



ESL SERVICES STUDENT HANDBOOK

Prepared by ESL Services
Administrative & Academic Program Coordinators
in consultation with
the Associate Director, ESL Services



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1. WELCOME

Welcome to Brock University ESL! There are many things to learn about the university, the campus, the programs, and policies, and so we've placed such information here in this student guide. If you can't find the information that you're looking for, please come in and talk to ESL services on the second floor of the International Centre.

2. PROGRAM DESCRIPTION

2.1 GOALS

- The Intensive English Language Program (IELP) is a 5-level academic English program designed to prepare students for Brock University's undergraduate studies in English.

Vision:

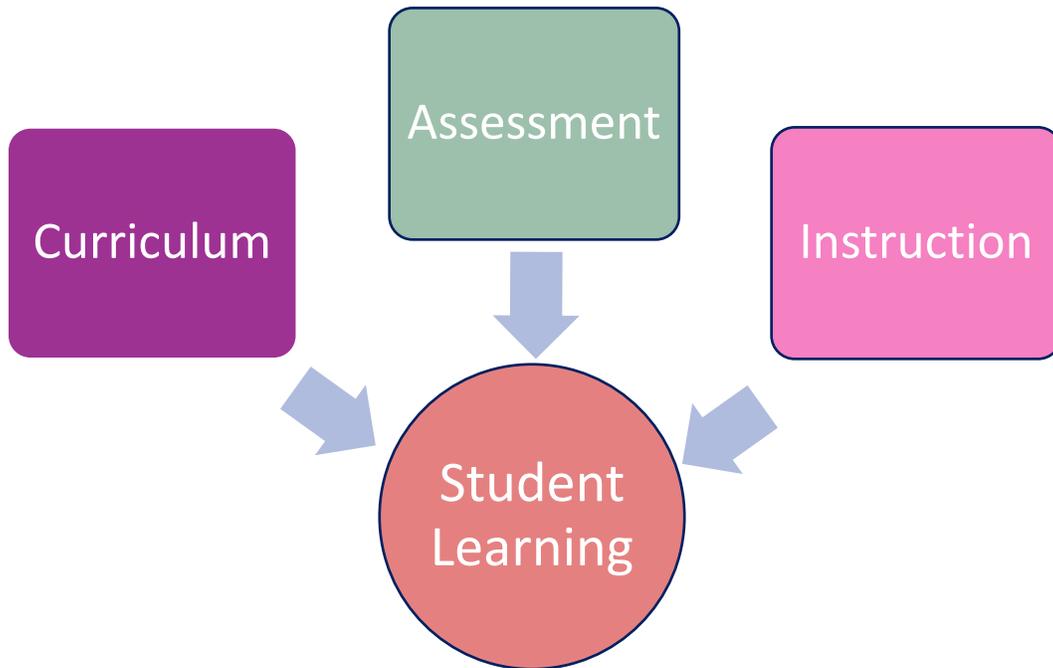
- To provide the highest quality of English Language instruction to international and Canadian students to meet their personal and academic needs.
- To encourage an international perspective for all members of the university community.
- To provide a welcoming environment where all members of ESL Services, including students, staff, and instructors can develop personally and professionally.

Mission:

- Since 1982, Brock has provided tens of thousands of students from around the world with exceptional English language education and cultural experiences. The Intensive English Language Program (IELP) will prepare you for your future academic studies at Brock.
- The Intensive English Language Program strengthens your reading, writing, listening, and speaking skills and prepares you for the challenges of university studies in English.
- Completion of this program's highest level (Level 5), satisfies the English language requirement for all of Brock's undergraduate and graduate programs.

- Your entry level depends either on the results of a placement test taken at the beginning of studies or on a test like IELTS or TOEFL.
- After placement in one of our levels, you will study to complete level 5 and go to your degree program.

