

# **welcome**

## **1. Welcome to Internexus San Diego**

Welcome to Internexus San Diego! We are happy you will be studying English with us. We want you to have a wonderful experience here and will do everything we can to help you.

The activities in and out of class will help you improve your English. You will not only learn from teaching materials, but you will have the chance to meet other international students and native speakers of English in the community. You will become a “citizen of the world” through these experiences.

This handbook gives you some information you need to know as a student of Internexus San Diego. It is important that you understand everything in this book. If you don't understand something, or would like more information, please ask your teachers, the Academic Director or someone in our office.

## **2. Important Internexus San Diego Information**

You should keep this information in your wallet or purse AT ALL TIMES because you might need to talk to us when you are not at the center.



# **important information**

## **Internexus San Diego**

Main Campus: Internexus Mission Valley  
2555 Camino Del Rio South Suite 150,  
San Diego, CA 92108  
Phone Number: 619-291-3304

Fax Number: 619-291-3322  
Emergency Number: 619-921-7774

Auxiliary Location: Internexus Hillcrest  
1807 Robinson Ave., Suite 201  
San Diego, CA 92103

Auxiliary Location: Internexus at CMU  
California Miramar University, Suite 208,  
3550 Camino Del Rio N,  
San Diego CA 92108

## **telephone numbers**

### **3. Internexus San Diego Telephone Numbers**

Phone Number: 619-291-3304      Fax Number: 619-291-3322  
Emergency Number: 619-921-7774  
Email: [sandiego@internexus.edu](mailto:sandiego@internexus.edu)  
Website: [sandiego.internexus.edu](http://sandiego.internexus.edu)

## **helpful hints**

### **4. Helpful Hints for Students**

We want you to learn English quickly. To do this, you should always:

**Attend class:** If you want to progress quickly, you need to come to class everyday.

**Be on time:** This is polite, as well as necessary

**Come prepared:** Bring your books, pens, pencils, notebooks, and homework to class every day.

**Speak only English:** You must speak English at all times at

Internexus San Diego, even when you are talking to people who speak your first language. Teachers and office workers who hear you speaking your language will ask you to speak English. If you continue to speak your language, you may be asked to speak to the Academic Director, the Assistant Director or Center Director about this. Make lots of friends with other students who don't speak your language and people who speak English. The more you speak English, the faster you will learn it, so speak it all the time!

**Be polite:** do not eat in the classroom and TURN OFF ALL CELL PHONES!

## progress reports

### **5. Progress from Level to Level**

There are six levels of English study at Internexus San Diego: Beginning; Pre-Intermediate; Intermediate; High Intermediate, Advanced and Advanced + TOEFL iBT level. Internexus San Diego has four terms per year—Winter, Spring, Summer, and Fall. One term is three months. Each term has three sessions; one session is one month. If you do well in your classes, you can move from the Beginning level all the way to the end of High Intermediate and be ready for the Advanced level in one year!

The following is a general description of a student's language proficiency of the Intensive English program after completing each Internexus Level.

#### **Beginning**

##### *Communication Tasks:*

Students build the basic elements of the language to interact in situations connected to their personal life—daily routines, leisure activities, future plans and past activities.

Students can give basic information about themselves, their family, education, work, and their hometown. Students can give personal information (name, address, phone number) in situations like calling for a pizza delivery, getting a

video rental/library card, or filling out a registration/application form. Students can express preferences related to leisure activities, eating, and shopping. They can ask for information and ask for clarification. They can ask for and give simple directions. They can create one-adjective descriptions (*the weather is hot, lunch was delicious, she's pretty*).

Students can understand simple written instructions (how to use a pay phone), signs and ads, and children's books for native speakers. They have obtained vocabulary related to everyday living (food, transportation, family, jobs, and school).

Students can fill out simple forms; write checks, lists, short emails, and personal letters; and produce paragraphs about personal information.

Students can respond appropriately and use and understand basic courtesy formulas (*thank you, sorry, excuse me*) in simple social interactions, such as greeting, leave taking, and introducing.

#### *Contexts and Conditions:*

Students are successful within contexts that are predictable, familiar, and with visual cues that strongly support the task (for example, pictures on a menu). In interactions with native speakers, students often rely on gestures and facial expressions. Comprehension requires short, simple sentences, spoken slowly and clearly, with repetition. They rely heavily on translation from their first language and so, use a bilingual dictionary.

Students tend to write simple sentences with few or no connectors. Written work length is one or two paragraphs. They have more accuracy when using set phrases than when required to transfer rules to new contexts. Their oral production is often slowed by their tendency to translate from their first language and by their limited vocabulary.

#### *Corresponding Examination Scores:*

University of London Exam-Level 1

TOEIC 200-300, Level D

## **Pre-Intermediate**

### *Communication Tasks:*

Students start to talk about relationships between personal aspects and the world where they live, sharing viewpoints, experiences and concerns; talking about possibilities and plans; comparing people and places; advising and instructing.

Students can talk about their experiences and ideas in the present and past (*I think, I used to...*). They can relate short narratives both orally and in writing about past experiences (*I went to a public school...*). They can make plans and arrangements over the phone or face-to-face (*Would you like to go to a movie Saturday? What time can we meet?*). They can make suggestions and give advice (*Maybe you should try the other restaurant*).

