



# 2022

# Student Handbook

*“Our mission is to provide an Intensive English Program (IEP) that trains a culturally diverse student body from all over the world to become fluent in American English.”*



# Student Handbook

	<p><i>NYEC is licensed by the New York State Education Department, Board of Proprietary School Supervision BPSS.</i></p>
	<p><i>NYEC is accredited by The Commission on English Language Accreditation.</i></p>

E-mail: [admissions@nycenglishcenter.com](mailto:admissions@nycenglishcenter.com)

**©2022, NYEC.**

**All rights reserved.**

This Student Handbook may be subjected to periodic changes and updates. Students are officially updated about changes and updates once they are made.

Licensed private career schools offer curricula measured in clock hours, not credit hours. Certificates of completion, i.e., school diplomas, are issued to students who meet clock hour requirements. The granting of any college credit to students who participated in and/or completed a program at a licensed private career school is solely at the discretion of the institution of higher education that the student may opt to subsequently attend.

## *Table of Contents:*

Table of Contents	3
A Message from the President	4
NYEC Mission Statement	5
Ownership:	5
School Director	5
Academic Director	5
Student Services Coordinator	5
Accounting Services Manager	5
Student Advisors	5
Admissions Requirements	6
Placement Exam	6
Student Orientation	6
Non-Compliance of Required Placement Test and Orientation	7

Course Description: ESL Program	7
Beginner	7
ESL level 1: Beginner	8
Intermediate	8
ESL level 2: Low Intermediate	8
ESL level 3: High Intermediate	8
Advanced	9
ESL level 4: Low Advanced	9
ESL level 5: High Advanced	9
Class Schedule	10
Virtual Class Guidelines	10
Class Breaks	10
Attendance Policy	10
Placement Exam	11
Progress Reports	11
Grade Rubric	11
Exit Exam	12
Academic Integrity	13
Student Lounge	13
Student Library	13
Wi-Fi	13
Providing Contact Information/ Change of Contact Information	13
Health Insurance	13
Counseling Services	14
Public Counseling Services in New York City	14
Vacation and Leave of Absence	14
Late Fee Policy	14
Medical Leave Policy	14
Field Trip Policy	15
Closing Your Record	15
Family Education Rights and Privacy Act (FERPA)	15
Emergency Closings and Other Changes to Class Schedules	15
Refund Procedure	16
NEW YORK STATE REFUND POLICY AND CANCELLATION POLICY	16
Use of Cell Phones, Computers, and Other Electronic Devices in Class- NYEC Code of Conduct	17
Zero Tolerance of Disrespect Towards Faculty, Staff, and Students	17
Formal/Informal Complaints	18
New York State Student Complaints Procedure	19
Complaints to our accreditor	20
Program Start Dates	20
Academic Calendar	21

# *A Message from the President*

Dear Student:

I want to welcome you to New York English Center! Students from all over the world come here to experience the energy and excitement of one of the most amazing and most visited cities in the world, New York City! New York is not only famous for its global importance in finance, art, and diplomacy, but it is also famous for its liveliness, energy, and incredible experiences it provides its visitors, resulting in memories that will last a lifetime.

New York has so much to offer international students and we are proud to be able to contribute by providing quality English language courses that assist international students in accomplishing their goals and dreams. Let us help make your stay in one of the world's most memorable places an amazing one! Please take the time to read over this handbook carefully, as it outlines important information for students at NYEC.

On behalf of NYEC, I welcome you once again!

Sincerely,

***Reginald Menos***



President/School Director/PDSO

## *NYEC: Mission Statement*

Our mission is to provide an Intensive English Program (IEP) that trains a culturally diverse student body from all over the world to become fluent in American English.

To achieve this mission, the school has identified these objectives:

1. To deliver content-based English language courses designed to help students acquire fluent language skills, be able to think critically in English, to communicate ideas clearly, and demonstrate comprehension competence in English through integrated instruction, tasks and projects.
2. To provide an educational environment that encourages an appreciation of academic language studies coupled with American Culture.
3. To uphold our commitment to have a diverse student community while offering policies that hold students accountable to the school's high standards of learning.

## *Administration and Faculty*

### **Ownership:**

New York English Center is 100% owned by Reginald Menos and operated by New York English Center, a New York corporation.

