
  - Waiting to pack up your book and papers until the class is finished and the teacher stops speaking

Instructor Office Hours
Most IELP teachers are bilingual, and many of them have traveled, lived, worked, studied or taught English in another country. They understand the challenges of learning a second language and adjusting to another culture. All IELP teachers have drop-in or by-appointment office hours to help answer students’ questions about their class. Teacher’s office hours are posted on the class syllabus. Students should visit their teachers when they have questions. Teachers do not see students use of office hours as a weakness. In fact, they see it as a positive sign. It shows the student cares about his or her work and solving any problems. Don’t be shy! It is a great way for students to get to know their teachers and get the help they need.

Ways to start a conversation with your teacher:
- I do not understand the assignment, can you please explain........
- I would like to talk about my progress in class.
- I would like to improve my grade, what do you recommend?
Emailing Your Teacher
It is very common in university to email a teacher to make an appointment or ask a question. Writing an email to a teacher is very different than writing an email to friends or family. It is important that the email is formal and has clear information.

Follow these steps to write a clear email:

1. **Email Address**: Use your pdx email account. Do not use your personal email account.
2. **Subject**: This should be clear and short and quickly explain the purpose of your email. For example: Reading 3 question or Speaking/Listening 1 appointment.
3. **Email Message**: There are three parts to an email message: a greeting, message, and closing.
   - **Greeting**: Include a greeting and your teacher’s preferred name. For example, “Dear Heather” or “Dear Ms. Jones.”
   - **Message**: Introduce yourself (first and last name) and why you are writing. If you have a question, remember to ask politely. For example, “Could you please…?” For appointments that are not during your teacher’s office hours, it is important to give your teacher more than one day and time option. Tell your teacher when you are available to meet. For example, “I am available Monday, Wednesday or Friday after 2pm.” Also be sure to check your spelling and grammar and use capital letters appropriately.
   - **Closing**: This is your opportunity to say goodbye and remind your teacher who you are and what class you are in. You should always include a formal closing such as “Sincerely” or “Regards,” your full name (first and last), and your class (e.g. Reading 3).

**Example Email**:

From  mohamalsu@pdx.edu
Subject  Reading 3

Dear Ms. Jones,

I am confused about today’s homework assignment. Are we expected to answer both questions, or choose one question to answer? Thank you!

Regards,
Mohammad Alsuwaidi
Reading 3
13. Academic Honesty

At PSU and all American universities, students must do their own work. This is called Academic Honesty. Breaking this rule includes but is not limited to the following:

a. **Plagiarism** or the use of another person’s work, words, or ideas without giving credit or acknowledgement.

b. **Cheating** on tests and other written work used for grading and student assessment as determined by the instructor.

Procedure for students caught plagiarizing (copying) or cheating:

If a student has cheated or plagiarized a graded assignment, the student will receive a zero or failing grade for that work. If a student cheated on a major project or assessment (a test, presentation, essay or research paper), the student might fail the class.

For the **FIRST OFFENSE in the IELP**, the teacher will meet with the student, explain what he/she did wrong and give the student a copy of the IELP Procedures and Policies for Cheating and PSU’s Student Code of Conduct related to cheating. The teacher will also report the student’s academic dishonesty to the academic advisor who will note it in the student’s IELP record.

For the **SECOND OFFENSE in the IELP**, the teacher will (again) meet with the student and report the student’s academic dishonesty to his or her academic advisor. The advisor will notify PSU’s Dean of Student Life Office. The complaint will go on the student’s PSU record, and the student may need to meet with the PSU conduct officer.

For the **THIRD OFFENSE in the IELP**, the teacher will report the student’s academic dishonesty to the student’s academic advisor who will meet with the student to discuss disciplinary action. The advisor will submit a formal complaint to PSU, and the student could be suspended or expelled from the IELP and/or PSU.

This policy is based on PSU guidelines and policies in the Student Code of Conduct (see Articles 577-031-0136 and 577-031-0142). [https://www.pdx.edu/dos/psu-student-code-conduct#AcademicDishonesty](https://www.pdx.edu/dos/psu-student-code-conduct#AcademicDishonesty)
14. Procedure for Student Complaints

The IELP follows the guidelines of Portland State University to handle student complaints https://www.pdx.edu/dos/academic-appeals:

In the spirit of University collegiality, every effort should be made to resolve complaints or potential grievances about grading and academic evaluation informally by discussion between the student and the faculty members involved in the situation. If the student is not satisfied, they may take the matter to the department chair/director, then to the dean of the school or college (or, in some instances, the associate dean). If the matter is still unresolved, the student may make an appointment in the Office of the Dean of Student Life (S-4422, 433 Smith Memorial Student Union) to discuss the matter and receive assistance to complete the appeals process. Appeals are heard by the Academic Appeals Board, whose members are appointed through the Faculty Senate. Students may contact the Office of Global Diversity and Inclusion when specific incidents of discrimination or discriminatory patterns of behavior are alleged.