Students can understand written instructions (simple recipe), short popular magazine articles, and literature for elementary age native speakers. They have obtained vocabulary related to everyday life (shopping, cooking, leisure activities, and friends). Short essay organization is developing. They can support and expand their ideas in writing.

Students can respond appropriately in various social interactions, such as apologizing, making an excuse, expressing disappointment or worry, giving and responding to compliments.

### *Contexts and Conditions:*

Students are successful in contexts that are familiar and which strongly support the task. In interactions with native speakers, students' comprehension often requires slow, clear speech with repetition. Students are beginning to vary sentence length and complexity and use connectors. Written work length is 2 to 3 paragraphs. They continue to rely somewhat on translation from their first language and use a bilingual dictionary. They still tend to have more accuracy when using set phrases than when required to transfer rules to new contexts.

*Corresponding Examination Scores:*

University of London Exam-Level 2;

TOEFL 310-350 (paper-based), 40-63 (computer-based)

TOEIC 300-500, Level C

**Intermediate**

*Communication Tasks:*

Students develop their fluency while expressing ideas, establishing hypotheses and defending viewpoints. They can compare, agree and disagree politely, and summarize information. Students can establish time relationships clearly.

Students can give instructions and directions (*Meet me on the second floor of the library at 4:00, or I live three blocks away from downtown*). They can report speech (*She said, "I really want to go to Tokyo," or He asked me if I wanted to study Spanish*). They can ask for recommendations and advice (*Which color looks better? or Do you think it's a good school for law?*). Students can give 5-minute presentations in class.

Students can understand popular magazine articles, short newspaper articles, and literature for young native speakers. They have obtained vocabulary related to travel, academics, social issues, and the workplace. Students can write short articles, short essays, faxes and business letters.

Students can respond appropriately in various social interactions, including expressing hope, regret, and sympathy.

*Contexts and Conditions:*

Students are successful in contexts which are familiar, however they are less reliant on visual cues (for example, they are more comfortable using the telephone). In interactions with native speakers, students' comprehension requires clear, non-colloquial speech, with occasional

clarification. Students can write and speak with some fluency, sometimes with limited accuracy. Written work length is up to 2 pages (400 words). They are less reliant on translation and able to mainly use a monolingual dictionary. They are often successful transferring rules to new contexts. However, they tend to make overgeneralization errors as they acquire these new structures.

*Corresponding Examination Scores:*

University of London Exam Level 2-3

TOEFL 350-400 (paper-based), 63-97 (computer-based)

TOEIC 500-590, Level B

Vestibular Exam (Brazil) Pass

**High Intermediate**

*Communication Tasks:*

Students are able to express themselves on a variety of subjects relating to the contemporary world, with fair control of the structure of the language. Students are able to express abstract ideas, defend viewpoints using analogy and exemplification, and establish hypotheses and conditions.

Students can understand key points of lectures and take part in business meetings and social events. They now show facility in resolving communication problems.

Students can understand short Internet and newspaper articles, textbook excerpts, and literature for young adult native speakers. They have begun to obtain vocabulary related to more specialized subjects, such as the environment, law, politics, science, art and business.

Students can write business letters, academic essays, timed essays, and take notes on lectures. They can write short journalistic articles. Students can respond appropriately in various social interactions, such as approving and disapproving, seeking advice, and expressing intentions.

They have fair competence in choosing appropriate register according to the situation and the participants.

*Contexts and Conditions:*

Students are successful in a variety of contexts. In their interactions with native speakers and in phone conversations, students can understand clear speech at near normal speed. They may need occasional repetition or clarification. They tend to have trouble with the complex verb tenses and language features which are "exceptions" or "irregular." They still make errors related to native language interference. Written work length is 3 to 4 pages (600-800 words).

*Corresponding Examination Scores:*

University of London Exam Level 3-4

TOEFL 400-450 (paper-based), 97-133 (computer-based)

TOEIC 590-730, Level A

\*NOTE: students will require specific preparation for each examination to achieve upper

**Advanced**

*Communication Tasks:*

Students expand and polish their knowledge of the language, achieving a more accurate and articulate communication. They communicate effectively, appropriately, and independently in various contexts with fair accuracy and fluency. Students are able to use the language for analysis, comparisons, decision-making and evaluation; as well as for creative personal expression. They generally understand formal and informal conversations at near native speed, allowing them to fully participate in group discussions. Students now demonstrate a command of language structures and discourse patterns within the range of the experience.

Students can generally understand TV news and movies, and discuss current issues. They can use idioms and specialized vocabulary within their own field in most

social, work, or study situations. Students can read all kinds of authentic materials relative to their needs or interests. They are able to interpret and compare both the content and the form of written texts. They can write research papers, academic essays, journalistic articles, professional reports, and presentations. They can participate in business meetings and university classroom projects, such as group presentations. Students can use the phone effectively. Students can defend their point of view by defining the issue, supporting their view with facts and experience, and discussing pros and cons.

