ESL STUDENT HANDBOOK



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OVERVIEW

CLASS SCHEDULE

Our schedule is Monday through Thursday from 9 a.m. to 3 p.m. We do not have class on Friday. Please schedule personal appointments between Friday and Sunday. Six levels of proficiency are available. You will take a placement test at the beginning of the semester to determine your level. You will receive a detailed class schedule at orientation.

LANGUAGE OF INSTRUCTION

UTC faculty and staff will speak English to you. To maximize your English learning opportunities, please communicate only in English during class, on campus, and on field trips.

COURSE REQUIREMENTS

You are here to learn English. Your instructors have been trained to provide you with tools to facilitate your learning. You are expected to attend class regularly, complete all coursework, and utilize your academic resources while studying at UTC.

HOMEWORK

You are required to complete all your assignments. Failure to turn in your assigned work can result in dismissal from the program. If you miss class because you are ill, it is your responsibility to contact your instructor to make up any assignments you have missed.

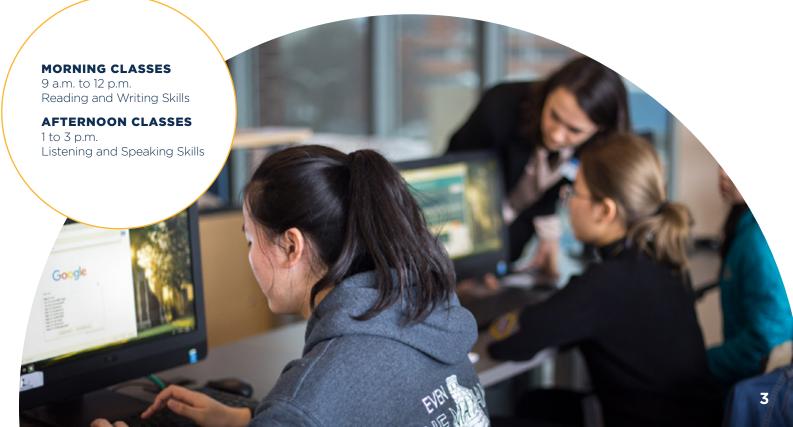
TESTS

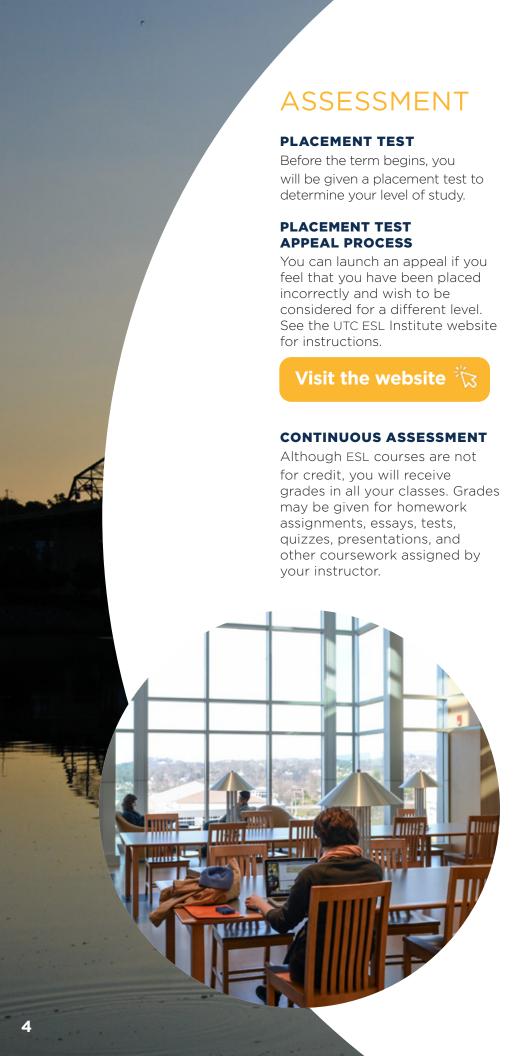
You will take a placement test, progress tests, and a Duolingo English Test. See the "Assessment" section for details.



If you would like to make and advising appointment, please email ESL@utc. edu or schedule your appointment through MyMocsNet (click on the "Academics tab").









PROGRESS TESTS

You may be given a progress test at any time chosen by your instructor.

DUOLINGO ENGLISH TEST

At the end of your course, you will take the online Duolingo English Test. This test measures your Literacy, Comprehension, Conversation, and Production Skills. This exam is an excellent tool to measure the progress you have made throughout your course. It may also be used for undergraduate and graduate admissions at the University of Tennessee at Chattanooga.

HOW TO APPEAL A GRADE

If you feel you have been graded unfairly, your grade may be appealed. See the UTC ESL Institute page for instructions:

Visit the website $\ddot{\mathbb{k}}$

CERTIFICATE OF ACHIEVEMENT

To receive a Certificate of Achievement at the end of your course, you must fulfill attendance requirements, complete all assignments, and earn a satisfactory score on the end-of-semester Duolingo English Test.