2.2 CLASSES



- For each level of the program, our curriculum teaches listening with speaking and reading with writing.
- Within each of these paired courses, vocabulary, pronunciation, note-taking, and grammar are addressed.
- The language skills are learned and practiced in academic themes prepare students for university study.
- In addition to your main language classes, you will also take a project course where you will work within a team to design, build, write, or present information. The project class gives you the opportunity to integrate and practice the academic and language skills you've been learning in your other classes.

2.3 ASSESSMENT

- Each term of study is divided into 3 learning modules.
- Each module includes 2-unit assignments, 1 project assignment, and 1 module test; the last module test also serves as the final exam for a given level of the program.

- In addition to these main assessments, you will also be responsible for maintaining and submitting a reflective portfolio and reporting on various texts you read outside of your classes.
- Participation is very important and will also be assessed by your instructors.

Module 1	Module 2	Module 3
Unit Assignment 1	Unit Assignment 3	Unit Assignment 5
Unit Assignment 2	Unit Assignment 4	Unit Assignment 6
Project Assignment 1	Portfolio Assignment 1	Portfolio Assignment 2
	Module Test 1	Project Assignment 2
	Speaking Test 1	Module Test 2
		Speaking Test 2
		Final Examination

2.4 ACT STREAM (Academic Transitions)

- If you are in Level 4, you will have an opportunity to apply to the Level 5 Act stream for the following term.
- The Act stream is the same as regular Level 5 except that you will take an undergraduate course while you fulfill your English language requirements.

2.5 ORAL INTERVIEW

- As part of your requirements for each level of the program, you must pass a speaking exam. This interview assesses your level of English proficiency.
- Every level has an Oral Proficiency Interview (OPI).
- You will have 2 opportunities to fulfill this pass/fail requirement within a given term: Week 6 and Week 14.
- If on your first attempt your proficiency matches the expectations of your current level, you will pass; if your proficiency is under your current level, you will not pass.
- However, by doing extra practice and increasing your participation in class activities, you will improve and likely pass on your second attempt.

2.6 ACADEMIC ACTIVITIES

- During the term, you will participate in extracurricular academic activities.
- These are special trips to local sites, or seminars that focus on skill development or cultural awareness.
- You can include these activities as part of your reflective portfolio.

2.7 ACADEMIC INTEGRITY

What is Academic Integrity?

Brock University defines academic integrity as follows:

Academic integrity is more than just obeying the rules. How you conduct yourself on campus says a lot about the type of person you are, which speaks to your personal integrity. At Brock, academic integrity refers to your acknowledgment of and respect for the academic principles and behaviours that support the University's mission.

- Students should be honest in all aspects of their education.
- This means never cheating on a test or exam and always submitting your own work to your instructors.



- You can learn more about academic integrity by following the link below:
<https://brocku.ca/academic-integrity/>

3. POLICIES

Please study the following policies carefully so that you understand what ESL Services (and the university) expects from you and what you may expect from them.

3.1 ATTENDANCE POLICY

ESL Services promotes a culture of learning through language. In order to participate fully, you must attend regularly. Attendance is checked in each class daily and is an important part of your participation mark.

- It is important to arrive on time to each of your classes. Being late is counted against your attendance record and will affect your participation mark.
- Students who are late by 15 minutes or more are counted as absent for that class period, regardless of its length.

- If you are absent and miss any assignments, the missed assignment will be marked as *O*, with the exception of an excused absence.

Excused Absence

- If your absence is for a serious reason (such as a family emergency, child's illness, or a death in the family) you must provide proof to [ESL Services](#), as soon as possible.
- If the director and teacher agree, missed assignments will be either rescheduled or pro-rated.