They can read newspapers, Internet articles, textbooks, reference material, and literature for adult native speakers. Students can write research papers, academic essays, journalistic articles, professional reports and presentations. Students can participate appropriately in a wide variety of social interactions, including inviting cooperation, giving instructions, explaining and clarifying, expressing value judgements, negotiating solutions, and responding to constructive criticism. They have competence in choosing appropriate register according to the situation and the participants.

*Contexts and Conditions:*

Students are successful in a variety of contexts. In interactions with new speakers, students understand conversation at near normal speed with some need for clarification. Students are beginning to be able to interpret humor and irony. Length of written work meets entry level professional requirements and undergraduate academic requirements for most United States Universities. Students' pronunciation does not interfere with comprehension.

*Corresponding Examination Scores:*

University of London Exam Level 4

TOEFL 500-550 (paper-based), 173-213 (computer-based)

TOEIC 730-875, Level AA

IELTS 5.5-6.0

\*NOTE: students will require specific preparation for each examination to achieve upper

## **Advanced+**

### **TOEFL**

#### *Communication Tasks:*

Students are able to respond to questions, participate in academic discussions with other students, synthesize and summarize what they have read in their textbooks and heard in class.

They should also be able to express their views in a discussion in a well-paced flow, demonstrating effective use of grammar and vocabulary, and also participate in casual conversations using natural sounded intonation patterns.

The students should be able to give coherent and sustained responses and convey relevant information and ideas. The students can express their opinions, and communicate with people in in highly intelligible way.

The students can effectively address the topic and task in their writing, displaying unity, coherence and progression. They display consistent facility in the use of language, demonstrating syntactic variety, appropriate word choice, and idiomatics, though it may have minor lexical and grammatical errors.

*Contexts and Conditions:* Students are successful in a variety of contexts. In interactions with new speakers, students understand conversation at normal speed with some need for clarification. . Students' pronunciation does not interfere with comprehension. Students are able to interpret humor and irony. Make inferences and draw conclusion based on what is implied in the material. Make connections among pieces of information in a conversation or lecture. The length of written work meets entry level professional requirements and undergraduate academic requirements for most United States Universities. Students' pronunciation does not interfere with

comprehension.

*Corresponding Examination Score:*

TOEFL iBT minimum 80

\*NOTE: students will require specific preparation for each examination to achieve upper

**Practical English Program**

The Practical English program consists five levels, including Beginning, Pre-intermediate, Intermediate, High Intermediate and Advanced. These five levels are aligned with the five levels (Beginning to Advanced) of the Intensive English program (see pp3-9).

The Practical English program is designed to focus on general English and communicative skills. Each level of the Practical English program contains core course and one elective course. The core course teaches combined skills of speaking, listening, reading and writing through authentic daily life topics. Grammar structures and vocabulary will also be taught within contexts. Besides learning the core skills, students will also continue to improve speaking fluency and communicative skills through the elective course. Detailed course goals, objective and learning outcomes can be found on course syllabus. Teachers will hand out course syllabus on the first day of class.

**Admission requirements:**

Students will take placement tests and we will base on the placement test scores to place students into the appropriate levels (see placement test score requirements on pp13-14).

**Schedule** (Monday, Tuesday, Wednesday 8:30am -2:30pm)

Core Course 5 hours

Elective Course 1 hours

**Grades:**

Core Course 80%

Elective 20%

**Session Start and End dates**

See school website [https://www.internexussandiego.edu/wp-content/uploads/2020/04/Calendar-2020\\_2021\\_.pdf](https://www.internexussandiego.edu/wp-content/uploads/2020/04/Calendar-2020_2021_.pdf)

### **International TESOL Program**

The International TESOL program provides students with a comprehensive methodology for teaching English as a Foreign Language, as well as giving them hands-on teaching practice. Students gain a thorough understanding of EFL/ESL teaching techniques and a sound knowledge of the communicative approach to teaching reading, writing, speaking, listening and grammar skills to ESL learners. Students will take guided fieldtrips to visit ESL courses at local community programs and organizations (such as Children's Creative & Performing Arts Academy of San Diego, Alliant International University, Loving Care Adult Day Health, and Somali Family Service of San Diego). Students also have the opportunities to practice teaching at these organizations as well as at Internexus San Diego.

#### Job Placement Service

We assist all of our course graduates in their job search goals and offer job placement services. ESLjobboard.com has given us unlimited resources that allow us to match qualified students with oversea schools and organizations who are in need of ESL/EFL teachers.

#### Admission policies for TESOL program:

Minimum age of 18. Must have completed high school or equivalent of a GED.

Current students who have completed and successfully passed the Advanced level.

New students who have completed the placement tests and met the placement test score requirement for the Advanced + level.

Student Visa: required

Classes are on Mondays, Wednesdays & Fridays: 9am to 3pm  
(12 weeks)

Practicum requirements and schedule are listed in TESOL Curriculum and will be distributed on the first day of class.

