

# ALPS

## Student Handbook

Last revised July 11th, 2018

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## Introduction

Welcome to ALPS Language School (ALPS), we are happy to have you as students.

ALPS is an ESL school, established in 1992 in the Capitol Hill area of Seattle. We provide high-quality English language instruction to improve English fluency for our students in a welcoming and comfortable learning environment. At ALPS we offer a unique, personalized approach to teaching through our combination of small group classes and private lessons in a dedicated teaching environment. We proactively help non-English speakers adapt to life in America and uniquely in the Pacific Northwest.

Our goal is to help our diverse student body achieve their English language goals. Students come to ALPS to improve their English fluency for use in their chosen profession, others look to ALPS to prepare them for successful entry to university/college programs, and many come for personal enrichment. We provide bespoke courses for anyone looking to improve their English proficiency and help many short-term residents and long-term visitors speed their integration into the local community.

This handbook provides you with the information you need to make the most of your time at ALPS.

## Office Information

ALPS Language School

430 Broadway E.

Seattle, WA 98102 USA

T: (206) 720-6363

E: [info@EnglishInTheUSA.com](mailto:info@EnglishInTheUSA.com)

Website: [www.EnglishInTheUSA.com](http://www.EnglishInTheUSA.com)

## Meet the People

Our administrative team is here to help you throughout your study time at ALPS

Director	Peter Hauge
Director of Admissions	Alisse Cassell <a href="mailto:info@englishintheusa.com">info@englishintheusa.com</a>
Academic Director	Audra Lord <a href="mailto:academic@englishintheusa.com">academic@englishintheusa.com</a>
Manager of Student Affairs	Melissa Lettis <a href="mailto:register@englishintheusa.com">register@englishintheusa.com</a>

## School Business Hours

The normal school hours of business are Monday to Friday between 8:30 am and 5:00 pm except on holidays, placement testing days, and field trip days. Classes are scheduled during normal business hours.

## School Holidays (no class)

ALPS is closed on these American holidays:

New Year's Day [January]	Fourth of July [July]
Martin Luther King Jr. Day [January]	Labor Day [September]
President's Day [February]	Thanksgiving Day [November]
Memorial Day [May]	Christmas Day [December]

## **Student Services**

### **Academic Advising**

The Academic Director is available for students on matters such as academics, choosing and applying to universities or community colleges.

### **Personal Advising**

The Manager of Student Affairs is available for advising students regarding recreational questions, medical assistance, banking, accommodations/homestays, cultural adjustment, and other personal matters.

### **Student Files**

A file is kept for each student to record academic, attendance, immigration, student advising and conduct information. The student has the right to request to see their file. The school will allow the student to see their file within one working day of the request. ALPS does not release information in the student files without the written consent of the student except in the case of an emergency.

### **Student Lounge**

The student lounge is located in Room 11 of the building and is provided for student use. Students are welcome to study, eat lunch, socialize, and read the magazines and books provided there. At certain times, the room may be used to hold group classes. Please keep the student lounge clean and fit for use by all students. If there is a problem in the student lounge, please tell the Manager of Student Affairs.

### **Borrowing books and other materials**

ALPS keeps a library of books, videos etc. for teachers to use during their group and private lessons. It is possible for students to borrow these materials when a teacher is not using them, but they cannot be taken from the school. Please do not write in ALPS books. Ask your teacher or someone in the office to loan you materials. If there is a book or video you really like, ask the AD where you can purchase it.

### **Housing**

ALPS works with specific agencies to provide homestays. In a homestay, an American host provides students with a private room and meals for a monthly fee. Homestay hosts are carefully chosen for friendliness, hospitality, safety, and responsibility. If you are interested in living with a host family, please visit our website for the list of agencies we work with. It is your responsibility to communicate closely with your homestay agent to arrange your own accommodation.

The cost of renting an apartment varies depending on the location, required facilities and desired travel time. It is best to apply as early as possible as apartments are in great demand.

ALPS does not arrange apartments or other types of housing for students, but we do have some information about different organizations that do. For further information on housing see the Housing Board in the school or ask the Manager of Student Affairs.