When a student has a complaint about an IELP instructor, the student should follow these steps.

**Step 1:** Meet with your teacher during his or her office hours (not before or after class). Sometimes your concern may simply be a misunderstanding, and you can easily work it out. However, if you are not comfortable talking to your teacher or you’re not satisfied after the meeting, go to the next step.

**Step 2:** Meet with your IELP Academic Advisor. The advisor will listen to your concerns and suggest ways for you to manage or resolve the problem. The advisor will talk to your teacher if you agree to this. The advisor can also arrange for a meeting between you, your teacher and the advisor. If you are not satisfied after the meeting, go to the next step.

**Step 3:** Write a letter of complaint to the IELP Director (email is not acceptable), and leave it at the front desk in UCB 400. Make sure you include your name and student ID number, a phone number, and your email address. After reading the written complaint, the director will contact you and set up a meeting. After that, the director may talk to your teacher or arrange a meeting with you and the teacher to discuss your concern. If you are not satisfied, go to the next step.

**Step 4:** Make an appointment to meet with the Vice Provost for International Affairs, in MCB 650. Before this meeting takes place, the IELP Director will explain your concerns to the Vice Provost.
15. Learning Support Programs
The IELP helps students at every level achieve their language-learning goals. The IELP provides support through a variety of programs to help students be successful while enjoying their studies and living in Portland.

<table>
<thead>
<tr>
<th>Offices</th>
<th>Contact</th>
<th>Issues/Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELP Learning Center</td>
<td>UCB 450</td>
<td>• Meet with a tutor</td>
</tr>
<tr>
<td></td>
<td>503-725-9199</td>
<td>• Practice English with English-language learning software</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:learningcenter@pdx.edu">learningcenter@pdx.edu</a></td>
<td>• Work on class assignments</td>
</tr>
<tr>
<td>Conversation Practice</td>
<td>UCB 450</td>
<td>• Practice for the TOEFL, IELTS, and other tests</td>
</tr>
<tr>
<td></td>
<td><a href="https://ielpconversationroom.appointy.com">https://ielpconversationroom.appointy.com</a></td>
<td>• Type and print homework assignments</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Borrow books and movies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Surf the internet and check email</td>
</tr>
<tr>
<td>Volunteer Conversation Partner Program</td>
<td>UCB 450</td>
<td>• Practice conversation skills with native English speakers in</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:ielpcpt@pdx.edu">ielpcpt@pdx.edu</a></td>
<td>individual or group sessions.</td>
</tr>
</tbody>
</table>

16. Computer Labs on Campus
For help with technology (your laptop, PSU email, etc.) contact OIT, 503-725-HELP, lobby of FMH

<table>
<thead>
<tr>
<th>Computer Lab</th>
<th>Hours</th>
<th>Printing</th>
</tr>
</thead>
<tbody>
<tr>
<td>IELP Learning Center</td>
<td>Monday – Thursday 11:00-6:00</td>
<td>Print for free (10 pages per day)</td>
</tr>
<tr>
<td>(IELP students only)</td>
<td>Friday 11:00-5:00</td>
<td></td>
</tr>
<tr>
<td>UCB 450</td>
<td>503-725-9199</td>
<td></td>
</tr>
<tr>
<td>Broadway</td>
<td>7:30am to midnight everyday</td>
<td>Print up to 500 pages per term for free in PSU computer labs</td>
</tr>
<tr>
<td>BDWY 226</td>
<td>503-725-9111</td>
<td></td>
</tr>
<tr>
<td>Miller Library</td>
<td>For open hours, visit</td>
<td>If you need to print more than 500 pages in one term, your PSU</td>
</tr>
<tr>
<td>Library 1st and 2nd Floors</td>
<td><a href="https://library.pdx.edu/about">https://library.pdx.edu/about</a></td>
<td>account will be charged $0.05 (5 cents) per credit.</td>
</tr>
<tr>
<td>503-725-8425</td>
<td>/hours/</td>
<td></td>
</tr>
</tbody>
</table>

Updated 01-10-2020
Daily Life and Settling In

1. Culture Shock and Cultural Adjustment

Living in a different culture can be like watching a play. You can see what is happening on the stage, but you do not know what is happening behind the scenes. When you leave home, you leave behind your family, your friends, and all that is familiar. You arrive in the United States and experience many new situations which sometimes may be very confusing. Although you may not think so at first, living in an unfamiliar place causes stress, which can cause new feelings, some of which may be uncomfortable. This is called culture shock. This should not worry you because these feelings are a normal part of adjusting to a new culture.

