



English Language Institute Student Handbook

Updated January 2016



Communication

Important Phone Numbers

Emergency Assistance: police, fire, ambulance	911
Montana Telephone Directory	411
Montana Road Conditions	511
U.S. Numbers Outside Montana 1+ (area code)	555-1212
AT&T International Operator	1-800-225-5288

Campus Phone Numbers

All campus telephone numbers begin with the prefix **243**. If you are calling a campus number from a campus telephone, you only need to dial the last four numbers.

Campus Information	243- 0211
International Center ELI Instructors 'Offices 001 (downstairs)	243- 2084
International Center Front Desk	243- 2288
ELI Program Chair	243- 6235
Director of Fiscal Services	243- 2212
ELI Program Coordinator	243- 6141
Foreign Student & Scholar Services	243- 2226
University Admissions	243- 5844
Campus Security	243- 6131
24-hour emergency number	243- 4000
Griz Walk Escort Service	243- 2777
Student Health Services (Curry Health Center)...	243- 2122
Dental Services	243- 5445

Counseling and Psychiatric Services	243- 4711
Computer Services Help Desk	243- 4357
Griz Card Office	243- 6943
Campus Recreation	243- 2802

Off Campus Phone Numbers

Missoula Police Department	523-6303
St. Patrick's Hospital	543-7271
Community Hospital	728-4100
Yellow Cab Taxi Company	543-6644
Greyhound Bus Station	549-2339
International House, 659 S Fifth Street E	543-8805

Long Distance Calling

The area code for Montana is 406. Montana is located within the Mountain Standard Time Zone (-7 GMT).

1. There are numerous choices for long-distance calling. Students can...
2. Order a long distance service for their apartment and they will receive a monthly bill.
3. Buy a calling card from the UC, a store in town, or online.
 - Albertson • Fresh Market • Super Wal-Mart
 - Online at: www.bestbuy.com or www.callingcards.com
4. Find a cell phone service provider and long-distance plan that suits their needs.
5. Use a wireless service provider and a personal computer to make long distance calls.

Table of Contents

Welcome to The Last Best Place!	3	ELI Tuition and Fees	15
Montana	3	Expenses	15
Missoula	3	Banking.....	15
The University Of Montana	3	Identification and Legal Matters	16
The English Language Institute.....	3	Student Identification Numbers and Griz Cards	16
Administrative Policies and Procedures	4	Working in the United States	16
Orientation	4	Federal and State Income Tax.....	16
Registration	4	Social Security Numbers.....	16
Late Arrival	4	Personal Records	16
Early Withdrawal	4	Drivers' Licenses	17
University Email Accounts	5	US and International Travel	17
ELI Student Complaint Policy	5	US Department of Homeland Security Regulations	17
Student Evaluations and Suggestion Box	5	Campus Services	18
ELI Student Newsletter.....	6	University Center.....	18
Institutional TOEFL.....	6	Eating on Campus.....	18
Conditional Admission	6	IT Computer Labs	18
Transferring to another Institution	6	Copying & Faxing.....	19
Suspension from ELI	6	Campus Postal Service.....	19
Academic Policies and Procedures	7	Parking.....	19
ELI Classes.....	7	Sports and Recreation	20
Initial Placement into ELI classes.....	8	Housing	21
Levels of Instruction	8	On Campus Housing.....	21
Class Size	9	Off-Campus Housing	21
Grading, Testing and Evaluations.....	9	Family Housing.....	21
Level Promotion.....	10	Safety and Health	22
Certificates of Completion.....	10	Keeping Safe.....	22
Texts	10	The Curry Health Center	22
Plagiarism	11	Counseling and Psychological Services.....	22
Academic Probation	11	Health Requirements.....	23
Attendance Policies and Procedures	12	Health Insurance	23
Attendance Requirements	12	Smoking Policy	23
Attendance Probation	12	Illicit Drugs Policy.....	23
SACM Attendance Policy	12	Enforcement of Alcohol, Drugs and Tobacco Policies	23
Additional Academic Programs	13	Living in Missoula	24
ELI Undergraduate Bridge Program	13	Local Transportation.....	24
Conversation Partners	13	Supermarkets.....	24
Culture Seminars.....	13	Restaurants	25
Admission to the University of Montana	14	Shopping.....	26
Transition from ELI to the University of Montana.....	14	Entertainment.....	26
Admission to Graduate School.....	14	Appendix	27
Finances	15	University of Montana Student Complaint Procedure	27

Welcome to The Last Best Place!

Welcome to Missoula, Montana, and the English Language Institute! This handbook will answer some questions about studying at the ELI and the University of Montana. Students are encouraged to ask their teachers or the staff of the ELI about any additional questions they might have about our program.

Montana

Montana is the fourth largest state in the U.S. after Alaska, Texas and California; however, it has one of the smallest populations. Montana is famous for its stunning natural scenery and abundant wildlife. There are numerous state and national parks, including Yellowstone and Glacier, and wilderness areas such as the Rattlesnake Wilderness, only five miles or eight kilometers from Missoula.

Missoula

Missoula, known as the Garden City because of its parks and trees, is the second largest city in Montana. It is located in the Rocky Mountains. Average high temperatures range between 25.3 F (-3.7 C) in the winter and 85 F (29.4 C) in the summer.

The University Of Montana

The University of Montana lies near the Clark Fork River at the base of Mount Sentinel. The campus is home to the College of Arts and Sciences, the Graduate School, Davidson Honors College, the College of Technology, and seven professional schools: Business Administration, Education, Fine Arts, Forestry and Conservation, Health Professions and Biomedical Science, Journalism, and Law.

The English Language Institute

The mission of the English Language Institute (ELI) is to serve non-native speakers of English who wish to improve their English language and academic skills in order to pursue personal, professional and academic goals at the University of Montana or another institution of higher learning.

The English Language Institute is part of the University of Montana's Office of International Programs. Fall and spring semesters are each 16 weeks long, and the summer semester is 10 weeks long. Small class sizes insure that all students receive the time and attention they deserve.



Administrative Policies and Procedures

Orientation

All new students coming to ELI for the first time are required to participate in orientation. This orientation will include the ELI placement exam and an introduction to campus life. Students will receive their student identification card (Griz Card), tour campus, register for classes, pay their tuition, update their medical records, and have opportunities to open a bank account, go shopping, and meet the ELI faculty and students.

New students will also attend regularly scheduled orientation sessions where they will learn more about the many services and centers on campus. In these sessions, students will receive information about health care and counselling services, culture shock, community organizations, important immigration matters, and different campus groups such as the Writing Center, International Student Groups, Campus Police and the Library.

Returning ELI students are required to check-in and register for classes during the week of orientation.

Registration

New students will register for classes and pay for tuition during orientation. Students must be registered for the required amount of credits per their visa requirements. Some students may be required to register for the elective course in addition to full time registration to maintain their scholarship. In order to register, returning students must have a clear financial record; this means that they have met all of their financial obligations. If they owe any money from the previous semester, there will be a 'hold' on their account, and they will not be able to register or attend classes until they have paid in full. Students must register and finalize by the deadline set by the University of Montana. If they are unable to do this, they will have to petition to register late and pay a late registration fee or they will have to leave ELI. In addition, they will not be allowed to attend classes and they will be considered absent according to the attendance contract.

Late Arrival

All students are expected to arrive the week of orientation. Late arrivals will be placed in levels and classes where there is still space for them. Students who arrive late will accumulate unexcused absences, and will be responsible for completing any missed work required by the instructors. Students who arrive after the registration deadline set by the University of Montana will need to petition and pay a fee for late registration as well as their full ELI tuition. Arriving more than one week late puts students at the risk of attendance probation based on the attendance policy.



Early Withdrawal

If some unfortunate life event occurs and a student needs to withdraw from the University of Montana, he/she must contact ELI staff before withdrawing. If the student does not contact ELI staff before leaving the country, his/her SEVIS record will be terminated.

The refund percentages for withdrawals are:

- Prior to the 1st day of the classes100% refund (less \$30 Registration fee)
- 1st week of classes90% refund (less \$30 Registration fee)
- 2nd week of classes75% refund (less \$30 Registration fee)
- 3rd week of classes50% refund (less \$30 Registration fee)
- After 3rd week of classes0%

Charges for room and board will be pro-rated. Students must contact the Residence Life Office directly if they leave UM before the end of the semester in order to settle their charges.

University Email Accounts

Each student will be assigned a University of Montana email address once they are accepted into ELI. University of Montana requires all electronic communication between students, faculty, and staff be through the University of Montana email system. ELI will communicate with students only through their UM email address and it is strongly recommended that students check this email address at least once per day. For more information about your UM email, please visit www.umt.edu/it/support/email/studentemail

ELI Student Complaint Policy

A student complaint can be defined as (1) a concern that a policy or procedure has been incorrectly or unfairly applied in his/her particular case, or (2) a formal charge against a person's behavior.

