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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.
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,

Chris Mares
Director
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/](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/](http://umaine.edu/mainestreet/)
**Immunization Requirements**

The State of Maine requires students to provide proof of the following immunizations:
- One (1) dose of Tetanus/Diptheria 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**

If you are taking writing class, you must bring your laptop computer to class.

Writing students should also be familiar with google docs, available on your UMaine google account.

**Email @maine.edu (UMaine Google Account)**

This email account comes with your Mainestreet (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](http://mail.maine.edu).

Activate your Mainestreet (UMS) account by going to [http://mail.maine.edu](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 20 hours each week, and are expected to do several hours of homework most evenings and weekends. Class attendance is required.

2. **Time and length of classes:** IEI classes meet Monday, Tuesday, Wednesday, and Friday (no classes Thursday) between 10:00 a.m. and 4:00 p.m. Each class period lasts for 50 minutes, with a 10-minute break between classes. Lunch is from 11:50 a.m. until 1:00 p.m.

3. **Instructors:** Usually, each class has a different teacher.

4. **Textbooks:** The textbook is NOT the course. Students will find that IEI teachers use the textbooks as resources, but the teachers also supplement the texts with other materials.

5. **IEI Classes:** Class schedule will depend on placement testing. Specific information about classes will be given to students on the first day of class. Special Topics classes offered vary from week to week, and depend on student need and interest. Typically, there will be a writing classes, grammar classes, listening classes, games, film chat and occasional projects that related to various U.S. holidays.

**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 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).
- You must schedule personal appointments 9:00am-10:00am or after 4:00 pm (MTWF) or on Thursdays.
- Classes begin on the hour (10:00am/11:00am/1:00pm/2:00pm/3:00pm).

**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.

**Modules**

- There are four modules in the IEI program: Listening/Reading/Writing/Immersion.
- You must take a placement test when you arrive, and then a progress test every eight weeks.
- You must conference with your teachers at each mid-term.
- Writing Module students who are in good standing may get permission to take one university class.
- Immersion students in good standing may get permission to take two university classes.
- 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 a university class.

**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; and,
- Your have earned P in all IEI classes in the session leading up to the university class.

**IEI Testing**

You will take a progress test at the end of each session. If you get 70% or better and have NOT earned an F in your classes you will move to the next module.

If you get less than 70% or have received an F, you will continue in the same module. Do not be discouraged. It is normal for students to continue in the same module, especially their first session. Language learning takes time, and everyone is on his or her own timeline.
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 of 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:
   • Meet 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
• Your have earned P in all IEI classes in the session
IEI Core Intensive English Program

IEI’s core program offers intensive English language instruction in **four skill-focused modules** designed to rapidly develop your English fluency and comprehension skills. The classes also provide cultural awareness training to prepare you to function comfortably in the U.S.A. Our teachers use innovative methods and communicative activities consistent with the Natural Approach and based on a Focal Skills Program design.

As a full-time student at the IEI, you will attend skills-focused and elective classes 20 hours per week from Monday through Thursday. On Fridays, you select from additional personal and group language learning experiences, including tutorials, conversation partners, chaperoned trips, and individual or small-group self-study.

The core intensive program uses Focal Skills assessments to place students into one of the four sequenced modules: the Listening Module, the Reading Module, the Writing Module, or the Immersion Module. Every eight weeks students are tested again to see if they are ready to change their module.

**Testing and Placement:**

- **Listening Comprehension Test:** If your Listening Test result is at or above the pass-out score, you will skip the Listening Module and be placed in another appropriate Module according to other test results.

- **Reading Comprehension Test:** If you have already passed out of Listening and your Reading Test result is at or above the pass-out score, you will skip both the Listening and the Reading Modules and be placed in another appropriate Module according to other test results.

- **Writing Test:** If you have already passed out of Listening and Reading, and your Writing Test result is at or above the pass-out score, you will skip the Listening, Reading, and Writing Modules and be placed in the Immersion Module.

- **Immersion Pass-out:** Students leave the Immersion Module when they have attained the level of English proficiency they need to demonstrate the desired level on TOEFL, IELTS, or another standardized measure of English proficiency.

**Note:** It is possible to get pass-out scores in Reading and Writing before passing out of the Listening Module. In this case, the student will be placed in the Listening Module.

The diagram on the following page presents this system in graphic form:
An entering student (1) first takes the Listening Assessment. If the score indicates intermediate listening comprehension or better, the next step is the Reading Assessment (2). If the Listening score does not satisfy the criterion, the student is placed into the Listening Module (1a). After 4 weeks, a different version of the Listening Assessment is given (1b). Again, the score determines whether the student goes on to the Reading Assessment or spends another 4 weeks in the Listening Module. This cycle repeats until the Listening score is satisfactory.