Adapting to a new environment takes time. The period of adjustment for each person is different, but most people will experience similar stages of adjustment. Understanding these stages may help you adjust to your new environment.

![Stages of Cultural Adjustment](image)

**Honeymoon Stage**
- Everything is exciting, new, and mostly positive

**Culture Shock Stage**
- Unsure of customs
- Overwhelmed, anxious, confused, frustrated

**Recovery Stage**
- Flexible, open to new experiences
- Better understanding of host environment

**Adjustment Stage**
- Able to maintain home cultural practices/beliefs
- Accept or incorporate new cultural practices/beliefs

Some of the differences between life in the United States and life in your home country are easy to identify: language, food, educational system, and environment.

Other differences, though, are not as visible, and therefore may be difficult to identify:

- how students and teachers interact
- how close or how far we stand/sit from each other
- how people spend their leisure time
- why and how people make decisions
- how people express their emotions
- how people communicate
- the meanings of hand, face, and body movements: 70% of communication is nonverbal
Symptoms of Culture Shock
These differences between your home culture and American culture may make you feel uncertain, confused, and lonely. It is very important to remember that many people feel this way when they are in a new situation. You are not alone. What you are feeling is temporary and will pass as you get used to your new environment. Here are some signs that you may be experiencing culture shock:

- **Homesickness**  
  “I miss my home!”
- **Helplessness**  
  “I can’t do anything!”
- **Boredom**  
  “Nothing is exciting.”
- **Depression**  
  “I am very sad.”
- **Fatigue**  
  “I am very tired.”
- **Irritability**  
  “I am very angry.”
- **Self-Doubt**  
  “Am I doing the right thing?”
- **Sleeping too much**  
  “I am so tired!”
- **Isolation**  
  “I just want to talk to people who speak my language.”
- **Pain**  
  “My head hurts.”

Ways to Adjust
There are many things you can do to make your adjustment to the new country go more smoothly. Here are just a few:

- Make a daily routine for yourself. Exercise, eat healthy, and get a good night’s sleep.
- Keep a few special items from home near you: photographs of friends and family or your favorite music.
- Treat yourself to something you like: a movie, a walk, exercise, writing, or reading in your native language.
- Try to get involved! Join a club or group that shares your interests: soccer, dance, literature, cooking, religion, etc. This will help you meet new people and have new experiences.
- Try to make friends with native speakers. Visit the IELP Conversation Rooms or invite someone for coffee.
- Try to avoid thinking of things as either “right” or “wrong.” People around the world do things differently for specific reasons. Try to understand why something happens in a way other than what you expected rather than judging what happened.
- Ask questions! If you experience something in the United States that confuses you, pay close attention to the situation. Ask a teacher, a conversation partner, a friend or an advisor to explain to you why the people you observed behaved as they did. Please know that you can always talk to your IELP teachers and staff.
- Remember that laughter really IS the best medicine. Try to laugh when you find you’ve done something wrong or misunderstood something. It often makes you feel better quickly.
- Don’t be too critical of yourself either. It may take longer than you expect to adapt to the new culture, even if you have spent time away from home before.
2. Safety

Portland and the PSU campus are considered very safe places to live and study. But PSU is located in the middle of a large city, so it’s important to think about safety in your new environment. Here are some important tips:

Campus and City Safety:
- Walk with confidence. When you’re walking at night, always try to walk with a friend or a group in a lighted area. Don’t text or wear earbuds when you’re walking – be aware of your surroundings.
- If you have classes that begin or end after dark, you may call the Campus Public Safety Office at 503-725-4407 (non-emergency) to request a safety escort to walk you to your car or the bus stop.
- Be aware of the location of emergency phones on campus, to call CPSO and get immediate help. Look for blue lights (outside) and red lights (inside). If you’re off campus, call 911, or go into the closest open business.
- If you have trouble on the Max train, speak up and ask other people for help. Every train has a button near the door where you can talk to the driver. You can also call 911 and the police will meet you at the next Max stop.
- Always keep your dormitory or apartment doors locked.