Informal Complaint Process

A student with a complaint has recourse through complaint procedures. In most instances, complaints can be resolved through an informal process beginning with talking to the individual and his/her instructor if necessary. Basic steps in the informal process include:

- Discussing the matter with the staff member, instructor, or department in which the issue originated.
- Contacting the ELI Program Chair to investigate the issue and report allegations.

Formal Complaint Process

If the issue is still unresolved after following the appropriate informal complaint procedures, the student may choose to have the issue "officially documented." The general procedure is as follows:

- The student must be able to demonstrate previous attempts to resolve the concern through informal procedures.
- To establish official documentation, the student must complete the "Student Complaint Form" and submit it to the ELI Program Chair.

After formal complaints are submitted, the appropriate instructor(s) and/or staff will respond to the complaint in a timely manner. Complaints and responses shall be documented and recorded in the "Student Complaint Log."

Students in ELI are part of the University of Montana campus community and therefore may also file a complaint through the University of Montana Student Complaint Procedure. See Appendix on page 26 -27 of this handbook for more information.

Student Evaluations and Suggestion Box

At the end of each session (twice a semester), ELI students have the opportunity to evaluate both their classes and the program in general. ELI welcomes input from students on ways to continuously improve our program. All evaluations are conducted anonymously, ensuring that students are able to give their opinions freely.

In addition, students are able to make suggestions to ELI at any time through the ELI Suggestion Box which is located in the main lobby of the Office of International Programs. This box is checked regularly by the ELI Program Coordinator.

ELI Student Newsletter

Students will be given important information about ELI activities, important deadlines and community activities through a newsletter that will be emailed to them at their umontana email address and handed out in class near the beginning of each month.

Institutional TOEFL

During the final week of each session (twice a semester), students may take the paper-based Institutional TOEFL test. Students who want to take the Institutional TOEFL must register during the registration week listed on the session calendar. There are two tests offered each semester, and the cost of **one** test is included in their tuition. Students may take a second test at a cost of \$50. Scores from these tests are valid at the University of Montana and its affiliates.

ELI receives official TOEFL scores from the Educational Testing Service (ETS) two-three weeks after the test date. Students can pick up the official student copy of their scores from the front desk once they are available. Students need a picture ID to pick up their scores. Unclaimed scores are placed in student folders which are destroyed three years after a student leaves the program.

Conditional Admission

Conditional Admission means a student has filled out a UM application, paid the application fee, submitted high school or university transcripts to Enrollment Services and had their university admission conditionally approved. Conditionally admitted students must attain sufficient proficiency in English before they can fully enroll at the University of Montana. To learn more, please visit <http://admissions.umt.edu/admissions/international/conditional-admissions.php>.

Transferring to another Institution

If you wish to transfer to another school, you must first apply and be accepted to the new school, and then you must follow the SEVIS regulations to change your I-20 form to that school. Scholarship students should obtain prior permission to transfer from their sponsor.

To transfer out of UM-ELI you must:

- Apply for admission and be admitted to the new school
- Provide an admission letter from the new school to the ELI Program Coordinator
- Complete the Transfer Request Form and return it to the ELI Program Coordinator at least one week before your intended transfer

Students leaving ELI are required to submit the Exit/Departure form before departure. Please submit this form to the ELI Program Coordinator.

Suspension from ELI

Students will be suspended from ELI if they do not attend at least 85% of their classes, including Conversation Partners, Culture Seminars, elective classes, and the Bridge Support Seminars. Students will also be placed on suspension at the end of any semester if the student was on either academic or attendance probation during the previous semester and fails to meet the requirements for the probationary period. If on **attendance probation**, a student will be placed on suspension if attendance drops below 90% during the probationary semester. If on **academic probation**, a student will be placed on suspension if the student's grade average remains below 2.0 for the probationary semester. A student placed on suspension may not re-enroll at the University unless the student has been reinstated. Reinstatement will require, at minimum, one full semester of non-enrollment at any campus of the Montana university system. Academic suspensions are noted on final semester evaluations. **Important:** *Being suspended can negatively affect a student's visa status.*

Academic Policies and Procedures

ELI Classes

ELI classes are generally small in order to ensure individualized attention. Instruction at the ELI is student-centered and interactive. Students' active participation is required to make classes successful and to help students progress in their English language proficiency. There are four levels of instruction ranging from intermediate to advanced level (Levels 3-6). Beginning level classes (Levels 1-2) will be offered if there is adequate student enrollment.

There are two core classes in ELI: Integrated Reading, Writing & Vocabulary and Integrated Speaking, Listening, and Note taking. Weekly elective classes are also offered each semester. These optional courses focus on a variety of topics such as grammar, pronunciation, non-fiction reading, TOEFL preparation, and technology skills.

During the fall and spring semesters, classes meet five days a week, Monday through Friday, between the hours of 8:00 a.m. and 5:00 p.m. Students are in class for 18-20 hours each week. Fall and spring semesters are each 16 weeks long. Students who take 18 instructional hours per week are in class for approximately 252 hours for the fall and spring semesters. Students who take 20 instructional hours per week are in class for approximately 280 hours for the fall and spring semesters. F-2 students who attend part-time take 9-11 instructional hours per week and are in class for approximately 126-140 hours for the fall and spring semesters.

Summer semester consists of an intensive 10-week semester. Students are in class for 24-28 hours each week. Fulltime students (24 hours a week) who attend all ten weeks of instruction have approximately 192 classroom hours; and students who take the elective class are in class approximately 208 hours.

Semesters are split into two sessions to provide students the opportunity to move to up in levels and progress more quickly. During the fall and spring semesters, each session is eight weeks; during the summer semester, each session is five weeks long.

ELI classes are supplemented with opportunities for students to improve their English outside of the classroom through our Conversation Partner Program, Culture Seminars, and other activities, such as monthly fieldtrips. These activities extend language and culture learning beyond the classroom. Both programs are only offered during the fall and spring semesters.



Initial Placement into ELI classes

All new students take an entrance exam during Orientation. Instructors will monitor students' progress during the first two weeks of class. If it appears that a student has been placed in a class that is either too easy or difficult, he/ she may be moved to another level after filling out the proper form. This decision will be made by all of the student's teachers and the ELI Program Chair within the first two weeks of classes. After that time, changes in levels will not occur until the beginning of the following session.

Levels of Instruction

New ELI students are placed into levels of instruction based on their performance on our ELI placement exams. Student Learning Outcomes have been formulated for each level of instruction and are correlated to the **Common European Framework for Languages (CEFR)**. The CEFR was developed to provide a common basis for the explicit description of objectives, content and methods in second and/or foreign language education.

Syllabi that explain the **Student Learning Outcomes** for each level are given to students at the beginning of each course. Students must be able to demonstrate proficiency of at least **80%** of the Student Learning Outcomes (SLCs) at the end of the session to advance to the next level of instruction. Student Learning Outcomes are measured throughout each course and tested on a formal evaluation at the end of each session.

Global descriptors for each ELI level are:

Proficient User C2 - ELI Level 6+ - Mastery

- Can understand with ease virtually everything heard or read.
- Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation.
- Can express spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

Proficient User C1 - ELI Level 5 and Level 6 Effective Overall Proficiency

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

Independent B2 - ELI Level 4 (lower B2) & Level 5 (higher B2) - Strong Vantage

- Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in field of specialization.
- Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party.
- Can 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.

Independent User B1 - ELI Level 3 (lower B1) & Level 4 (higher B1) - Threshold

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

Basic User A2 - ELI Level 2 - Waystage

- Can 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).
- Can communicate about simple and routine tasks requiring a simple and direct exchange of information on familiar matters.
- Can describe in simple terms aspects of his/her background, immediate environment and areas of immediate need.

Basic User A1 - ELI Level 1 - Breakthrough

- Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type.
- Can introduce and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has.
- Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help with understanding.

Class Size

While there is no ELI policy regarding average class size, classes typically has 10-12 students per class. ELI uses the following policies with regard to class size:

Minimum Class Size: The minimum number of students in a **required core class** is five. When fewer than five students are enrolled in a core class, ELI may choose to collapse classes or arrange an "independent study" class instead of a normal class. The minimum number of students in an **elective class** is eight. When fewer than eight students enroll in an elective class, ELI may choose not to make the class.

Maximum Class Size: Except on rare occasions, a maximum of 15 students is allowed in **core classes**. Except of rare occasions, the maximum number of students allowed in an **elective class** is 20.

Beginning Level Classes: Beginning Level Classes (Levels 1 & 2) will only be offered if there is a minimum of 8 students. When fewer than 8 Level 1 and/or 2 students are enrolled in a core class, the ELI will arrange an "independent study" class instead of a normal class.

