

# YUELI Academic Program Student Handbook 2016

York University English Language Institute (YUELI)

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## About YUELI

"YUELI's mission is to provide high quality programs for those who wish to improve their English for academic and professional purposes."

YUELI is part of York University, the third largest university in Canada. York University has ten Faculties, ranging from liberal arts to professional schools in law, education, and business, to environmental studies, fine arts, and science. York is at the centre of innovation, with a thriving community of almost 60,000 faculty, staff and students who challenge the ordinary and deliver the unexpected. The university is known for its excellence in teaching, its ability to attract research funding, and for its ground-breaking programs.

YUELI provides non-credit English as a Second Language courses to improve English language skills for university entrance and/or professional advancement. The Institute's goal is to teach students the kinds of language, critical thinking and study skills required to be a successful undergraduate or graduate student in a university where English is the language of instruction. The completion of AP Level 9 of the Academic Program meets requirements to enter undergraduate and graduate programs at York University.

While studying at YUELI, students have access to the full range of campus services, including libraries, computer facilities (e-mail and Internet), sports and fitness facilities, a health care centre, and 24-hour campus security services.

In operation since 1985, YUELI is accredited by Languages Canada. It is also a member of:

- Canadian Bureau of International Education

Some YUELI facts:

- YUELI serves 2,000+ students from 50+ countries annually
- The average age of students is 24; 18 years is the minimum, but there is no maximum age
- Classes usually have 12-16 students
- Current materials, technology, and instructional approaches are used
- YUELI arranges homestay and residence accommodation

### Teaching Approach

YUELI Academic Program follows an integrated-skills approach to language learning and teaching. You will develop your listening, reading, speaking, writing, grammar, vocabulary, pronunciation, research, study, and critical thinking skills in your core class. Often, instructors integrate the skills by focusing on a theme or topic for a week or several days. Our approach is grounded in second language acquisition research and theory showing that people learn languages by trying to communicate, by taking risks, and learning from their mistakes. You will be encouraged to express your ideas, to participate actively in class, to be responsible for your own work, to find and correct your mistakes, and to collaborate with your classmates in class activities and on assignments such as presentations.

### YUELI Instructors

YUELI instructors are fully qualified as instructors of English to speakers of other languages. All YUELI instructors have university degrees at the graduate level. Most have also traveled and taught in various parts of the world and all bring a wealth of experience with learners of English into the classroom. All YUELI instructors are also TESL Canada certified.

## Your First Week at YUELI

| Week 1 In Review |  |   |   |                               |                            |
|------------------|--|---|---|-------------------------------|----------------------------|
| Course Code      | Day 1<br>Testing and orientation for <b>NEW</b> students | Day 2<br>First day of classes for <b>ALL</b> students | Day 3<br>Final late testing date for <b>NEW</b> students / Last day to attend class for <b>ALL</b> students | Day 4<br>Placements finalized | Day 5<br>Seminar Selection |
| 3610             | Monday, January 04                                       | Tuesday, January 05                                   | Wednesday, January 06   | Thursday, January 07          | Friday, January 08         |
| 3620             | Monday, February 29                                      | Tuesday, March 01                                     | Wednesday, March 02   | Thursday, March 03            | Friday, March 04           |
| 3630             | Monday, May 02   | Tuesday, May 03                                       | Wednesday, May 04   | Thursday, May 05              | Friday, May 06             |
| 3640             | Monday, June 27  | Tuesday, June 28                                      | Wednesday, June 29  | Thursday, June 30             | Thursday, June 30          |
| 3650             | Monday, August 29  | Tuesday, August 30                                    | Wednesday, August 31  | Thursday, September 01        | Friday, September 02       |
| 3660             | Monday, October 24                                       | Tuesday, October 25                                   | Wednesday, October 26   | Thursday, October 27          | Friday, October 28         |

### Day One (Testing, Orientation, and Class Placement)

Day 1 is the day when testing and orientation take place for new students. Continuing students are not required to attend on Day One.

All new students are to arrive at 8:15 a.m. for the placement test. Students will not be allowed to write the placement test without proper photo identification (Passport preferred). The placement test will be 2+ hours and will cover writing, structure, and listening skills. Old test copies are not available. The results of this assessment will determine your placement in one of the Academic Program levels.

Following the placement test, new students participate in the YUELI orientation, which includes a campus tour, security information, and overall program information.

After the orientation session, new students will be escorted to York's YU Card office to have their photos taken and receive their York student identification and library card.

Day 1 ends at approximately 4:00 p.m.

#### Class Placement

The student's level in the Academic Program, the instructor's name and classroom location will be posted after 6:00 p.m. on the YUELI website and in the YUELI hallway.

- Students should not ask their instructor or the YUELI staff to be moved to a different class if they feel their level placement is inappropriate. Each instructor will conduct diagnostic testing during the first week to confirm students have been placed in the appropriate level.
- At the end of Day 4, instructors will make a decision with regard to student placements. These decisions are final.
- Core class changes will not be made before Day 4 of the program.
- Student requests for placement in a particular instructor's class cannot be met.
- Relatives and/or spouses are not placed in the same core classes.