Medical Exemption

- If a test, quiz or other assignment is missed, you must provide ESL Services with a valid [Brock University Student Medical Certificate](#).
- The completed Student Medical Certificate must be submitted to ESL Services **within 3 school days of the End Date** noted on the Student Medical Certificate. Late Student Medical Certificates will not be accepted.
- Brock ESL does NOT accept online medical notes, or doctor's notes from outside of the Niagara Region.
- If your Medical Certificate is accepted by ESL Services, the instructor will provide an alternative test/quiz date or for the missed assignment.
- The missed work must be made up within 5 business days.
- If you miss the alternative test/quiz date or do not submit the assignment on the alternative date, you will receive *O* on the test/quiz/assignment.

Brock University
Niagara Region
1812 Sir Isaac Brock Way
St. Catharines, ON L2S 3A1 Canada

Medical Certificate

To expedite the administration of medical certificates, Brock University requires that this form, Medical Certificate, be used by a student when a medical condition requires special consideration for any academic activity e.g. missed seminar/lab, assignment extension, deferred examination etc. The student and the Health Care Provider must complete this certificate.

The completed certificate must be submitted to the Administrative Assistant for the Department/Graduate Program within seven working days of the End Date (*) noted below or within 7 days of the examination date for a deferred examination in order to be considered. The University, at its discretion, may require additional information.

Completed By Health Care Provider: _____ Official stamp or license number: _____

Physician's name: _____
Contact phone number: _____
Student name: _____
Student number: _____
Date examined: _____

This student has been examined and found to have a medical condition that is sufficiently severe that it has or will affect their ability to perform academically. All applicable dates must be provided. Please provide further details below:

Medical Staff: _____ Signature: _____

This student is unable to attend class on: _____
 This student is unable to complete the following affected work for the following course(s): _____

This student is unable to write a test or examination on: _____
 This student's academic work will be affected from: _____ to _____

Student's signature: _____ Date: _____

For Department/Centre Use Only:
Date original received: _____ Received by: _____
Administrative Assistant (Dept./Centre)
Signature (Instructor/Chair/Director/Graduate Program Director): _____ Date: _____
Date copy given to Instructor/Chair/Director/Graduate Program Director: _____

Brock University protects your privacy and your personal information. The personal information requested on this form is collected under the authority of The Brock University Act 1964 and in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) SECTION 9(2) for the administration of the University and its programs and services.

*** NOTE: Certificates completed at Brock's Student Health Services are paid for by your Student Health Fee ***

Created on Sept 25, 2017

Further information about Brock's medical exemption policy can be found in the following link: <http://www.brocku.ca/health-services/policies/exemption>

3.2 LEVEL PROGRESSION POLICY

IELP Courses (inclusive of AcT stream)

To successfully complete IELP courses and progress to the next stage, you must have:

1. A minimum of 75% in each of your courses
2. Satisfactory completion of the Oral Interview

IELP Oral Interview

In each level of the program you are required to successfully pass a level appropriate oral interview in order to advance to the next level. (see 2.5 above for details)

Challenging Your Placement

- You may challenge your initial placement if you think you have been placed too low. You do this by taking the BEPT (Brock English Placement Test). You must register within one week of your initial placement and pay a fee. The test involves an online listening and use of English component, an essay, and an oral interview.
- If the result of this test places you in a higher level than your initial placement, you will be moved to this level. If the result, however, shows a lower level than your initial placement, no level changes are made.
- If you feel that the current level that you have placed into is too difficult, you may request to move to a lower level. The Associate Director will help you with this decision.

3.3 CHEATING POLICY

Cheating on an assignment, test or exam is a very serious matter. When a student(s) is suspected of cheating, the teacher or examiner will complete an irregularity report.

Improper behaviour can include the following:

- Looking at someone else's exam paper;
- Copying from someone else;
- Whispering to a classmate;
- Allowing another student to see your test paper;
- Sharing pens, erasers or other material with a classmate during the exam;
- Using cheat notes or unauthorized materials;
- Using a cell phone/smartphone;
- Using a smartwatch or other "smart" device.