**International TESOL Start & End Dates**

- \* 10/1/2018 to 12/23/2020
- \* 1/2/2021 to 3/26/2021
- \* 4/5/2021 to 6/25/2021
- \* 7/5/2021 to 9/24/2021
- \* 10/04/2021 to 12/24/2021

**Business English for Entrepreneurs Program**

Business English for Entrepreneurs (BEE) program is a 16-week program that focuses on intensive language training plus Business English and startup development. This course is designed to give non-native English speakers the English skills they need to start a business in today's global marketplace. This program uses authentic materials and teaches basic entrepreneurship concepts and skills such as opportunity recognition, marketing and sales, starting a business, planning and strategy, business operation, and financial management. Students will improve English listening, speaking, reading, writing skills and learn appropriate grammar and vocabulary in business startup setting. Classes meet for 18 hours per week.

The BEE curriculum is project based. Students will work in small groups to develop an idea, conduct market research, and create and implement a business plan. In addition to building professional English skills, students will take guided field trips and learn about the history and culture of San Diego, visit famous universities and technology companies, and network with professionals from around the world.

**Admission Policies:**

Current students who have completed and successfully passed the High-intermediate level.

New students who have completed the placement tests and met the placement test score requirement for the Advanced level.

**Class Schedules:**

Mondays, Tuesdays and Wednesdays from 8:30 am to 2:30 pm

**Business English for Entrepreneurs Program Start & End Dates:**

- \* 10/1/2018 to 12/23/2020
- \* 1/2/2021 to 3/26/2021
- \* 4/5/2021 to 6/25/2021
- \* 7/5/2021 to 9/24/2021
- \* 10/04/2021 to 12/24/2021

You will be assessed every session at Internexus San Diego.

**Placement Test:** On your first day, you will take a test to determine your English level and help us put you in the right classes. These tests consist of Michigan Placement Test (including grammar, reading and vocabulary, listening), a writing test, and an oral interview. The scores requirements and level placement are given below.

Level	Grammar	Reading & Vocabulary	Listening	Speaking	Writing
Beginning 101-103	0-10	0-15	0-6	0-6	101-103
Pre-intermediate 201-203	11-15	16-33	7-9	7-13	201-203
Intermediate 301-303	16-20	24-32	10-12	14-20	301-303
High-Intermediate 401-403	21-24	33-41	13-15	21-28	401-403
Advanced 501-503 BEE Program	25-27	42-45	16-18	29-33	501-503
Advanced + 601-603 TOEFL TESOL Program	28-30	46-50	19-20	34-36	601-603

**Achievement Tests:** At the end of each session (one month), you will take achievement tests in each of your classes. Your scores on these tests will show if you understand the things your teacher taught in that session.

**Classwork:** Your daily work in your classes will also determine if you are successful in learning the skills your teacher has taught you. Classwork examples include your homework that will be graded, quizzes, and presentations. Your classwork and achievement test results will help us

determine your readiness to progress to the next level at the end of the term.

**Skip Test:** If students think they have been placed in the wrong level of proficiency, we offer the opportunity to take a "skip test". To take the Skip Test, students must complete the following steps:

#### New Students

1. Take the Internexus Placement Exam.
2. During the first week of classes in the first week of a Term, ask the Academic Coordinator to take the Skip Test.
3. Academic Coordinator consults with teachers about the request.
4. Receive approval from the Academic Coordinator to take the Skip Test.
5. The Skip Test must be completed before the end of the first week of classes in the first week of Session 1.
6. No Skip Tests are given after the first week of Session 1.
7. A minimum score of 90% in each skill area of the Skip Test is required in order to skip a level of English proficiency and be placed in a higher level.

#### Continuing Students

1. Have 80% of attendance in each course in each session of the previous term.
2. Have a cumulative grade of 60% or better in each class of the previous level.
3. Before the first week of Session 1, request and receive approval from the Academic Coordinator to take the Skip Test.
4. Complete the Skip Test on the first Monday of Session 1.
5. No Skip Tests will be given after the first Monday of Session 1.

6. A minimum score of 90% on each section of the Skip Test is required in order to skip a level of English proficiency.

### **Grade Appeals**

A student who believes that a course grade has been assigned unfairly or improperly has the right to appeal and follow these steps accordingly.

Step 1) The student should first contact the instructor and address his/her concerns. The student and the instructor should review the grading procedures and determine if the grades are correct.

Step 2) If the student and the instructor cannot reach to an agreement , the student has the right to file a formal appeal within two weeks after the grade was posted. The student must fill out the Grade Appeal Form(available at the administrator office). The instructor must date this form at the time of receipt from the student, record the decision on the this form, and sign and date.

Step 3)The Grade Appeal Form will be reviewed the Academic Director. A student interview and/or reassessment might be required. The Academic Director will inform the student the decision within 5 days upon receipt of the appeal, record the decision on this form, and sign and date.

Step 4) If there is an unsatisfactory decision in Step 3, the student may appeal to the Center Director. The student has 5 instructional days following an unsatisfactory decision at Step 3 to continue with the appeal. The Center Director will inform the student her final decision within 5 days upon receipt of the appeal.



## **6. In the Classroom**

**Attendance:** You must attend class at least 80% to stay at Internexus San Diego. Being in class will help your English improve faster. Do not make appointments during class time. Banks, stores, doctors' offices, government offices and most other places are open before and after school hours. If your attendance is below 80% for one session, you will receive a written warning letting you know you are below status. If your attendance for the following session falls below 80%, you will be put on academic probation. If you continue to have less than 80% attendance you will be reported to DHS and may be asked to leave the country.