## English Only Policy

ALPS is an English Zone, meaning students must speak only English in school and on activities. All our students are trying their best to learn English fast and want to make new friends easily. Our English zone fosters an open atmosphere, and gives students an immersive learning experience.

This policy is actively enforced. Students may not speak other languages on cell phones or other devices. If necessary, students may write in their own language to communicate with other students. Students who break this rule repeatedly can be asked to leave class. Any absence because of being asked to leave a class will be unexcused, even if student has attended part of a class (See Attendance, Probation and Behavior Policy).

## Academic Calendar

The ALPS school year is divided into four-week sessions. It is possible to study for one four-week session or many sessions. Partial sessions are also available.

Contact our admin staff, or see our website for the latest session dates.

### SESSION CALENDAR

Week	Mon	Tues	Wed	Thu	Fri
1	Testing day	Class	Class	Class	Class
2	Class	Class	Class	Class	Class
3	Activity day	Class	Class	Class	Class
4	Class	Class	Class	Class	Class

The first day of each session is placement testing and orientation day for new students. There are no classes on testing day.

Classes start on the second day of the session.

One Monday of each session is a field trip day and there are no classes scheduled on that day.

A class period is 50 minutes of instruction with a 10-minute break. Sessions that include a holiday have fewer days of class.

### Partial Sessions

Non F-1 students have the option to study for a partial session if they are unable to start on the first day of a session or complete a full 4-week session due to other commitments. Group class availability may be limited for partial session students. Contact the Director of Admissions or Manager of Student Affairs for further information on partial sessions.

## Enrollment and Registration

### Enrollment Agreement

All new students must sign the Enrollment Agreement before they start to study at ALPS. This is a legal and binding contract to specify the terms of enrollment of the student, and that the student agrees to abide by the rules and policies as stated in this Handbook throughout the term of their study period at ALPS, which may be for one or more sessions.

**Change of Address:** Students must inform the Manager of Student Affairs of any change of address within 5 days of moving. Ask the office staff for the Change of Address Form.

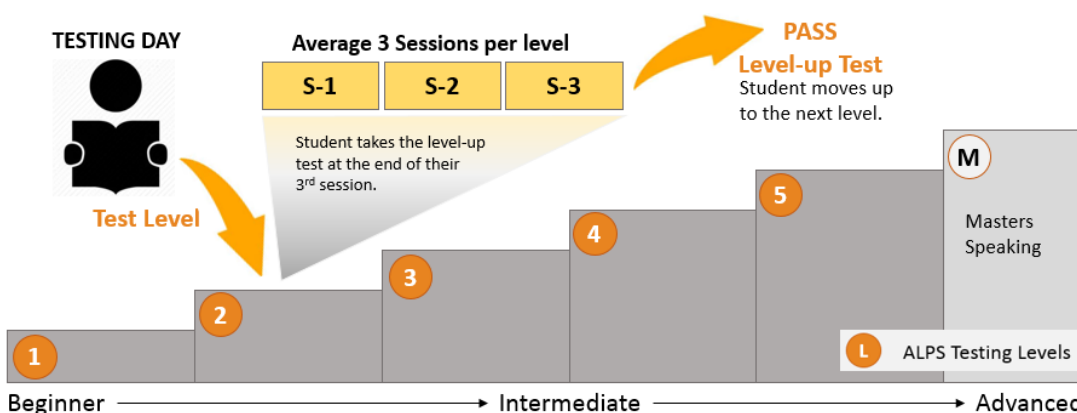
## Placement Level Testing

New students take a placement test on their first day at ALPS. Classes are scheduled based on test level results. ALPS has 6 student placement levels, with each level usually taking 3 sessions of study for a student to complete. A student's length of study will depend on their goals and initial placement level.

If you feel that you have been placed in a level that is too easy or too difficult for you, talk to the Academic Director as soon as possible.

## Moving up to the Next Level

Students study in the same level in Speaking & Listening and Academic Reading & Writing until they take and pass the level-up test. You must take the level-up test after 3 sessions in a level, and if you pass, move up to the next level. Ask your teacher what you need to study to pass the level-up test. You can take the level-up test earlier if your teacher approves it.