### **President/School Director**

Reginald Menos  
BBA, Pace University

[rmenos@nycenglishcenter.com](mailto:rmenos@nycenglishcenter.com)

### **Student Services Coordinator**

Maria Chodkowsky,  
BS Industrial Engineering

[mfaizpun@NYECenglishcenter.com](mailto:mfaizpun@NYECenglishcenter.com)

### **Account Services Manager**

Darwish Nanez  
BS Accounting

[dnanez@nycenglishcenter.com](mailto:dnanez@nycenglishcenter.com)

### **Student Advisor**

Irina Nazarova

[irina@nycenglishcenter.com](mailto:irina@nycenglishcenter.com)

### **Teaching Faculty**

Ronald Michel, BA Sociology & Political Science  
Kayla Hefler, BA English Minor: Journalism

# *Admission Requirements*

NYEC accepts applications from students all around the world who are committed to learning and improving their English. We offer Beginner, Intermediate, and Advanced levels of ESL and students can enter at any one of these levels. In order to be admitted to NYEC:

- The student must have a high school diploma, GED, or equivalent
- Be at least 18 years of age
- Have a desire to learn English

NYEC is an open-enrollment institution. This means that most students are accepted once their application has been submitted. Candidates are urged to visit the school for a personal interview. If this cannot be arranged, please send an email to [admissions@nycenglishcenter.com](mailto:admissions@nycenglishcenter.com) or a written application to:

New York English Center Admissions  
545 Eight Avenue 20<sup>th</sup> Floor  
New York, NY 10018

Students can apply for admission online by sending an email to [Admissions@nycenglishcenter.com](mailto:Admissions@nycenglishcenter.com)

## *Student Enrollment and Registration*

### **Placement Exam**

Once students have registered and paid all tuition costs, they must take a placement exam to determine their appropriate program level. NYEC uses the Cambridge Placement and Evaluation Package. This exam takes 2 hours to complete and measures a student's ability level in reading, writing, speaking, and listening. Students must sign up to take the exam at the reception desk. Currently, exams are offered Wednesday- Friday at 2pm. Shortly after the exam, the student will be given their course level and their class assignment.

If a student feels that his/her assigned level is too high or too low, he/she can meet with the Education Coordinator, and he will decide the best course of action.

### **Student Orientation**

After the placement exam, new students must meet with a Student Advisor to discuss the policies of the school and sign the Student Orientation Form. Students are required to watch the NYEC Student Orientation Video, which can be found on YouTube and complete the Student Orientation Checklist with the student advisor.

## Non-Compliance of Required Placement Test and Orientation

If a first-time student has registered, paid, and failed to report for placement testing and orientation, that student may be subject to disciplinary action, including the possibility of being removed from the program. Students who fail to go through the placement and orientation process with NYEC staff on or prior to their start date are considered in violation of this policy.

## *Academic Affairs*

NYEC offers three courses of ESL instruction: Beginner, Intermediate, and Advanced. In addition, there are two levels of each course. The ESL grammar skills in each course are aligned with the Common European Framework (CEFR). The CEFR alignment also corresponds to American English language learning standards and widely used assessment exams such as the IELTS, TOEIC, and TOEFL. At NYEC, the curriculum follows the Cambridge textbooks Touchstone, Viewpoint, Focus on Grammar which closely align with CEFR.

### Course Description: ESL Program

#### Beginner

#### ESL level 1: Beginner

**Prerequisite:** Placement

**Course Description:** This beginner level ESL course is designed for students who have no foundation in English. Beginner is the only English course in the one-course Beginner Level. Students who successfully complete the course are prepared to move on to the Low Intermediate course. The course integrates the four language skills through reading, writing, listening, and speaking based on familiar topics such as introductions, the workplace, shopping, music, and family.

NYEC's Beginner curriculum's student learning outcomes mirror those of the CEFR. Per CEFR, students who successfully complete the A2 Breakthrough (Beginner) level should be able to:

- Understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).
- Communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
- Describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.

#### Intermediate

#### ESL level 2: Low Intermediate

**Prerequisite:** ESL level 1 or equivalent placement

**Course Description:** Low Intermediate is the first English course in the two-course Intermediate Level. Students who successfully complete the course are prepared to move on to the High Intermediate course. The course uses a communicative methodology focusing on both fluency and accuracy to foster students' independent production of English. The course integrates the four language skills through reading, writing, listening, and speaking based on familiar topics such as memories, lifestyle changes, travel, requests, and body language interpretation.

