



INTERNATIONAL

at

Citrus College

Group & Specialty Tour
Handbook

Welcome to FLS International

We wish to extend our appreciation to you for choosing FLS.

We hope that your time at FLS will be pleasant, rewarding and meaningful.

Our entire staff wants to assist you in every way necessary so that you may accomplish your educational goals. This handbook contains important information and policies about our programs. Please read it carefully and keep it for reference throughout your stay.

Our Mission Statement

FLS International is committed to providing effective English as a Foreign Language education and cultural training to international students and assisting clients during each phase of their educational experience, from their initial entry into the United States to their transfer to a college or university.

Campus Contact Information

Citrus College

1000 W. Foothill Blvd.

Glendora, CA 91741

Telephone: (626) 852-0075 Fax: (626) 852-9976

Emergency Phone: (626) 823-5465

E-mail: flscitrus@fls.net

SCHOOL OFFICERS AND GOVERNING BODY

FLS International is owned and operated by FLS International LLC and Everlead Education Investment. The chief officers of FLS are: CEO Dal Swain and President Luke Frerichs. The FLS International administrative offices are at 301 N. Lake St., #310, Pasadena, CA. Phone: (626) 795-2912. Fax: (626) 795-5564.

FLS International at Citrus College Administrative Staff

Mr. Brian Henry Center Director flscitrus@fls.net

Mr. Alvaro Vasquez Housing Coordinator citrushousing@fls.net	Ms. Barbara Gonzales Activities Coordinator citrusactivities@fls.net
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PROGRAM POLICIES AND PROCEDURES

Your FLS English class includes classroom instruction in grammar, conversation and the other basic English skills.

Group programs typically include 15 hours per week (or 18 lessons per week) of classroom instruction. Some groups may have slightly different schedules based on special group arrangements.

All students must provide proof of medical insurance. Student who do not have medical insurance must purchase insurance before entering the program. If they wish, students may purchase a medical insurance package through FLS. Before beginning their course of study, students must take the FLS Placement Test and attend our program orientation.

There are no academic entrance requirements, other than basic literacy in English.

As part of our mission to maintain high academic and professional standards, we belong to a number of professional associations. FLS is recognized and approved by CEA (Commission on English Language Program Accreditation). CEA is a national accrediting agency recognized by the Secretary of the U.S. Department of Education.

ATTENDANCE AND ACADEMIC POLICIES

Key Points

- **Students are expected to attend regularly and will be counseled if they miss class often.**
- **All class placements are made and approved by the Center Director or Assistant Director.**
- **Students who come to class more than 15 minutes late will be counted absent for the class.**
- **Students must speak 'English only' in class.**

Attendance and Class Re-Entry: While your group program includes many activities and excursions, class attendance is also a required part of the program.

Students with more than 2 unexcused absences in a row will be counseled by the FLS staff. Students who continue to have attendance problems after counseling may be reported to their family or overseas advisor.

Class Placement: When entering the program, students take a comprehensive placement test. The FLS staff will use the test results to determine the best level for the student. After class placement is decided, students are given textbooks and a class schedule. If a student feels that he/ she has been placed in the wrong level, they should speak to the teacher, or a school Director. Students may not change classes without approval from the school Director.

Tardiness: In order for all students to get the most benefit from our classes, it's important for everyone to be on time. Students who arrive from 1-15 minutes late will be marked 'tardy'. Four tardies will equal one absence. Students who are more than 15 minutes late to class will be marked absent for the day.

English Only Policy: FLS has an "English only" policy in our classes. This is to create a productive learning environment and encourage all students to speak English during the school day. This policy is designed to help you learn English more effectively. If you speak your native language in class, your teacher will remind you to please speak in English. Please cooperate with your teacher. If you continue to speak your native language in class, you may be asked to speak to the school Director and/ or leave class for the day.

Eating, Drinking and Smoking: Eating, drinking, and smoking are not allowed inside FLS classrooms and offices. You may smoke outside the school building in designated areas. Your cooperation in following this policy is appreciated.

Student Progress Reports: You will receive a progress report at the end of the program. Each student will receive a score in five categories: Speaking, Listening, Reading, Writing and Unit Tests. Students receive a score from 0-100 in each category.

Student performance on specific Speaking, Listening, Reading and Writing activities each account for 20% of the grade. Tests will be given at the end of each unit. Test scores also account for 20% of the grade.

Certificates: Group program students with good attendance and behavior will receive a Certificate of Attendance upon the conclusion of the program.