Some students need longer to master the material in a level and can repeat an entire 3-session level once, without repeating course material

## Session Registration

Students must register for each session by confirming their course choice and making payment in full\* before attending class. You should complete a Next Session Request Form and give it to the Manager Student Affairs no later than the third week of each session. This should include your class preferences and any other requests for the upcoming session. Ask the office staff for the form.

A new class schedule is made every session.

*\* A guaranteed payment arrangement such as a government scholarship may be accepted as payment in full*

## Cancellation and Refund Policy

For students who have paid tuition and cannot begin classes or cannot continue classes, it is the policy of ALPS Language School to make a refund on the following basis:

Days attended are calculated as the first day of class scheduled until and including the last date of attendance. Refunds are calculated on a prorated daily basis after the last date of attendance. For prorating a refund, national holidays will be calculated as class days. Refunds will be made within 45 days of the last date of attendance or the notice of withdrawal whichever is earlier.

When a recruiting agency is used, ALPS reserves the right to make the refund through the recruiting agency.

### Deductions from refunds

- Any fees paid by ALPS to a recruiting agency are subtracted from refunds.
- The medical insurance fee is not refundable after 5:00 pm on day 1 of classes.
- The application fee is not refundable.

### Refund Amounts

Refunds prior to start of classes and refunds for program cancellation

ALPS will give a student a 100% refund of tuition and activity fee in the following cases:

- ALPS Language School cancels a student’s program prior to or subsequent to a student’s enrollment.
- Student withdraws from classes within 3 days of signing application or enrollment agreement before classes have started.
- Student does not receive a visa to enter the United States or is not admitted to the United States.

Refund amounts after classes begin

Situation	Refund Tuition & Activity Fee	Refund Application Fee
Student never attends class or student cancels classes on or before the first day of class.	100% Tuition and Activity Fee	0%
Student drops classes on or between the 2 <sup>nd</sup> day of class and the end of week 2.	100% Prorated Tuition (i.e. unused tuition) & Activity fee	0%
Student drops classes during week 3 or week 4.	0%	0%

Prorated refund percentage is shown for each last day of attendance

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Week 1</b>	Testing Day 100% refund	Day 1 of class 100% refund	Day 2 of class 88.89%	Day 3 of class 83.33%	Day 4 of class 77.78%
<b>Week 2</b>	72.22%	66.67%	61.11%	55.56%	50%
<b>Weeks 3 &amp; 4</b>	0%	0%	0%	0%	0%

### Class Cancellation Policy

In case of excessive snow, ice or other conditions which make it unsafe to travel to school, or for the school to be open to students, the director may cancel classes. There may be 1 OR 2 days of cancelled classes in a session that are NOT MADE UP OR REFUNDED. If there are more than 2 days of cancelled classes in a session, the director may choose to have classes missed made up on weekends or evenings, or the director may choose to refund a prorated portion of the tuition.



When it snows, call ALPS on 206 720 6363 by 7:00 am and there will be a message saying if the school is open, closed or open late. You should call the school yourself.

## Courses and Classes

ALPS offers a flexible course structure of full-time and part-time classes, which combine small group classes with individual tutoring for students. Course options cater to the different needs of our academic, professional and vacation students.

### Group Class

ALPS operates a strict maximum of 8 students in a group class, ensuring that we deliver optimal teacher/student ratios to maximize student learning. Many group classes have fewer students (there is a minimum requirement of 2 students for a group class).

Group class options vary by session in addition to Speaking & Listening and Reading & Writing. Ask the Manager of Student Affairs for next session's class options.

Group class times are at the discretion of the school, class times may not be changed by the student, and classes missed by the student will not be made up. The school will try to consider student class preferences when scheduling group classes.