PROBATION AND SUSPENSION

If you fail your course, you will be placed on academic probation (Probation I) for the following term. Advisement sessions will be scheduled. If you fail again, you will be placed on probation again (Probation II). If you fail your course a third time, you willbe suspended for a period of one semester. You may be eligible to reapply after the suspension is over.

PROGRESSION FROM LEVEL TO LEVEL

In order to advance in level upon completion of the term, students are required to

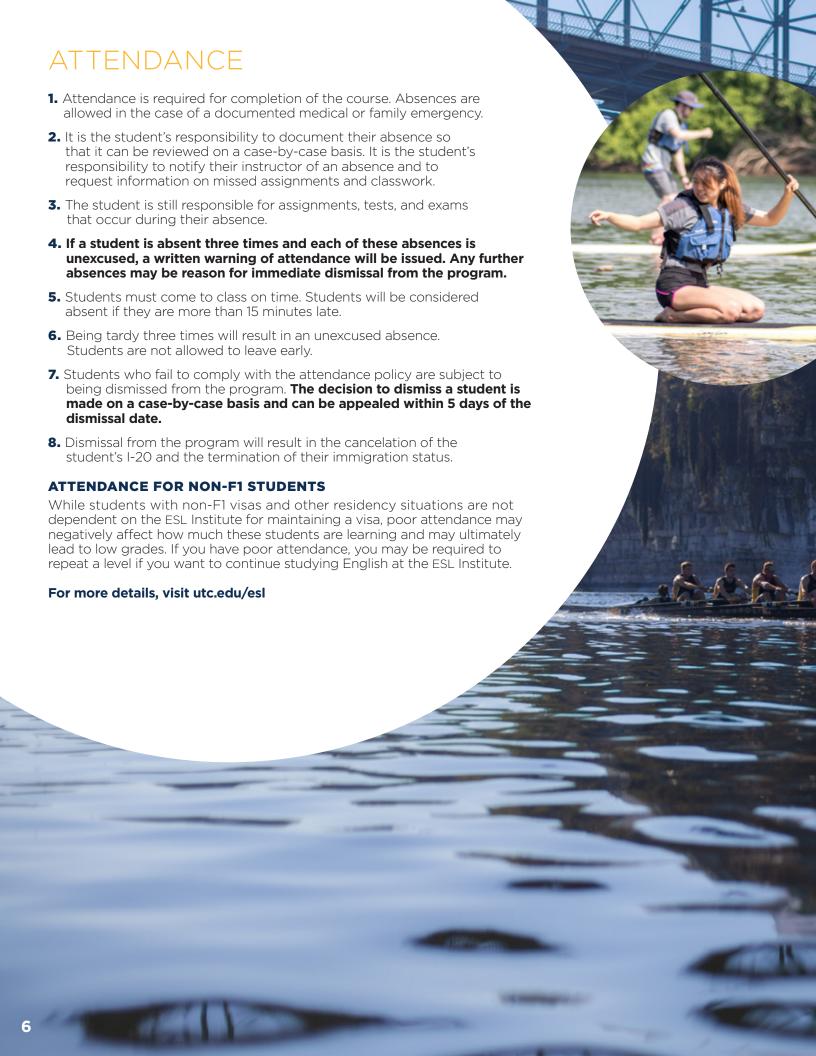
- 1. Take the Duolingo English Test.
- 2. Pass all sections of their course.

Grades A, B, C, and D constitute a pass. Grade F constitutes a fail. If a student fails to meet all academic and attendance requirements of the course, they will not advance and will be required to repeat their current level. If a student is unable to complete the Duolingo English Test and presents a medical note to excuse their absence, a decision will be made regarding whether they should advance based solely on their final grades for each course section.



YOUR LEVEL AT UTC	DESCRIPTION	COMMON EUROPEAN FRAMEWORK (CERF) LEVEL	OXFORD ONLINE PLACEMENT TEST	TARGET TOEFL IBT SCORES	TARGET DUOLINGO ENGLISH TEST SCORES
Level 1	Beginner	Pre-A1	0	O-18	10-60
Level 2	Elementary	A1	1-20	19-29	60-65
Level 3	Pre-intermediate	A2	20-40	30-40	70-75
Level 4	Intermediate	B1	40-60	41-57	80-90
Level 5	Upper- intermediate	B2	60-80	58-74	95-105
Level 6	Advanced	C1	80-100	75-90	110-120
REQUIRED SCORES FOR UTC ADMISSION:			TOEFL IBT	DET	
Undergraduate programs			61	85	
Graduate programs			79	100	

5



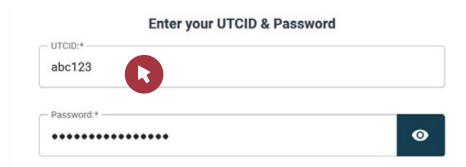


HOW TO ACCESS UTC LEARN

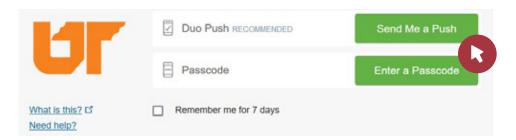
1. On the UTC website (utc.edu), click on "UTC Learn" in the Quick Links drop-down menu in the top right corner. On the next page, click on "Canvas Login."