Teaching Staff: The FLS teaching staff is made up of native English speakers committed to providing their students with the best in ESL education. Each of our teachers must have at least eight months of teaching experience before joining FLS and certification in ESL instruction. Each teacher must complete FLS' training procedures before their first day of class. Our teachers come from a variety of backgrounds: many have taught overseas or have years of ESL teaching experience in America. Others have taught at American public high schools, adult education schools, private schools, colleges and universities. All of our teachers have at least a Bachelor's Degree and must pursue continued training in methodology while employed at FLS.

Electronic Devices

In order to maintain a productive learning environment, FLS International restricts the use of electronic devices (such as smartphones, tablets, laptops and other devices allowing access to electronic media) in class in the following manner:

- Students may only use electronic devices in the classroom when they are authorized by the teacher. For instance, the teacher may allow students to use smartphones or tablets when preparing a class presentation or researching a topic.
- Students may never use electronic devices when taking or reviewing class quizzes, tests, or exams. Students found using electronic devices during a quiz, test or exam will receive a score of 'zero' on the quiz/test/exam and will not be permitted to retake it.
- Students carrying smartphones must have the phones powered off or on silent mode unless otherwise authorized by the teacher.

Students who use electronic devices when not authorized by the teacher will be subject to disciplinary procedures:

- For the first use of an unauthorized electronic device, the student will be verbally warned by the teacher.
- For repeated uses of an electronic device on the same class day, the student will be asked to leave the class and will receive no credit for any activities or assignments for that day.
- For persistent uses of an electronic device over multiple class days, the student will be referred to the office for counseling.

STUDENT SERVICES

As an FLS student, you have access to many facilities and events on campus and in the local area. These are benefits that enrich your educational and cultural experience in the United States. FLS encourages all students to get involved in events available on campus and in the community.

UPP (Universal Placement Program):

Students planning to attend an American college or university after completing their FLS program may apply to colleges easily through the Universal Placement Program. Students can apply to over 100 potential colleges and universities throughout the USA with one simple application. The FLS staff will be glad to assist you with filling out an application and providing information about the participating colleges and universities in this program.

STUDENT BEHAVIOR

Key Points

- **Students are expected to follow the behavior rules established by FLS and the host college.**
- **Students who disobey school rules may be put on probation or suspension. In extreme cases, students will be subject to expulsion.**
- **Students will be notified in writing of probation, suspension or expulsion. Advisors or parents of minor students may be notified in each case.**

Students are expected to behave in a mature manner and follow the rules and regulations of FLS and the host college at all times.

The following list describes basic behavior policies that all FLS students must follow at all times:

1. Students shall not disrupt the class or the learning environment.
2. Students shall follow all reasonable rules and requests of the teachers and staff.
3. Students shall not engage in any activities that endanger the safety of students or staff.
4. Students shall not intentionally destroy, damage or alter FLS or host college property.
5. Students shall not use alcohol or illegal drugs on FLS or host college property, or bring alcohol or illegal drugs onto FLS or host college property.
6. Students shall not engage in sexual or racial discrimination or harassment of FLS or host college students or staff.
7. Students shall not disobey any of the host college's rules.
8. Students shall not use language deemed offensive by the school Director or wear clothing or accessories deemed offensive by the school Director.
9. Students shall not threaten or use physical violence against another student or staff member.
10. F-1 students shall abide by the terms of their student visa, including maintaining their student status by regular attendance and satisfactory academic progress.
11. Students shall not perform other actions which are deemed unacceptable by FLS International or the host college. Such activities may also result in suspension or expulsion.

Students who disobey or disregard FLS and/or host campus rules and regulations will be counseled. Depending on the severity of the offense, the student will receive a verbal or written warning, probation, suspension or expulsion from the program. The school Director will make the determination based on the severity of the offense and the student's behavior record. Please note that in case of severe behavior problems, the school Director may skip one or more steps in the disciplinary process.

In addition to behavior problems, students may receive a warning regarding their academic progress and/or attendance. Problems with attendance and academic performance may also result in written reprimand, probation, suspension or expulsion.

1. Warning, Verbal or Written: A warning is a notice that continuation or repetition of prohibited conduct may be the cause for more severe disciplinary action.

2. Student Probation: If a student violates attendance or behavior rules, a student may be placed on probation. The term of probation is usually one month. Parents or legal guardians of minors shall be notified of the action.

When a student is placed on probation he or she is notified in writing about the reason for the probation and the terms that he or she must follow to be removed from probation status. The student is asked to sign the probation letter. One copy is given to the student and one is kept in the student's file. During their probation, students may continue to attend FLS classes. Students who violate FLS or host college policies during their probation are subject to immediate suspension or expulsion.