NYEC's Low Intermediate curriculum goals mirror those of the CEFR. Per CEFR, students who successfully complete the B1 (Threshold) or Low Intermediate level should be able to:

- Understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc.
- Deal with most situations likely to arise while travelling in an area where the language is spoken.
- Produce simple connected text on topics which are familiar or of personal interest.
- Describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.

### **ESL level 3: High Intermediate**

**Prerequisite:** ESL level 2 or equivalent placement

**Course Description:** High Intermediate is the second English course in the two-course Intermediate Level. Students who successfully complete the course are prepared to move on to the Low Advanced course. The course uses a communicative methodology focusing on both fluency and accuracy to foster students' independent production of English. The course integrates the four language skills through reading, writing, listening, and speaking based on topics such as asking for a favor, telling a story, comparing different cultures, lifelong learning, historic events, and personalities.

The student learning outcomes in the High Intermediate course mirror those of the CEFR. Per CEFR, students who successfully complete the B2 or High Intermediate level should be able to:

- Understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialization.
- Interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
- Produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.

## **Advanced**

### **ESL level 4: Low Advanced**

**Prerequisite:** ESL level 3 or equivalent placement

**Course Description:** Low Advanced is the first course in the two-course Advanced Level. Students who successfully complete the course are prepared to move on to the High Advanced course. The course uses a communicative methodology focusing on both fluency and accuracy to foster students'



independent production of English. The course integrates the four language skills through reading, writing, listening, and speaking based on complex topics such as communication, the information age, creativity, complaints, values, and culture shock.

The student learning outcomes in the Low Advanced course mirror those of the CEFR. Per CEFR, students who successfully complete the C1 or Low Advanced level should be able to:

- Understand a wide range of demanding, longer texts, and recognize implicit meaning.
- Express him/herself fluently and spontaneously without much obvious searching for expressions.
- Use language flexibly and effectively for social, academic and professional purposes.
- Produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.

## **ESL level 5: High Advanced**

**Prerequisite:** ESL level 5 or equivalent placement

**Course Description:** High Advanced is the second course in the two-course Advanced Level. The course uses a communicative methodology focusing on both fluency and accuracy to foster students' independent production of English. The course integrates the four language skills through reading, writing, listening, and speaking based on complex topics such as relationships, science, technology, superstitions and beliefs, consumer culture, exceptional people, and business.

NYEC's High Advanced curriculum student learning outcomes mirror those of the CEFR. Per CEFR, students who successfully complete the C2 or High Advanced level should be able to:

- Understand with ease virtually everything heard or read.
- Summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation.
- Express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

## **Class Schedule**

Once a student signs an Enrollment Agreement, the student must choose a schedule indicated in the box on the first page of the agreement. Please note that not every schedule listed below is available for every program or ESL level. The student has up to two weeks after their start date to change their schedule. We currently offer the schedules listed below:

### **In-Person Class Schedule**

Once a student signs an Enrollment Agreement, the student must choose a schedule indicated in the box on the first page of the agreement. The student has up to two weeks after their start date to change their schedule. We currently offer the schedules listed below.

A	Mon. Tue. Wed. Thu.	9am – 1:30pm

### **Virtual Class Schedule**

A	Mon. Tue. Wed. Thu.	9am – 1:30pm
C/D	Mon. Tue. Wed. Thu.	2pm - 6:30pm
E/H	Mon. Tue. Wed. Thu.	5pm – 9:30pm
F	Mon. Tue. Wed. Thu.	9am - 6pm

Once the student chooses a schedule, that schedule will be the student's schedule until the end of the current academic semester. At the end of the semester, a student may select a different schedule.

## **ZOOM Class Guidelines**

Due to the COVID pandemic, NYEC transitioned all in-person classes to ZOOM classes. Important rules to follow: there is one ZOOM account per student and the student's name must be written out in its entirety. Students must attend the classes to get attendance. Students cannot join classes outside their scheduled hours. Students must complete the work their teachers provide. Students are responsible for reporting any inconsistencies in their Gradelink grades/attendance reports to their teachers or administrators. If there is missing attendance, students can reach out to Irina, and it can take up to 3 days to update. Failure to comply with policies can and will result in disciplinary measures.

## **Class Breaks**

Class breaks are at the discretion of each teacher but are normally at 11am, 1pm, 3pm, 5pm and 7pm, depending on the schedule.

## Attendance Policy

Students must be in attendance at least 80% of the time. Students must maintain 80% to graduate. Any student who falls below 80% attendance will be put on probation and/or be terminated. The classroom teacher maintains the attendance roster. The attendance roster is kept at the school at all times.