**Tardiness:** Tardiness means being late. You must be in class on time. Three times of being tardy equals one day absence, so be careful, and be on time. It is impolite to walk into class late, and you might not hear important information or you might miss a quiz! If you have a problem, and you know that you will be late, call the Internexus San Diego office at 619-291-3304.

**Sickness:** If you are very sick, please stay home and get well. But, it is very important to call the Internexus San Diego office and tell us that you are not coming to class. Please call us in the morning before classes start if possible—but at least before noon (12:00 pm). When you feel better and come back to classes, you must ask your teachers for the homework you missed and do it.

### **Grades:**

You will have grades from your teachers for each class at the end of each session on a grade report. This report can also be sent to your home, school or college if you would like. In each class, your grades are based on classwork (70%) and achievement tests (30%) for Intensive English program, Practical English program, Business for Entrepreneurs, and TOEFL. You must have an average grade of 75% or higher in all your classes to move to the next level for each class.

For TESOL program, your grades are based on practicum (35%), quizzes (35%) and achievement test (30%). You must have an average grade of 75% or higher to successfully pass this level.

# **policies and procedures**

## **7. Policies and Procedures**

### **Department of Homeland Security (DHS):**

**Full-time Study:** Students with an F-1 Student Visa must study in a full-time program. If you have less than 80% attendance during your first session, we will give you a warning. If you continue to have less than 80% attendance, DHS will say that you cannot stay in school anywhere in the U.S., and that you must return to your country.

**Student Employment:** You can do volunteer work, but working off-campus for money without an OK from DHS is illegal. If you work illegally, DHS may tell you to return to your country.

### **Smoking:**

You must be 21 years old to buy and smoke cigarettes in the San Diego. You will see many signs telling you that you cannot smoke. Some of the signs that you will see are:

- Smoke Free Building/Environment
- No Smoking
- Thank You for Not Smoking

This means that you will have to smoke outside. You must not smoke anywhere close to the entrance of a building. Please do not throw your cigarettes on the ground. When you are finished, use an ashtray or a garbage can.

### **Alcohol:**

You must be 21 years old to buy and drink alcohol in the USA. Drinking alcohol and driving is illegal in the United States and is very dangerous to you and others. You could go to prison if you drink and drive, so don't do it. If you are 21 years or over, you cannot buy alcohol for someone under 21. You could go to jail or pay a large fine (money) if you are arrested for giving or buying alcohol for anyone under the age of 21.

**Academic Counseling:**

You must talk to an academic counselor if you receive a low final grade (less than 75%) in any session.

**Repeat a level:**

- **Beginning to Advanced Level:** If your average grade of one term is less than 75%, you will have to repeat the level.
- **Advanced + iBT Level:** if your average grade of one term is less than 80%, you will have to repeat the level.
- **TESOL program:** If your final score is less than 75%, you will have to repeat the program.

Students are allowed to repeat the same level once. If you fail the same level for the second time, you will be advised to transfer to another institute.

**Probation:**

You will be placed on probation if you:

- Have less than 80% attendance for more than two sessions
- Have less than a 60% average final grade in three sessions (vacation will not be granted)
- Disobey Internexus San Diego or homestay rules

**Termination:**

You may have to go home to your country if you:

- Have less than 80% attendance for three consecutive sessions
- Have less than a 60% final grade for six consecutive sessions
- Continue to disobey Internexus San Diego or homestay rules.
- Do a criminal act.

**Health Issues:**

Please follow these rules:

**Medical Insurance** You must have medical insurance at Internexus San Diego.

If you do not have insurance, you must buy insurance at Internexus San Diego when you arrive at the center. Internexus San Diego is not responsible for any health problems that happen while at Internexus San Diego or during any Internexus San Diego activities.

*If you are sick:*

Tell your host family or the people at Internexus San Diego and we will help you decide what to do.

If it is not too serious, like a sore throat or stomachache, you can buy some medicine at the store.

If it is more serious, like a cold that has stayed more than two weeks, you should see a doctor. You must take your insurance card with you to the doctor's office. The doctor will look at you, and if the doctor gives you a prescription for medicine, you will go to a pharmacy to get the medicine you need.

If it is very serious, like breathing is hard or you cannot eat, you should go to the hospital quickly, but remember this is very expensive, so you should go to the hospital only when you have an emergency (serious problem). Remember that you must take your insurance card with you to the hospital.

Also remember that anytime you use your insurance, you must call the insurance company and tell them what you are using it for BEFORE you use it. If you have an emergency, you can call the insurance company AFTER you get help.

### **Safety Issues:**

**Money** Do not leave a large amount of cash or traveler's checks in your room. Do not carry a large amount of cash or traveler's checks in your purse or wallet. Instead, put this money in a bank. They can give you checks and an Automatic Teller Machine (ATM) card. These are safer to carry than cash and traveler's checks. You must be 18 years

old to open a bank account and take your passport and I-20 with you.