Independent Study: Independent study classes may be held if enrollment in a core class is too low. These independent study classes meet for one half of the time that regular classes meet, and students' progress through the class at the same speed as if the regular class had been offered.

Collapsing Classes: On rare occasions ELI may collapse two or more smaller sections of the same class into one larger section at midterm. This may happen when students leave ELI or are promoted to a higher level after the first session. Whenever ELI plans to collapse two or more sections of the same class, students are notified of the plan and procedures on the first day of classes.

Grading, Testing and Evaluations

Teachers record grades for class assignments and mark daily attendance in Engrade, which is an online grading system that allows students to login and check upcoming homework, assignment scores, class grades, and attendance online as well as send private messages to their teachers. ELI staff give students their access code(s) during the first week on instruction. Students then use the codes to sign up for a free student account. Once signed up, students can login anytime with their username and password.

Students will receive letter grades in their ELI classes as follows:

EXCELLENT	GOOD	AVERAGE	POOR	FAIL
A+= 97-100% (4.0)	B+= 87-89% (3.3)	C+= 77-79% (2.3)	D+= 67-69% (1.3)	F = 0-59% (0.0)
A = 93-96% (4.0)	B = 83-86% (3.0)	C* = 73-76% (2.0)	D = 63-66% (1.0)	
A- = 90-92% (3.7)	B- = 80-82% (2.7)	C- = 70-72% (1.7)	D- = 60-62% (0.7)	

For core classes, grades from class work are worth 60% of the final grade; grades from the final exams are worth 40% of the final grade.

At the end of each session, an overall grade point average (GPA) is averaged from the class GPAs. Academic standing is based on a student's overall GPA. A student is considered in good academic standing if their overall GPA is 2.0 or higher. A student with an overall GPA below a 2.0 will be placed on academic probation. Once on probation, the student must maintain a GPA of 2.0 or higher to avoid suspension. Students with a GPA above 3.5 will be placed on honor roll.

Students will have the opportunity to discuss their grades with their teachers in conferences at the end of each session. Students who receive a grade they do not understand or which they believe is unfair have the right to ask their teacher about the grade. If, after talking with the teacher, they still believe the grade is unfair, they may discuss their concerns with the ELI Program Chair.

Level Promotion

Achieving a degree of English fluency sufficient for study at an American college or university is a long process. It is common for students to spend more than one semester at a given level of study. This should not necessarily be considered a failure to progress, but rather an indication that the student needs more time at that level to achieve his/her goals and student learning outcomes.

Students will advance to the next level of ELI if they have a final semester G.P.A of 2.50 or 80% or higher in their classes. If students have a final G.P.A of 2.49 or below and less than 80%, they will not advance to the next level. Students may repeat a level up to two times (that is, they may take a level three times altogether). After that time, the student will need to be ready to pass to the next level or leave the Institute.

At the end of the semester, students have conferences with their teachers. The teachers will discuss the student's academic progress, TOEFL scores and readiness for promotion. At these conferences, students will receive written evaluations and detailed grade reports from each teacher.

Certificates of Completion

At the end of each semester, ELI awards several types of certificates. Students who have attended at least 85% of their classes (including Conversation Partners and the Culture Seminars) will receive a **Certificate of Attendance**. Students who have attended 100% of all enrolled classes will receive a **Certificate of Perfect Attendance**. Additionally, students who have made progress through the program are formally recognized at the certificate ceremony. Students who have finished a session with an overall GPA of 2.5 or higher will receive a **Certificate of Level Completion**. Students also receive special recognition for the highest GPA.

To receive any certificate(s) that they have earned, students must attend the ELI Certificate Ceremony, which takes place near the end of each semester. Students who do not attend the Certificate Ceremony in person can get their certificates from the ELI office during the 2nd week of the following semester, or they can provide the ELI office with a self-addressed stamped envelope so that their certificate(s) can be mailed to them. Unclaimed certificates are placed in student folders which are destroyed three years after a student leaves the program. Certificates cannot be duplicated, but if you need proof that you attended the program, please request a letter of attendance from the ELI office.

Texts

Each session students need to buy required textbooks for their classes. The cost of the textbooks can range from \$100-\$200. Students should buy their textbooks after they have been placed in classes. If necessary, students can return their

textbooks for a refund during the first few weeks of school as long as they have their sales receipts and the textbooks are in new condition with no writing or bent pages. If students buy used textbooks, these must meet the approval of their teachers.

Plagiarism

The English Language Institute adheres to the policy set by the University of Montana regarding plagiarism. The University of Montana's Student Conduct Code defines plagiarism as "representing another person's words, ideas, data, or materials as one's own". Plagiarizing demonstrates a form of academic dishonesty, a lack of understanding and respect for the work of others. If a student is found to be plagiarizing another person's written work, he or she will be subject to penalties defined in the Student Conduct Code. This can vary depending on the severity of the offence and could ultimately result in being asked to leave UM and ELI. If students are unsure of what constitutes plagiarism, they should ask for clarification from their ELI instructors.

Academic Probation

In accordance with the University of Montana's policy, students will be placed on academic probation at the end of any semester if their grade point average drops below a C (2.0). Students are informed of their status in writing at the start of the probationary semester. When students are placed on academic probation, in order to return to ELI, they must sign a contract agreeing to all of the conditions below.

By signing this contract, students agree that they will:

- Follow the ELI attendance policy
- Come to each class on time and prepared to study with all necessary class materials;
- Participate appropriately in all class activities;
- Finish all assignments completely, thoughtfully and neatly;
- Study and prepare for all quizzes and tests.

ELI students on probation will have their performance reviewed at regular intervals. As long as students are following the rules of their contract and maintaining a grade of C or better, they will be allowed to continue their studies at ELI. Students will remain on academic probation for the remainder of the semester. If students finish a probationary semester with a GPA below 2.0, they will be asked to leave ELI and placed on academic suspension. If they finish the semester with a GPA above 2.0, they will be taken off Academic Probation.



Attendance Policies and Procedures

Attendance Requirements

The United States Department of Homeland Security requires students to be full-time and in good standing as a condition of their F-1 or J-1 visa. F-2 visa holders are allowed to study part-time at ELI and must follow the ELI attendance policy. Students are required to attend and pass all of their classes in order to maintain their visa status. In addition, coming to classes regularly is the best way for students to improve quickly.

ELI students must sign an attendance contract at the beginning of the semester. The attendance contract addresses all of the procedures and policies below:

- **Students who miss more than 5% of all classroom hours** will receive unsatisfactory attendance, which will be placed in their academic records.
- **Students who miss more than 10% of all classroom hours** will have their status reviewed and placed on Attendance Probation. Students must meet with the Program Coordinator and Program Chair to discuss a plan to improve. Students who fail to meet with the administrative staff may be asked to leave the program.
- **Students who miss more than 15% of all classroom** hours will be placed on suspension from the English Language Institute and will have the option to meet with a Designated School Official (DSO) to discuss their visa status.

Attendance Probation

Students who missed more than 10% of all classroom hours during the previous semester will be placed on Attendance Probation. Students are informed of their status in writing at the start of the probationary semester. If you are on Attendance Probation, you must attend at least 90% of your classes, including the Culture Seminars, Conversation Partners and the elective class if you register for them. If you have at least 90% attendance in all of your classes at the end of the semester, you will be removed from Attendance Probation; however, if you have less than 90% attendance in your classes, you will be asked to leave ELI and placed on attendance suspension.

SACM Attendance Policy

Students on scholarship from the Saudi Arabian Cultural Mission can miss no more than 10% of all classes in any semester. SACM students who miss more than 10% of all classroom hours will be suspended from the English Language Institute. Students will have the option to speak with a DSO to discuss their visa status. This policy is implemented by the Saudi Arabian Cultural Mission and must be enforced by the English Language Institute.



Additional Academic Programs

ELI Undergraduate Bridge Program

The Bridge Program gives students an opportunity to register for one or two credit-bearing courses at the University of Montana at the same time that they are enrolled in ELI. Students must be in good academic standing and be conditionally admitted to UM to participate in the Bridge program. Returning ELI students who are moving into Level 6, and new students who place into level 6, may apply to participate in the Bridge Program.

To be accepted into the program:

- Students must complete the Bridge Program Request form and return it to the ELI Program Coordinator before the semester orientation begins for the semester in which they wish to participate. Late or incomplete requests may not be accepted. Each student's application will be reviewed and accepted or rejected on a case-by-case basis.
- Students must participate in the Bridge Program orientation session during orientation week in order to participate in the program.
- New ELI students who wish to apply must submit a letter of recommendation from their most recent English-language teacher and a copy of an original TOEFL score that shows that the applicant has a minimum TOEFL score of 500 (pBT), 61 (iBT) or 5.5 (IELTs). New students should contact the program coordinator at umeli@mso.umt.edu for application deadlines or further information.