Car Safety: Always lock your car doors, and never leave valuables inside. Car break-ins are common in Portland, so don’t leave your backpack, cell phone, purse or laptop – or anything - on the seat of your car where people can see it.

Passport Safety: Keep your passport in a safe place. Make a copy of your passport to carry with you for identification. If someone steals your passport, report the theft to your Embassy in the U.S. and to International Student and Scholar Services (ISSS).

Safe Relationships: In the U.S. and at PSU, there are rules and laws about relationships and sexual touching. Unwanted sexual touching or rape is also called sexual assault. It is illegal for a person to make you have sex with them, no matter what the situation. If you’re on a date with someone who wants to have sex with you and you don’t want to have sex, tell them NO. If someone makes you have sex, it is considered rape. PSU has rules against unwanted touching, sexual touching or having sex with someone when they have taken drugs or alcohol. There are rules against harassment, stalking, and other forms of unwanted contact. If any of these things happen to you, do not try to deal with it alone. Call the offices below for help.

Racial Discrimination and Bias Incidents: You may, at some time during your stay in the U.S., face racial discrimination. Someone may try to hurt or harass you just because they don’t like the way you look, or they might tell you to get out of the U.S. The best way to deal with negative comments is to ignore them, walk away and report the incident to your advisor or teacher. Avoid looking at or talking to the angry person, if you can. You can also report bias incidents on the PSU web site: www.pdx.edu/diversity/bias-response-team
**PSU Alert.** PSU Alert is a way for the university to send important safety information to your cell phone and email account. PSU uses PSU Alert to announce unscheduled campus closures and emergencies on campus. You must sign up for PSU Alert to receive these messages through cell phone, email or text. Go to: www.banweb.pdx.edu and sign in using your ODIN account log-in information. Click on "Personal Information." Then click "PSU Alert Emergency Notification System." Then enter your contact information.

**Important Telephone Numbers**

<table>
<thead>
<tr>
<th>Emergency and Support Services</th>
<th>Call or Contact</th>
</tr>
</thead>
</table>
| Help with an emergency or safety issue | Campus Public Safety Office (CPSO) at PSU  
  - 503-725-5911 Emergency or 503-725-4407 Non-emergency  
  - In person at 633 SW Montgomery St.  
  Portland Police, Fire, Ambulance  
  - 9-1-1 Emergency |
| Help with legal issues | Student Legal Services (SLS) at PSU  
  - 503-725-4556  
  - In person at Smith Memorial Student Union, M343, 1825 SW Broadway |
| Report a rape or sexual assault that occurred on or off campus | Campus Public Safety to Report to Portland State University  
  - 503-725-5911 Emergency or 503-725-4407 Non-emergency  
  - In person at 633 SW Montgomery St.  
  Portland Police Bureau to report directly  
  - 9-1-1 Emergency or 503-823-3333 Non-emergency  
  Women's Resource Center (WRC) to report anonymously  
  - 503-725-5672  
  - In person at 439 Smith Memorial Student Union Building  
  Student Health and Counseling Center (SHAC) to report anonymously  
  - 503-725-2800  
  - In person at University Center Building, 1880 SW 6th Ave., Suite 200  
  The Office of the Dean of Student Life (for incidents involving PSU students) to a Student Conduct Code Complaint  
  - 503-725-4422  
  - In person at 433 Smith Memorial Student Union Building  
  The Office of Equity and Compliance (for incidents involving PSU faculty or staff) to file a complaint  
  - 503-725-5919  
  - In person at Market Center Building, 1600 SW Fourth Ave., Suite 830  
  PSU’s Title IX Coordinator to file a complaint  
  - 503-725-5919  
  - In person at Market Center Building, 1600 SW Fourth Ave., Suite 830  
  Call to Safety to talk to someone about a sexual assault after office hours  
  - 503-235-5333 |

* You can also speak to your IELP Academic Advisor or someone from International Student and Scholar Services (ISSS) if you are not sure who to call.

Kristi Kang, Orientation and Academic Advisor for PEP and Levels 1-3 (503-725-2329)
Michele Miller, Assistant Director, Student Services, Academic Advisor for Levels 4-5 (503-725-8126)
International Student and Scholar Services (ISSS) (503-725-4094)

Updated 01-10-2020
7. Health
Taking care of your health is one of the most important things you need to do while you are studying in the U.S. Getting enough sleep, eating healthy food, and exercising will make you a more successful student.