At the end of the probation period, FLS staff will determine whether the student has fulfilled the terms of the probation agreement. If the student has corrected his/ her behavior, he/ she will be taken off of probation. If FLS staff determine that further improvement is needed or that the student violated the terms of probation, the probation will be extended or the student may be subject to suspension or expulsion.

4. Student Suspension: Suspension is exclusion for a definite period of time from attending classes and participating in other school activities, as set forth in written notice to the student. Parents or legal guardians of minor students shall be notified of the action. Students placed on suspension will not receive any tuition reimbursement or refund for the period of suspension. Students placed on suspension for an extended period of time may jeopardize their F-1 student status.

When a student is placed on suspension he or she is notified in writing about the reason for suspension and the terms that he or she must follow to be removed from suspension or remain in the FLS program. The student is asked to sign the suspension letter. One copy is given to the student and one is kept in the student's file. During their suspension, students may not attend FLS classes or activities. Students who violate FLS or host college policies during their suspension are subject to immediate expulsion.

5. Expulsion: Expulsion is the termination of a student's participation in the FLS program. Expulsion or termination from FLS is generally permanent. The parents or legal guardians of minor students shall be notified of the action. Students who are expelled will not receive any tuition reimbursement or refund for the remaining period of their program. Expulsion may have a severe impact on a student's F-1 status and may result in the student's termination in SEVIS.

Appeals: If a student is placed on probation or suspension or is subject to expulsion, he or she has the right to appeal this action if they feel that it is unwarranted or that there are special circumstances that excuse the behavior. All appeals should be made in writing to the Center Director with any supporting documentation.

STUDENT COMPLAINTS OR GRIEVANCES

Students who have a complaint or grievance are encouraged to request an appointment with a school administrator to discuss their complaint. Students who feel that they have not received an adequate response to their complaint from the site administrator should request a Student Complaint form from the Center Director or other administrative staff member. The student should submit the form to the Center Director, President or Senior-Vice President. Contact information for these individuals may be found on

the FLS International website at www.flis.net. Students may also contact the FLS Administrative Offices in California with particular complaints. (Phone: (626) 795-2912, Fax: (626) 795-5564).

Welcome to Glendora, California, U.S.A.

A Guide for Living and Studying in California

Alcohol: The legal drinking age in California (and in all 50 states) is 21. Minors (those under 21 years of age) are not allowed to purchase, transport or consume any alcoholic beverages. Those doing so may be subject to arrest. Homestay students should check with their host family about house rules regarding alcohol consumption.

DO NOT DRINK AND DRIVE. California's penalties for doing so are severe. Know your limit or be willing to call someone for a ride. As of January 1, 1994, minors driving with over 0.01% blood alcohol content may lose their drivers' license if stopped by police.

Emergencies: For all fire or crime emergencies, call 911. Stay on the line as long as possible to let the operator know the location and nature of the emergency. If you are able, use English as clearly as possible.

For non-critical situations, call the regular numbers of the police and fire departments listed below. Using 911 for unnecessary purposes is both wasteful and illegal.

City of Glendora:

Police: (626) 914-8250

Fire: (626) 444-2581

Animal Control: (626) 914-8275

(Emergency numbers for other cities may be found in the front of your telephone book).

Health Insurance: All international students are required to have medical insurance. You may purchase a low-cost health insurance program through FLS. Coverage is available both for the student and his or her family. You should buy it on registration day. Read the information very carefully so that you understand what the insurance covers and doesn't cover. You may also use traveller's insurance purchased in your home country. Please carry your insurance card with you at all times.

Doctors, Dentists and Hospitals: If you become ill, make an appointment with a local doctor. Choose one based on your friends' recommendations, the doctor's location or the results of a physician referral service. If you have insurance purchased through FLS, we will provide you with a list of doctors that accept your insurance. At the appointment, the doctor will request proof of insurance. You must then show the card your insurance company gave you. You may be required to pay a small part of the bill. This is called your deductible or copayment (usually \$20).

FLS does **not** offer dental insurance. Should you have a dental emergency, get a recommendation from a friend or a dental referral agency. You will then need to pay the full amount when the dentist bills you. Dental insurance is available at your own expense from insurance agencies.

If you have an emergency, go to a hospital immediately. If you are unable to do so, dial 911 and request an ambulance. Please carry your insurance card with you at all times. You and your insurance company will be billed appropriately.

Local Hospitals:

Foothill Presbyterian Hospital 250 S. Grand Ave. Glendora (626) 963-8411

Huntington East Valley Hospital 150 W. Alostia Ave. Glendora (626) 335-0231

AMI San Dimas Community Hospital 1350 W. Covina Blvd. San Dimas (909) 599-6811

Mail and Post Offices: The standard rate for first class is mail within the United States is \$0.66 for the first ounce. For additional postal rates, check the U.S. Postal Service website at www.usps.com.