In the event cheating is detected, the procedure is as follows;

- A. The student is informed what the teacher saw, and what will be done about it.
- B. A report sent to the Associate Director, ESL Services.
- C. The student is then invited to a meeting with the Associate Director, ESL Services. A witness will also be present. The student(s) may bring a friend for support or the university's ombudsperson:
 - Before to the meeting the student is informed of their right to review any evidence.

- The report is reviewed by the Associate Director, ESL Services and discussed with the student(s) and witness at the meeting.
- If the case is believed to be cheating, the student will be given a grade of zero on their assignment, test or exam.
- If it is determined that no cheating has taken place, the student is informed. No formal record of the incident is kept on file.

D. After the meeting, the student may be referred to educational resources related to academic integrity.

3.4 PLAGIARISM POLICY

At Brock University, academic integrity is one of our core values. If you submit work that is A) not your own work, or B) copied someone else's words without credit or documentation, then you have plagiarized.

If you submit an assignment for final grading that is plagiarized, you have 2 options:

- Do nothing and receive a grade of 0; or
- Rewrite the paper and resubmit it within 24 hours.
- If the revised effort is still unacceptable, a grade of 0 will stand.
- A late assignment that is plagiarized will be given 0.

If you refute the finding of plagiarism from your instructor and wish to provide argument or evidence to the contrary, you may meet with the Associate Director, ESL Services along with your instructor to discuss the matter further.

<https://brocku.ca/academic-integrity/>

3.5 SPEAKING ENGLISH-ONLY POLICY

As a language learner, it is in your best interest always to speak English on and off the university campus.

- Your instructors will carefully monitor your use of English in their classrooms.
- If you choose to continuously use your native language in the classroom, you may be given a ticket with instructions to meet with the Associate Director, ESL Services.

- The director will review the Speaking English Policy with you and ask that you take immediate action to refrain from using your native language in the classroom.
- To encourage English only throughout the school day, if an instructor or staff member witnesses your speaking English, they may give you a special ticket that recognizes your efforts to speak English outside of class; these tickets can later be turned in for potential prizes.

3.6 TEXTBOOK POLICY

Textbooks are a vital tool in your development as an English language learner.

- This is why having a textbook of your own is compulsory:
 - Your textbooks should be purchased new from the bookstore, but if you are using a previously owned textbook, it must be clean of all pencil marks and previously filled answers.
- Your instructor will ask you to replace your text with a clean or new one if answers are identifiable from a previous owner.
- An important consideration if you are planning on using a used textbook is the validity of the online access code that accompanies every new text. This code is necessary to access online materials.
- If you do not have the login credentials that apply to the code that came with your textbook, you will have to purchase a new code at considerable cost.
- In light of this, it is best to purchase each text in the program new from the bookstore. This way you will be ready for all text and online tasks.

3.7 SMARTPHONE POLICY

Electronic devices have made an important and meaningful impact in all areas of education. This includes the use of smartphones in the classroom.

- There are times when your instructor may ask that you access information or do research from your electronic device. In these cases, of course, using your smartphone is acceptable and encouraged.
- However, using your phone for personal reasons during a class is not acceptable.
- Out of respect to your instructor and your classmates, you are asked to store your phone during learning activities that do not require it.
- As a student, you can log on to the Internet via “BrockWiFi” or “Eduroam”.