Health Insurance
All PSU international students and their families must have health insurance. Health care in the United States is very expensive, and health insurance is for your benefit and protection. F-1 students admitted to or enrolled in classes in the Intensive English Language Program are automatically enrolled in a medical insurance plan provided by Portland State University. Do not purchase private medical insurance – it is a large, unnecessary extra cost.

Exception: Sponsored students with a scholarship may waive the PSU health insurance.

PSU's required insurance coverage and fees consist of two parts:
1. Health Service Fee – included in your tuition when taking 5 or more credits.
   Allows students access to the Center for Student Health and Counseling (SHAC), a primary health care clinic on campus for all PSU. This clinic includes many services such as: Student Health, Counseling, Testing, and Dental services.
2. Health Insurance Plan – this fee varies for students and dependents.
   This is a health insurance plan to help cover your medical needs while a student. This fee will be on your tuition bill.

It is each student's responsibility to follow the insurance requirements by checking your student bill for insurance fees each term or meeting all of the requirements for a waiver. For more information, please visit the following websites:

- [http://www.pdx.edu/shac/international-students](http://www.pdx.edu/shac/international-students)
- [https://www.pdx.edu/international-students/health-insurance](https://www.pdx.edu/international-students/health-insurance)
- [https://www.pdx.edu/shac/insuranceplan](https://www.pdx.edu/shac/insuranceplan)

You may also contact Christi Ziegler, Student Insurance Coordinator, 503-725-2467, christi.ziegler@pdx.edu.

Center for Student Health and Counseling (SHAC)
All full-time students at PSU must pay the health services fee which gives them access to a variety of health care services at the Center for Student Health and Counseling (SHAC). Most medical and counseling services are free, and dental services are available at a reduced cost. There is also a dispensary where medicines are available at a reduced cost.

Location: 1880 SW 6th Ave, UCB 200
Hours: Monday to Thursday 9:00-5:00pm, Friday 9:30-5:00pm
Website: [https://www.pdx.edu/shac/](https://www.pdx.edu/shac/)
Phone: 503-725-2800 Fax: 503-725-5812
Whenever you have a minor health problem or injury, you should go to SHAC for treatment. Call to make an appointment.

After business hours, you can call to speak to an advice nurse.
24-Hour Advice Nurse Line: 844-224-3145

<table>
<thead>
<tr>
<th>SHAC Services</th>
<th>Reasons to Go</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical:</td>
<td>• Minor pain (ear, head or stomach)</td>
<td>Free</td>
</tr>
<tr>
<td>doctors and</td>
<td>• Mild fever</td>
<td></td>
</tr>
<tr>
<td>nurses</td>
<td>• Colds and coughs</td>
<td></td>
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<tr>
<td></td>
<td>• Immunizations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Sexually Transmitted Diseases (STD’s)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Wellness exam (male and female)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Nutrition Counseling</td>
<td></td>
</tr>
<tr>
<td>Mental Health:</td>
<td>• depression</td>
<td>Free</td>
</tr>
<tr>
<td>counselors,</td>
<td>• stress or anxiety</td>
<td></td>
</tr>
<tr>
<td>psychologists</td>
<td>• eating disorders</td>
<td></td>
</tr>
<tr>
<td>and social</td>
<td></td>
<td></td>
</tr>
<tr>
<td>workers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental:</td>
<td>• examinations and X-rays</td>
<td>Fee for service, but prices are much</td>
</tr>
<tr>
<td>dentists,</td>
<td>• teeth cleaning</td>
<td>cheaper than services off-campus. Visit</td>
</tr>
<tr>
<td>hygienists</td>
<td>• fillings and extractions</td>
<td>SHAC’s website for fee information</td>
</tr>
<tr>
<td>and dental</td>
<td></td>
<td></td>
</tr>
<tr>
<td>assistants</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Testing</td>
<td>• Your teacher may send you to SHAC for make-up tests or if you need special</td>
<td></td>
</tr>
<tr>
<td></td>
<td>accommodations.</td>
<td>Make-up test: $12</td>
</tr>
<tr>
<td></td>
<td>• Arrangements must be made with your teacher first.</td>
<td>DRC Accommodated Testing: Free</td>
</tr>
</tbody>
</table>

Medical Emergencies and Urgent Care

- Go to a Hospital Emergency Room (ER) for treatment if you have a major health problem or a medical emergency. For more information and a list of local Hospitals, visit: http://www.pdx.edu/shac/hospitals

- Go to an Urgent Care Clinic If you have a minor health problem and mild symptoms. For more information and a list of local Urgent Care Clinics, visit: http://www.pdx.edu/shac/urgentcares
8. Where to Shop

Food and Grocery

See your Orientation Handbook for grocery stores and restaurants.