#### Late Placement Testing

With prior approval from the YUELI office, new students who are not able to attend testing on Day 1 can write the placement test at 9:00 a.m. on Day 2 or Day 3 of the course. **Late testers are not guaranteed a space in the program. Missed class hours due to late arrivals for new and continuing students will be counted as absences.** New students who write the placement test on Day 3 must be prepared to start class immediately.

### Day Two

Day 2 is the first day of classes for **all YUELI students**. **All new and continuing students should be in class on Day 2.** On Day 2 and Day 3, Instructors will conduct diagnostic tests to find out students' strengths and weaknesses and to determine if new students have been correctly placed.

On Day 2, students will have time in class to fill in, or update, an online medical information form for insurance and emergency contact purposes. This form must be completed by Day 5, or you will not be able to register for seminar classes.

### Day Three (Final day to attend class)

**All students must be in class by Day 3.** Students who do not attend class by Day 3 will be deregistered, and regular cancellation penalties will apply. Missed class hours due to late arrivals for new and continuing students will be counted as absences. Please review the attendance policy on pages 10-11.

The final late placement testing is on Day 3 at 9am. Late testers on Day 3 must attend class after the testing on Day 3. All new students must write the placement test by Day 3. New students who do not write the placement test by Day 3 will be deregistered, and regular cancellation penalties will apply.

### Day Four (Finalized placements)

No new or continuing students will be permitted to join the program on Day 4. At the end of the day, all instructors will review the student placements and make any recommendations for core class moves, if necessary. These moves will take effect on Day Five of the program.

### Day Five (Seminar selection)

Textbooks are distributed on Day 5. Students register for seminars online at the end of Day 5. Also, sign up for trips in Founders 041 on Day 5 (see calendar for exact time).

### How to Choose Your Seminar Class Online

1. Direct your browser to the YUELI website (<http://continue.yorku.ca/login/student>) and sign in with your Student ID and Password.

**Forgot your password?** Click on the [Forgot Your Password](#) link below.  
**Login problem?** Send an email to [itscs@yorku.ca](mailto:itscs@yorku.ca) and include your Student ID or Full Name.

2. Once signed in, choose the option for **Seminar Registration**, which appears at the top of the **English Language Institute** section.

3. Click on one of the **available seminars**. You will only be able to select from those seminars that are not full and that you have not taken before. A window will appear with more information about the seminar you have selected.
4. To finalize your choice of seminar, click the **Sign Up!** Button. You will be asked to confirm your choice. If you wish to choose a different seminar instead, click the **Close** button and you will be returned to the list of available seminars.

| Spots Left | Min. Level | Max. Level |
|------------|------------|------------|
| 16         | 1          | 2          |

The purpose of this seminar is to help students develop their speaking and listening skills for both academic and non-academic life. In class, students will have the chance to improve their speaking skills by learning new vocabulary and expressions for particular situations. The seminar will also focus on pronunciation and intonation. Students will participate in group discussions and role play different life situations. The class will consider topics such as social and cultural issues, current events, and other themes related to student life in Canada.

## Week 2

### Seminars

Seminars run on Tuesday and Thursday from 11:15am-1pm for morning students and 3:30-5:15pm for afternoon students. Seminars start the first Tuesday of Week 2. In seminars, students learn with students from other classes and sometimes from other levels. You will be able to choose from several different types of seminars. Some will focus on a specific skill, like reading or pronunciation; some are topic-focused, and some involve learning through arts and media. Seminars are your chance to focus on the aspects of learning English that are most important or interesting to you. You cannot take the same seminar twice, and once you have chosen your seminar, you cannot change your mind and switch to another one.

### Conversation Partner Sessions

YUELI Student Community Leaders are York University undergraduate students who lead conversation partner sessions, out-of-class trips, and clubs. Conversation Partner sessions last 20 minutes. They are your chance to practice your English in a small group conversation with other students. Beginning in week 2, all students are able to sign up online for Conversation Partner Sessions. You may sign up for up to 3 sessions per week. Your Instructor may require you to bring a record of your Conversation Partner Sessions for part of your course mark. Sign up on the YUELI website: <https://continue.yorku.ca/my-account/>

### Trips and Activities

There are many trips and social events scheduled during the eight-week Academic Program. Trips and activities are organized to offer students unique opportunities to explore Toronto and the surrounding areas, practice English, and enjoy a day with their classmates. Tuition fees cover most of the cost of trips, but students pay a small fee for each trip or activity. Each trip fee includes admission to attractions and either one or two-way transportation as required. Each trip or activity will be led by at least one YUELI Student Community Leader.

**YUELI Clubs** do not require any extra fees. Club offerings vary each Academic Program, but some examples are: Soccer Club, Dance Club, Games Club, etc. YUELI Student Community Leaders organize and lead the clubs, most of which meet after the afternoon classes.

### University Life

Instructors may also assign University Life activities as part of your homework. This will help you to get used to life on campus and typical university requirements. Some of the University Life activities that YUELI offers are:

Free Workshops for upper-level students (AP 6 to 9) on university life skills such as effective listening, note-taking, and presentation skills. Sign up on the YUELI website: <https://continue.yorku.ca/my-account/>

York University Lecture Series for upper-level students (AP 6 to 9). More information and a sign-up binder are available in Nexus.

