



STUDENT HANDBOOK
2018-2019

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Mission Statement:

The Intensive English Institute (I.E.I) at the University of Maine provides quality English language instruction for students at all levels in a fun, safe, small group environment with access to all campus resources. The IEI prepares students for success in academic study and offers opportunities for positive cultural experiences in Maine and the U.S.A.



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Orono, Maine 04469-5732
Tel: 207-581-3821
um.iei@maine.edu
www.umaine.edu/iei
www.umaine.edu

Dear IEI Student:

Welcome to the Intensive English Institute at the University of Maine. We are delighted to have you join us and we look forward to helping you achieve your goals with regard to your English language training.

Our instructors are highly motivated individuals with a wide range of backgrounds. Some have lived and taught overseas, while others have written extensively in the field of English language training. They have a great deal of experience with international students and will provide you with an excellent learning environment. All you have to do is get involved.

Because you will be living in a largely English-speaking community, your education will also extend beyond the classroom to your living environment and the activities in which you participate. We coordinate a number of activities and trips throughout each session that are designed to be both fun and educational. It is important for you to become involved in as many extra-curricular activities as reasonably possible so as to balance your life and also to take advantage of your time in Maine.

During your stay here in the United States you will, of course, have many new and different experiences. You may also encounter emotions you may not have had before such as loneliness or dislocation. These feelings are natural and we, the IEI faculty and staff, want you to feel comfortable discussing any personal issues that may arise.

We will do all we can to help you enjoy your stay at the Intensive English Institute and at the University of Maine.

Sincerely,

Dr. Timothy Reagan
Director, Intensive English Institute
Dean & Professor of Linguistics, College of Education and Human Development

Orientation Week

Welcome to the Intensive English Institute. **These are some of the things you need to do to study at the IEI and UMaine.** Please access the following by the end of the first week of classes:

MaineCard



Your MaineCard is your UMaine Student Identification Card. All students must have a MaineCard. With your MaineCard you can use the library and recreation center. You can get a

discount on food at dining halls on campus. Your MaineCard also lets you travel on the BAT bus and enter sports events for free. You can receive your MaineCard at the Student Service Center in the Union.

*You must bring your passport or other photo ID. For more info on MaineCard: <http://umaine.edu/mainecard/>

MaineStreet ID



Your MaineStreet account is essential. You will use it for many things including registering for classes, viewing grades, paying student bills, and reading messages from the university.

If you are a scholarship recipient you must enter your "Anticipated Resources" here. Failure to do this immediately will result in a \$100.00 late fee. This must be done each session. If you have any problems with your MaineStreet account, see your advisor or go to IT in Shibles Hall. For billing problems or payments, go to the Bursar's Office. For more information on MaineStreet: <http://umaine.edu/mainestreet/>

Immunization Requirements

The State of Maine requires students to provide proof of the following immunizations:

- One (1) dose of Tetnus/Diphtheria received within the last ten (10) years
- Two (2) doses of Measles, Mumps and Rubella (MMR) received after the first birthday.

Take your immunization records to Student Records in Wingate Hall if not already on file OR go to Cutler Health Center on campus to get the appropriate immunizations.

English Language Dictionary: All students are encouraged, and will be required in some classes, to access *Learners Dictionary.com*. This should be kept on your phone and your computer.

Computers

You must bring your laptop computer to class every day.

You will need to activate your Prism student account to complete assignments and view materials.

Email @maine.edu (UMaine Google Account)

This email account comes with your Mainstreet (UMS) user account. It is the account that is given to all University System students, faculty, and staff.

Student accounts for @maine.edu email are now hosted by Google. This email comes with 10 gigs of space and access to Google Docs. Faculty and staff accounts are still hosted internally but can be self migrated to Gmail by going to <http://mail.maine.edu>.

Activate your Mainstreet (UMS) account by going to <http://mail.maine.edu> and clicking on the link to activate your account. You will need your activation key which was sent to you with your acceptance paperwork. If you cannot locate your activation key please call the IT Help Center at 207-581-2506 for assistance.

Activating MaineStreet

<https://online.umaine.edu/getting-started/>

1. You need your student ID # and the activation key sent to you in your acceptance letter.

If you do not have the activation key you must go to the I.T. help center in Shibles Hall room 17.

Activate your Maine Street account here:

<https://mail.maine.edu/um/ActivateAccount>

2. Now that you are set up, there is a UMaine Portal that brings everything together here:

You can log in with your Maine Street ID and Password.