You can also purchase fresh food at the **PSU Farmer’s Market** in the Park Blocks
Saturdays 8:30-2:00

Free food is available at the **Free Food Market** outside Shattuck Hall on the Park Blocks
Second Monday of the month
Arrive at 11:30 to check in
Receive food starting at noon

Clothing, Furniture, and Household Items

*Note: Oregon has no sales tax*

<table>
<thead>
<tr>
<th>Name</th>
<th>Distance/Transportation</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pioneer Place (Indoor Mall)</td>
<td>Downtown – walk</td>
<td>700 Fifth Avenue (downtown) Portland, OR</td>
</tr>
<tr>
<td>Lloyd Center (Indoor Mall)</td>
<td>East side – take MAX or Streetcar</td>
<td>2201 Lloyd Center (east side) Portland, OR 97232</td>
</tr>
<tr>
<td>Cascade Station (Outdoor Mall)</td>
<td>By the Portland airport – take MAX</td>
<td>9721-10243 NE Cascades Parkway Portland, OR 97220</td>
</tr>
<tr>
<td>IKEA (great for furniture)</td>
<td>By the Portland airport – take MAX</td>
<td>10280 NE Cascades Pkwy</td>
</tr>
<tr>
<td>Woodburn Outlets (Outdoor Discount Mall)</td>
<td>Bus - $9.50 each way <a href="https://oregon-point.com/cascades-point/tickets/">https://oregon-point.com/cascades-point/tickets/</a></td>
<td>1001 N Arney Road Woodburn, Oregon</td>
</tr>
<tr>
<td>Goodwill (used clothing)</td>
<td>Downtown – walk</td>
<td>838 SW 10th Avenue</td>
</tr>
<tr>
<td>Target</td>
<td>Downtown – walk</td>
<td>939 SW Morrison Street</td>
</tr>
<tr>
<td>Fred Meyer</td>
<td>NW – take Bus or Streetcar</td>
<td>NW 21st &amp; Burnside</td>
</tr>
<tr>
<td>City Liquidators Furniture</td>
<td>East side – take Bus</td>
<td>823 SE 3rd Ave</td>
</tr>
<tr>
<td>Next Adventure (outdoor clothing – used and new)</td>
<td>East side – take Bus or Streetcar</td>
<td>426 SE Grand Avenue</td>
</tr>
<tr>
<td>Columbia Sportswear (outdoor clothing)</td>
<td>Downtown – walk</td>
<td>911 SW Broadway Avenue</td>
</tr>
</tbody>
</table>
9. Living in Portland
As a student, it is important to have a balance between work and play. If you really want to improve your English, learn about American culture, and have fun at the same time, get out and enjoy your new home.

PSU Campus Activities and Entertainment
There are many options for entertainment and recreation right here on the PSU campus.

| IELP Activities Office | • FREE or low cost.  
|                        | • Activities include campus and local social, cultural, and academic events on and off campus, and opportunities to explore and experience Oregon.  
|                        | • Visit [http://www.pdx.edu/esl/events-activities](http://www.pdx.edu/esl/events-activities) for upcoming activities and events or go to IELP Activities and Student Life Office in UCB 404C. |
| Student Recreation Center | • FREE for PSU students. This is a full sports facility where you can swim, take fitness classes, do indoor rock-climbing, play team sports, go on outdoor trips, rent equipment for outdoor recreation, and join a variety of sports clubs.  
|                        | • Visit [http://www.pdx.edu/recreation/](http://www.pdx.edu/recreation/) for more information |
| PSU Campus Events | • Use your PSU student ID to buy tickets for events or ask about FREE events.  
|                    | • Watch and cheer for the Portland State Vikings at their many sporting events such as basketball, football, soccer, volleyball and much more. Enjoy concerts, cultural events, and lectures to name a few.  
|                    | • Visit [http://goviks.com/](http://goviks.com/) or the Portland State Box Office in SMSU building’s Broadway entrance. |
| The Viking Game Room | • Prices vary by activity.  
|                    | • Activities include bowling, billiards, and video games.  
|                    | • Visit SMSU building in the basement or [www.pdx.edu/gameroom/](http://www.pdx.edu/gameroom/) |
| 5th Avenue Cinema | • FREE movies for PSU students.  
|                   | • $7-$15 for theater and concerts.  
|                   | • Visit 510 S.W. Hall St. or [http://www.5thavecinema.com/](http://www.5thavecinema.com/) |
Portland Area Activities and Entertainment

Portland is a great place to live for both indoor and outdoor activities. It is located on the banks of the Willamette River and is only 90 minutes by car from the mountain and the Pacific Ocean. Portland’s neighborhoods are filled with restaurants, record shops, bars, cool clothing stores, and art galleries. Portland also has an abundance of movie theaters, new and used bookstores, coffee shops and clubs.