Student-Led Discussions for AP 8 and 9 students. Beginning in week 2, each AP 8 and 9 class will be assigned a topic for a discussion topic held every Monday to Thursday from 1:15 p.m. to 1:45 p.m. on topics selected by the class or group. All other morning students (AP 6 to 9) are encouraged to join in and have their say!

Weekly updates of events happening at YUELI, on-campus, and in Toronto will be announced beginning in week 2. Updates on weekly events will be e-mailed to you and posted on the University Life Bulletin Board just outside Nexus (YUELI's Resource Centre).

## New Student Information

### Emergency Medical Insurance

- Emergency medical insurance is mandatory for all students while studying at YUELI
- Insurance helps you to pay for costly emergency medical services if they are required
- Students must submit proof of their own insurance (instructions below), or they will be charged a minimal fee for insurance provided by Guard.Me ([www.guard.me](http://www.guard.me))
- Saudi Scholarship students: Your health insurance is provided by the Saudi Arabian Cultural Bureau

### How To Complete Your Medical Information & Insurance Form

1

#### Sign In

- Browse to <https://continue.yorku.ca/login>
- Enter your Student ID (e.g. 220001) as *Username*
- Enter your *Password*  
The default password is your birth date YYYYMMDD, e.g. 19800101

Forgot your password? <https://continue.yorku.ca/my-account/lost-password>

2

#### Medical Information & Insurance Form--Due by end of Week One

- Choose *Medical Information Form* from the student portal
- Step 1 – Emergency Contact
  - Provide an emergency contact name, phone number and e-mail address (Canada preferred)
- Step 2 – Medical & Insurance Information
  - Please disclose any allergies or medical problems
  - Provide medical insurance policy information (if you have insurance from another provider)
- **Note:** Emergency medical insurance coverage is mandatory. If you do not provide your own health insurance, you will be charged for basic coverage through Guard.Me Insurance.
- **Note:** You must complete the Medical Information & Insurance Form before you can choose your seminar at the end of week one.
- **Note:** Continuing students must update this information every session.

### My Account

**Student Portal**

Sign in to access your account:

- ✔ SCS Student ID (e.g. 300001)
- ✔ DCE Student ID (e.g. 10101)
- ✔ YUELI Student ID (e.g. 210001)
- ✔ York Student No. (e.g. 213000001)

Student ID

Password

[Login](#)

[Forgot your password?](#)

### ONLINE LEARNING

 [Online Learning Environment \(Moodle\)](#) 

### ENGLISH LANGUAGE INSTITUTE

 [Class Schedule and Information](#)

 [Medical Information Form](#) ←

### Student Card

Students can obtain a York University Card (YU) card from the William Small Centre. You must bring one piece of photo identification (passport, driver's license). Your picture will be taken, and you will get your card issued within minutes. This card serves as identification to use at YUELI and York Facilities. This is also your library card.

### Student Mail

Students can receive mail via the YUELI office. People can write to you at the following address:

(Your name), c/o York University English Language Institute  
 Room 035 Founders College  
 4700 Keele Street  
 Toronto, Ontario, CANADA M3J 1P3

Students can pick up their mail at the YUELI office, Room 035 Founders College, during office hours: Monday to Friday, 8:45am to 4:15pm (Friday Summer Hours: 10:30am to 3:30pm).



## Program Information

### Timetable

You will be in class for 20 hours per week, either from 9:00 a.m. – 1:00 p.m. (usually in the higher levels) or from 1:15 p.m. – 5:15 p.m. (usually in the lower levels). For four of these hours, on Tuesdays and Thursdays from 11:15 a.m. – 1:00 p.m., or from 3:30 p.m. – 5:15 p.m., you will be in a seminar class that you choose based on your own interests, where you will meet students from other classes in your level (and sometimes in a different level) and experience a different instructor.

### Course Materials

The cost of course materials is included in your tuition fee. This cost covers a course textbook and any in-class photocopies.

There is a large bookstore on campus where you might like to buy additional books. Instructors will be pleased to provide suggestions for good dictionaries and grammar reference materials. Occasionally, an instructor may require that students purchase a secondary course book or a particular dictionary or grammar reference to supplement the textbook used in class.

Down the hall from the YUELI Main Office is Nexus, the YUELI Student Resource Centre, with computers and an area with self-access materials for quiet study. During your first week, you will be enrolled in the York computing system and provided with an e-mail account. After that, you are welcome to use the open labs in the Scott Library and in the Computer Commons on campus.