Once accepted in to the program:

- Bridge classes must fit into the ELI schedule. Students will be contacted by email, phone or in person when the Bridge class has been arranged.
- Bridge Program students must take 100-level courses on the recommended course list. If students want to take a math class, they need to take an online placement exam. Please see or contact the ELI Program Chair or Program Coordinator for more specific information.
- Students enrolled in the ELI Undergraduate Bridge Program will participate in a weekly one-hour Bridge Support Seminar and will meet with the Bridge Program Supervisor periodically to ensure they are successful in their university course(s).

Tuition for the Bridge Program is per credit and is in addition to tuition for ELI classes.

Conversation Partners

This free program provides you with the opportunity to meet with an American partner and practice everyday conversation in English. Attendance is required for all participants and those with perfect attendance will receive extra credit/ credit towards their overall GPA. Benefits include:

- Practice English outside of the classroom
- Get firsthand experience with American culture
- Personal development as a student of University of Montana and a member of the Missoula community
- Increase your speaking and listening skills with natural conversation
- Make new friends!

Culture Seminars

New ELI students are required to attend our culture seminars and returning students are welcome to sign up for free! The seminars introduce you to a variety of topics covering American culture, student life, and local knowledge. Participation in this program will help you adjust to your new life in Missoula and at University of Montana.

Admission to the University of Montana

Transition from ELI to the University of Montana

For students to be admitted to the University of Montana, they must achieve one of the following criteria:

- Receive a recommendation from ELI based on their grades: Minimum GPA of 3.5 or 90% in Level 6.
- Receive a recommendation from ELI based on their grades and a score on a standardized test such as IELTS or TOEFL: Minimum GPA of 3.0 or 85% in Level 6 AND a documented TOEFL score of 500 (pBT) or 61 (iBT) or IELTS 5.5 (with no band lower than a 5.0).
- Receive an acceptable TOEFL/IELTS/IBT score: Minimum score of 525 or higher on an ELI-administered paper-based institutional TOEFL (pBT), 70 or higher on the Internet-based TOEFL (iBT), or a 6.0 composite score on the IELTS exam. Official test scores must be presented before classes begin or order to be admitted to the university.

NOTE: ELI offers the paper-based TOEFL test multiple times throughout the year. Students can also register online to take the internet-based TOEFL test at the University of Montana's Testing Services Office. The test can be taken in the Lommasson Center or at other official locations in the U.S. The IELTS test is not currently offered in Missoula.

If students receive an acceptable TOEFL/IELTS score for admission to the university they must still complete the semester and continue to meet ELI academic and attendance standards. They must do this in order to maintain their student status for immigration purposes and matriculate into the University of Montana.

Admission to Graduate School

Students who plan to enter a graduate program should consult the Graduate School (www.umt.edu/grad/) for admissions requirements. The Graduate School is located in the Lommasson Center.



Finances

ELI Tuition and Fees

Please see the ELI website <http://www.umt.edu/international-programs/ELI> for the most current information regarding ELI tuition and student fees. Students with questions can contact the Business Services Department located in Griz Central in the Lommasson Center or at UMstudentaccts@mso.umt.edu.

During orientation week, students pay their tuition and mandatory student fees. Students have two payment options in the fall and spring semester. They can either pay in full at the beginning of the semester or set up a deferred payment plan and pay in four installments. In the summer semester they must pay in full during registration the beginning of the term. Students who do not pay by the University of Montana payment deadline will not be allowed to attend class and will accrue unexcused absences.

Scholarships and Sponsors: Students, who are on the Saudi Arabian Cultural Mission scholarship or are receiving a scholarship to pay for their semester at ELI, are required to submit their Financial Guarantee or Financial Letter of Support no later than the first week of classes. It is the student's responsibility to cover the cost of their tuition if they are unable to provide the Financial Guarantee or Financial Letter of Support the first week of classes.

Form I-20, the form used to obtain a student visa, lists the minimum educational and living expenses anticipated for one year. Please note that the tuition and fee payment amount listed is for two regular academic semesters and living expenses for 12 months, and does not cover the option of enrolling in summer school. Students should have enough money to cover their first year's expenses. The ELI can accept payment by credit card, bank check or traveler's check.

Expenses

If students do not already have health insurance when they arrive at the ELI, they are required to purchase it. University of Montana offers student insurance or students may show proof that they have their own. They must also pay for their dormitory room and meal plan unless they are living off campus. In addition, students must pay for textbooks.

Students living on campus need to consider the cost of transportation, clothing, and entertainment. Students can now ride the Mountain Line, Missoula's local bus for free. Also, campus is within easy walking distance of downtown Missoula. Some students like a little more independence and prefer to have a bicycle. Students who decide to buy a car should expect to spend anywhere from \$500 to \$10,000 and they must purchase care insurance and obtain a driver's license.

The winter climate in Montana can be very cold. Warm winter clothing (heavy coat, sturdy boots, scarf, hat, gloves, sweaters, and long underwear) is necessary. Careful shoppers may be able to buy a basic winter wardrobe for about \$350.

Charges for telephone calls and cell phone plans vary widely depending on the service student's use, where they call and how often they call. Students of the ELI and The University of Montana have free e-mail and Internet access in public areas on campus. However, if a student wants Internet service in his/her dorm room, there is a charge per semester.

Banking

At the beginning of Orientation Week, the ELI staff will help new students open a banking account. This bank allows students to complete international wire transfers and open a checking account with a debit card. Debit cards can be used at stores and Automatic Teller Machines (ATMs) which are widely available throughout the US.

Identification and Legal Matters

Student Identification Numbers and Griz Cards

When students apply to UM ELI, they are assigned two student identification numbers. The first number is a nine-digit student identification number known as the 790 number. This number will be used when registering for classes, paying fees etc. The second student ID is called the NetID. This id is used to log into online student portals, email, etc.

During orientation, all students will purchase a student identification card known as a Griz Card with their own 790 numbers printed on it. Students should bring \$15 and their passport to orientation to purchase their card. The Griz Card is activated when student fees are paid. The card entitles students to use their elected meal plans (if applicable), all campus services, including student health services, the Mansfield Library, campus computer labs, Campus Recreation facilities, renting a bike, and can provide student discounts throughout the community of Missoula.

Working in the United States

As long as students maintain their student status (that is, attend classes full time and maintain satisfactory grades), they may work part-time at an on-campus job while they are studying in the US. Part-time work is defined as up to 20 hours a week while school is in session and up to 40 hours per week during vacation periods. In order to do this, a social security number is needed (see below). This procedure takes a few weeks. An on-campus help session is usually available through Foreign Student and Scholar Services at the beginning of each academic semester to help with application for a social security number.

We advise ELI students not to try to work during their first semester. Most students find that living and studying in a new country keep them too busy to hold a job and succeed in their classes. Students are advised to see the ELI Program Coordinator for a Work Authorization Form and next steps should they decide to seek employment.

Federal and State Income Tax

All students who work in the United States or who receive scholarships to study here are responsible for paying federal and state income taxes. Foreign Student & Scholar Services holds a workshop every spring to help students complete these complicated forms and documentation.

Social Security Numbers

A social security number is a nine-digit number assigned to every American citizen at birth or at the time of naturalization. Non-citizens can apply for and receive social security numbers for a variety of reasons, usually in order to work in the United States. International students studying in the United States are not required to have a social security number unless they plan to apply for a job in the U.S.

Once social security numbers are assigned, they belong to the recipients for the rest of their lives. If students return to the U.S. to seek employment in the future, they will still be identified by the same social security number.

Unless students plan to get jobs in the U.S., they do not need social security numbers. Dishonest people use social security numbers without the owner's knowledge to receive credit cards and accounts in the owner's name. For this reason, social security numbers should be kept secret.

Personal Records

Students may review the contents of their ELI academic files upon request.

Drivers' Licenses

Information about getting a Montana driver's license can be found at <http://www.dmv.org/mt-montana/apply-license.php>. The Montana State Government Drivers' License & Exam Division is located at 2681 Palmer Street, Building A, Missoula, MT 59808, and the phone number is (406) 329-1355. Students will not be excused from class to take Drivers License tests; they should schedule these outside of class hours. Students must be registered in SEVIS to get a license/state ID card, or Social Security number.

US and International Travel

Missoula is served by Missoula International Airport and two long-distance bus companies, Greyhound and Intermountain bus lines. There is no train service directly to Missoula.

Students who plan to leave the country, whether for a weekend in Canada or for a summer vacation back home, must have their Form I-20 signed by a Designated School Official (DSO) of The University of Montana before they depart. Students must notify the ELI Program Coordinator and DSO of their travel plans at least one week before departure. Students who fail to have their I-20 signed will not be permitted to re-enter the United States.