<table>
<thead>
<tr>
<th>Near PSU Campus</th>
<th>Portland Art Museum</th>
<th>1219 SW Park Avenue, <a href="https://portlandartmuseum.org/">https://portlandartmuseum.org/</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Oregon Historical Society</td>
<td>1200 SW Park Avenue, <a href="http://www.ohs.org">www.ohs.org</a></td>
</tr>
<tr>
<td></td>
<td>Lan Su Chinese Garden</td>
<td>239 Northwest Everett Street, <a href="http://www.lansugarden.org">www.lansugarden.org</a></td>
</tr>
<tr>
<td></td>
<td>Arlene Schnitzer Concert Hall</td>
<td>1037 SW Broadway, <a href="http://www.portland5.com/arlene-schnitzer-concert-hall">www.portland5.com/arlene-schnitzer-concert-hall</a></td>
</tr>
</tbody>
</table>

| Local Sports Teams                   | MLS Timbers (Soccer) | 1844 SW Morrison, [www.portlandtimbers.com](http://www.portlandtimbers.com)                |
|--------------------------------------| Trail Blazers (Basketball) | Moda Center, [www.nba.com/blazers](http://www.nba.com/blazers)                           |
|                                      | WHL Winterhawks (Ice Hockey) | 300 N. Winning Way, [www.winterhawks.com](http://www.winterhawks.com)                    |

| Indoor Entertainment                 | Oregon Museum of Science and Industry - OMSI | 1945 SE Water St., [www.omsi.edu](http://www.omsi.edu)                                  |
|--------------------------------------| The Oregon Zoo | 4001 SW Canyon Rd., [www.oregonzoo.org](http://www.oregonzoo.org)                        |
|                                      | Pittock Mansion | 3229 NW Pittock Dr., [www.pittockmansion.com](http://www.pittockmansion.com)            |

| Outdoor Recreation                   | Forest Park, [http://www.forestparkconservancy.org/forest-park/](http://www.forestparkconservancy.org/forest-park/) | The largest city park in the U.S. |
|--------------------------------------| Columbia River & Columbia River Gorge | 80 miles of cliffs and waterfalls starting just 20 minutes up the river from Portland. |
|                                      | Pacific Ocean | Drive along the beautiful coast Highway 101. There are many small beach towns and quiet ocean beaches. |
|                                      | Mount Hood, [https://www.skihood.com/](https://www.skihood.com/) | This mountain is Oregon's highest point. You can ski, snowboard or play in the snow. During the spring and summer, you can go camping and hiking. Visit Timberline Lodge, located 7,000 feet up the mountain. |
|                                      | Crater Lake | The deepest lake in the U.S. You can enjoy many activities such as boating and hiking. |

| Festivals and Events                 | Portland loves to celebrate with a variety of seasonal festivals, concerts, and events. |
|--------------------------------------| For more information visit [https://calendar.travelportland.com/](https://calendar.travelportland.com/) |
Glossary of Academic Terms and Vocabulary

Academic disqualification - A suspension from the university due to academic difficulties. If you are placed on academic warning, you will be automatically disqualified at the end of the following quarter after the warning if you have not raised your GPA.

Academic year - September to June (9 months).

ACR - The Advising and Career Center (ACR) provides academic advising and other services to newly admitted and newly enrolled students (after they have attended New Student Orientation—see www.ess.pdx.edu/orient/); students who are on academic warning, probation or dismissal; and students who have not chosen a major. https://www.pdx.edu/advising/

Add/Drop - The process of “adding or dropping” classes during the beginning of the term.


Core curriculum - The courses that all students are required to complete prior to graduation, regardless of their academic major.

Course load - The number of courses taken per term.

Credit hour - Credit awarded for participation and completion of a course.

Credit load - Total number of credits for which a student is enrolled. At least 12 credit hours for undergraduates/9 credit hours for graduates per term is a full-time credit load.