When mailing anything within the U.S., you must provide the proper zip (or postal) code. Glendora's is 91741.

The US Mail also provides **Certified Mail** (gives proof of mailing), **Registered Mail** (gives proof of mail and insurance) and **Express Mail** (gives proof of mailing, insurance and rapid delivery) at additional charges. Other private delivery companies provide faster service at a higher price.

Money: American paper money is based on the dollar. Denominations are issued as \$1.00, \$5.00, \$10.00, \$20.00, \$50.00, \$100.00 and some rarely seen higher forms. All denominations are the same color and size. You can tell the difference only by looking at the numbers printed on them. Therefore, look at your money carefully before you give it to someone. American paper money is currently being changed to have new designs. Therefore, you will see two different versions of the \$20.00 bill, etc.

Coins are divided into \$0.01 (pennies), \$0.05 (nickels), \$0.10 (dimes), and \$0.25 (quarters). 100 pennies = \$1.00, 20 nickels = \$1.00, 10 dimes = \$1.00 and 4 quarters = \$1.00. You may also see \$0.50 (half-dollar) coins and \$1.00 coins.

Taxes: Sales tax in Los Angeles County is 8.75% and is payable on all clothes, shoes, furniture and all non-food items. Keep this in mind while shopping. Hotel rooms are subject to an additional tax, depending on their location.

Telephones:

How do phones work in the USA?

All phone numbers in the United States are based on a ten-digit number. The first three are called the area code. The next seven make up the basic phone number.

You only need to dial the area code when calling from one area code into another. For instance, FLS-Citrus is in the 626 area code. Therefore, if your phone's area code is also 626, do not dial 626 when calling FLS-Citrus. If your phone's area code is something different (such as 909, 213 or 310), dial '1' and then the area code. You must dial '1' when calling from one area code into a different area code.

To call overseas, you must first dial 011 (international access code), the country code, the city code, and then the actual phone number. For instance, to call Paris, France you must dial 011-33-1 and then the local phone number. To call Tokyo, Japan, dial 011-81-3 and then the local number.

To call the other 49 states, Canada and the Caribbean, dial '1', the area code and then the local phone number.

How do I make a collect call (the person receiving the call pays)?

To make a local collect call, dial '0' (zero) and then the phone number. An operator will then answer the line. Tell him, "My name is (first name only), and I'd like to make a collect call." He will then dial the number and ask the person answering if she accepts the charge. If she agrees, you two will be connected. If she says 'no', you will be disconnected.

To make a long distance collect call, dial either of the following numbers and then proceed as usual. Remember, long distance usually means a distance of over 50 miles.

AT&T	1 (800) 673-7826	1 (800) OPERATOR*
MCI	1 (800) 265-5328	1 (800) COLLECT*

* Notice that the keys on American telephones carry letters corresponding to the numbers.

How do I use a pay phone?

To make a local call (between zero and 12 miles from your location), deposit 50 cents in nickels or dimes. For a local call, you are allowed 15 minutes on the line. For a longer distance call, dial the number first and a voice will tell you how much you should deposit for three minutes time. Should you desire additional time, you must deposit additional money. To make an international call, dial 10.ATT.0, and an operator will assist you.

How do I get phone numbers and addresses from the telephone?

If you need the telephone number of someone in your area code, dial 411. An operator will answer and request the city of the person or business you are looking for. Tell them and then be ready to give the name of the person or business.

If the number is outside of your area code, dial '1', the area code, and then 555-1212. Then follow the same procedure as before. To inquire if a company has a toll-free number, dial 1 (800) 555-1212. To get information about a number outside of the US, Canada or the Caribbean, dial 00 (zero, zero) and tell the operator what you need.

If the phone number of the person may be in your telephone book, check the publication first. Phone companies call for information requests, so save money and check first!

Safety Tips:

Here are some general safety tips to keep in mind:

- * Do not go into strange or unfamiliar areas alone. Go with an American friend who knows the area well.
- * Do not go out late at night alone. Take a friend.
- * If you get lost, call FLS or your host family immediately.
- * If you plan to go to Hollywood or a Downtown Los Angeles area, go with several friends and stay together. It is best if someone in your group has strong English skills.
- * Do not give out your phone number to strangers, even if they appear to be friendly.
- * If you have a bad experience, please report it to FLS and the police department immediately. This can help us to insure your safety, the safety of our other students and the community. It is important to report all crimes to the police. If you feel your English is not strong enough to talk to the police, FLS can arrange for translation.

Enjoy your stay in the United States!