3.8 COURSE-LEVEL FAILURE POLICY

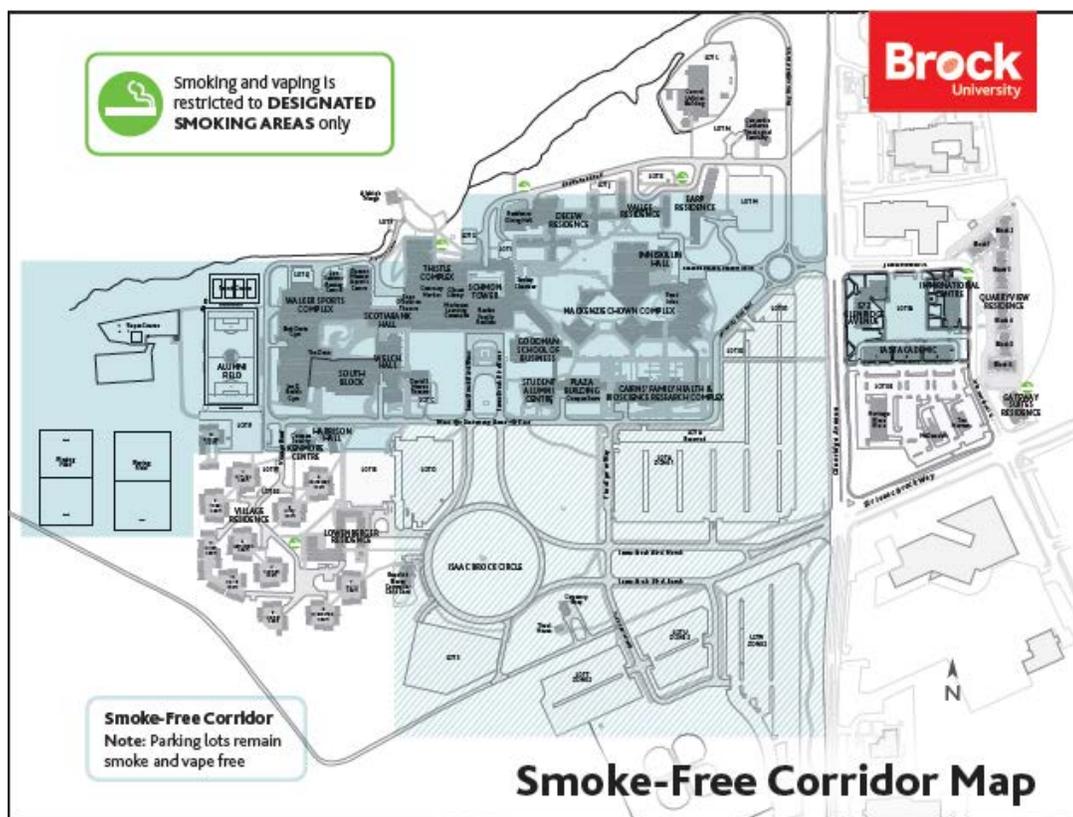
In an effort to ensure fairness and to provide sufficient opportunity for struggling students to succeed, ESL Services has outlined the following procedures that determine what happens if you fail one or more of their IELP courses.

- If you fail one of your courses (below 75%) and therefore fail your current level, you may take an intensive augmented version of this level. For example, if you failed Level 3, you would take Augmented Level 3. The augmented courses use a different textbook and concentrate on improving those skills that you had difficulty with.
- If you were successful in the augmented course, you would proceed to the next level of the IELP or to your undergraduate program if you were in level 5.
- If you were unsuccessful in the augmented courses, you would have 2 options:
 - Option 1
 - Withdraw from the IELP and discard your conditional acceptance (if applicable)
 - Option 2
 - You could petition ESL Services to remain in the IELP by a) expressing in writing your desire to remain in the program and say what you would do to ensure success the 3rd time; and b) successfully communicating this intention in an interview with the Associate Director, ESL Services. If both the petition letter and the interview show a strong and genuine intention to change, the Director, at his discretion, may allow a 3rd attempt to pass the level (regular or augmented). However, if either or both the petition letter and interview are unconvincing, you would be asked to leave the program and discard your conditional acceptance (if applicable).
 - If you were successful in your third attempt (assuming steps in Option 2 were successful) you would move to the next level or undergraduate program.
 - However, if you were not successful in your third attempt, you would be asked to leave the program and discard your conditional acceptance (if applicable).

3.9 SMOKING/VAPING POLICY

Smoking or vaping is only allowed on campus in **Designated Smoking Areas**. Cannabis use is **prohibited** throughout the campus.