### Private Class

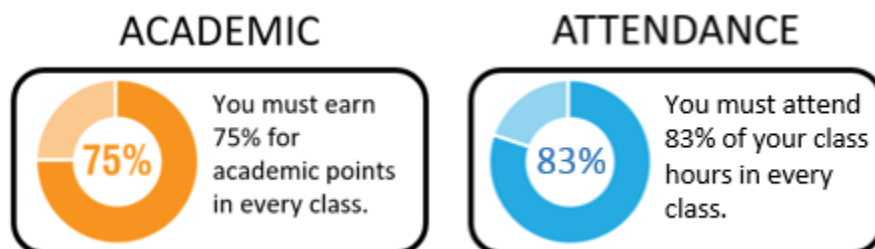
Private classes are one-on-one, provide intensive practice and offer an effective use of a student's time. The teacher plans an individual curriculum based on the student's needs and interests. Lessons can include practice activities in any of the following:

- Speaking and listening
- Pronunciation
- Vocabulary development
- Reading and writing
- Business English
- Applications and interview techniques
- Specialized professional vocabulary
- Free conversation
- Educational field trips
- Test preparation (TOEFL, TOEIC, IELTS)

## Academic Grades and Attendance

### Passing your Classes

ALPS has a pass / fail system. To pass your classes each session you must meet the academic and attendance standards. Your academic score must be 75% or higher, and you must attend 83% of your classes.



Students earn academic points in all group classes. There are no academic points earned in private classes. Academic points are earned for the following things in each group class in a session:

1. Participating in class - 40 points
2. Doing homework – 30 points
3. Final assessment at the end of the session – 30 points

To pass for attendance a student must be marked attended for a minimum of 30 of the 36 hours in a 2-period class, or a minimum of 15 of the 18 hours in a 1-period class.

### Late for class or leaving class early

Students who arrive 5-15 minutes late are marked late for that period. Two lates equals one period of absence. Students who come to class more than 15 minutes late are considered absent for that entire period. The same rule applies for students leaving early from class.

### Excused Absences

Only the Director or the Manager of Student Affairs may excuse an absence. If an absence is not excused it will be recorded that the student did not attend class.

In the event of an epidemic or public safety crisis, the Director may amend this policy to comply with the recommendations of any public health department. Under no circumstances may a teacher excuse a student's absences.

- **Students may be excused to take a TOEFL, TOEIC or IELTS exam.** Student must submit an admission ticket to the exam to be excused.
- **Students may be excused for medical reasons.** Student must submit a letter from a medical professional who is licensed in the State of Washington to practice one or more of the following: Medicine and surgery (MD), Osteopathic medicine and surgery (DO), Advanced Registered Nurse Practitioners (ARNP), Physicians Assistants (PA), Chiropractic (DC), Naturopathy (ND), Podiatry (DPM)\*. The Washington State Department of Labor and Industries specifies these types of practitioners as qualified to act as attending doctors in treating injured and ill workers and to recommend that they be excused from returning to work. ALPS Language School follows the same guidelines for excusing students. The letter excusing the absence must specify that the student is medically unable to attend class for specific dates.

*\*Oral surgery and recovery is the only reason that an absence may be excused by a dentist.*

**Ask the Manager of Student Affairs for a copy of the medical excuse form.**

- **Students may be excused by the Director** for attending events that are directly applicable to the student's course of study or for other reasons that the Director deems appropriate.

Full **Participation points** are awarded for periods of excused absence.

Full **Homework points** are awarded for periods of excused absence.

**Final Assessment Points:** If a student has an excused absence the student may request a make-up Final Assessment. This must be requested in writing the first day after the excused absence. The Final Assessment will be offered at the convenience of the school and cannot be rescheduled.

## Satisfactory Academic Progress

To maintain Satisfactory Academic Progress and remain in good standing, all students must meet the following requirements:

- Students must pass each class with a final grade of 75% or higher
- Students must maintain 83% or greater attendance in each class

Students must also pass a mandatory Level-Up (progress) test after three full sessions at one level in order to progress to the next level. A student may spend a maximum at 6 sessions in one level, with their total length of study no more than 36 months at ALPS. Students who fail the level-up test can meet with the Academic Director to develop a personalized Learning Plan to help them reach their goals.