Attendance will be taken every hour of the class schedule and if you arrive more than 20 minutes after the start of the hour, you will not get credit for being in class for that hour.

At the end of each month, a student's hours are calculated. Students not meeting their required hours will be informed via an emailed warning letter and will have one month to improve their attendance. If the student's attendance does not improve after the warning letter, students are terminated from the program.

## Grading Procedures

### Placement Exam

Before beginning classes, every student must take a placement exam, which will determine the appropriate level of English classes for each individual. NYEC uses the Cambridge Placement and Evaluation Package. This exam measures a student's ability to read, write, speak and listen to the English language.

### Progress Reports

Testing is standardized throughout the curriculum based on tests of high reliability. Test results will be recorded in and tracked via the school's SMS system.

Weekly Progress Checks	60% of course grade	Quizzes from textbooks	Quizzes every Thursday
Mid-term Exam	20% of course grade	Exam from Cambridge Exam Package, depending on the course and testing support materials.	Midway through the course.
Final Exam	20% of course grade	Exam from Cambridge Exam Package, depending on the course and testing support materials.	At the end of the course.
Beginner, Intermediate, and/or Advanced Certificate of Completion	Based on data from new SMS system		After passing Level Exit Exam

### Grade Rubric

Students must maintain at least a 72% grade average to graduate. Any student who falls below a 72% average will be put on academic probation. If a student fails below a 72% average for any two

consecutive semesters, that student may be removed from the program. The classroom teacher is responsible for administering and recording grades in the LMS system.

Letter Grade	Percentage	GPA
A	93-100	4.0
A-	90-92	3.67
B+	87-89	3.33
B	83-86	3.0
B-	80-82	2.67
C+	77-79	2.33
C	74-76	2.0
C-	72-73	1.67
F	<72	0

## Exit Exam

When students finish their program, they must take an exit exam. Similar to the placement exam, this exam takes roughly two hours to complete and measures a student's ability level in reading, writing, speaking, and listening. After students complete the exit exam, we compare the results to the placement exam to see how much they have learned during their time at NYEC. This final grade will be put on the student's transcript and is required for the Certificate of Completion and/or transcript to be provided.

## Academic Integrity

Students must accept the responsibility to be honest and to respect ethical standards in meeting their academic assignments and requirements. Integrity in academic life requires that students demonstrate intellectual and academic achievement independent of all assistance except that authorized by the instructor.

The use of an outside source in any academic paper, report of submission for academic credit without the appropriate acknowledgement is plagiarism. It is also academically dishonest to submit anything in electronic form as one's own that is the work, either fully or in part, of someone else. It is unethical to present as one's own work, the ideas, words or representations of another without the proper indication of the source. Therefore, it is the student's responsibility to give credit to any quotation, idea or data borrowed from an outside source.

Students who fail to meet the responsibility for academic integrity subject themselves to sanctions ranging from a reduction in grade or failure in the assignment or course in which the offense occurred to suspension, dismissal or expulsion from the school. Students penalized for failing to maintain academic integrity who wish to appeal such action may petition the School Director for a hearing on the matter.

## Facilities

NYEC has a total of 3 classroom-lecture halls. NYEC's main campus is located at 545 8th Ave, 20th Floor, New York, NY 10001. Every classroom is equipped with whiteboards, computers, and internet access. All classrooms are handicap accessible.

## **Student Lounge**

The student lounge is a common area open to the entire campus population for the purposes of eating, socializing, and relaxation. Occasionally, the student lounge may be used to host school sponsored special events and activities. The student lounge cannot be used as a classroom.

## **Student Library**

The student library is a common area open to the entire campus population for the purposes of study and research. There are six computers available in the library and several shelves of reading material.

## **Wi-Fi**

NYEC has complimentary Wi-Fi available throughout campus available for student use.

# *NYEC Policies and Procedures*

## **Providing Contact Information/ Change of Contact Information**

NYEC ESL student must, at all times, provide the school with their correct contact information. Contact information, in this handbook, refers to the following: email address, postal address, resident address, telephone number, and cell number. If a student's contact information changes, that student is responsible for providing the admissions office their updated information. A student can do this through the Student Advisors or directly on Gradelink.

If a student's attendance falls below the acceptable rate and is not reachable for more than 14 days, that student will be automatically removed from the program.