When students leave the U.S., they must locate a U.S. VISIT exit kiosk in their departure airport and have their documents scanned. This involves inserting the visa or passport, placing one's index fingers on special buttons and having a digital picture taken. Travelers receive a receipt. Students may be asked to show this receipt when they board their plane. Receipts must be no more than 24 hours old.

US Department of Homeland Security Regulations

Regulations regarding student visas are complicated and ever-changing. For the most up-to-date information regarding student visas, visit the U.S. Immigration and Customs Enforcement Student and Exchange Visitor Program at <http://www.ice.gov/sevis>

All international students on Student Visas must keep their address information current. Any changes to your living address must be reported within 10 days to the ELI Program Coordinator or designated school official (DSO) immediately.

Forms concerning important information about International Travel, I-20 updates, Change of Address Employment and Departure from ELI can be found with the Program Coordinator or your DSO.

While studying at ELI, it is important for you to maintain your status as a F visa holder. You must do the following in order to maintain your status:

- Attend and pass all of your classes. If school is difficult, speak with your DSO immediately.
- If you believe that you will be unable to complete your program by the end date listed on your Form I-20, talk with your DSO about requesting a possible program extension.
- You must take a full course of study each term; if you cannot study full-time, contact your DSO immediately.
- Do not drop a class without first speaking with your DSO.

If you have any questions regarding the legal requirements if you stay in the United States, talk with your DSO first! You should speak with your DSO if you are planning to do any of the following:

- Transfer to a new school or take a leave of absence
- Take a break from school
- Travel outside of the U.S.
- Move to a new address
- Request a program extension

Source: "Maintaining Your Status." *Study in the States*. Department of Homeland Security, 12 Aug. 2011.
<https://studyinthestates.dhs.gov/maintaining-your-status>

If you have any questions and are unsure who to ask, please see the ELI Program Coordinator for assistance.

Campus Services

University Center

The University Center (UC) enriches campus life by providing student-focused opportunities, programs, services, and space. The UC is your student union. Places for you to study, discover diversity, enjoy entertainment and feel at home away from home. Explore the endless possibilities the UC has for you at www.umt.edu/uc. Services include:

- Art Gallery
- Hi-tech study lounge
- Game Room
- Theater
- Conferencing services
- Shipping and Mail Center
- Bank & ATM
- Copy Center
- Full- Service Hair Salon
- Bookstore & Market
- Coffee & Juice Bars
- Food Court
- Griz Card Center



Eating on Campus

Students living on campus are required to purchase a meal plan. Students living off campus have the option to purchase a meal plan. For information about meal plans, please visit www.umt.edu/dining/meal_plans/.

UNIVERSITY CENTER

For UC information or operating hours call 243-0211

- **The UC Market** (first floor) - Coffee, bagels, yogurt, pastries, fruit, sandwiches, fruit, salads, and personal items
- **Jus Chill'n** (first floor) - Smoothies, freshly squeezed juices, espresso, coffee
- **The Food Court** (second floor) - Pizza, burgers, salads, stir-fry, rice bowls, soup, sandwiches, yogurt, bagels, fruit, burritos, drinks
- **Pizza Hut** (second floor) - Open Mon-Fri, and usually open late.

LOMMASSON CENTER

- **Food Zoo** - Lunch, afternoon and dinner menus, Open Mon. – Sun., Weekends and Holidays
- **La Peak** (first floor) - Coffee, breakfast sandwiches, and baked goods. Open Mon.-Fri.
- **The Corner Store** - Food court and small grocery store. Open Mon.-Fri.

Think Tank (above Urey Lecture Hall) – Coffee, espresso, chai, Italian soda, cold beverages, sandwiches, soups, salads, snacks. Open Mon.-Fri.

IT Computer Labs

Information Technology (IT) maintains several labs with a variety of hardware and software for academic use by members of the UM campus. Specific information on the hardware, software and hours of operation are available at IT Central in Social Sciences (SS) 120, the IT office in SS 126, or in one of the labs listed below.

- **Fine Arts (FA) Building Room 210:** Monday-Thursday 9:00am-4:00pm, Friday 9:00am-3:00pm, Saturday & Sunday- Closed
- **Liberal Arts (LA) Building Room 206:** Monday-Thursday 8:00am-6:00pm, Friday 8:00am-5:00pm, Saturday & Sunday- Closed
- **Tech Lounge UC Room 220:** Monday-Sunday 8:00am- Midnight

Copying & Faxing

Students may use ELI's fax number, with permission, to **RECEIVE** important faxes: 406-243-6194. ELI will not make copies or send faxes for students. To send a fax, make copies, or print, please visit any of the following locations on campus:

Campus Quick Copy- UC, next to The Market

Spring/Fall Semesters:

- Monday-Thursday- 7:30am to 7:30pm
- Friday-7:30am- 6:00pm
- Saturday- Closed
- Sunday- Noon to 6:00pm

Summer Session:

- Monday- Friday- 7:00am- 5:00pm

*Hours may vary around holidays

The Paw Print- Mansfield Library

Spring/ Fall Semesters:

- Monday- Friday- 7:00am- 2:00am
- Saturday- 11:00am-7:00pm
- Sunday- 11:00am-2:00pm

Summer Session:

- Monday- Friday- 8:00am-10:00pm
- Saturday & Sunday- 11:00am-10:00pm

*Hours may vary during summer session and holidays.

Campus Postal Service

There is postal service on campus in the University Center (UC), where students can buy stamps and mail postcards, letters and packages. Rates for larger letters and packages vary depending on the destination and the type of mail desired (i.e. surface, airmail, registered, express, etc.).

Parking

General Regulations: Parking regulations apply from 7:00 a.m.-5:00 p.m. Mon.-Fri. Parking is free on weekdays after 5:00 p.m., on weekends, and on University-observed holidays, unless otherwise posted.

Quick Stop: Located in most lots and marked by orange signs, Quick Stops are free parking spaces for visitors who are running quick errands. Quick Stops have a maximum time limit of 20 minutes or as posted.

Parking Permits: Permits may be purchased at the Physical Plant. A one-day pass can also be purchased at the following locations: The UC Source Desk, UC Bookstore or Griz Central in The Lodge (located at University and Arthur avenues). With a day pass, you can park in most lots except for hourly-parking and reserved parking lots.

Overnight Parking: Campus Security can be contacted at 243-6132 for special restrictions.

Hourly Parking: Hourly parking lots have coin-operated machines that dispense hourly-parking permits. The permit must be displayed on the dashboard. The cost is \$1.00 per hour. Most machines require quarters.

Parking for the Disabled: Visitors' vehicles bearing federal, state or municipal issued disability hangers or plates are approved for parking in all disability parking spaces, and must be accompanied by a daily-parking pass or hourly-parking permit.

Sports and Recreation

ELI students can use any of UM's recreation facilities after they have paid their student fees.

Recreation Center - free weights, treadmills, bikes, stair machines, rowing machines, rock-climbing wall, racquetball courts, basketball courts, volleyball courts, indoor track, special outdoor programs and a variety of fitness classes. Some classes require additional payment and all outdoor programs require advance sign-up and additional fees.

Schreiber Gym - fitness equipment including free weights, treadmills, nautilus weights, stair machines, rowing machines, stationary bikes, basketball court, and indoor track.

McGill Gym - available for reservation M-F to play basketball or volleyball (during free times); go to the Campus Recreation Office to make arrangements.

Grizzly Pool - swimming pool, sauna, weights, and lockers.



CAMPUS RECREATION HOURS

Fitness & Recreation Center (243-2802)

- Monday – Thursday 6am – 11pm
- Friday 6am – 9pm
- Saturday 9am – 9pm
- Sundays & Holidays 10am – 10pm

Outdoor Program & Rental (243-5172)

- Monday – Friday, 8am – 6pm
- Sat – Sun & Holidays, 8am – 2pm

Climbing Wall (243-2802)

- Monday – Friday
- Open climbing until 3pm
- Rope Climbing at 3pm

Grizzly Pool (243-2763)

- For hours, call or check www.umt.edu/grizpool

Fitness Classes (243-2802)

- Call or stop by for hours

Intramural Sports Program (243-2802)

- Call or stop by for hours
- basketball, softball, soccer, volleyball

Golf Course (728-8629)

- For hours, call or check <http://life.umt.edu/crec/golf/>

Housing

On Campus Housing

ELI students should plan to live in campus housing for at least the first semester they are attending ELI. It is very convenient, since students can walk to all of their classes in a few minutes, and don't have to worry about cooking meals, paying bills, or finding a place to do laundry.

In most university residence halls, students share a room with a roommate; a few single rooms are available, but they are often reserved far in advance. The residence halls fill up quickly, especially in the fall semester, so an application and deposit should be sent as soon as possible.