## Progress in the Program

| Starting Academic Level | Minimum time to complete each level | Time to complete AP 9 from each level |
|-------------------------|-------------------------------------|---------------------------------------|
| AP 2*                   | 8 weeks                             | 64 weeks                              |
| AP 3                    | 8 weeks                             | 56 weeks                              |
| AP 4                    | 8 weeks                             | 48 weeks                              |
| AP 5                    | 8 weeks                             | 40 weeks                              |
| AP 6                    | 8 weeks                             | 32 weeks                              |
| AP 7                    | 8 weeks                             | 24 weeks                              |
| AP 8                    | 8 weeks </td <td>16 weeks</td>      | 16 weeks                              |
| AP 9                    | 8 weeks                             | 8 weeks                               |

\*students who place in AP 1 will be placed in AP 2 and given an extra 4 hours of support classes

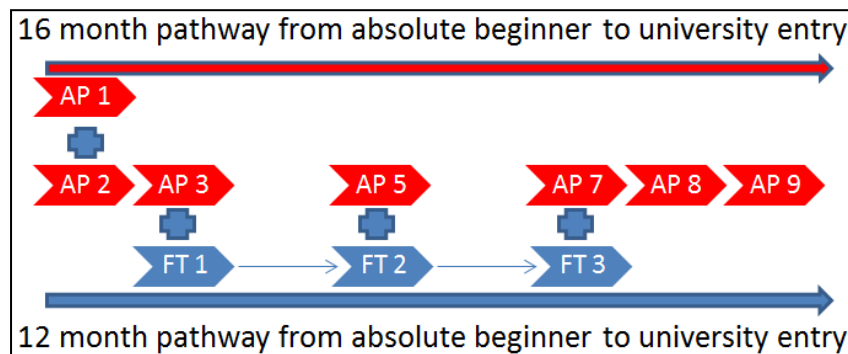
### Fast-Track Option

In September 2016, a new option will be available to eligible students wishing to complete the AP levels faster: The Fast-Track Option. Modules will be offered simultaneously with AP 3, 5 and 7 to cover material covered in the intervening Levels, AP 4 and AP 6. Please note that students can only enter the Fast-Track in AP 3 or AP 5. Once in the Fast-Track, students must take all Fast-Track modules.

*Fast-track 1:* Students receive an additional 2 hours a day of instruction for 8 weeks while studying AP 3 for a total of 30 hours per week. Students successful in both their core class and fast-track module will jump from AP 3 to AP 5.

*Fast-track 2:* Students receive an additional 2 hours a day of instruction for 8 weeks while studying AP 5 for a total of 30 hours per week. Students successful in both their core class and fast-track module will jump from AP 5 to AP 7.

*Fast-track 3:* Students receive an additional 2 hours a day of instruction for 8 weeks while studying AP 7 for a total of 30 hours per week. Students successful in both their core class and fast-track module will proceed to AP 8.

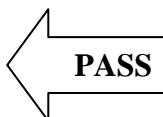


## Assessment and Marks

Assessment of your language learning will be ongoing throughout the course. It may include tests, quizzes, essays, reports, presentations, and homework. You will not be required to write a 100% final exam at the end of the course. However, some levels require a minimum score on an exit test in order for a student to be promoted to the next level.

## YUELI Marking System

|    |          |
|----|----------|
| A+ | 90%-100% |
| A  | 80%-89%  |
| B+ | 75%-79%  |
| B  | 70%-74%  |
| C+ | 65%-69%  |
| C  | 60%-64%  |
| D+ | 55%-59%  |
| D  | 50%-54%  |
| E  | 40%-49%  |
| F  | 0%-39%   |



Note: AP 9 pass scale: A+ (90%-100%) → Distinction  
 A (80%-89%) → Honours  
 C+ to B+ (65%-79%) → Pass

## Certificates and Course Evaluations

On the final class day of the eight-week program, students will be able to check online to see if they have been recommended to **pass** to the next level or to **stay** in their current level for the following session. Students can make an appointment to meet with their instructor the following morning if they want to discuss their results in person.

A detailed evaluation with a statement of marks, attendance, and comments from the instructor, along with a certificate, will be provided to every student during week two of the following session. Students must order their certificate in advance, or they must complete and sign a mail-out request form, which can be downloaded from the YUELI website. If you do not order your certificate in advance, you will be charged a \$10.00 fee for printing. When picking up their certificates, students must bring valid photo identification.

## Repeating a level

While many students do move up a level after one eight-week course, it quite often takes more time to successfully complete a level. The chart on page 8 represents the minimum amount of time required to complete the YUELI Academic Program. Individual students may require more time to complete the program.

## Repeating a level policy

If a student cannot pass a level at the end of an eight-week Academic session, either for academic reasons or due to attendance, s/he may repeat the same Academic Program level. If a student cannot meet the pass requirements the second time, s/he may try the level a third time but must have a meeting with one of the Academic Program Coordinators at the beginning of the third Academic session. If a student does not pass a level at the third attempt for any reason, s/he will not be eligible to continue in the Academic Program. A student in this situation may re-apply to the Academic Program after a period of six months has passed.

## YUELI Tutoring Program

If a student feels that s/he needs extra academic support to pass a level, s/he may register for a minimum of 10 additional hours of tutoring with a qualified YUELI instructor. Participation in the Tutoring Program does not guarantee that the student will pass a level. The hours of tutoring will be scheduled outside of class time and must be completed before the end of the eight-week program. Students must contact the instructor 24 hours in advance if they cannot make a scheduled tutoring session, and students who do not show up for a tutoring session must reschedule the session and pay for the extra tutoring session. Please contact YUELI for information on tutoring fees.