Student who fail to make Satisfactory Academic Progress will be placed on probation. Students are notified of probation status two ways: 1) in an individual email from the ALPS administration and 2) on a publicly posted Probation List on the Student Notices board. See below for probation policies and procedures.

Students who fail to maintain Satisfactory Academic Progress while on final probation will have their enrollment terminated at the end of the session. Students can appeal the termination by filing a Probation Appeal form with the Director of Admissions **no later than Final Friday of the current session**. For the appeal to be accepted, students must provide evidence to document their reason(s) for appealing probation. Additionally, they must meet with the Academic Director and complete a Learning Plan. Students who submit an appeal will be notified whether their application is successful via email by 5pm on Testing Day of the next session.

## Student Code of Conduct

ALPS is an adult education school. Our Student Code of Conduct outlines the expected standard of behavior for students. In general, it is expected that as a student you will:

- Be responsible for your study program; (Attendance & Academic progress)
- Treat staff and fellow students courteously and with consideration at all times; (English Only Policy)
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing
- Take reasonable care of ALPS property, equipment, and facilities.

### Smoking Policy

The school has a no-smoking policy. Smoking is allowed outside of the school, in accordance with [Washington State Smoking in Public Places Law](#). This law prohibits smoking within 25 feet (approximately 8 meters) of building entrances and exits. Please do not smoke in front of the building and put your cigarette butts in a proper container.

## Probation

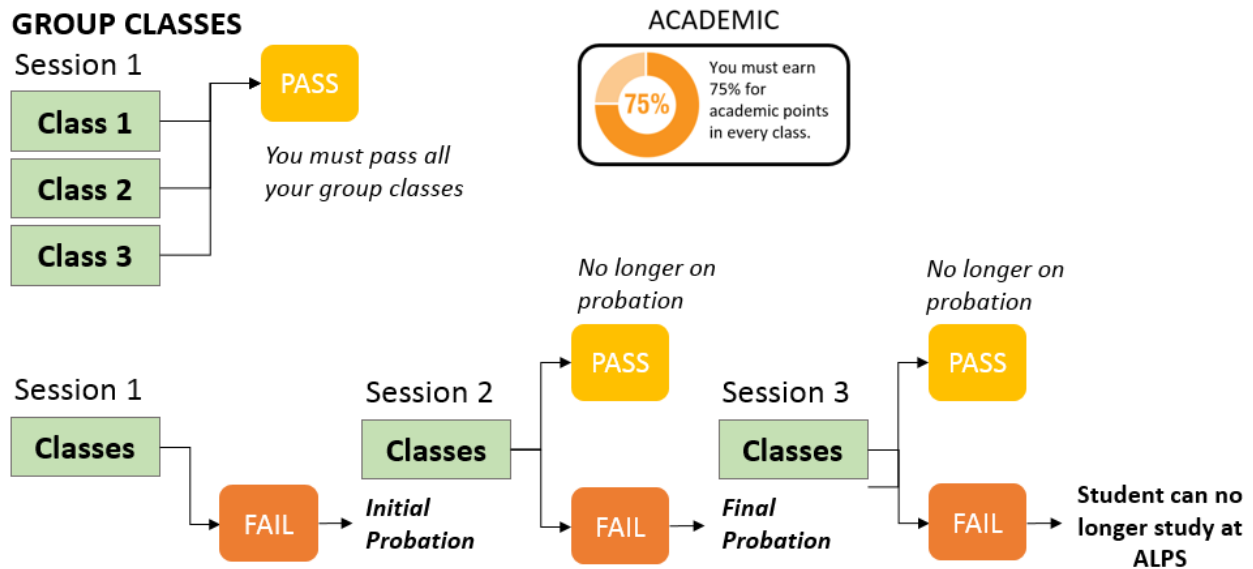
ALPS has a probation system for academics, attendance and behavior. There are two levels of probation: initial (warning) and final.

## Academic Probation

Students who earn less than 75% academic points in any group class will be placed on initial academic probation the following session.

If they fail to earn 75% for academic points in any group class that session, they will be placed on final probation the next session.