All rooms are furnished with a single bed, mattress, desk, chair, closet, drawer space, wastebasket, drapes and overhead light, and have individual temperature controls. **Students must provide their own linens (sheets, mattress pad, pillow, pillowcases, blankets and towels).** Residence Life partners with On Campus Marketing to provide students with an opportunity to order their room linens in advance. We encourage you to check out their website for linen options that you may purchase for your Residence Hall room. If you arrive the weekend before orientation, it might be a good idea to bring a blanket, pillow, and towel with you. You can also order bedding online at [www .RHL.org/Montana](http://www.RHL.org/Montana).

The ELI offers a guided shopping trip during Orientation Week so new students can purchase these and other items if needed. Visit the Residence Life Office, Turner Hall or University Villages for information about campus housing, or go to: <http://www.reslife.com>

Off-Campus Housing

Off-campus housing includes apartments, houses, or rooms in private homes. Housing varies greatly in cost, location, and other factors, and generally requires a rental deposit of one to two months' rent. Leases typically last for one year, six months or month-to-month. ELI cannot make off-campus housing reservations on behalf of students before their arrival. Students should allow several days to find off-campus housing (house hunting is particularly competitive at the beginning of fall semester) and plan on an average cost of \$500-\$900 a month depending on the size, age and location of the rental. Note: In addition to rent, renters must often pay for services such as heat and electricity. (Costs less if you have roommates)

Information about off-campus housing can be found at The Source in the UC, on the bulletin board in the UC, in The Missoulian or The Independent newspapers, or from property management companies. Go to www.umt.edu/asum and navigate to student services and then Off-Campus Renter services. On this site you can get basic information about renting procedures in Missoula and the site contains a search engine which you can use to search for housing or roommates. Please direct inquiries to rentercenter@mso.umt.edu

Family Housing

The University of Montana provides family housing, primarily for married students and single parents with dependent children. One, two, three and four bedroom units are available. All units are unfurnished except for kitchen appliances and are all within walking distance or a short bus ride from campus. There is often a long waiting list (from several months to a year) for these units, so it is important to apply as early as possible.

Safety and Health

Keeping Safe

Missoula is a small, safe American city and most ELI students have no problems with crime during their time here. According to the Missoula Police Department, alcohol-related violations are their most common problem. Nevertheless, as in any new place, it is important to learn what precautions to take to ensure safety and the security of one's belongings.

Students should not walk alone in dark areas late at night. If students like to study late in the library and have no one to walk back to their dorm with, they can call a person to walk them back to their dorm. Campus Security provides Griz Walk, a free escort service (243-2777) from sunset to sunrise, 7 days a week. In addition, there are emergency phones located around campus (on brown posts that say "emergency" and have a green light on the top). Students can call campus police immediately to report an emergency by pressing a button and speaking. Campus Security can also be reached at 243-6131, and the 24-hour emergency number is 243-4000.

Students should lock their dorm rooms, apartments, houses, bicycles, and cars at all times. Books, backpacks, and other items should never be left unattended. If students forget something (a book or a jacket, for example) in a classroom, they should check the classroom first and then check a nearby "lost-and-found" location. Sometimes, however, their belongings will be gone.

Many Americans carry only \$15 or \$20 in cash to buy small items; they pay for larger items by check, debit or credit card. Once ELI students arrive in Missoula, the ELI helps them open a checking account at a local bank and learn how to use it.

The Curry Health Center

The University of Montana campus provides low cost medical, dental, pharmaceutical and counseling services to all registered ELI and UM students. Appointments are recommended, but students may drop by and wait for the first medical practitioner who is available. For more information visit: www.umt.edu/curry

Counseling and Psychological Services

CAPS assists students by addressing their personal counseling and psychotherapy needs for the purpose of helping them gain the most from their time on campus. **Call 243-4711 to make an appointment** to talk with a counselor or if you have questions regarding Mental or Emotional Health. **Services provided by CAPS include:**

- Individual Counseling and Psychotherapy
- Topical Group Therapy
- Crisis Appointments Available
- Limited Psychological Assessments
- Psychiatric Consultation
- After hours urgent care (provided by the Curry Medical Clinic Staff)
- Consultation with concerned others
- Referrals to community-based colleagues
- Brief Inpatient Respite Care
- Student Blue Cross/Shield Plan referrals
- Bereavement counseling always available
- Medication management in cooperation with the CHC Medical Clinic Staff
- Networked with Self Over Substances to provide substance abuse counseling

CAPS provides brief therapy, a model that attempts to identify and address those problems and needs that can reasonably be considered within the time constraints of a semester or less. When a student's mental health care needs are beyond the scope of our services, we will assist with referrals to community-based providers for specialized or longer-term care.

Curry Health Center Information

Medical	243-2212
Dental	243-5445
Counseling/Psychological	243-4711
Wellness Center.....	243-2809
Student Assault Recovery	243-4429
Pharmacy	243-5171
Student Insurance Office	243-2844

Open: Mon. – Fri. ● Closed: 12–1pm daily

Health Requirements

Application materials include a Medical History Record Form which must be completed before a student begins ELI classes. The student's doctor should complete the medical form and verify immunizations. This form may be mailed to Curry Health Center at medreception@mso.umt.edu, or handed to the ELI or Curry Health Center staff upon arrival at the ELI.

Students must provide proof of the required immunizations (Measles-Mumps-Rubella or MMR, Tetanus-Diphtheria or DPT). If the students have not yet had any of these immunizations, they can get them at Curry Health Center on campus. Some students are required to have a tuberculosis skin test during orientation. Students cannot register for classes until all health records have been completed.

Health Insurance

All students at the University of Montana, including ELI students, must have adequate health insurance. In order to prove they have adequate health care coverage, students must show proof (in English) of private medical insurance which provides international coverage. This insurance must include sickness and accident coverage. Insurance can be purchased through the University's health and accident insurance plan. ELI students have the opportunity to buy this insurance when they register for classes and pay their tuition and fees. Students must personally visit the Student Insurance Office, room 172 in the Curry Health Center to reject campus insurance if they purchase their own. Failure to do this by the third week of classes will result in automatic charges for university insurance.

Smoking Policy

The University of Montana prohibits smoking on all campus grounds. Find out more at: www.umt.edu/tobaccofreeum/.

Illicit Drugs Policy

Illegal use, possession, manufacture, sale or distribution of any controlled substance on University property or at University-sponsored activities is unlawful and prohibited. This prohibition complies with federal and state statutes, The University of Montana Student Conduct Code, the Drug-Free Workplace Act of 1988 and the Drug-Free Schools and Communities Act of 1989.

Enforcement of Alcohol, Drugs and Tobacco Policies

Individuals who violate University policies, city ordinances, state, or federal laws are subject to disciplinary action according to The University of Montana Student Conduct Code, Men's and Women's Fraternities Relationship Statement, University personnel policies, and/or criminal prosecution. These sanctions include laws and regulations pertaining to abuse of alcohol and use, possession, sale or manufacture of illicit drugs.

It is illegal for persons under the age of 21 to possess, purchase or consume alcoholic beverages.



Living in Missoula

Local Transportation

Missoula is a small town and residents can get around easily without a car. Here are some options:

Take the Bus

The free local bus system is called the Mountain Line. Bus schedules are available at the University Center Information desk and throughout Missoula, or call or check the website for the Mountain Line: 721-3333 or www.mountainline.com. If you have a smart phone, download the Mountain Line App for real time bus routes and additional information.

Riders can ask the driver for information. To get off the bus, riders pull the cord along the window about a block before their stop. The 'Stop Requested' sign at the front of the bus will light up and the driver will pull off as soon as it's safe.

Ride a Bike

ASUM Transportation (243-4599) has a program called ASUM Cruiser Co-op. Students can check out a yellow cruiser bike - with a light, basket, lock, and helmet - for up to two days for FREE. To check out these cool cruisers, students take their Griz Card to the UC Information desk, and then pick up their bike from the racks on the north end of the UC.

Free Cycles (541-7284) is located on 732 South 1st St W. It is possible to take classes in bike maintenance and build one's own free bicycle.

Supermarkets

Albertson's

- Groceries and pharmacy
- 1003 E. Broadway Street (over campus footbridge)
- 3800 Russell St.
- 2230 N. Reserve St.

Pattee Creek Market

- Groceries
- 704 SW. Higgins Ave.

Orange Street Food Farm

- Groceries
- 701 S. Orange St.

The Good Food Store

- Groceries (organic food, good selection of spices, international food items), café and deli
- 1600 S. Third St. West

Worden's

- Imported food, deli sandwiches, gourmet cheeses, breads, chocolates, etc.
- 451 N. Higgins Ave

Rosauer's

- Groceries (organic food section), café, pharmacy
- 2350 Reserve St.

Missoula Fresh Market

- Groceries and pharmacy
- 800 W. Broadway
- 3801 S. Reserve St.