## Break in Studies

Students who require a break from studies can return to their next designated level if they return to class within 6 months of completing their last Academic Program session. If a student has been away from the Academic Program for more than 6 months, s/he is required to retake the placement test on Day One of a new session.

## YUELI Academic Program certificate

The Academic Program certificate for completing AP 9 is valid for two years for students interested in applying to York University's undergraduate or graduate programs.

## Student Responsibilities

### Language Policy

Everyone at YUELI shares the responsibility for English-language learning. Students and instructors will respect each other and speak only English while in YUELI classrooms and Nexus. You will learn English better and faster by taking risks and learning from your mistakes. Short exchanges in languages other than English, for the purposes of furthering English-language learning only, are allowed. Students who disrespect this policy will receive a warning, and those who continue to interfere with the progress of others may be asked to leave the program. In such cases, no refund of tuition will be considered.

### Homework

During the eight-week Academic Program, you will have homework. Homework assignments are one of the ways in which YUELI Instructors can extend your learning to outside of class hours. Your homework also provides useful information for instructors to tailor their lessons to meet your needs and to assess your progress. Students are responsible for their own work. If a student is absent, s/he is responsible for finding out what work was assigned and getting copies of it. The effort a student puts into doing homework and assignments will be reflected in the final assessment. If you are struggling with your studies, you can hire a YUELI tutor. Please contact YUELI for information on arranging and paying for tutoring.

### Academic Honesty

YUELI students – and all York University students – are responsible for following a policy of academic honesty. Cheating on tests and assignments will not be tolerated. **Instructors will give a failing grade for any assignment or test where a student is found to have cheated, and this may lead to the student's failing the course.** Any student who cheats will have a record on their file. Any student who cheats a second time will have to meet with an Academic Program Coordinator and sign an official letter of warning. Any student who cheats a third time must meet with the Associate Director or Director, which will result in the student's failing the course and not being permitted to register in future Academic Program sessions.

### Plagiarism

Plagiarism – copying someone else's words and/or ideas without giving credit to the author – is a serious offence in the academic world and will not be tolerated either at YUELI or at York University. Instructors will treat plagiarism very seriously. This includes any situation where students have another person write, in full or in part, an assignment for them or where students copy materials from other students, printed materials and/or the Internet. Where the words or ideas of others are represented, students must make it clear that these are the words or ideas of others – not their own. This is generally done by way of citation and quotation, and you will be taught how to cite and quote as part of your core class program.

**Instructors will give a failing grade for any assignment or test where they see that any student has plagiarized material, and this may lead to the student's failing the course.** Any student who is guilty of plagiarism will have a record on their file. Any student who is guilty of plagiarism a second time will have to meet with an Academic Program Coordinator and sign an official letter of warning. Any student who plagiarizes a third time is required to have an interview with the Associate Director or Director, which will result in the student's failing the course and not being permitted to register in future Academic Program sessions.

## Attendance Policy

Attendance is required at every YUELI Academic Program class. **Regardless of the reason, if you are not in class, you will be marked as absent.**

### Absences

Students will NOT receive an evaluation or a certificate if they are absent for more than:

- 16 hours of core classes, OR
- 20 hours of classes, including core and seminar, OR
- 8 hours of the seminar class

Students will receive a mark of '0' for their seminar if they miss more than 4 hours.

### Lateness

Students are responsible for being on time. **Three "lates" of less than 15 minutes are equal to one 2-hour absence.**

- One "late" of more than 15 minutes is equal to one 2-hour absence.

### Illness

Good health and feeling well are important to learning. If you do not feel well, you should stay home; this is what your allowable absences are for. If you have personal problems and you would like to talk to someone who can help you, you can ask any person on the YUELI staff to assist you in getting the kind of help you need from the Health Centre on campus. **Please note that doctors' notes are not accepted to excuse absences.**

### Attendance Appeal Policy

For students who have exceptional reasons for missing class, an attendance appeal **MAY** be possible. **If a student does not meet all 3 criteria described below, s/he is not eligible for the appeal process.**

In order to apply for an appeal, you must meet **ALL 3 criteria**. You must (1) have a valid reason with reasonable proof, (2) be a student in 'good standing,' and (3) be within the extended 30-hour absence limit. If you are applying for an attendance appeal based on a medical leave, you will need to have the doctor who treated you complete York's 'Attending Physician's Statement,' which can be downloaded and printed from the following website: [http://www.registrar.yorku.ca/pdf/attend\\_physician\\_statement.pdf](http://www.registrar.yorku.ca/pdf/attend_physician_statement.pdf). Any other special reason will be decided on by the coordinating team on a case-by-case basis. In order to be considered a student in 'good standing,' you must have passing grades in all skill areas, must have completed all major assignments on time, and must have written all major tests. If you miss a testing day, please see your instructor to discuss your options (make-up test, alternative grading, etc.).