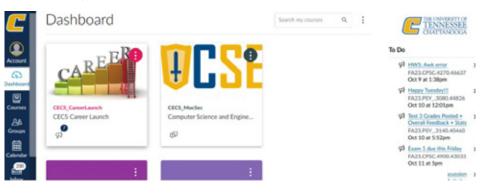
2. Then enter your UTCID and password and click "Login."



3. Click on "Send Me a Push" or "Enter a Passcode" for your Duo Mobile app.



4. You should now see your UTC Learn page, similar to what is shown in the example below.



UTC LEARN

UTC Learn is the classroom learning management system for UTC. Your instructors will use it to share materials with you, set and collect assignments, make announcements, compile word lists, and more.

WHAT'S MY PASSWORD?

Please visit **utc.edu/pw** to set up your password.

HOW DO I CHANGE MY PASSWORD?

- **1.** Open your preferred web browser to utc.edu/pw.
- **2.** Scroll down to "Student and Employee Account Management".
- **3.** Select "change it here" next to "Change Your Password."
- **4.** Remember that your password must:
 - include 1 uppercase letter
 - include 1 lowercase letter
 - include 1 number
 - be at least 8 characters



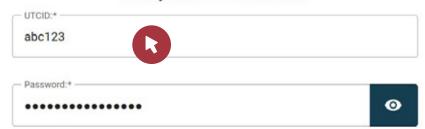
HOW TO ACCESS YOUR UTC EMAIL

1. On the UTC website (utc.edu), click on "Mocs Mail+" in the Tools drop-down menu in the top right corner.



2. Then enter your UTCID and password and click "Login."

Enter your UTCID & Password



3. Click on "Send Me a Push" or "Enter a Passcode" for your Duo Mobile app.

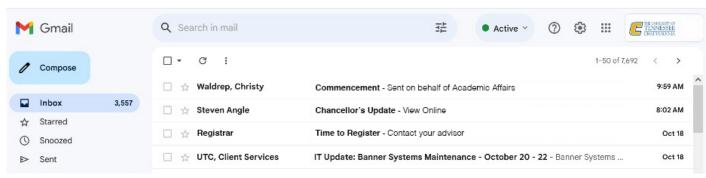


4. Once you get into your email, your screen should look something like this.



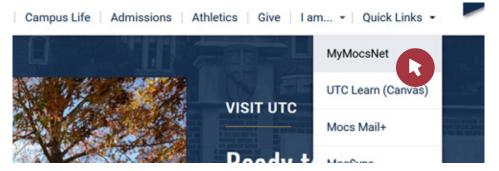
Your instructor will only communicate with you personally using UTC email addresses. If you need to communicate with your instructor, you should be sure to send an email from your UTC email address to your instructor's UTC email address.



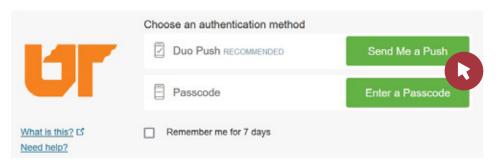


HOW TO ADD/DROP A COURSE

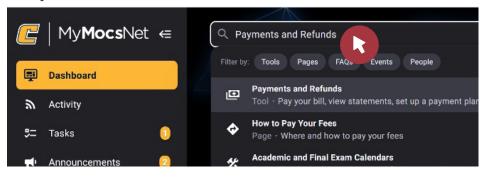
1. On the UTC website (utc.edu), click on "MyMocsNet" in the Tools drop-down menu in the top right corner. Then enter your UTCID and password when prompted.



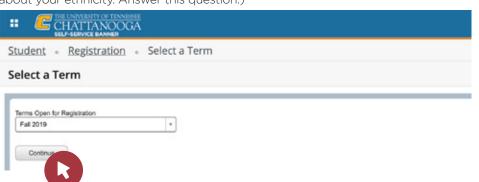
2. Click on "Send Me a Push" or "Enter a Passcode" for your Duo Mobile app.