- If the student fails to earn 75% for academic points in any group class when they are on final probation, they will no longer be allowed to study at ALPS.



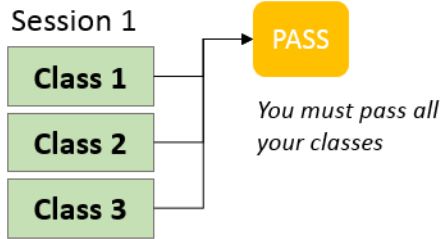
## Attendance Probation

Students who attend less than 83% of class hours in any class will be placed on initial attendance probation the following session.

- If they fail to attend 83% of class hours in any class that session, they will be placed on final probation the next session.
- If the student fails to attend 83% of class hours in any class when they are on final probation, they will no longer be allowed to study at ALPS.

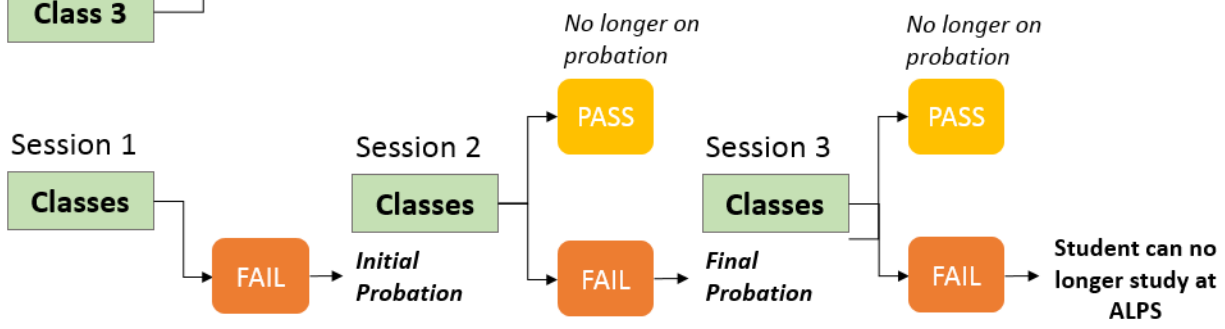
If a student is absent from all classes for 10 consecutive days unexcused, the student will be expelled.

**ALL CLASSES**



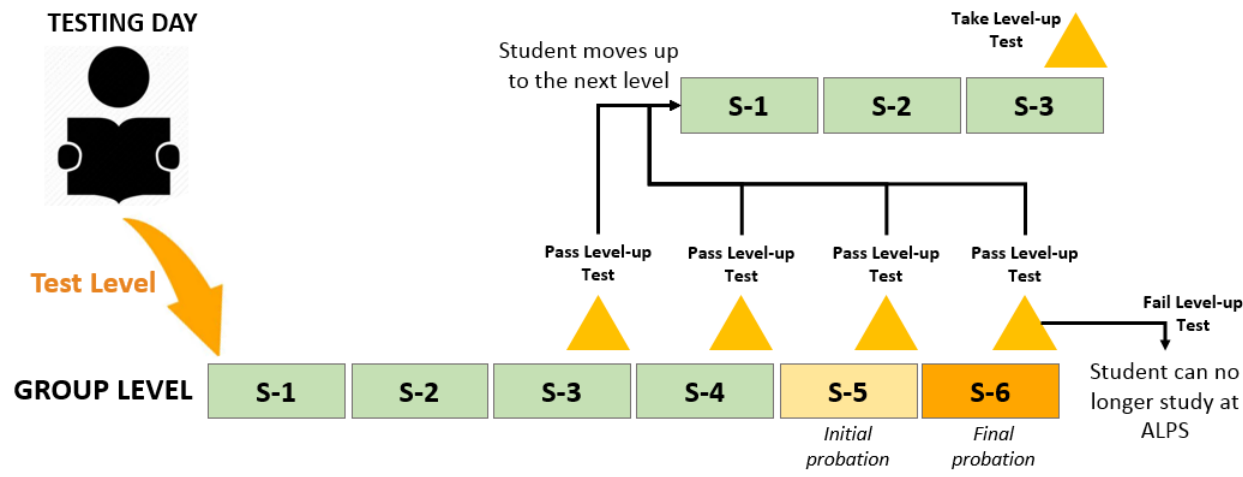
**ATTENDANCE**

You must attend 83% of your class hours in every class.