If you wish to apply for an appeal, please contact your instructor. You should meet with your instructor as soon as you return to class following the extended absence or sooner if communication by e-mail is possible. The instructor will meet with the Academic Coordinating Team to decide if *criteria #1* (valid reason with reasonable proof) has been met. The Academic Coordinator has 2 business days to inform both the student and the instructor about the decision that was made.

#### "Unable to evaluate"

If a student stops attending classes or exceeds the allowable absence limit within the first 6 weeks of the Academic Program term, the student will not receive a certificate, and the evaluation will read "Unable to Evaluate" with no instructor feedback or comments. A student who receives an "Unable to Evaluate" evaluation will be required to repeat the level. A student will not be permitted to continue in the Academic Program after three unsuccessful attempts at a level, whether for attendance or for academic reasons. (Please see 'Repeating a level policy' on p. 9.)

#### "Unable to advance"

If a student stops attending classes or exceeds the allowable absence limit in week 7 or 8 of the Academic Program term, the student will receive an evaluation indicating his or her marks based on course work completed up until that date and a comment on his or her progress in the level. A student in this situation will be required to repeat the level. A student will not be permitted to continue in the Academic Program after three unsuccessful attempts at a level, whether for attendance or for academic reasons. (Please see 'Repeating a level policy' on p. 9.)

### Religious Observance

Students who miss class, in full or in part, for the purpose of religious observance will be marked absent. Afternoon students who miss class on Friday afternoons for the purpose of religious observance will be marked absent; the absence will be limited to one hour if students report to class by 2:30 p.m. Students arriving after 2:30pm will be marked absent for two hours.

YUELI instructors will try to plan their course so as not to have important exams or assignments due on major religious holidays. If, however, you expect to be absent for a religious observance on any day during your eight-week course, you must inform the instructor by the end of Week 1. If a mid-term or level exit test or major assignment has been scheduled on the day that you must be absent, you may request an alternative arrangement, in writing, using the *Religious Accommodation Agreement* form that is available from your core instructor. According to York University policy, this request must be received at least three weeks before the date that you will be absent. Religious observance accommodations will only be granted for the days recognized by York University, listed at the following website: <http://www.registrar.yorku.ca/enroll/dates/religious.htm>.

### Bad Weather

During extreme weather conditions or emergency situations, York University and YUELI will be closed and all classes cancelled. Please call the York University Emergency Information Line at 416-736-5600 or go to [www.yorku.ca](http://www.yorku.ca) to check for emergency information.

### Communication

Students can contact their Instructor via e-mail throughout the program. YUELI students should use their [your.yorku.ca](mailto:your.yorku.ca) e-mail account to contact their Instructors. Your [your.yorku.ca](mailto:your.yorku.ca) e-mail account will be created during week one of the program.

## Student Code of Conduct

All students at York University are required to observe a standard of student conduct. Details of this can be found at [www.yorku.ca/oscr/](http://www.yorku.ca/oscr/)

The YUELI Student Code of Conduct has been created in order to ensure that students at the York University English Language Institute understand the main points of York's standard of student conduct and the conduct expected of students at YUELI. We have done this so that all students, instructors, and staff at the York University English Language Institute can study in a safe, tolerant, respectful learning environment.

### Canadian Laws

Respect Canadian laws. Students found drinking, taking drugs, or breaking other Canadian laws while on York property may face legal action.

### Property at York University and in the YUELI classrooms

All students are expected to respect York University property. Students found damaging the facilities, equipment, or material in any way, in or outside of any York classrooms or computer labs, will be required to pay for repairs and may also face legal action.

### Respecting Diversity

Respect your instructors and other students. York University and YUELI attract instructors and students from around the world. This may be the first time you are interacting with people from many different cultures or interacting with members of the opposite sex in a classroom setting. Each person you meet will have his/her own experiences, culture, religious beliefs, political opinions, and lifestyle. All students and instructors are to be treated equally and with respect. Discriminatory behaviour and/or behaviour that singles out or excludes anyone from participation in any YUELI activity will not be tolerated.

### Harassment

All students and instructors have the right to work and study in an environment that does not make them nervous, uncomfortable and/or afraid. Unwanted attention, unwanted sexual attention, sexually suggestive remarks, and any other behaviour that threatens anyone's peace of mind or body will not be tolerated. Any student who continues with this behaviour is required to have an interview with the Associate Director or Director, which could result in a penalty ranging from an official warning to expulsion from the Academic Program. Students who are dismissed for this reason are not permitted to register in future Academic Program sessions.

### Respectful Classroom Behaviour

Respect your instructors and other students. Anyone who does not treat the classroom as a respectful learning space for everyone may face a penalty ranging from an official warning to expulsion from the Academic Program.

- Using impolite or inappropriate language, such as swearing, in verbal or written communication, as well as impolite, disruptive and/or offensive behaviour, will not be tolerated.
- Students are expected to attend and to participate fully in each class.
- Students are expected to listen to the points of view of others in a respectful manner. If a student disagrees with an instructor or a classmate, s/he must do so in a polite way.
- Students are expected to be in class on time and to follow the directions of their instructors.
- Cell phones cannot be used in class.
- There is no food allowed in the classroom; some instructors may allow students to bring a beverage into the class.