**Activities** There are safety issues to think about when you are on an Internexus San Diego activity or visiting new places alone or with your friends:

- Always tell your host family where you are going and when you will be back.
- Keep your host family's phone number with you at all times. If you are not in a host family, keep the Internexus San Diego emergency number with you at all times. Call "911" for help if you are in a dangerous situation.
- Stay in groups during activities and when walking or traveling to and from activities. Do not walk alone at night.
- Never put any of your things down and leave them (sunglasses, coats, backpacks, etc). Your things will may be gone when you come back.
- If you do not feel good talking to a stranger, do not talk to him/her. Just walk away.
- If a robber (thief) wants your money, don't argue with him. Give it to him and then quickly call the police (911).
- Do not hitchhike. Do not get into a car with any stranger.
- Do not be afraid to ask people for help. Most people are friendly and they want to help if you need it.
- The most important rule is to be careful and use your brain—do not do anything foolish!

**Starting Classes:** After we have received all of the forms we need, like a copy of your visa and passport, and after you have paid for your course, you will be ready to start classes. If you do not pay for your course on or before the first day, you will receive a reminder letter, and if you do not pay for classes by the third day of classes, you cannot go to classes until the bill is paid.

**Enrollment Agreement and Cancellation Policy:** Every student of Internexus San Diego must read and sign the Enrollment Agreement and Cancellation Policy. Please see a copy of

this form below, which was sent to you to read and sign before coming to Internexus San Diego. After you have read this document, please ask us if you have ANY questions about it:

**\*\*\*Cancellation and Refund Policy\*\*\***

**STUDENT'S RIGHT TO CANCEL.** You have the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The institution, for all students, without penalty or obligation, shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred and fifty dollars (\$250).

Cancellation shall occur when you give written notice of cancellation at the address of the Institution shown on the top of this Agreement. You can do this by mail, hand delivery, or email. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement.

**Withdrawal from the program** After the cancellation period (described above), you may withdraw from the program through 60% of your enrollment period and receive a pro-rata refund for the unused portion of the tuition. After you study for 60% of your enrollment period, no refund is available. For example, if you enrolled for 8 weeks you could request a refund through the 5<sup>th</sup> week. After the 5<sup>th</sup> week there would be no refund. Refunds are calculated from the date of written notice of requested refund. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. Refunds will be paid within 30 calendar days of your request. Refunds can only be paid to the person or company from whom the funds originated and in the form of the original payment.

**Application fee and textbook fees are nonrefundable.**

\*If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

\*If you are eligible for a loan guaranteed by the federal or state government and you default on the loan, both of the following may occur:

- (1) The federal or state government or a loan guarantee agency may take action against you, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- (2) You may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If you have received federal student financial aid funds, you are entitled to a refund of moneys not paid from federal student financial aid program funds.

If the school cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within 30 days of cancellation or withdrawal.

**Enrollment Agreement**

See Appendix pp27-31



**8. Student Services**

**Activities:**

**Living Language Lab:** Each session, you will have two Living Language Labs. These are special activities to help you improve your listening and speaking skills by using the English-speaking community around you.

**Activities:** Each session you will also have at least two activities. Activities will be fun things to do to get to

know your classmates and the people who work at Internexus San Diego.

**Extra Activities:** Each term, Internexus San Diego will plan very special activities. These could be weekend trips to famous places, for example. You will have to pay a fee for these special trips.

**Monthly Activities Calendar:** We will make a monthly calendar of activities and give it to you on the first day of school. We will explain which activities are free, which activities you must pay for, and which activities you must sign up for.

**Travel:** You can travel *INSIDE* the country during holidays, or other times when there are no classes. You cannot miss school because you want to travel. If you would like to travel *OUTSIDE* the country alone, with friends, or even with your host family, the Internexus San Diego Director must sign your I-20 *BEFORE* you leave. If she/he does not sign your I-20, you may not be able to come back inside the country. The Center Director's signature on your I-20 is good for travel in and out of the country for one year.

**Transfers:**

*Transfer within Internexus Interglobal.* If you want to see more of the world, or if you just want to try a new place, you can transfer to any other Internexus center. All transfers must happen at the end of a session.

*Transfer outside Internexus.* If you would like to transfer to another ESL school, you must have a letter of acceptance and a transfer form from the new school. Your current student status will be reported to the new school. Remember, if you do not have 80% attendance and at least 75% grade average the new school may not accept you. So, be sure you are in good status before trying to transfer.

**Advising:** If you have any problems, concerns or questions about anything at Internexus San Diego you may talk to the Academic Director at any time. We want your experience here to be the best it can be, so please talk to us about any problems you may have.

**Computer and Other Labs:** You may use a computer and the

Internet at the school. We also have a room where you can do homework or study other English textbooks.

**Student Identification (ID) Cards:** Internexus San Diego will give you a student ID card. You can use this card at some movie theatres and stores to get discounts. You must have a student ID to be able to use the MTS student pass.

**Facilities, Equipment and Supplies:** We have a microwaves, toaster, hot plate for your use. There is a water dispenser with purified water and hot water for soup, hot drinks, etc. We also provide entertainment such as video game consoles, board games, etc.