3. In the search bar at the top, type "Payments and Refunds". Click on the Payments and Refunds tool.



4. Select your semester and click "Submit". (You may be asked a question about your ethnicity. Answer this question.)

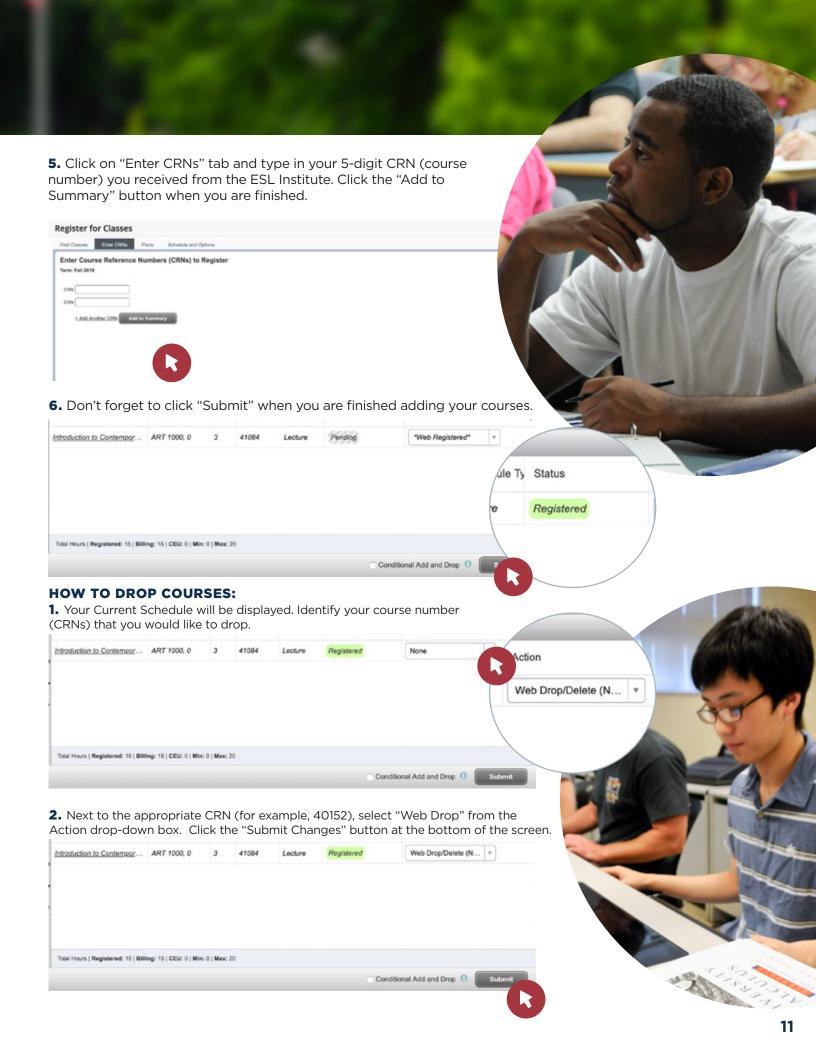


REGISTERING FOR AND DROPPING CLASSES

There are 7 calendar days to drop a class with no charge during the 16-week session, and there are 4 calendar days to drop a class with no charge during the 8-week session. You can withdraw from your course after that day, but you will no longer receive a 100% refund of your tuition and fees. The last day for official withdraw is published on the UTC academic calendar.

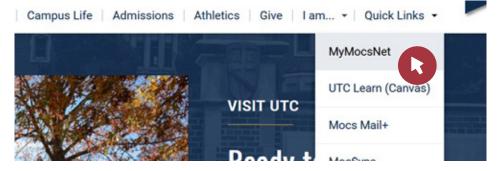
View the calendar 🌣



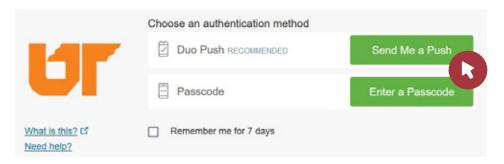


HOW TO MAKE AN ONLINE PAYMENT

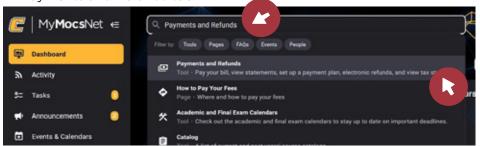
1. On the UTC website (utc.edu), click on "MyMocsNet" in the Tools drop-down menu in the top right corner. Then enter your UTCID and password when prompted.



2. Click on "Send Me a Push" or "Enter a Passcode" for your Duo Mobile app.



3. In the search bar at the top, type "Payments and Refunds". Click on the Payments and Refunds tool.



4. Then, click the green button that says "Make Payment." This will take you through a few steps so you may complete your payment.



HOW TO PAY

Tuition is to be paid upon class registration. Insurance, housing, and meal plan fees are due at that time (if applicable).

A. Credit and debit card

payments: You can pay online using your UTC Mocs account (Click on the Money tab, then in the Manage My Account select Go to My Account and make a payment). UTC accepts the following cards: MasterCard, VISA, American Express and Discover. There is a convenience fee of 2.75% for all credit card payments. You can also pay through Flywire: flywire.com/pay/utc. When transferring money from your account, your bank may charge a sending fee for its service.