Restaurants

Inexpensive to moderately expensive restaurants, not too far from campus:

Bagels on Broadway \$ (728-8900) 223 W. Broadway
New York style bagels, sandwiches, espresso

Bernice's Bakery \$ (728-1358) 190 S. Third St. W; Coffee house and bakery

Break Espresso \$ (728-7300) 432 N. Higgins Ave. Coffee house with soup, sandwiches, salads, pastries

Bridge Pizza \$ (542-0002) 600 S. Higgins Ave.

Butterfly Herbs \$ (728-8780) 232 N. Higgins Ave. Coffee house

Buttercup Market & Café \$ (541-1221) 1221 Helen Ave. Coffee, breakfast, lunch, and dinner

Caffé Dolce \$\$ (830-3055) 500 Brooks St. Sandwiches and soup, Italian ice cream

Ciao Mambo \$\$ (543-0377) 541 S. Higgins

China Buffet \$ (829-8881) 1910 Brooks St. One price for a Chinese/American buffet

China Garden \$\$ (721-1795) 2100 Stephens Ave.

El Cazador \$\$ (728-3657) 101 N. Higgins Ave. Mexican/American food; lunch and dinner

El Diablo \$ (728-9529) 1429 S. Higgins Ave. Mexican/American food; lunch and dinner

Great Harvest Bread \$ (728-4549) 1407 S. Higgins Ave. Cookies, soup, coffee

Hob Nob Café \$ (541-4622) 531 S. Higgins Breakfast and lunch

HuHot Mongolian Grill \$\$ (829-8888) 3521 Brooks St. Mongolian lunch and dinner

Iron Horse Brew Pub \$\$ (728-8866) 501 N. Higgins. All kinds of food; lunch and dinner

Iza Asian Restaurant \$\$ (830-3237) 529 S. Higgins. Lunch and dinner

Liquid Planet Grille \$ (540-4209) 540 Daly Ave. (across from Jesse Hall) Breakfast, lunch, dinner.

MacKenzie River Pizza Company \$\$ (721-0077) 137 W. Front St. Pizza, pasta, salads, etc.; lunch and dinner

Nara Korean Bar-B-Que & Sushi \$\$ (327- 0731) 3075 N. Reserve St.

Old Post \$\$\$ (721-7399) 103 West Spruce. American lunch and dinner

Pita Pit \$ (541-7482) 130 North Higgins

Red Bird \$\$\$ (549-2906) 120 W. Front St.; Expensive, nice.

Sa-Wad-dee \$\$ (543-9966) 221 W. Broadway Ave. Thai Lunch and dinner

Scotty's Table \$\$\$ (549-2790) 131 S Higgins Ave. Park level of Wilma Theater; Expensive but excellent food and atmosphere

Sushi Hana \$\$ (549-7979) 403 N. Higgins. Japanese food; lunch and dinner

Taco del Sol \$ (327-8929) 422 N. Higgins Ave. Mexican food; very inexpensive! Lunch and dinner

The Shack \$\$ (549-9903) 222 W. Main St. Breakfasts, lunch and dinner

The Mustard Seed \$\$ (542-7333). Southgate Mall Asian food

The Pearl \$\$\$ (541-0231) 231 E. Front St. Expensive but excellent food and atmosphere

The Silk Road \$\$ (541-0752) 515 S. Higgins. Tapas

Vietnam Noodle Restaurant \$ (542-8229) 2100 Stephens Ave. Lunch and dinner



Shopping

Southgate Mall:

- Located South off Brooks Street.
- Take bus routes, 2, 6, 7, 8.
- Lots of different stores and restaurants!

Downtown Missoula:

- Located on and near Higgins Street.
- Lots of different shops!

Superstores:

- Located off Reserve Street and Brooks Street.
- Target (Bus Route 2)
- Wal-Mart (Bus Route 7)
- Super-Walmart (Bus Route 10)
- Shopko (Bus Route

Entertainment

Cinemas



Wilma Theater (728-2521): a historic building, located north of the Higgins Bridge. The Wilma shows films and hosts concerts and film festivals.



Roxy Theater (728-9380): on Higgins, near Sixth St. The Roxy shows wildlife films and hosts the International Wildlife Film Festival every spring.



Carmike 10 Cinema (541-7469): a modern movie theatre with big screens and new movies. It's located off of Reserve Street at 3640 Mullan Road.

Museums



Missoula Art Museum -
335 N. Pattee, 728-0447



Historical Museum at Fort Missoula -
Bldg. 322, 728-3476



Museum of Mountain Flying –
5525 US Hwy 10 W., 721-3655



National Museum of Forest Service History - 1615 South Catlin Street, 541-6374



Rocky Mountain Elk Foundation - 5705 Grant Creek Rd., 523-4500



Music and Cultural Events

Check the Missoula Independent (a free weekly newspaper) or the entertainment section of The Missoulian for times and locations of live music in Missoula and around the state. In addition, the ELI website offers a list of music and events: <http://umt.edu/eli/entertainment.aspx>.

Video/DVD Rental



Crazy Mike's - next to Albertson's across campus footbridge. Popular, alternative and foreign films. Borrowers must show proof of a Missoula address to rent movies.



Red Box - in Albertson's across campus footbridge. Borrowers must use a credit card to make purchase at the machine.



Missoula Public Library - 301 E. Main. Can borrow videos and DVDs for free with a library card



UM's Mansfield Library - Can borrow videos and DVDs for free with a Griz or library card

Appendix

University of Montana Student Complaint Procedure

21 .0 00 STUDENT COMPLAINT PROCEDURE

21.100 PURPOSE

The purpose of this section is to promote the just, prompt, and efficient resolution of student complaints concerning academic judgment by members of the bargaining unit based upon the criteria in 21.300. Student complaints about employment relations or other campus activities or policies extending beyond the immediate teaching/learning context are subject to other University policies and procedures including but not limited to conduct constituting a violation of the University Conflict of Interest and Scientific Misconduct policies. Student complaints alleging unlawful discrimination not intrinsically related to the academic process should be filed with the University EEO/AA Officer. Any complaint about academic judgment that accompanies alleged non-academic misconduct by a member of the bargaining unit may be addressed under the procedures of this action. This complaint procedure is intended to be used when specific actions of a faculty member had a specific adverse effect on the academic performance or academic record of a student. Complaints regarding the general quality of a faculty member's teaching are to be addressed through the faculty evaluation process (see 10.000, especially 10.220, regarding the Student Evaluation Committee). The parties shall make every effort to resolve problems that might ultimately become grounds for a complaint whenever possible prior to resorting to this procedure. NOTE: All time sequences in this section will exclude weekends and holidays

21.200 RESORTING TO OTHER PROCEDURES

If the student complainant(s) seeks resolution of a complaint in any non-University forum, whether administrative or judicial, the parties to a complaint under this section shall have no obligation to proceed further under the provisions of this section. It is understood, however, that the procedure under this section is the only appropriate University procedure for a student to dispute a decision solely involving academic assessment by a faculty member based upon the criteria listed in Section 21.300.

21.300 DEFINITION OF COMPLAINT

The term "complaint" shall mean a claim or allegation by a student who is a real party in interest against members of the bargaining unit that:

1. The faculty member(s) significantly failed to carry out their responsibilities as defined in this contract;
2. And/or the faculty member(s) failed to maintain a responsible, professional relationship with the complainant(s), using the teaching/learning context as a means to extract inappropriate personal advantage or in any other way using professional authority for other than appropriate purposes.

21.400 STUDENT RESOLUTION OFFICER

The president of ASUM shall appoint a Student Resolution Officer and an alternate or designee to act in case the Student Resolution Officer fails to act. The Student Resolution Officer or designee may represent any student and/or group of students who have a complaint. At the beginning of each new school year, the President of the University, or his/ her designee, shall schedule a meeting between the ASUM President, the Student Resolution Officer, and the UFA Student Complaint Officer. The purpose of the meeting is to review the student complaint procedures (including the time lines) pertaining to the student complaint procedure, as well as the responsibilities of all parties.

21.410 STUDENT COMPLAINT COMMITTEES

There will be two (2) Student Complaint Committees. One committee will hear student complaints involving undergraduate student(s) and the other committee will hear complaints involving graduate student(s). The Chair of

Faculty Senate shall appoint four (4) members of the bargaining unit who will serve on both the Undergraduate and the Graduate Student Complaint Committees. At least two (2) of the four (4) faculty members of the Graduate Student Complaint Committee shall have substantial experience teaching at the graduate level and in directing theses and dissertations. The Provost or the Provost's designee shall serve as chair of the two committees and the President of ASUM shall appoint two (2) graduate students to serve on the graduate Student Complaint Committee and two (2) students, undergraduate or graduate, to serve on the Undergraduate Student Complaint Committee. Each, the University President and the Faculty Senate Chair, will also appoint two (2) alternates to serve on the appropriate committees with the same qualifications as other members. Under no circumstances shall any of the seven (7) members of the Graduate or Undergraduate Student Complaint Committees hearing the complaint be from the same unit or administrative office as the parties to the complaint. Both parties to the complaint may exercise one peremptory challenge of a committee member to hear the complaint. (See also 20.000 Sec. 3, c).