<https://mycampus.maine.edu>

General Information about IEI Classes

1. **The IEI is an INTENSIVE language program.** Students must attend class 18 hours each week, and are expected to do several hours of homework most evenings and weekends. **Class attendance is required.**
2. **IEI Classes:** IEI classes meet Monday through Friday. Class schedule will depend on placement testing. Your schedule will be available in Mainstreet. Specific information about classes will be given to students on the first day of class.
3. **Textbooks:** Textbooks can be purchased at the UMaine bookstore. You should buy your textbook before the first day of class.
4. You will need a computer to complete class assignments

Course Description:

IEI courses challenge students to actively engage with relevant course work designed to develop language skills and prepare students for University study. The Prism series from Cambridge University Press is used in the IEI curriculum. This series is an integrated curriculum that mixes speaking, reading, writing, and listening at all levels and is multimodal, presenting the content traditionally in the classroom and in textbooks as well as through online workbooks and video programs.

SAMPLE COURSE SCHEDULE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
IEI 60 0001 Introductory English: Listening and Speaking 9:00AM – 11:50AM 125 Lengyel Hall Instructor: Erin- Kate Sousa	IEI 61 0001 Introductory English: Reading and Writing 9:00AM – 1:50PM 335 Merrill Hall Instructor: Jim McCarthy	IEI 60 0001 Introductory English: Listening and Speaking 9:00AM – 11:50AM 125 Lengyel Hall Instructor: Erin- Kate Sousa	IEI 61 0001 Introductory English: Reading and Writing 9:00AM – 1:50PM 335 Merrill Hall Instructor: Jim McCarthy	IEI 60 0001 Introductory English: Listening and Speaking 9:00AM – 11:50AM 125 Lengyel Hall Instructor: Erin- Kate Sousa

IEI Policies and Procedures

ATTENDANCE

- You must attend all classes.
- You must be on time for all classes.
- If you cannot attend class because you are sick, you must email lihua.yang@maine.edu and your instructors. (This does not excuse your absence).
- Any missed class work must be made up
- You must schedule personal appointments after class.

GRADES

- Class grades, Pass/Low Pass/Fail, are based on class attendance, participation, and completion of all assigned work
- If you don't come to class, or don't participate, you will not get a Pass grade; too many absences, lack of participation or failure to complete assignments will result in a Fail grade.

PROGRESS THROUGH THE PROGRAM

- You will take a placement test when you arrive to determine your starting level.
- You will progress through the program by receiving a passing grade in each class within a Prism Level. You must pass all classes in Prism Levels 1 and 2 to advance to Prism Level 3.
- You are eligible to enter the Maine Bridge Program when you enter Prism Level 3.
- Students who attend all classes, participate, have conversation partners, and take part in outside class activities using English improve their English most quickly.
- You must be **'IN GOOD STANDING'** to be considered for the Bridge Program.

'IN GOOD STANDING' means:

- Your MaineStreet Account shows no holds (all bills paid, all immunizations completed, etc.)
- You attended all your IEI classes in the session leading up to the university class
- You have earned P in all IEI classes in the session leading up to the university class.

MAINE BRIDGE PROGRAM

- Allows students to ease into academic classes part-time, with language support at IEI
- Is available to students when they enter Prism Level 3
- Available to both undergraduate and graduate students
- Will be assigned your own Maine Bridge Program advisor
- Still be part of the IEI community with access to all activities

IEI TESTING

At the start of your IEI program study, you will take the University of Michigan English Placement Test. This test is a basic measure of English level that correlates to the CEFR (Common European Framework) and the level for study used by Cambridge and the IEI. As you continue through the program you will pass each course by obtaining a Pass or Low Pass grade in each individual class.

ELECTRONIC DEVICE POLICY

Please turn OFF your cell phones before class starts.

You may NOT use Facebook or any other social media during class.

IEI Academic Probation Policy:

Students must remain “in good standing”

1. Students are evaluated at mid-term and preliminary grades are assigned
2. Students with three or more LPs or any F's at any given mid-term will be given a verbal warning stating that they are no longer “in good standing”
3. Students who are given a warning and are not “in good standing” by the end of the current session will be placed on IEI academic probation
4. Students have until the end of the session to show improvement
5. Students with three or more F's at the end of any given session will be given a letter placing them on academic probation. **Being on Academic probation means a student is no longer “in good standing” and is in danger of being dismissed.**
6. Students receiving an Academic Probation letter must:
 - Arrange to meet with the Director within one week of receiving the letter
 - Attend all classes and complete all class work
 - Meet with their IEI personal advisor 4 times during the session
7. Students on academic probation who are not “in good standing” by the end of the following session will receive a written dismissal letter from the Director of the IEI