B. Electronic check payments:

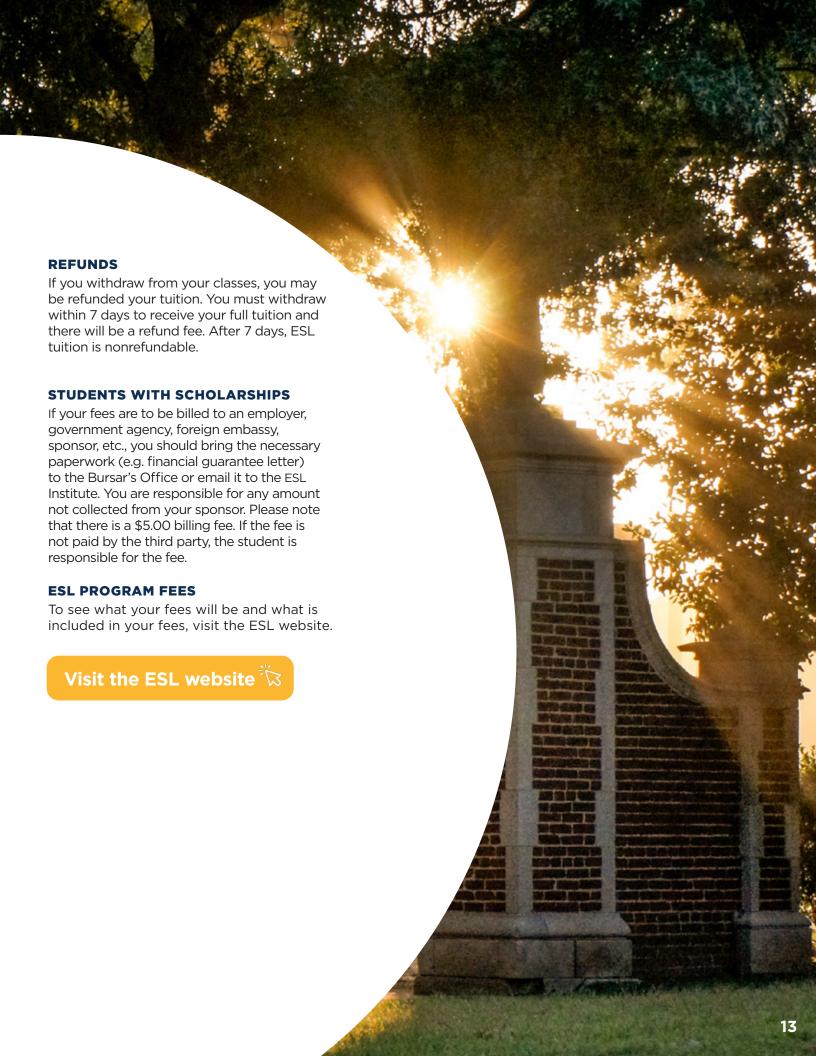
If you have an American bank account, you can pay online using your UTC Mocs account (Click on the "Money" tab, then select "Go to My Account" in the "Manage My Account" section). You will have to enter your account number and routing number.

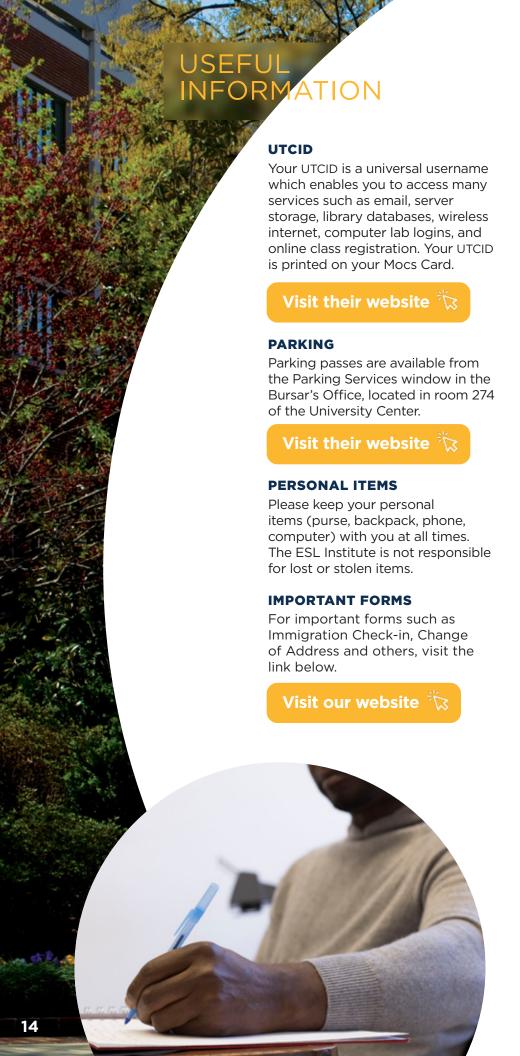
No extra fees apply.

C. Cash or check payments:

You may pay in the Bursar's Office (room 274 of the University Center) with cash or check only. No extra fees apply.

Late fees may apply if you do not pay required fees before your classes begin.







HOUSING

There are a variety of dorm options available on campus.

Visit their website 🎇

We recommend that international students apply to become part of the Go Global Living and Learning Community housed at Stophel Apartments.

Visit our website 🏗

MEALS

A variety of meal plans are available. All students livingon campus are required to have a meal plan. For information about available meal plans and reload options, visit the link below.