All students must provide their contact information during the initial registration process. Failure to comply with attendance rules and contact information policies will result in that student being denied or removed from the program, without exception.

## **Health Insurance**

All NYEC students are strongly advised to purchase health insurance while studying in the US. Having health insurance protects you from paying the full cost of medical expenses, and having student medical and accident insurance is recommended for international students.

We can provide assistance with getting insured.

## Counseling Services

This list of counseling services is located at the admissions desk.

### Public Counseling Services in New York City

- Mental Health  
<https://www.omh.ny.gov/>
- Emergency Services  
<http://newyorkcity.ny.networkofcare.org/mh/emergency-services.aspx>
- Sexual Assault Counseling  
<http://newyorkcity.ny.networkofcare.org/mh/services/subcategory.aspx?tax=RP-1400.8000-800>
- Individual and Family Counseling (21 years or younger)  
<http://www.childcenterny.org/counseling-indandfamily.htm>
- Financial Counseling  
<http://www1.nyc.gov/site/dca/consumers/get-free-financial-counseling.page>

## Vacation and Leave of Absence

A full-time student can request vacation time only after attending a full 12-week semester, maintaining acceptable attendance and a satisfactory grade point average. In order to request vacation, the student must fill out a **Vacation Request Format** at the front desk and make the first payment for the next semester. In order to be approved, the authorized Student Services employee will need to sign the form. The appropriate staff member will check to make sure the student has been fulfilling grade report (72% GPA with a minimum of 6 assignments per term) and attendance requirements (80%). The maximum amount of time a student is allowed for vacation is 12 weeks but the student must complete three full semesters (36 weeks) of classes.

The student must also have a zero (0) balance on their account before they are granted vacation.

If the student has not completed the minimum accepted number of hours (80%) in their program during their 12 weeks of study and/or if the student has not maintained satisfactory academic progress (72%) on a minimum of 6 assignments per term, vacation will be denied.

## Late Fee Policy

We understand that everyone has other things going on in their lives and you can't always make it to the school on the exact day that your payment is due. Because of this, students are given 9 days to pay (including the day their payment is due) without a late fee. On the 10th day, there is a \$30 late fee; one month late, there is a \$60 late fee plus a \$100 re-registration fee and two months later, there is a \$90 late fee plus possible termination.

## Medical Leave Policy

If a student needs to be given a leave of absence due to medical reasons, an official note from a licensed physician or hospital / clinic needs to be provided and presented to the Student Advisor who currently

deals with Medical Leave. The medical excuse note, written and signed by a doctor, should be uploaded to Gradelink and then the appropriate Student Services staff member will update that student's file to reflect the excused absences. While a student is on medical leave, he or she is excused from classes but must continue to make their regular tuition payments and the time out of class does not count towards accumulated semester hours. If a medical note is not provided, the time the student was absent from classes cannot be justified in the student's attendance records.

## Field Trip Policy

NYEC recognizes the importance of field trips and recreational activities as part of the entire ESL learning experience. The following are the policies and procedures for field trips which each and every instructor MUST go over before embarking on a field trip.

- Classes must meet at NYEC. The instructor will take attendance and the students will leave the campus together.
- All students must sign a waiver of injury form and return it to the Education Coordinator.
- Students should have the school phone number, as well as the instructor's cell phone number.
- Students should make the instructor aware of any health-related issues (food allergies, asthma, etc.) prior to leaving the school.
- Students should IMMEDIATELY contact their instructor or the school if they get separated from their class.
- At the end of the trip, the instructor will take attendance again to make sure that all students have returned to the campus safely.
- If ANY problems arise on a field trip, the instructor and the student should contact the Education Coordinator or School Director IMMEDIATELY.
- In cases of extreme emergencies, students should call 911 or contact the nearest policeman.
- NYEC assumes no liability for injuries sustained during a field trip.

Field trips are meant to enhance the educational experience and is voluntary and not mandatory as part of the curriculum. For those students who choose not to participate, regular class scheduling will be in effect.

## Closing Your Record

If you are closing your record because you are returning home or because your status has changed there are a few things you need to do before you go.

1. Take the exit exam, which will go on your transcript and determine your final level of English. We will not be able to provide a transcript for you if you do not take the exit exam
2. Clear your balance; talk to your student advisor at the front desk to find out your balance
3. Submit proof that your status has changed or that you are leaving the country to the Student Services Coordinator or appropriate staff member
4. Request any documents that you may need before your Gradelink account gets deactivated

You have 30 days after your semester ends to inform us of your plans to close your record. Once that 30 day window has closed, your new semester enrollment is officially in effect beginning the day after the end of your last semester. Our refund and cancellation policy can be found below, in the orientation packet and in the enrollment agreement that you signed.