***IN GOOD STANDING** means:

- Your MaineStreet Account shows no holds (all bills paid, all immunizations completed, etc.) and
- You attended all your IEI classes in the session
- You have earned P in all IEI classes in the session

IEI Services:

IEI Personal Advisor:



You will be assigned a Personal Advisor here at the IEI. **Your Personal Advisor will contact you within your first week of classes to schedule a first meeting.** We want your transition here to be as smooth as possible. Your IEI Personal Advisor can help answer any questions you have about the university, the IEI, culture, people, food, customs and/or any other questions that arise. You will meet regularly with your IEI Personal Advisor throughout your time here. Your IEI Personal Advisor's hours of availability will be posted outside of his or her office. You can request meeting times as well.

Potlucks:



The end of each semester is celebrated by a potluck. Each faculty member and student is encouraged to bring a dish to share with other students and faculty members. Potlucks are always a great time to feast and to celebrate the time we all have shared together.

Conversation Partner Program:

The Conversation Partner Program is a program in which you will be paired with a native English speaker to practice speaking English. The partners meet at a mutually convenient time for one hour each week. Volunteer Conversation Partners come from a variety of backgrounds. Some of them are students here at the university while others are members of the local community. Your partner can serve as a great cultural resource, and often the relationship develops into a close friendship that goes beyond meeting just once a week. The program is a great opportunity for you to practice your English fluency, make new friends, and experience the culture in a more intimate way while also sharing your own. If you want more information, your advisor can tell you what you need to do to get started.

Activities:



The IEI organizes weekly activities for students. The Activities Coordinator posts the activities every week. Here are just a few of the many activities and events organized by the IEI:

Hiking

Movies

Travel to Cities

Snowboarding/Skiing

Farm visits

Shopping

Kayaking

Camping

Local School Trips

How can I meet people?

Would you like to meet new people and make friends while you are at the IEI?
Here are some suggestions:

1. **Participate in IEI activities.** Get to know your classmates! It will make classes more fun, and you will make some new friends.

2. **Ask for a Conversation Partner.** Through the IEI, you have the opportunity to be assigned to a volunteer partner for one hour of conversation per week. It's a good opportunity. Do it!

3. **Join a club.** There are over 200 student clubs on campus, and you can join one or many of them! To see a list of clubs, go to this website:
<https://umaine.edu/case/student-organizations/>

4. **Join a sports team.** There are many intramural sports teams at the university. Any student can join. <http://www.umaine.edu/campusrecreation/>

5. **Check the UMaine Calendar.** Lots of different events are listed.
<http://www.calendar.umaine.edu/events/>

6. **Join the International Student Association.** They host many activities and a coffee hour every Friday. <https://umaine.edu/international/iss/activities/isa/>

7. **Don't spend all your free time in your dorm room.** Visit the library, the gym or the union. Take a walk to Orono for a cup of coffee or a pizza. There are plenty of interesting people to meet in the area.

Useful UMaine/Orono Keywords and Offices

More information can be found by going to <http://www.umaine.edu/>

Q: What is the number one resource for ALL International Student Services?

OIP (Office of International Programs)

A VERY useful website for Incoming International Students:

<https://umaine.edu/international/admitted/>

Q: Where will I live?

Housing Services

Q: Where do I get my immunizations?

Culter Health Center

Q: Who do I talk to about billing issues?

Bursar's Office

Q: Where do I get information about enrollment and other academic affairs?

Student Records

Q: Where do I eat on campus?

Black Bear Dining

Q: Where can I study or research in a quiet place?

Fogler Library

Q: Where do I get exercise?

Campus Recreation

Maine Bound

Student Recreation Center

Miles of biking, running, skiing and hiking trails behind the Rec Center

Q: How do I find out about things happening on Campus?

Campus Announcements

Campus Resource: A Guide to UMaine Services and Activities:

<https://umaine.edu/case/>

Other Useful Resources

Q: Where can I buy clothes and phones and other accessories?

Bangor Mall

Orono Thrift Store

Q: Where can I send and receive packages?

On Campus Post Office:

The Cubby: Your On-Campus Business Center

- U.S. Postal Substation
- Student Package Pickup
- Copy & Print Center

Location: 145 Memorial Union

Hours: Monday through Friday, 8:30am—4:30pm

Phone: 207-581-3727

Downtown Orono Post Office:

Monday – Friday, 9:30 a.m.- 5:00 p.m.