**Level-up Probation**

Students who do not pass the level up test for group classes at the end of their 3<sup>rd</sup> session at a level can study classes at that level for an additional 3 sessions. At the end of the 4<sup>th</sup> session they will again take the level-up test. If they pass they will move up to the next level.



If they fail to level up:

- They will be placed on initial probation (warning only) in their 5<sup>th</sup> session at the same level.
- If they fail to level up while on initial probation, they will be placed on final probation for their 6<sup>th</sup> session at that level.
- If they fail to level up while on final probation, they will no longer be allowed to study at ALPS.

**Student Behavior Probation**

A student's behavior must conform to our Student Code of Conduct while attending classes or school events. If the Manager of Student Affairs feels it necessary, a student will be placed on behavior

probation. The terms of each student's probation will be specified in a probation contract. Failure to follow the terms of the contract may lead to further counseling or to dismissal.

#### Conduct dangerous to others

Conduct, which constitutes a danger to anyone's health, safety or personal well-being, will not be tolerated. It includes physical abuse, threatening behavior, harassment, discrimination, possession of dangerous weapons, or the creation of a condition that endangers or threatens the health, safety or well-being of self or others.

#### Unacceptable behavior

Conduct which disrupts staff and hinders them from delivering education and training programs and services or other services in an orderly manner. This applies not only in classrooms but also during field trips or on work placements. Any individual or group behavior, which is abusive, indecent, violent, excessively noisy, disorderly, dangerous, offensive, or which unreasonably disturbs other groups or individuals is prohibited.

#### Cheating

Cheating means gaining an unfair advantage in an assessment by deception or a breach of the rules governing the assessment.

#### Plagiarism

The term plagiarism refers to taking and using another person's ideas, writing or inventions as your own and failing to acknowledge the source and is not acceptable.

#### Personal Hygiene

In the U.S. the common practice is to take a bath or a shower every day or every two days. A student's hygiene should not affect other students or the staff of the school.

#### Misconduct outside school

There are some cases where a student's behavior outside of class or school events affect the school atmosphere and it is appropriate for the Manager of Student Affairs to consider this behavior also. The Manager of Student Affairs will admonish students for inappropriate conduct on a case-by-case basis.

There are some cases of misconduct (including, but not limited to: violence, intimidation, sexual harassment, racist language or acts and criminal activity) which may be considered so severe that a student may be immediately dismissed.

#### **Probation Contract**

When a student is placed on probation, they are presented a probation contract by the Manager of Student Affairs that states the type of probation, the reason the student is on probation and what must be done to satisfy the probation. The student and the Manager of Student Affairs sign the contract.

#### **Probation impact**

A student can no longer study at ALPS if they fail final probation in any area. An F-1 student on final academic probation cannot have the Program End Date on their I-20 extended. Students who wish to appeal their probation decision must follow the appeal procedure instructions in the **Satisfactory Academic Progress** section of this handbook.

## Dismissal of Students

Students may be dismissed, or expelled, for problems in attendance, academics or conduct. Except in the most serious cases, the student will be dismissed as a last resort after the counseling and probation have failed to suitably address the problem. Usually a student who is dismissed is not allowed to register for a new session but can complete the current session.

## Visa/Passport & Travel Information

While you are in the U.S. with any type of visa, it is important to remain in status. Maintaining or staying in status means you follow the rules of your visa. It is your responsibility to understand the rules of your visa and to stay in status. If you are out of status, you are in the U.S. illegally and need to take immediate action. Please see the Manager of Student Affairs with questions about your passport, visa, travel, or other immigration matters.

Students with tourist visas, visitor stamps, or other visas do not follow the same rules as F-1 students and may study part-time and take vacation from the school at will.