## Family Education Rights and Privacy Act (FERPA)

Consistent with Family Educational rights and Privacy Act of 1974, New York English Center (NYEC) has adopted policies, which protect the privacy of students. In brief, the statute provide the educational institutions and agencies must provide students access to certain official records directly related to the students and an opportunity for a hearing to challenge such records on the grounds that they are inaccurate, misleading, or otherwise inappropriate institutions must obtain the written consent of the student before releasing personally identifiable data about student form records to other than a specified list of exceptions. Students must be notified of these rights. An office and review board has been established in the United States Department of Education to investigate and adjudicate violations and complaints of this section.

## Emergency Closings and Other Changes to Class Schedules

Occasionally, the school is confronted by the need to close because of inclement weather or reasons beyond the school's control. Such closings are normally announced through major radio stations in New York City. In addition, students can also call the main office for information and check the school's website and Facebook page for updates.

Although classes are planned to commence and conclude on the dates indicated in the academic calendar, unforeseen circumstances may necessitate adjustments to class schedules and extension of time for completion of class assignments. Examples of such circumstances may include faculty illness, malfunction of school equipment (including computers and/or networks), and unavailability of particular School facilities occasioned by damage to the premises, repairs or other cause, and school closings because of inclement weather. The school shall not be responsible for refund of any tuition or fees in the event of any such occurrence or for failure of a class to conclude on the date originally scheduled, nor shall the school be liable for any consequential damages as a result of such a change in schedule.

## Refund Procedure

Students requesting a refund should send a written request to the Student Services Coordinator via email. If the refund request meets the school refund policy, the refund will be made to the student within 30 days in the form of a cheque. The student will receive an email from the Bookkeeper when the cheque is ready to be picked up. The failure of a student to notify the appropriate parties in writing of withdrawal may delay refund of tuition due pursuant to Section 5002 of the Education Law.

### NEW YORK STATE REFUND POLICY AND CANCELLATION POLICY

A student who cancels within seven (7) days of signing the enrollment agreement but before instruction begins receives all payment refunded, excluding the \$100 registration fee. Thereafter, a student will be liable for:

For 216-hour programs (full-time) (1 Semester of 12 weeks)

#### (I) First Semester

##### *If Termination Occurs*

##### *The School May Retain*

Prior to or During 1st Week .....	0%
During the 2nd Week .....	25%
During the 3rd Week .....	50%
During the 4th Week .....	75%



After the 4th Week .....	100%
--------------------------	------

## (II) Subsequent Semesters

### *If Termination Occurs*

### *The School May Retain*

Prior to or During 1st Week .....	25%
During the 2nd Week .....	50%
During the 3rd Week .....	75%
After the 3rd Week .....	100%

### For All Programs

Fees and charges paid to the school for goods and services, which the school has not provided and was not accepted by the student, shall be refunded.

Any payment to the school in excess of the sum due the school by the student who cancels, withdraws, or is discontinued will be refunded within thirty (30) days from the determination date of withdrawal. The date of withdrawal by a student is no more than 30 days from the last date of attendance. Pursuant of section 5002 of the New York State Education Law, **“the failure of a student to notify the director in writing of withdrawal may delay refund of tuition due.”**

(III) The student refund may be more than stated above if the accrediting agency or the Federal Pro-Rata refund policy results in a greater refund.

## Use of Cell Phones, Computers, and Other Electronic Devices in Class

- The general policy and guidelines in regards to electronic devices that follow apply to all ESL students and classes.
- All cell phones must be either turned-off or switched to ‘silent mode’ during class.
- If a student needs to receive or make an urgent call, they must do so outside the classroom. If constant disruption continues, the teacher has the authority to consider the student absent from class for that hour.
- Laptops, tablets, MP3 players, or other electronic devices are not allowed to be used in class, unless otherwise instructed by the teacher. This includes the computers owned by NYEC.
- The use of SMS messaging, or ‘texting’, is also disruptive and disrespectful to the instructor. The ESL Instructors at New York English Center are committed to making interesting and productive lessons for their students, and it is considered by the faculty and staff very disrespectful if the students do not make an effort to participate in classroom activities. If a student’s constant texting becomes a problem for the instructor, **the instructor has the right to send that student to the ESL Program Manager to discuss the concern. The student may be considered absent by ESL staff for that day.**

## NYEC Code of Conduct

NYEC staff’s main concern is for the welfare and safety of its students. The following actions and behavior will lead to disciplinary actions being taken by the ESL Department:

- An action that may discredit or be damaging to NYEC.