Students who smoke/vape outside of the designated areas will receive an official warning and may be subject to other disciplinary actions under the Student Code of Conduct.



3.10 CODE OF CONDUCT

You may consult the university's Code of Conduct by following the link below; a code of conduct is about proper and acceptable behaviour:

brocku.ca/student-discipline/code-of-conduct

3.11 COMPLAINTS AND GRIEVANCES

If a student has a concern on any topic related to the classroom, his or her first point of contact is the teacher. Students should express their concern to their teacher directly. If the situation is not resolved to the student's satisfaction, then their concern should be voiced to the Associate Director of ESL. Any resolution to the situation must be made with the knowledge and in consultation with the classroom teacher.

If a student has a concern on any topic related to their homestay, their first point of contact is the homestay family. Students should express their concern to their homestay family directly. If the situation is not resolved to the student's satisfaction, then their concern should be voiced to the Homestay coordinator, who may consult with the homestay family on behalf of the

student in an effort to resolve the issue. If the issue remains unresolved, then it should be brought up to the Manager, ESL Operations.

4. COMMUNICATION

4.1 EMAIL

Communication with students is conducted through your Brock email account. Please remember to:

- Add your Brock email account to your smartphone.
- Check your email regularly.
- Respond to important emails as soon as possible.
- Talk to the IT department if you experience any difficulty accessing, sending, or receiving emails.

4.2 SAKAI

Sakai is our LMS platform for classroom and course management. It is central to how classes are organized and delivered, as well as how classroom learning materials are accessed and how your work are recorded.

- Each level of the program has 3 Sakai course sites: one for Listening & Speaking; one for Reading & Writing; and one for Projects. Augmented levels have one site (see 3.8 above).
- After you are registered and assigned to a level, you will automatically be added to the appropriate Sakai sites and gain access to the various components of the courses.
- These components include: course outlines; learning materials; Gradebook (where you can check the individual results of your assessments and your average mark); calendar events; communication forums; and assignment tools (where you can upload assignments and do other tasks).
- Your instructor will go through these features with you and explain how each relates to your successful completion of the course.



4.3 SOCIAL MEDIA

There are plenty of ways to gain information and connect to the larger Brock community:

[Facebook](#) [Twitter](#) [Instagram](#) [YouTube](#) [Weibo](#)

Visit Brock's Social Media Directory for guidelines, services, departments and offices accessible through social media: <https://brocku.ca/social-media/>