Saturday 9:00 a.m. -12:00 p.m.

Q: Where can I do my banking?

UCU: University Credit Union

If you would like to open a bank account to use while studying at UMaine, we recommend the University Credit Union, located in the Memorial Union. For business hours or other information you may call 581-1458 or use their website at www.ucu.maine.edu

There are several other banks available in downtown Orono and nearby.

Q: Where can I park my car?

Parking Permits:

To park on campus students MUST purchase a parking permit.

You can purchase a permit at the Student Service Center in Memorial Union.

Parking permits cannot be billed to your student account. Please bring another form of payment and UMaine ID.

Phone: 581-4047

www.umaine.edu/parking

Q: How do I get around if I don't have a car?

The Bus:

Public Transportation is available on The BAT Bus, which travels between Old Town/Orono and Bangor. The current schedule is available at the Information Booth in Memorial Union or online at

<https://umaine.edu/shuttle/>

The Black Express runs every 30 minutes from Orono to UMaine.

* Maine Card holders ride free.

Long-distance Concord Trailways bus tickets can be purchased on campus at the Student Recreation and Fitness Center.

Taxicab Service:

Dick's Taxi: 207-942-6403

Old Town Taxi : 207-827-8800

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Phone: 207 581-3821**

The faculty and staff of the Intensive English Institute want your studies at the University of Maine to be constructive and your stay in the US to be pleasant and memorable. It is important to realize, however, that studying at a US university, learning a second language, and living in a new culture can not only be exciting and satisfying but can also be challenging and frustrating, at times. The IEI faculty and staff will do what we can to help you meet your academic and personal goals.

If you have a question or concern, e.g. a question about your bill, it is important to address your question or concern to the right person. The IEI staff can help you figure out who that person is.

Below are several steps that you should complete before you meet with someone to discuss your question or concern.

Steps

1. Prepare

- write down your question, problem, or concern and any related questions/data
- locate information on your question, problem, or concern
resources: IEI orientation materials, UMaine *Student Handbook*, IEI faculty and staff, peers
- determine whose area of responsibility the problem falls under. You IEI personal advisor can help you.
- list possible solutions
- think about how this situation would be addressed in your culture/country
- find out how it will be addressed in a US university resources:
IEI orientation materials, UMaine *Student Handbook*, IEI faculty and staff, peers

2. Make an appointment to see the appropriate person. The IEI staff can assist you with this.

3. Go to your meeting. Take your notes (from step 1). Be sure to ask all of your questions and make all of your points as clearly as you can. You, as well as the person you meet with, are expected to be polite.

4. If you don't understand something, ask the person you are meeting with to repeat what s/he said. You can even ask the individual to write it down. Arrangements can sometimes be made to have someone join you to translate if necessary.

5. Often a follow-up meeting will be scheduled. Make sure you write down the time, date, and location of the follow-up meeting. Be sure to find out, if there is anything that you are supposed to do before the follow-up meeting.

6. If after completing the steps above, you are still dissatisfied, you should speak to an individual with greater authority. For example, if meeting with the RD in your dorm does not yield a solution to a problem about noisy neighbors, you can make an appointment to see Barbara Smith in the Campus Living Office.

It is possible that a question may not be answered or a concern may not be addressed to your satisfaction or that you continue to feel unhappy/dissatisfied with a situation (academic or non-academic). In that event, you may want to make a complaint. The IEI and the University of Maine take student complaints seriously and always follow up on them.

Complaints: UMaine/Non-IEI Areas of Responsibility*

The *Student Handbook* outlines the procedure for filing a student grievance (complaint) on pp. 109 - 110. Assistance can be provided by the IEI staff if necessary.

Complaints: IEI*

Complaints about the services provided by the Intensive English Institute should be made to Lihua Yang, Room #206, Estabrooke Hall 581-382. Lihua will discuss the complaint with the student filing it and document the particulars of the complaint. The student will receive a written response to the complaint within five working days. If the matter is not resolved to the satisfaction of the student s/he may then refer to and follow the "Student Administrative Appeal Policy" on pp. 109 and 110 of the *Student Handbook*.

* Usually, problems can be resolved and concerns can be addressed in a way that is deemed fair by all involved. However, this does NOT mean that every student complaint results in action that will please the student who makes a complaint. The laws of the State of Maine, rules and regulations of the University of Maine, and the policies of the IEI will take precedence over student requests.