21.500 FORMAL COMPLAINT PROCEDURE

Step 1: Within thirty (30) days after the act or omission which caused the complaint, or following the date that the student knew or reasonably should have known of such an act or omission, the student shall bring the matter to the Student Resolution Officer or designee. The student shall within ten days confer with the person(s) against whom the complaint exists and the student or the Student Resolution Officer must identify this meeting as a Step 1 meeting to the person against whom the complaint exists. Additionally, if, during the course of a discussion with a student who complains about or objects to any feature of the faculty member's academic performance, a faculty member concludes that the student is not satisfied with the explanation offered, the faculty member may identify such a discussion as a Step 1 meeting and so inform the student. Both parties to the complaint should make an effort to resolve the complaint during this meeting. Either party to the complaint may bring a witness to this meeting. Additionally, the Student Resolution Officer (or designee), and/or UFA representative (or designee) may serve as an advocate for their respective parties.

Step 2: If the student feels the matter is unresolved after the Step 1 meeting, and the Student Resolution Officer or designee agrees to proceed with the complaint, the Student Resolution Officer or designee shall within fifty (50) days of the act or omission, schedule a non-binding mediation session which shall be held in some neutral place for the purpose of resolving the matter in lieu of filing a formal complaint and requesting a Step 3 hearing. Such mediation sessions shall be facilitated by volunteer School of Law students or Department of Communication Studies students who have successfully completed the mediation phase of their training and have agreed to mediate such disputes for ASUM, supervised by the appropriate faculty member in Law or Communication Studies. This Step 2 mediation session should involve only the student and respondent faculty member. A determined effort will be made to resolve the complaint in the Step 2 mediation session. If the requested mediation session cannot be arranged within ten (10) working days of the receipt of the request; the complainant(s) may proceed to Step 3. This deadline may be postponed by mutual consent of the parties. If either party has compelling reasons why they feel a Step 2 mediation session should not be held, they may request that the Provost schedule a Step 3 hearing. The Provost will review the request for a Step 3 hearing.

Step 3: If the Step 2 mediation session could not be scheduled within ten (10) working days after the receipt of the request, the Student Resolution Officer may, within sixty-five (65) days of the occurrence of the act or omission, submit a formal written complaint, as specified in Section 21.510, to the Provost requesting a hearing before the appropriate Student Complaint Committee. If a Step 2 mediation session occurred and the student(s) and the Student

Resolution Officer or designee believe the matter is unresolved, the Student Resolution Officer may, within five (5) working days, submit a formal written complaint, as specified in Section 21.510, to the Provost requesting a hearing before the appropriate Student Complaint Committee. In either of the above cases, the Provost will, upon receipt of the formal written complaint, send a copy to the UFA Student Complaint Officer. Should the Student Resolution Officer choose not to move to Step 3, the student may elect to file for a Step 3 hearing subject to the same filing requirements and deadlines. The student filing the complaint must include the reason(s) the Student Resolution Officer would not proceed with the complaint. Within fifteen (15) working days of filing a request for a Step 3 meeting, the Student Complaint Committee shall hold a hearing for all parties to a complaint, pursuant to procedures to be developed by the Committee in consultation with the University Legal Counsel, ASUM, the Student Resolution Officer, and the UFA Student Complaint Officer. The purpose of the hearing shall be to determine findings of fact and recommend either dismissal of the complaint, a warning letter, formal reprimand, and/or a specific remedy limited to curing the act or omission for which the complaint was filed. Nothing from the Step 2 mediation session may be used in the Step 3 hearing. During the course of its deliberation, the Committee shall confer with the parties to the complaint and may confer with other individuals at its discretion. The Committee shall make its decision by majority vote.

The decision of the Committee, and minority report, if any, shall be forwarded to the University President who may or may not accept the Committee's or the minority's report. The University President shall, within five (5) working days of receipt of the recommendations, either approve them or remand them to the Committee together with his/her objections and a suggested alternative resolution. The Committee shall, within five (5) working days of receipt of the President's suggested alternative resolution, either accept it or forward its own suggestion to the University President. The President may accept or reject the Committee's suggestion. Implementation of a specific remedy rests with the University President, whose decision shall be the final campus disposition of the complaint. The President shall provide the Committee with a rationale for the final disposition, should it differ from that suggested by the Committee. Upon issuance of the final decision, the President shall send copies to all parties involved.

21.510 COMPLAINT FORM

The following complaint form shall be completed by the student as a request for a Step 2 meeting. If the complaint proceeds to a Step 3 level, the Student Resolution Officer shall complete the form as a request for a Step 3 hearing, summarizing the results of the Step 2 under number 5 (below, "Summary and Explanation of the Complaint"), and identifying and addressing any changes to the information provided on the Step 2 complaint form.

1. Name of student complainant(s):
2. Date(s) complaint occurred:
3. Name(s) of bargaining unit member(s) or administrator(s) involved in complaint:
4. Sections of contract on which complaint is based:
5. Summary and explanation of complaint:
6. Potential Witnesses:
7. Documents (identify here and attach):
8. Remedy Request:

Dated this _____ day of _____, 20____. Signature of Complainant

21.520 EXPEDITED PROCEDURE

A student may elect to use this expedited procedure only to dispute a final course grade for spring semester, dismissal from an academic program, or decision preventing graduation. The Formal Complaint Procedure, described in Section 21.510, shall be modified as follows:

The student may proceed without the Student Resolution Officer at Step

2 if the Student Resolution Officer or alternate or designee fails to contact the student complainant within three (3) days, excluding weekends and holidays, of the student's contacting the ASUM Student Resolution Office. If the student does not receive a response from the Student Resolution Officer within three (3) days of his/her initial contact, the student shall make a request for use of the expedited procedure in writing, hand-delivered to the ASUM Offices. The Student Resolution Officer shall immediately upon receipt of the request contact the complaining student and arrange the Step 2 mediation session as soon as possible. A request for a Step 2 meeting shall be labeled prominently as a request for Step 2 under this expedited procedure. The request for an expedited Step 2 mediation session shall be granted by the supervisor within seven (7) days. If the student complainant finds that the immediate supervisor of the faculty member complained against is not available within seven (7) days, or has failed to respond within seven (7) days, the student may make the request for an expedited Step 2 mediation session to any supervisor of the faculty member that is available. If the supervisor receiving a request for an expedited Step 2 mediation session finds that the faculty member complained against is not available, or fails to respond, the supervisor shall designate another faculty member to represent the absent faculty member in the Step 2 mediation session. If the matter is unresolved after the Step 2 mediation session, the Student Resolution Officer or student complainant may submit immediately a request to the President of the University to convene the Student Complaint Committee to conduct a hearing and recommend a decision to the President. The Student Complaint Committee shall decide the case within five (5) days after convening, and send its finding of fact and recommendation to the President for the final decision. The President may accept or reject the committee's decision. Implementation of a specific remedy rests with the University President whose decision shall be the final campus disposition of the complaint. The President shall provide the committee with a rationale for the final disposition, should it differ from that recommended by the committee.

21.600 TIME LIMITS

Time limits stipulated in this procedure shall exclude all scheduled breaks, holidays, and summer break, and may be extended by mutual written agreement between the parties to the complaint. Resolution of the complaint may extend into summer break by mutual written agreement between the parties to the complaint or in the case of an expedited procedure as put forth in 21.520.

Failure to comply with the time limits by the student in the absence of such written agreement shall be deemed acceptance by the student of the decision of the administrator or faculty member at the previous step. If a faculty member or administrator fails to comply with time limits stipulated in this procedure, the student or Student Resolution Officer may proceed immediately to the next step.

21.700 RECORDS

The final decision of the President shall be filed in the affected faculty member(s) or University administrator(s) personnel file(s) for a period of three (3) years following the date of issuance.

21.750 APPLICATION OF PRESIDENT'S DECISION

No Presidential decision shall be implemented before the party adversely affected by the decision has had the opportunity to exercise any rights to appeal or grieve the decision pursuant to applicable Board of Regents policies or the Collective Bargaining Agreement.

21.800 REPRISAL

No reprisal of any kind will be made by either party against any student, any witness, any UFA representative, the Student Resolution Officer, or any other participant in the complaint procedure by reason of such participation. This does not, of course, limit the faculty member(s) or University administrator(s) right to legal redress.

21.900 COMPLAINT DISSOLUTION

The decision made to dissolve a complaint at any step shall not modify or subvert this agreement or the intent of this agreement.