Visit their website 🏗

PROGRAM ADMINISTRATION

Our staff is here to support and advocate for you during your time at UTC. If you need assistance or encounter any problems, please contact our office first so that we may find solutions. Our student advisors can answer any immigration and visa questions you have during your period of study at UTC.

CHILDREN

We love children at the ESL Institute, but they are not allowed in class for any reason. However, if your child is ill, or if you have any other child-related issues which may cause you to miss class, please contact the ESL Institute.

DRESS CODE

The UTC ESL Institute does not have a formal dress code. However, we expect that students will dress modestly and appropriately for study.

SOCIAL MEDIA & THE INTERNET

You may keep up with ESL activities, classes, events, and other news by following "ESL Institute at UTC" on Facebook. If you do not want your photo posted, please inform the ESL Institute (see contact details on page 19).



PHOTO RELEASE INFORMATION

While you are participating in ESL classes and activities or other events on campus, it is possible that your photo may be taken for promotional purposes. If you would prefer not to appear in these photos, you may move to a different area out of the view of the camera or turn away from the camera.

PRINTING AT UTC

You can scan your Mocs card at any printer or copier to print. If you use all of your money, you can add more on their website.

On their website 7

You can print from a computer on campus or email your document as an attachment to MocsPrintBW@ utc.edu for black & white and MocsPrintColor@utc.edu for color print jobs if you want to print from your personal device. You will then have access to your document from any printer or copier on campus.

Visit their website







DISABILITY RESOURCE CENTER MAIL SERVICES

If you would like accommodations for a disability, please visit their website.

Visit their website 🌣



LOST AND FOUND

The UTC lost and found is located at the Campus Police Office at 400 Palmetto Street.

Visit their website [™]



COUNSELING CENTER

UTC has counseling available at the UTC Counseling Center. During business hours, you may walk in or call 423-425-4438. After hours or on the weekend, call 423-425-4357 and ask for the counselor on call.

Visit their website



OFFICE OF EQUAL **OPPORTUNITY AND ACCESSIBILITY**

To report hate crimes, bias, or discrimination, call the Office of Equal Opportunity and Accessibility at 423-425-5468.

Visit their website $^\circ$



TITLE IX

To report sexual misconduct, relationship violence or stalking. contact the Title IX Coordinator at 423-425-4255 or TitleIX@utc.edu.

Visit their website 7



To send a package, visit UTC Mail Services at 400 Palmetto Street. You should bring your UTC ID, the recipient's address, a list of the contents of the package in English, and enough cash to pay for your package (they do not accept credit cards).

Visit their website 7



AQUATIC AND RECREATION CENTER (ARC)

The ARC is a state-of-the-art sports and wellness center. Indoor facilities include basketball courts, soccer fields, a rock climbing tower, a 1/8mile indoor track, a weight training area, aerobics rooms, a five-lane swimming pool, and much more.

Visit their website 7



UTC ALERT

The UTC ALERT system is designed to keep the wUTC community informed in the event of an emergency. The system is used only for emergency contact purposes.

Sign up online 🏗

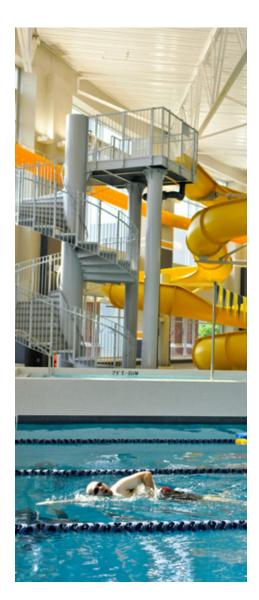
CAMPUS SHUTTLE

The Mocs Express is a free shuttle that can get you around campus and to perimeter parking. A valid UTCID gives you unlimited free access to the downtown, Hamilton Place, and Northgate sectors, as well as every CARTA route.

Visit their website ${}^{\circ}$



View the map online ⁷



ACADEMICS

SELF-STUDY

Make sure you come to class well prepared. In order to make progress and perform well on your tests, you will need to complete all your assignments and review the material regularly.

CONSEQUENCES OF CHEATING

The range of possible consequences of cheating or plagiarism include but are not limited to a failing grade on the assignment, a failing grade in the class, a required appearance before the Honor Court, and dismissal from the program.

Visit the website 🌣

FIELD TRIPS

The Center for Global Education organizes field trips and other activities for international students. The ESL Institute will provide the dates and itineraries.

END-OF-TERM EVENT

At the end of each term, a special event is held for our students. At this event, you will receive your certificate of completion, TOEFL score, and academic transcript.

ACADEMIC CALENDAR

You can access the UTC academic calendar online.