The same system is followed with the Reading and Writing Assessments and Modules. After the criterion on the Writing Assessment has been attained, the student goes directly into the Advanced/Immersion Module (4) and leaves (5) whenever personal goals have been achieved.
## Intensive English Institute
### Proficiency Scale and Length of Study

<table>
<thead>
<tr>
<th>Module: Listening</th>
<th>Proficiency</th>
<th>Student learning Outcomes</th>
<th>Length of study</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Courses:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Developing Accurate Listening (2 classes)</td>
<td>Beginning to low intermediate listening skills with focus on listening. Average TEOFL score range of students in Listening: 395-485 Median= 440 STD= 45</td>
<td>Students will be able to listen and understand the setting and main topic of simple conversations. They will develop a basic command of vocabulary, high frequency lexical items, language chunks, and common functional language.</td>
<td>Intake score 0- 30= 2 to 4 sessions Intake score 30-50= 1-2 sessions Intake score 50-70= 1 session</td>
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<tr>
<td>English Through Film</td>
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<tr>
<td>Read Aloud</td>
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<tr>
<td>Module: Reading</td>
<td>Proficiency</td>
<td>Student learning Outcomes</td>
<td>Length of study</td>
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<td>----------------</td>
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</tr>
<tr>
<td>Courses:</td>
<td></td>
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<tr>
<td>Academic Reading</td>
<td>Low intermediate to intermediate reading and listening skills with focus on reading</td>
<td>Students will be able to read and comprehend a variety of materials including fiction, non-fiction, authentic texts, and simplified texts at an intermediate level. Students will have a more developed vocabulary and be able to pick out the main ideas, identify key words/phrases and supporting detail of various reading material at the intermediate level</td>
<td>Intake score 0-30= 2-4 sessions</td>
</tr>
<tr>
<td>Reading Fiction</td>
<td></td>
<td></td>
<td>Intake score 30-50= 1-2 sessions</td>
</tr>
<tr>
<td>Guided Individual Reading</td>
<td></td>
<td></td>
<td>Intake score 50-60= 1 session</td>
</tr>
</tbody>
</table>
| News and Current Issues | Average TEOFL score range of students in Reading: 432-502
Median= 467
STD= 35 | | |
<table>
<thead>
<tr>
<th>Module: Writing</th>
<th>Proficiency</th>
<th>Student learning Outcomes</th>
<th>Length of study</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Courses:</strong></td>
<td></td>
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<tr>
<td>Academic Writing</td>
<td>Intermediate to high intermediate writing, reading and listening skills with focus on writing</td>
<td>Students will be able to produce a piece of writing on a teacher generated or self generated prompt that reflects an intermediate to high intermediate level of competency with specific attention to sentence syntax, morphology, and orthography, sentence types and boundaries, and standard formatting. They will have developed composition skills that reflect an understanding of the rhetorical structure of written English.</td>
<td>Beginning or Intake Writing score 30-50 = 3-4 sessions</td>
</tr>
<tr>
<td>US History and Culture</td>
<td>Average TEOFL score range of students in Writing: 479-541</td>
<td>Median= 510 STD= 31</td>
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<tr>
<td>Oral communication</td>
<td></td>
<td></td>
<td>Beginning or Intake Writing score 50-60= 1-3 sessions</td>
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<tr>
<td>Personal Writing</td>
<td></td>
<td></td>
<td>Beginning or Intake Writing score 60-70= 1 session</td>
</tr>
<tr>
<td>Module: Immersion</td>
<td>Proficiency</td>
<td>Student learning Outcomes</td>
<td>Length of study</td>
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<tr>
<td>Courses:</td>
<td></td>
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<tr>
<td>Critical Reading and Academic Writing</td>
<td>High intermediate to advanced listening, reading, writing, and speaking skills with focus on academic preparation</td>
<td>Students will be prepared to understand academic lectures and classroom discussions on academic topics. They will reach a high intermediate to advanced level of skills (all listening, reading, writing, and speaking) and be prepared to study at the university level and to interact with English speakers in everyday and professional situations.</td>
<td>1 semester in Bridge Program</td>
</tr>
<tr>
<td>English for Academic Purposes</td>
<td>Average TEOFL score range of students in Immersion: 495-559, Median= 527, STD= 32</td>
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<td></td>
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<tr>
<td>Personal Writing</td>
<td></td>
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<tr>
<td>Advanced Oral Communication</td>
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</table>
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 giant 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. Typically, the partners meet after 2:00 p.m. (Mon- Thurs), or at other times on Fridays or on weekends, 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
- Shopping
- Movies
- Kayaking
- Travel to Cities
- Snowboarding/Skiing
- Camping
- Farm visits
- 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/](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/](http://www.umaine.edu/campusrecreation/)

5. **Check the UMaine Calendar.** Lots of different events are listed. [http://www.calendar.umaine.edu/events/](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/isss/activities/isa/](https://umaine.edu/international/isss/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  
IEI Self Study

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](http://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](http://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/](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
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 Chris Mares, Director, Room #202, Estabrooke Hall 581-3895. Chris Mares 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.