## Student Question/Complaint Procedure

Most students at YUELI are satisfied with their program of studies. When questions or concerns do arise, students can follow the procedure below to find answers to their questions or resolve their concerns:

### Step 1

If your question or complaint is about academics (for example, your assignments, homework, grading, etc.), please talk with your instructor.

If your question or complaint is about registrations or payments, please talk with a member of the Registration team in the YUELI office.

If your question or complaint is about trips, Conversation Partners, activities, homestay or residence, please talk with the Student Services Coordinator.

Academic Program students can also bring questions, complaints or suggestions of a non-academic nature to the Student Representative Committee meetings held twice during each Academic Program session.

**Step 2**

If your question or complaint is not satisfactorily answered or resolved, students may request to meet with the following YUELI team members:

- Academic related issues - request to meet with an Academic Program Coordinator
- Registrations, trips, Conversation Partners, activities, homestay or residence related issues - request to meet with the Manager, Administration
- Payment related issues - request to meet with the Financial Officer

**Step 3**

If your question or complaint is not satisfactorily answered or resolved after Step 2, students may request to meet with the YUELI Associate Director or Director. The decision reached by the Associate Director or Director will be considered final.

Students can, at any time, contact Languages Canada. <http://www.languagescanada.ca/en/contact-us>

**Nexus – Student Resource Centre**

Nexus is YUELI's Student Resource Centre. Students can practice their language skills in Nexus. Students can also borrow materials from Nexus. Nexus has books on specific skill areas such as reading, writing, grammar, pronunciation, listening, and IELTS. There is also a literature section. Students can use the computers for Internet access and word processing. The main purpose of the computers in Nexus is for English-language study. Books, DVDs, CDs and magazines can be used in Nexus or borrowed (except magazines and dictionaries). The printer and photocopier are available for use by YUELI students – please see the Computer Printing and Photocopier Policies below.

**Nexus Hours**

Nexus hours are typically Monday to Friday, 8:15am to 5:45pm. When classes run later, however, the hours may be extended. Please check the Nexus door for up-to-date hours.

**Nexus Policies**

- Food and drinks are NOT allowed anywhere in Nexus.
- Nexus is an **ENGLISH-ONLY ZONE**.
- Please leave promptly when Nexus closes.
- No conversations on cell phones are allowed in Nexus.

**Computer Printing Policy**

YUELI students have the privilege of being able to print from the computers in Nexus for free. However, students are only allowed to print a **MAXIMUM of 20 PAGES DAILY**. Before printing any document, students must check how long it is. If a student prints more than the maximum of 20 pages a day, the following rules will be strictly enforced:

- The student will be charged 10 cents/page for printing more than the maximum of 20 pages daily that is allowed.
- If a student does not pay for the extra printing, the student's certificate and final evaluation will be withheld.

**PLEASE NOTE:**

- If you are experiencing a problem with printing, **DO NOT KEEP PRESSING THE PRINT BUTTON!** Instead, please ask the Nexus Monitor for help.
- **ALWAYS REMEMBER TO LOG OUT** after using the computers.

**Photocopier Policy**

Please note that the use of the photocopier is a privilege, not a right.

- Students are not allowed to use the photocopier themselves. Please ask a Nexus monitor for help.
- Students can photocopy a **MAXIMUM OF 20 PAGES DAILY**.
- The photocopier is for extra-curricular learning **ONLY**. It is not for personal use.

**Borrowing Materials from Nexus**

- You need your YUELI student number (6-digit number) to borrow materials from Nexus.
- Take the item to the Nexus desk, and the monitor will sign it out for you.
- All books and audio CDs can be borrowed for one week. DVDs can be borrowed for two days.
- Items from the Instructors' Section cannot be borrowed by students. These items have yellow stickers on them.
- Return materials by giving them to a Nexus monitor at the front desk.
- Magazines and some books can only be used in Nexus. These include dictionaries, pronunciation software, and reference books (such as a thesaurus).

## Admission to York University

York University looks at both academic background and English language skills when deciding who to accept into degree programs. YUELI students in the Academic Program Levels 7, 8, and 9 may be able to receive a conditional admission letter from York Admissions if their academic qualifications are deemed satisfactory.

### Language Proficiency Requirements

This chart describes the Academic Program Level 9 grades, equivalent language test scores and the program requirements for York University's undergraduate programs.

|   | YELT              | TOEFL                           | IELTS | YUELI Academic    |
|---|-------------------|---------------------------------|-------|-------------------|
| <b>Minimum Score:</b><br>Liberal Arts & Professional Studies, Environmental Studies, School of the Arts, Media, Performance & Design, Glendon, Health, Lassonde School of Engineering (BA/BSc programs), Science. | Overall band: 1-5 | Computer: 220<br>iBT: 83        | 6.5   | AP 9: Pass        |
| <b>Minimum Score:</b><br>Nursing  | Overall band: 1-4 | Computer: 230<br>iBT: 89        | 7     | AP 9: Honours     |
| <b>Minimum Score:</b><br>Lassonde School of Engineering (BEng programs)   | Overall band: 1-2 | Computer: 243-249<br>iBT: 96-99 | 7.5   | AP 9: Distinction |

\*Note: AP 9 pass scale: A+ (90%-100%) → Distinction; A (80%-89%) → Honours; C+ to B+ (65%-79%) → Pass

Please note that York University language requirements should be confirmed on the York University website at: [http://futurestudents.yorku.ca/requirements/language\\_tests](http://futurestudents.yorku.ca/requirements/language_tests)

### YELT & York University's Admissions Requirements

A special YELT (York University English Language Test) date for YUELI students is usually held on the final weekend of each Academic course (please check your course calendar for more details).