View the calendar 🗽

QUESTIONS AND CONCERNS

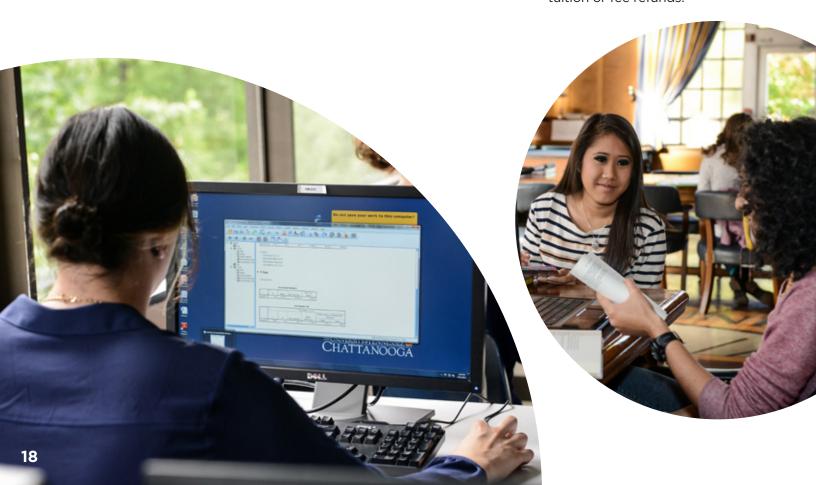
The ESL Institute at UTC is committed to providing a high-quality educational experience to all ESL students. Feel free to contact us at esl@utc.edu if you have any concerns or would like to file a complaint. Information related to UTC complaint and appeal procedures may be found online.

Visit the website



REASONS FOR DISMISSAL

Failure to comply with program requirements may result in dismissal from the program. Dismissed students receive no tuition or fee refunds.



CONTACT INFO

THE ENGLISH AS A SECOND LANGUAGE (ESL) INSTITUTE



Yvonne Dunham Slobodenko
Program Coordinator
yvonne-slobodenko@utc.edu
Lupton Hall 117G
423-425-4346

OFFICE OF INTERNATIONAL STUDENT SERVICES



Kelsey Simoni Senior Coordinator Lupton Hall 117D kelsey-simoni@utc.edu 423-425-5936



Eunice Davis

Undergraduate International
Student Advisor
Lupton Hall 117A
eunice-davis@utc.edu
423-425-2110



Lora Cook **Graduate International Student Advisor**Lupton Hall 117B

lora-cook@utc.edu

423-425-4348



Jill Williams-Alger
International Credential Evaluator
and Communication Specialist
Lupton Hall 117H
jill-williams-alger@utc.edu
423-425-5952

CENTER FOR GLOBAL EDUCATION



Takeo Suzuki
Executive Director
Race Hall 209
takeo-suzuki@utc.edu
423-425-4735



Michelle Baksh **Global Programs Specialist** Lupton Hall 117 michelle-baksh@utc.edu 423-425-4735

OFFICE OF STUDY ABROAD



Laura Livermore

Director
and CGE Assistant Director
Lupton Hall 117F
laura-livermore@utc.edu
423-425-4741