## certificates

### 9. Certificates

**Certificate of Graduation:** Students who complete the Advanced level will receive a Certificate of Graduation.

**Certificate of Successful Completion:** You will receive a Certificate of Successful Completion if you complete at least one level. To receive this Certificate for Beginning to Advanced levels, you must receive at least a 75% final grade. To receive the certificate for Advanced + TOEFL iBT level, you must receive at least a 80% final grade. To receive the certificate for TESOL program, you must receive at least a 75% final grade.

The backside of the Certificate of Successful Completion shows a description of each level. Certificates are given at the end of each 4-week session to students who are leaving. TESOL certificates are given at the end of the 12 week program to students who successfully complete and pass the program.

**Certificate of Participation:** You will receive a Certificate of Participation before you leave if you do not get one of the other certificates. It shows the start and ending dates of your classes.

# accommodations

## 10. Accommodations

**Homestay:** Internexus does not provide homestay services. However, if you need to find homestay accommodation, please talk to the Student Services Coordinator for references. If you are living with a host family, you must understand and follow host family rules. Please ask your host family for their rules.

**Apartments:** You must be 18 years or older to live in an off-campus apartment. If you are staying in an off-campus apartment, Internexus San Diego is not responsible for any problems that happen, but we will help you if we can.

**Transportation to and from Accommodations:** The easiest way to get to school is to take the city bus. You can buy a bus pass from the machine in Old Town Trolley Station. You can call 619-557-4555 or visit [www.sdmts.com](http://www.sdmts.com) for more details. Your host family may be able to drive you, and, of course, if you are living near the school, you can walk or ride a bicycle.

# student complaints

## 11. Student Complaints

We want you to have a great time at Internexus San Diego. We hope that you will use this special time to learn about this new culture and the cultures of your classmates. You will have many good experiences if you do this. But you might have some problems, too. We want you to be happy in your new home, so please tell us when you are having a problem. In the United States, it is okay to nicely tell people that you do not like something or that there is a problem. And when you tell us, we will do everything we can to help you solve the problem.

There are three easy steps you can do to help solve

problems:

- **Step One:** If you have a problem, talk to the person you have the problem with (if possible). For example, if you have a problem with your homestay, talk to your homestay family. If you have a problem with a class, talk to your teacher.
- **Step Two:** If you still have a problem after talking to the person directly, or if you cannot talk to the person in question, talk to the Academic Director.
- **Step Three:** If the problem is not solved talk to the Center Director.

## **additional information**

### **12. Additional Information**

**Driver's License:** To be able to drive in San Diego you must have a current driver's license AND current automobile insurance. To obtain a driver's license you must pass a written exam AND a driving test. The telephone number for the Driver License Division is 800-777-0133 or visit the local Hillcrest DMV at 3960 Normal St San Diego, CA 92103.

**Social Security Number:** Non Immigrant Visa (Including F1,F2) cannot have a social security card.

**Fax Machine:** Please ask the Administrative Assistant to send your fax for you.

**Library:** The nearest library is only a 15-minute walk north of the Hillcrest campus:(Central Library at 330 Park Blvd San Diego, CA 92101; Phone: 619-236-5800). If you show proof of your California address and you may apply for a library card.

**Internexus San Diego**  
**2555 Camino del Rio South, Suite 150**  
**San Diego, CA 92108**  
**ENROLLMENT AGREEMENT**

Student Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Programs**

- Intensive English Program  
(20 hours per week. Total 240 clock hours to complete each level. We offer Fundamentals to Advanced level.)
- Practical English Program  
(18 hours per week. Total 216 clock hours to complete each level. We offer Beginning to Advanced level.)
- TOEFL Preparation Program  
(18 hours per week. Total 216 clock hours)
- International TESOL Program  
(18 hours per week. Total 216 clock hours)
- Business English for Entrepreneurs Program  
(18 hours per week. Total 288 clock hours)

**Start Date:** \_\_\_\_\_

**Scheduled Completion Date:** \_\_\_\_\_

**Date by which you must request a refund to receive a 100% refund minus the application fee:** \_\_\_\_\_

**Locations**

Mission Valley (main campus)  
2555 Camino Del Rio South, Suite 150.  
#208  
San Diego, California 92108.

Hilcrest Campus  
1807 Robinson Ave Suite 201.  
San Diego CA 92103.

CMU Campus  
3550 Camino Del Rio N. Suite  
San Diego, CA 92108

- Classes may be held at one of these three locations as needed.