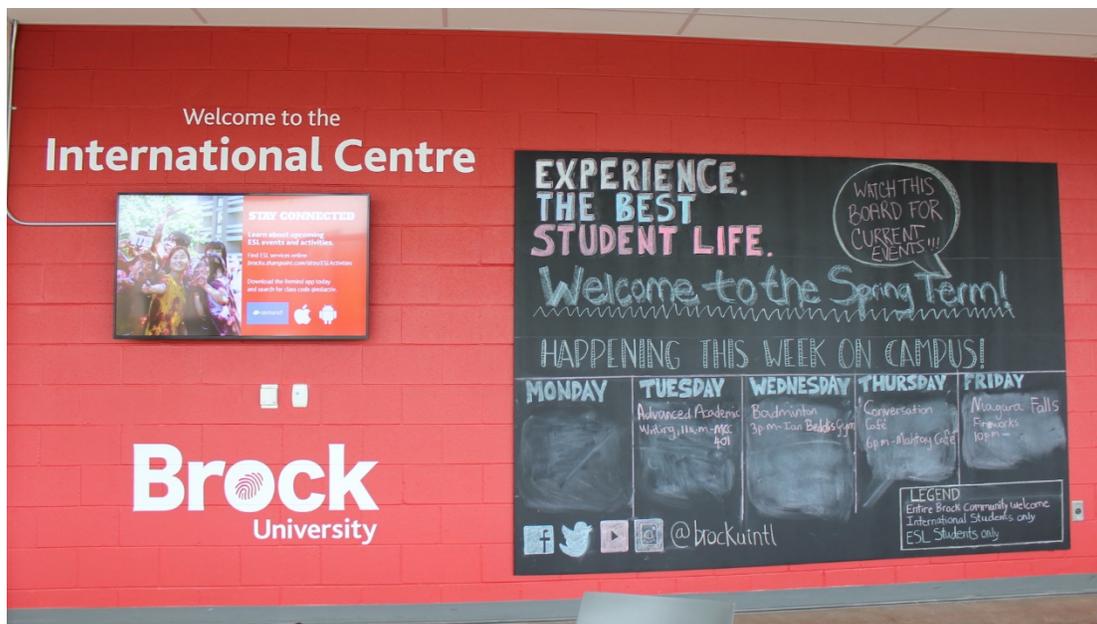
4.4 SHAREPOINT

SharePoint is Brock University's intranet platform. Students can gain access to information about activities as well as receive other student relevant updates.

4.5 BULLETIN BOARDS

Throughout the International Centre there are various bulletin boards.

- Some bulletin boards relate to homestay and communicate special events or offer tips to make your homestay experience more enjoyable.
- Other bulletin boards communicate calendar events and other information relevant to international students.



4.6 FIRE AND SAFETY PROCEDURES

There are "In Case of Emergency" signs posted in every classroom.

- These include procedures for emergencies as well as the appropriate evacuation routes from that location.
- Fire alarms are located in various places throughout the campus facilities.
- Keep in mind that falsely pulling a fire alarm is a punishable offence by law.
- If you hear a fire alarm, leave the building immediately and assemble in designated areas well clear of building entrances and exits. If you're in a class at the time, your instructor will guide you to the appropriate exit.
 - Campus Security
 - Campus security officers are there for your protection and security. Their offices are located in The Kenmore Centre.

- Emergency phones (yellow poles with a blue light) are in various locations around the campus. These may be used for any emergency situation while on campus.
- The emergency extension for Campus Security is 3200.
- The non-emergency extension for Campus Security is 4300.
- The general emergency number in Canada is 911. It is a crime to call this number for frivolous purposes.

5. 5. SERVICE CONVENIENCES

5.1 FITNESS

There are several recreation and fitness facilities that you can enjoy as a student at Brock University.

- The Walker Complex and Zone fitness facilities are available to you through your Brock ID card.
- You can gain access to locker/shower rooms, sauna, squash and tennis courts, track, gymnasium, studios, pool, and whirlpool.
- You can also take fitness classes, aqua-fit classes, spin classes, and more.

Visit the Recreation Services website for more information:

<https://brocku.ca/recreation-services>

5.2 BANKING

For your convenience there is a Scotiabank on campus located in the Thistle complex. In addition, there are various cash machines conveniently located throughout the campus.

5.3 RESTAURANTS

There are various places on campus where you can eat.

- The Guernsey Market located in the lower level of Schmon Tower
- Hungry Badger located in the Walker Complex
- Lowenberger Residence Dining Hall
- DeCew Residence Dining Hall
- Tim Horton's—Tower/Thistle Complex/Walker Complex
- Nobu's Noodles located in the International Centre
- Alphonse's Bistro located on the edge of the Niagara Escarpment at Brock (Fall and Winter terms only)

5.4 Student Lounge

Global Commons is the ESL Services student lounge, located on the ground floor of the International Centre. Here you can:

- Eat your lunch (and use available microwaves)
- Socialize
- Watch TV shows and movies (at select times)
- Attend special workshops and information sessions

5.5 LIBRARY

The James A. Gibson Library is located in The Schmon Tower.