- Behavior that is intended to intimidate another person because of race, religion, national origin, gender, sexual orientation or disability.
- Behavior that could lead to unwanted encounters with law enforcement bodies.
- Non-compliance with NYEC policies and the commonwealth and federal laws relative to drugs, alcoholic beverages, and gambling.
- Providing false information to NYEC staff.
- Fraud, forgery, alteration, or misuse of NYEC documents, records, or identification cards.
- Physical Assault with the intention of doing physical harm, obscene, lewd, vulgar or immoral conduct or profanity.
- Unwelcome conduct of a sexual nature, herein defined as 'Sexual Harassment.' Sexual harassment may include 1) unwelcome sexual advances, 2) requests for sexual favors, and 3) other verbal, non-verbal, or physical conduct of a sexual nature. Sexual harassment may also include denying or limiting, on the basis of sex, a person's ability to perform their tasks, assignments, or work. Disciplinary action will be taken in the event of violation of NYEC Sexual Harassment policy.
- The deliberate creation on the part of an individual student or a group of students of a hostile environment towards other students, faculty or staff, or to stigmatize or harass other students, faculty or staff members.
- Behavior that would lead to violence while on the territory of NYEC facilities and campus.

Students are also responsible for maintaining behavior that will not be detrimental to NYEC, its faculty and staff. This obligation extends to events organized by NYEC International which take place outside New York English Center facilities and campus.

## Zero Tolerance of Disrespect Towards Faculty, Staff, and Students

Any perspective or enrolled student at NYEC, who shows disrespect to NYEC students, any member of staff or faculty can be subject to disciplinary action such as loss of attendance and/or removal from the program. Disrespect in this Handbook is defined by (but not excluded to) the following:

Constant class disruption, rudeness, unnecessary and excessive argumentation with other students or staff and faculty, harassment, excessive complaining, yelling or threatening speech, physical violence, verbal threats of violence, disregard or refusal of faculty direction, refusal to participate in classroom activities, overall disrespect and disregard for Staff and Faculty efforts and direction.

**Any student or prospective student may be removed from the program and not be allowed to register and attend the programs offered at NYEC due to violating the Zero-Tolerance of Disrespect policy. NYEC students are required to maintain certain standards of behavior while they attend our program which encourages an atmosphere of learning and mutual respect.**

## Formal/Informal Complaints

The purpose of the Student Complaint Procedure is to provide students with a prompt and equitable means of seeking resolution for alleged violations of student rights which are protected under the school's academic and general policies. Complaints based on unlawful discrimination, harassment, unfair or biased treatment, or complaints regarding the quality of services and instruction, against any member of NYEC (including students, staff, or faculty) should be made in writing and given to the School's Director.

Complaints can be made in two ways:

Formal complaints must be made in writing and cannot be made anonymously, however will be kept confidential. Minor complaints pertaining to the quality of educational programs and services, teacher performance, or condition of facilities can be made either formally or informally.

Informal complaints can be made in person by speaking with administrative personnel, or in writing by email or letter. Informal complaints may be opened and reviewed by individual administrative staff members and can be dropped in the school's suggestion boxes. All complaints formal or informal are reviewed and analyzed by either the school's Director or Education Coordinator.

## **New York State Student Complaints Procedure**

The purpose of the Student Complaint Procedure is to provide students with a prompt and equitable means of seeking resolution for alleged violations of student rights which are protected under school's academic and general policies. Complaints based on unlawful discrimination, harassment, unfair or biased treatment, or complaints regarding the quality of services and instruction, against any member of NYEC (including students, staff, or faculty) should be made in writing and given to the School's Director.

### **1. Who can file a complaint?**

If you are or were a student or an employee of a Licensed Private or Registered Business School in the State of New York and you believe that the school or anyone representing the school has acted unlawfully, you have the right to file a complaint with the New York State Education Department.

### **2. What can a student or employee complain about?**

You may make complaints about the conduct of the school, advertising, standards and methods of instruction, equipment, facilities, qualifications of teaching and management personnel, enrollment agreement, methods of collecting tuition and other charges, school license or registration, school and student records, and private school agent.