**Tuition and fees**

Application Fee ( \$100 ) (Nonrefundable)  
\$ \_\_\_\_\_

STRF Assessment \$.00 Charges. (Nonrefundable \$.50 for every \$1,000 rounded to the nearest \$1,000).  
\$ \_\_\_\_\_

Textbooks (Nonrefundable. Est. \$50 each. Textbooks prices fluctuate depending on recent book editions and pricing changes by publishers. Textbook is included in the tuition for TESOL program )  
\$ \_\_\_\_\_

Tuition (Prorated upon course withdrawal. Refer to refund provisions within this

Enrollment Agreement)

\$ \_\_\_\_\_

TOTAL CHARGES

\$ \_\_\_\_\_

**TOTAL CHARGES FOR THIS PERIOD OF ATTENDANCE ( \_\_\_\_\_ WEEKS) IS \$ \_\_\_\_\_.**

**ESTIMATED TOTAL CHARGES FOR THE ENTIRE EDUCATIONAL PROGRAM IS \$ \_\_\_\_\_**

**TOTAL THE STUDENT IS OBLIGATED TO PAY UPON ENROLLMENT IS \$ \_\_\_\_\_.**

**STUDENT'S RIGHT TO CANCEL.** You have the right to cancel and obtain a refund of charges paid through attendance at the first class session, or the seventh day after enrollment, whichever is later. The institution, for all students, without penalty or obligation, shall refund 100 percent of the amount paid for institutional charges, less a reasonable deposit or application fee not to exceed two hundred and fifty dollars (\$250).

Cancellation shall occur when you give written notice of cancellation at the address of the Institution shown on the top of this Agreement. You can do this by mail, hand delivery, or email. The written notice of cancellation, if sent by mail, is effective when deposited in the mail properly addressed with postage prepaid.

The written notice of cancellation need not take any particular form and, however expressed, it is effective if it shows that you no longer wish to be bound by this Agreement.

**Withdrawal from the program** After the cancellation period (described above), you may withdraw from the program through 60% of your enrollment period and receive a pro-rata refund for the unused portion of the tuition. After you study for 60% of your enrollment period, no refund is available. For example, if you enrolled for 8 weeks you could request a refund through the 5<sup>th</sup> week. After the 5<sup>th</sup> week there would be no refund. Refunds are calculated from the date of written notice of requested refund. The amount owed equals the daily charge for the program (total institutional charge, minus non-refundable fees, divided by the number of days in the program), multiplied by the number of days scheduled to attend, prior to withdrawal. Refunds will be paid within 30 calendar days of your request. Refunds can only be paid to the person or company from whom the funds originated and in the form of the original payment.

**Application fee and textbook fees are nonrefundable.**

\*If you obtain a loan to pay for an educational program, you will have the responsibility to repay the full amount of the loan plus interest, less the amount of any refund.

\*If you are eligible for a loan guaranteed by the federal or state government and you default on the loan, both of the following may occur:

- (3) The federal or state government or a loan guarantee agency may take action against you, including applying any income tax refund to which the person is entitled to reduce the balance owed on the loan.
- (4) You may not be eligible for any other federal student financial aid at another institution or other government assistance until the loan is repaid.

If you have received federal student financial aid funds, you are entitled to a refund of moneys not paid from federal student financial aid program funds.

If the school cancels or discontinues a course or educational program, the school will make a full refund of all charges. Refunds will be paid within 30 days of cancellation or withdrawal.

**STUDENT TUITION RECOVERY FUND** The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.

It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589.

To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.

To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of noncollection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.

**Any questions a student may have regarding this Enrollment Agreement that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 1747 N. Market Blvd. Ste 225 Sacramento, CA 95834 , Web site: [www.bppe.ca.gov](http://www.bppe.ca.gov) E-mail: [bppe@dca.ca.gov](mailto:bppe@dca.ca.gov) Toll Free: (888) 370-7589 Main Fax: (916) 263-1897."**

**A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's Internet Web site [www.bppe.ca.gov](http://www.bppe.ca.gov)**

#### **"NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION"**

The transferability of credits you earn at Internexus San Diego is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate of Completion you earn in the Intensive English program,

TOEFL Preparation program, International TESOL program, and Business for Entrepreneurs program is also at the complete discretion of the institution to which you may seek to transfer. If the Certificate of Completion that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending Internexus San Diego to determine if your Certificate of Completion will transfer.

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- Prior to signing this enrollment agreement, you must be given a catalog or brochure and a School Performance Fact Sheet, which you are encouraged to review prior to signing this agreement. These documents contain important policies and performance data for this institution. This institution is required to have you sign and date the information included in the School Performance Fact Sheet relating to completion rates, placement rates, license examination passage rates, and salaries or wages, and the most recent three-year cohort default rate, if applicable, prior to signing this agreement.

**Student Initials** \_\_\_\_\_

- I certify that I have received the catalog, School Performance Fact Sheet, and information regarding completion rates, placement rates, license examination passage rates, and salary or wage information, and the most recent three-year cohort default rate, if applicable, included in the School Performance Fact sheet, and have signed, initialed, and dated the information provided in the School Performance Fact Sheet.

**Student Initials** \_\_\_\_\_

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**This agreement is a legally binding instrument when signed by the student and accepted by the institution.** Your signature on this agreement acknowledges that you have been given reasonable time to read and understand it. Immediately upon signing this agreement, you will be given a copy of it to keep.

**I understand that this is a legally binding contract. My signature below certifies that I have read, understood, and agreed to my rights and responsibilities, and that the institution's cancellation and refund policies have been clearly explained to me.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Student

I certify that the institution has met the disclosure requirements of the new Private Postsecondary and Vocational Education Reform Act, effective January 1, 1998.

ACKNOWLEDGED AND ACCEPTED:

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature & Title of Institution Official