- For weekly hours check <https://brocku.ca/library/use/hours/>
- You can borrow library materials with your Brock ID card. Check <https://brocku.ca/library/use/borrow/> for details.
- For further information contact the Ask Us Desk at EXT 4583 or by email at libhelp@brocku.ca

5.6 HEALTH SERVICES

Student Health Services is your on-campus medical clinic. A wide range of health services are provided:

- Appointment services
- Urgent care walk-in clinic services

Open (Fall/Winter semesters)

Monday to Friday—8:45am to 4:30pm

Fall Break Week (Oct. 9-12)

Tuesday to Friday—9:30am—4:00pm at Harrison Hall Only

Open (Spring semester)

Monday to Thursday—9:30am—4:00

*For further information call EXT 3243.

5.7 The Brock University Campus Store

Located on the ground floor of the Plaza Building, the Brock University Campus Store provides a wide range of merchandise:

- Textbooks & general books
- Stationary
- Clothing
- Accessories

For general inquiries call EXT 5583.

*NOTE: There are various Brock apps available to assist you in transit, safety, sports and fitness, and navigation. In particular, the *Brock Wayfinding* app gives walking directions to labs, classrooms, food locations and more inside Brock buildings.

See <https://brocku.ca/apps/> for a list of these apps and their download links. These are available on Google Play or the App Store.

See <https://brocku.ca/blogs/campus-map/> to access a campus wide map.

See <https://brocku.ca/facilities-management/wp-content/uploads/sites/84/Building-Names-Codes.pdf> to learn what the campus building codes mean. The codes for the buildings you are most likely visit are below:

GLB International Centre
EA-1 East Academic Building 1
EA-2 East Academic Building 2
EA-3 East Academic Building 3
MCA- Mackenzie Chown Complex Block A/B/C/D/E/F/G/H/J
STH South Block

6. 6. CONTACTS

6.1 ESL Services Administration

The following individuals may be contacted regarding administrative concerns you may have:

Julie Ross (ESL Administrative Assistant—Information Desk) GLB
208 EXT 3947

- ❖ Julie will be able to help you with issues regarding your placement, schedule, insurance, fees, etc.

Kim Lee (Housing Coordinator) RM 229 EXT
5029

- ❖ Kim will be able to help you with issues regarding your homestay accommodation (if you are residing with a homestay family, or if you are interested in applying for the Homestay Program).

Joan Dundas (Communications & Student Engagement Coordinator) RM
206 EXT 5025

- ❖ Joan and her team of cultural assistants will help you find activities, both on campus and in the community.

Brendan Ray (Manager, ESL Operations) RM 225 EXT 6604

- ❖ Brendan can help you with problems with your courses, classmates and instructors

Geoffrey Eden (Associate Director, ESL Services) RM 223 EXT 5950

- ❖ Geoffrey can help you with academic performance, and level progression.

6.2 ESL SERVICE INSTRUCTORS

If you need to contact one of your instructors outside of class, you may dial their extension number. The telephone and directory are located between the elevator and printer on the second floor of the International Centre.

6.3 Office of the Registrar

Contact the registrar for your undergraduate program and course selection process, this office will help you with all program administration needs:

- Admissions
- Course information
- Grade reporting and degree audit
- Convocation
- Official academic transcripts

Contacts:

- Heather Hockridge (International Admissions Officer) EXT 3474
- Student Information: EXT 4293
- Records & Registration: EXT 3099

Email: futurestudent@brocku.ca

6.4 Academic Advising

- Diana deMan (TH 122) EXT 4262 ddeman@brocku.ca
- Phil Alexander (TH 120 EXT 3428) palexander@brocku.ca
- Joe Ferraro (TH 121) EXT 5463 jferraro@brocku.ca
- Visit the link below for a list of department-specific advisors:

<https://brocku.ca/academic-advising/find-your-advisor/>

This closes the ELS Services Student Handbook. If you have further questions or concerns, please don't hesitate to ask—ALWAYS USE YOUR ENGLISH & SEEK THE INFORMATION YOU NEED!