Jamie Booth **Advisor**Lupton Hall 117C
jamie-k-booth@utc.edu
423-425-4731

EMERGENCY CAMPUS CONTACT INFORMATION



24 Hour Emergency Number: UTC Campus Police 423-425-4357 (H-E-L-P)

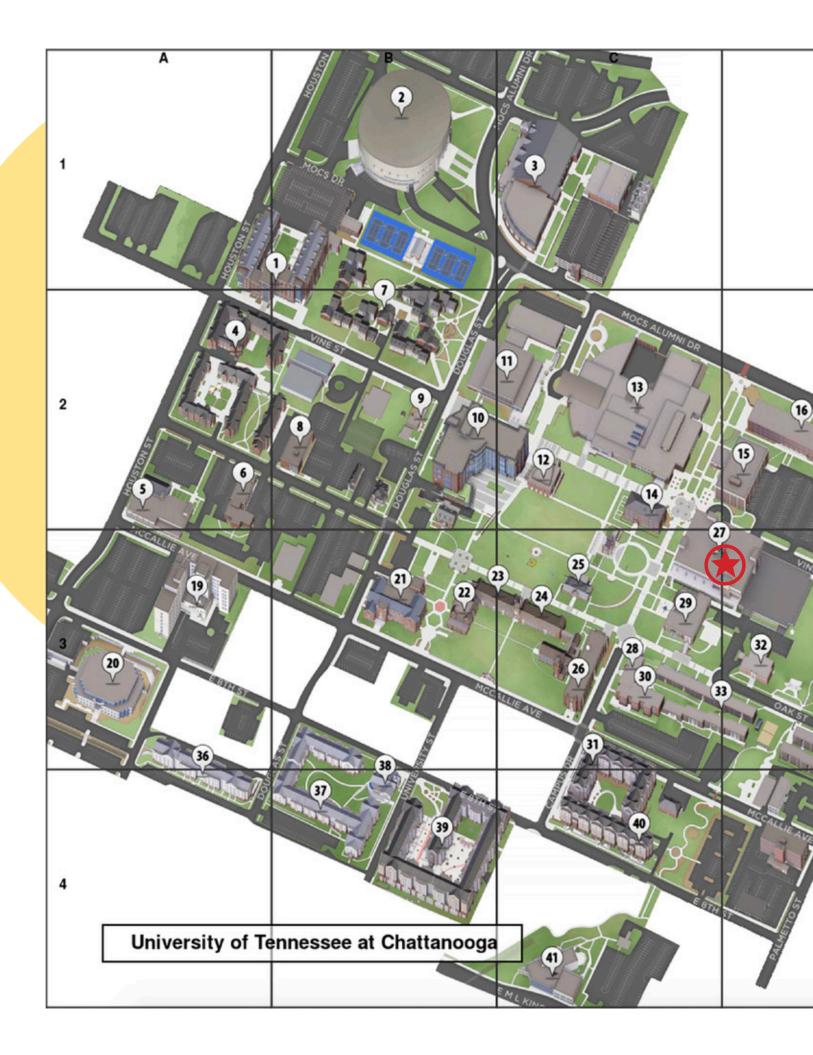
SOCIAL MEDIA, WEBSITE, AND EMAIL



@eslchatt utc.edu/esl esl@utc.edu @UTCglobal utc.edu/global goglobal@utc.edu



ENGLISH AS A SECOND LANGUAGE INSTITUTEand the CENTER FOR GLOBAL EDUCATION







ESL Office Lupton Hall 117

- B1 1 West Campus Housing
- B1 2 McKenzie Arena
- C1 3 Aquatic & Recreation Center (ARC)
- A2 4 Johnson Obear Apartments
- A2 5 Metropolitan Building
- A2 6 Frist Hall
- B2 7 Boling Apartments
- B2 8 Davenport Hall
- B2 9 Military Science
- B2 10 Library
- C2 11 Maclellan Gymnasium
- C2 12 Derthick Lecture Hall
- C2 13 University Center
- C2 14 Brock Hall
- D2 15 Grote Hall
- D2 16 Holt Hall
- E2 17 Challenger STEM Learning Center
- E2 18 Administrative Services Building
- A3 19 540 McCallie
- A3 20 James R. Mapp Building
- B3 21 Fletcher Hall
- B3 22 Founders Hall
- C3 23 Race Hall
- C3 24 Hooper Hall
- C3 25 Bretske Hall
- C3 26 Hunter Hall
- C3 27 Lupton Hall
- C3 28 Pfeiffer Hall
- C3 29 Guerry Center
- C3 30 Stagmaier Hall
- C3 31 UC Foundation Apartments
- D3 32 Cadek Hall
- D3 33 Lockmiller Apartments
- D3 34 Engineering, Math, and Computer Science Building (EMCS)
- D3 35 Fine Arts Center
- A4 36 Guerry Apartments
- B4 37 Decosimo Apartments
 - 34 38 Stacy Town Center
- B4 39 Stophel Hall Apartments
- C4 40 Walker Apartments
- C4 41 Multi-Disciplinary Research Building
- D4 42 801 McCallie Avenue

BARE INFINITIVE	SIMPLE PAST	PAST PARTICIPLE	BARE INFINITIVE	SIMPLE PAST	PAST PARTICIPLE
be	was/were	been	let	let	let
become	became	become	lie	lay	lain
begin	began	begun	lose	lost	lost
break	broke	broken	make	made	made
bring	brought	brought	mean	meant	meant
build	built	built	meet	met	met
buy	bought	bought	pay	paid	paid
catch	caught	caught	put	put	put
choose	chose	chosen	read	read	read
come	came	come	ride	rode	ridden
cost	cost	cost	ring	rang	rung
cut	cut	cut	rise	rose	risen
do	did	done	run	ran	run
dream	dreamt/dreamed	dreamt/dreamed	say	said	said
drink	drank	drunk	see	saw	seen
drive	drove	driven	sell	sold	sold
eat	ate	eaten	send	sent	sent
fall	fell	fallen	shoot	shot	shot
feel	felt	felt	show	showed	showed/shown
find	found	found	shut	shut	shut
fly	flew	flown	sing	sang	sung
forget	forgot	forgotten	sit	sat	sat
get	got	got	sleep	slept	slept
give	gave	given	speak	spoke	spoken
go	went	gone	spend	spent	spent
grow	grew	grown	stand	stood	stood
have	had	had	steal	stole	stolen
hear	heard	heard	swim	swam	swum
hide	hid	hid	take	took	taken
hit	hit	hit	teach	taught	taught
hold	held	held	tell	told	told
hurt	hurt	hurt	think	thought	thought
keep	kept	kept	throw	threw	thrown
know	knew	known	understand	understood	understood
lay	laid	laid	wear	wore	worn
learn	learnt/learned	learnt/learned	win	won	won
leave	left	left	write	wrote	written

EXPERIENTIAL LEARNING ACTIVITIES

NAME:	RETURNED ON (DATE):
UTC ID:	
TERM:	INSTRUCTOR'S SIGNATURE:
	SIGNATURE.

DATE	ACTIVITY	DURATION (IN HOURS)	NOTES