D2L - D2L is an online course management system used by PSU to provide instructional support via the Internet. Instructors may use D2L to deliver online course materials, provide online communication tools, assess student performance and/or manage student’s course grades and activities.

DARS - The Degree Audit Report System (DARS) is a tool to assist in the academic advising process. It is meant to help advisors and students in the process of course selection and academic program planning. Students should review their DARS report prior to meeting with an Academic Advisor. www.pdx.edu/registration/dars

Distance learning - Providing learning through media (e.g. computer) where the teacher and student are physically separated.

ESL - English as a Second Language. Students conditionally admitted to PSU on the condition of taking ESL classes take these classes in the Intensive English Language Program. ESL courses for PSU students are credit-bearing classes offered through the Department of Applied Linguistics (LING 110).

Elective - A course selected by the student, which is not a requirement for a program but still fulfills graduation requirements.

FERPA - Refers to a student’s right of privacy concerning release of information without authorized consent. (FERPA stands for Family Educational Rights and Privacy Act of 1974)

Grade Point Average (GPA) - The average of your graded credits. This is counted by term and overall or cumulatively.

IASC - The Information & Academic Support Center (IASC) provides academic advising and other services to newly admitted and newly enrolled students (after they have attended New Student Orientation—see www.ess.pdx.edu/orient/); students who are on academic warning, probation or dismissal; and students who have not chosen a major. https://www.pdx.edu/advising/

IELP - Intensive English Language Program. Students who apply and are admitted to the IELP take non-credit courses. Students who apply and are admitted to PSU with an ESL restriction take credit English courses in the IELP.

Incomplete - A temporary grade granted when the student has been unable to complete the required coursework by the end of the term. Work must be completed within a specific time. (See the PSU Bulletin.)
Liberal Arts - A broad overview of academic disciplines within the arts and sciences that includes languages, history, philosophy, art and the natural sciences.

Major - The main subject of interest for a student studying for a degree. A major usually requires approximately 40-60 credit hours of work.

Matriculation - A student currently enrolled in and successfully making progress toward the completion of a degree.

Minor - A secondary field of interest not required for a degree.

New Student Week - Information sessions, open houses, and social activities designed to welcome new students prior to the beginning of fall term. Schedules will be mailed in late August.

Odin Account - An "Odin" computer account will allow students to access online resources, including email, campus computer labs, UNIX shell access and disk space for personal files and web pages. https://oam.pdx.edu/

The Park Blocks - The half-mile stretch of trees, grass, and fountains that runs through the center of campus and is filled with people on sunny days.

Party in the Park - A festive event that kicks off fall term and fills the park blocks with food, music, opportunities to get involved and students.

Pathways Program – This program is managed by the IELP and supports students as they transition from IELP classes to PSU academic classes. Completion of the Pathways Program is required for all undergraduate students who will study for a degree at PSU.

Placement tests - Exams given to determine entering students’ level of knowledge in specific subjects. PSU offers placement tests in a variety of foreign languages.

Prerequisite Course - A basic course necessary before admission can be granted into a higher-level course.

PSU Student Information System (BanWeb) - The online system used to register for classes, view student accounts, reserve parking permits and more. www.banweb.pdx.edu

Quarter or term - A division of the academic year. Each term lasts ten to eleven weeks. Three quarters or terms make up one academic year.

Registration & Enrollment - Official procedure of arranging a class schedule, paying tuition and fees. You are formally enrolled after the payment requirements for the applicable tuition and fees have been satisfied

Required/Core course - A necessary course which fulfills a student’s major requirements.

Special Registration Form - The form used to add or drop a class, change grade options or get an override. This form can be found in the 1st floor Student Services Lounge of FMH, 724 Harrison.

The Square - This refers to Portland’s Pioneer Courthouse Square which is a public gathering space that hosts many events throughout the year.

Syllabus - A course description including the requirements for the course, the student’s responsibilities, and criteria for the final grade.

Transcripts - An official document that includes all of the student’s academic courses, grades, credits and academic status.

Undeclared/Undecided - Students who have not yet declared a major.

University Studies - PSU’s General Education curriculum. The goal of the general education curricula is to assure that all graduates have taken all, or part of, a common set of coursework designed around the university’s educational goals.

Vanguard - PSU’s student-run newspaper. You can view it online at http://psuvanguard.com/

Victor Viking - PSU’s beloved mascot. See him drop and give us twenty during football season when the Viks get a touchdown. www.goviks.com/