## York University Facilities and Resources

York University maps can be found at the following link: [www.yorku.ca/yorkweb/maps/keele.htm](http://www.yorku.ca/yorkweb/maps/keele.htm). There is a copy of the Keele campus map, with highlighted points of interest for YUELI students, in your student binder.

### York University Libraries

YUELI students will be granted access to the various York University libraries. Each student will be issued a YU card (which also acts as your YUELI identification) during the first week of the Academic Program. YUELI students are allowed to borrow materials from the York University libraries and should adhere to their policies and procedures.

### Tait McKenzie Centre

YUELI students are allowed access to the Tait McKenzie fitness centre, pool, gymnasium, instructional classes and various courts. For further inquiries, call 416-736-2100 ext. 55185 or visit: [www.recreation.yorku.ca/](http://www.recreation.yorku.ca/)

Upon receiving your York University student identification, you can register at the Tait McKenzie Centre and purchase a recreation pass at a discounted rate. To purchase your all inclusive membership, visit the Customer Service Desk in the Tait McKenzie Centre. A pass is valid for an eight-week period and the options are as follows:

#### Memberships:

#### **NON-STUDENT BASIC** (Pool, gymnasiums, squash and tennis courts during scheduled recreation times)

1 Month - \$30  
 2 Month - \$50  
 3 Month - \$72  
 4 Month - \$89  
 8 Month - \$142  
 12 Month - \$193

#### **NON-STUDENT FITNESS** (Basic package plus use of the Fitness Centre and group drop-in fitness classes)

1 Month - \$41  
 2 Month - \$70  
 3 Month - \$97  
 4 Month - \$123  
 8 Month - \$207  
 12 Month - \$288

### Parking on Campus

Short-term parking is available on a pay-as-you-go basis in the York Lanes parking structure, south of Founders College. For long-term parking options, please contact Parking Services at 416-736-5335, visit the William Small Centre on the York University campus, or visit: [www.yorku.ca/parking/](http://www.yorku.ca/parking/)



## Emergency, Fire, Ambulance, Police

**In a life-threatening emergency,  
CALL 911!**

**If you are at York University during an emergency call 911 and then call York University Security at 416-736-5333 or 33333 from any campus phone.**

### If You Have An Urgent Matter At York University

|  |                                      |
|--|--------------------------------------|
| York Security*                                 | 33333*(campus phone) or 416-736-5333 |
| York Student Escort Services*                  | 55454*(campus phone) or 416-736-5454 |
| Distress Centre (on campus)                    | 416-598-1121 or 416-486-1456         |
| Sexual Harassment Education & Complaint Centre | 55500(campus phone) or 416-736-5500  |

\*There is no charge to dial York security from any payphone on campus, AND the Emergency Blue Phones at York provide a 24-hour direct line to York security

### Other Useful Numbers – On-Campus Services

- York Lanes Health Services – 416-736-5525
- York International Resource Centre exchange@yorku.ca
- Off-Campus Housing - 416-736-5144
- Student Housing Services – 416-736-5152
- Legal Help – CLASP Osgoode Hall – 416-736-5029 (Community Legal Aid Services Program)

### Other Useful Numbers –Greater Toronto Area Services

- Landlord Tenant Action Centre – 416-924-8693
- Toronto Police Services – 416-808-2222 (non-emergency number) (emergency number: 911)
- Assaulted Women's Helpline – 416-863-0511 Toll free number: 1-866-863-0511
- Humber River Regional Hospital – 416-747-3833
- Taxi (Metro Cab) – 416-504-8294

### Personal Safety

Toronto is a BIG city and York University is a BIG campus. Use common sense, and be safe!

- Use the York Student Escort Service if you are walking alone at night on the campus. Try not to walk home alone
- Be aware of your surroundings; walk confidently and use your key(s) between your fingers as a tool to protect yourself
- If you think you are being followed, get away or change directions fast. Go to a public place
- Get to know people in a group before spending time alone with them
- If you think you are in danger, scream FIRE!
- Above all, trust your instincts. If you are uncomfortable in a situation, then leave

### At home ...

- Keep your door(s) locked
- Use blinds and curtains on your windows
- Keep track of your key(s) and DO NOT put your address or phone number on your key(s)
- Lock windows on the ground floor or near a fire escape
- Don't open the door to a service person without asking to see their identification. Try to have someone else there with you (a superintendent or friend)
- Don't let strangers into your building