### **3. How can a student or employee file a complaint?**

The steps you must take to file a complaint are:

- Write to the New York State Education Department at 116 West 32nd Street 14th Floor NYC, NY 10001 or telephone the Department (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the department will meet you and go through your complaint in detail.
- If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. You must file a complaint within two years after the alleged illegal conduct took place. The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
- The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up you should provide all information requested as quickly as possible; delay may affect the investigation of our complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that the violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.
- In addition to filing a complaint with the Department, you may also try to resolve your complaint directly with the school. Use the school's internal grievance procedure or discuss your problems with teachers, department heads, or the school director. We suggest that you do so in writing and

that you keep copies of all correspondence to the school. However, the school cannot require you to do this before you file a complaint with the New York State Education Department.

#### **4. What is the Tuition Reimbursement Fund?**

The Tuition Reimbursement Fund is designed to protect the financial interest of students attending proprietary schools. If a school closes while you are in attendance, prior to the completion of your educational program, then you may be eligible for a refund of all tuition expenses, which you have paid. If you drop out of school prior to completion and you file a complaint against the school with the State Education Department, you may be eligible to receive a tuition refund if the State Education Department is able to provide factual support that your complaint is valid and to determine that there was a violation of Education Law or the Commissioner's Regulations as specified in Section 126.17 of the Commissioner's Regulations. To file a claim to the Tuition Reimbursement Fund, you must first file a complaint with the State:

Education Department at the address below.

NEW YORK STATE EDUCATION DEPARTMENT

116 WEST 32ND STREET # 14TH FLOOR

NEW YORK CITY, NY 10001

(212) 643-4760

## **Complaints to our Accreditor**

### **Complaints Against Accredited Programs and Institutions**

Accredited programs and institutions are expected to continue to meet the CEA Standards during the term of accreditation. A student, faculty or staff member, as well as others outside the program or institution who may have knowledge of an alleged failure by an accredited program or institution to maintain the standards may file a complaint with CEA. Such a complaint must be filed in writing with the name, address and telephone number of the complainant on a separate page, and shall identify the specific standard(s) allegedly violated as well as a description of how the program or institution has failed to comply with it.

Complaints may be filed at any time.

CEA will investigate complaints according to the procedures outlined in the [CEA Policies and Procedures](#).

## **Program Start Dates**

NYEC offers open enrollment for ESL students. Students can begin classes every Monday. The following are the approximate program start dates in 2022

	1st	1st	1 <sup>st</sup>
January 2022	A/B/G/H Schedule		
February 2022		C/D Schedule	
March 2022			E/F Schedule
April 2022	A/B/G/H Schedule		

May 2022		C/D Schedule	
June 2022			E/F Schedule
July 2022	A/B/G/H Schedule		
August 2022		C/D Schedule	
September 2022			E/F Schedule

<b><u>Course Schedule</u></b>		
	<b>Session 1</b>	<b>Session 2</b>
<b>A, G, H Schedules</b>	April 5 <sup>th</sup> , October 4 <sup>th</sup>	January 4 <sup>th</sup> , July 6 <sup>th</sup>
<b>C &amp; D Schedules</b>	May 3 <sup>rd</sup> , November 1 <sup>st</sup>	February 1 <sup>st</sup> , August 2 <sup>nd</sup>
<b>E &amp; F Schedules</b>	June 1 <sup>st</sup> , November 29 <sup>th</sup>	March 1 <sup>st</sup> , September 6 <sup>th</sup>

## *2022 Academic Calendar*

**NYEC is closed during the following school breaks and Federal Holidays:**

New Year's Day	January 1 <sup>st</sup>
Martin Luther King Jr. Day	January 17 <sup>th</sup>
President's Day	February 19 <sup>th</sup> --21 <sup>st</sup>
Easter	April 16 <sup>th</sup> -17 <sup>th</sup>
Memorial Day	May 27 <sup>th</sup> -30 <sup>th</sup>
Summer Break	June 27 <sup>th</sup> -July 4 <sup>th</sup>
Labor Day	September 3 <sup>rd</sup> -5 <sup>th</sup>

Columbus Day	October 8 <sup>th</sup> -10 <sup>th</sup>
Veteran's Day	November 11 <sup>th</sup>
Thanksgiving	November 24 <sup>th</sup> -27 <sup>th</sup>
Winter Break	December 23 <sup>rd</sup> -January 3 <sup>rd</sup> 2023