### **DO NOT ASK YOUR TEACHER OR FRIENDS FOR ADVICE ON IMMIGRATION MATTERS.**

Be careful with your passport and other immigration documents during your stay in the U.S. These documents are extremely important. If lost, they are difficult and expensive to replace. If you lose your passport or I-20 (F-1 students only), inform the Manager of Student Affairs immediately.

### **Documents**

- **Passport:** You must have a passport that is valid for at least six months into the future. If your passport will expire, you must get a new one. See the Manager of Student Affairs for a list of consulates and embassies where you can get a new passport. Report any lost or stolen passport to the police and apply immediately for a new one.
- **I-20:** All F-1 students should have a valid SEVIS Form I-20. Keep all the I-20 forms you are issued for your permanent record.

### **Travel Outside the U.S.**

We recommend that all students on any type of visa consult the Manager of Student Affairs if they plan to leave and reenter the U.S. while they are studying at ALPS. It is your responsibility to understand the constraints of your visa, however we can provide guidance.

You may need a visa to travel to another country (even Canada!). Notify the Manager of Student Affairs about your travel plans well in advance to obtain the correct advice and travel documentation. If you have an F-1 visa you must have a recent travel endorsement/signature of a Designated School Official [DSO] on Page 2 of your I-20.

## F-1 Students - Basic Immigration Rules

Students with F-1 visas must study full-time and have a valid I-20. Students who repeatedly fail classes or do not study full-time may lose their student status. F-1 students who successfully complete their program at ALPS can stay in the U.S. for 60 days to prepare to return to their home country or transfer to a new school. Check with the Manager of Student Affairs to see if you are eligible.



Students who study at ALPS and hold F visas are not allowed to work.

To stay in status, follow these rules:

- Study full-time
- Do not take a break from studying without permission
- Do not let your SEVIS I-20 Form expire
- Inform the Manager of Student Affairs of any change of address within 5 days

### Official Annual Vacation

An Official Annual Vacation is when an F-1 student in the U.S. has permission not to study full-time for a session and plans to return to studying at ALPS full-time after the vacation. F-1 students must study 7 consecutive (without a break) sessions at ALPS to qualify for a 1 session (4 weeks) Official Annual Vacation. An Official Annual Vacation may be taken only one time per year. The beginning of the year is considered the Program Start Date of your original I-20. Students must meet with the Manager of Student Affairs to find out if they are eligible and to request permission for an Official Annual Vacation. Students must register and pay for the return session before taking a vacation.

### Home Country Leave of Absence

Returning to the student's home country is not considered an Official Annual Vacation. Students can take a Home Country Leave of Absence, without time limit, at any point during their study at ALPS. Students will need to submit an application to the Director of Admissions for a new SEVIS number and a new I-20 if more than five months has passed between their last day of study before their Home Country Leave of Absence and their next start date of study. Students who want to keep their ALPS study program and preferences active during a Home Country Leave of Absence must register and pay for the return session before taking a vacation.

Students must meet with the Manager of Student Affairs to arrange a Home Country Leave of Absence.

### Activities

At ALPS, we try to make your stay with us not only educational, but fun too! That is why we offer [student activities](#) for you. It is an opportunity to get many hours of extra practice in English. Studying in the classroom is just one part of learning English. It also helps to explore Seattle and participate in fieldtrips. Each student is charged an activity fee at the beginning of the session. The money is used to plan and pay the cost of the activities whether or not you choose to participate.

See the Activities Board for the latest field trip information or contact the Manager of Student Affairs.

### Culture Shock

Coming to live and study in a different country is exciting, interesting and sometimes, difficult. It is normal and common for students to experience some "culture shock" or discomfort in learning to live in a new setting. Often, it does not happen immediately when they arrive, but after they have been here for a while. Knowing what to expect can help students deal with culture shock.

When students first arrive in their new host country, they are usually very excited and happy. After some time however, students begin to feel some irritation, frustration, and/or depression about the differences they notice in American culture from their own culture. It is very normal to experience these

negative feelings for a time until the student adjusts and becomes more comfortable and confident. Also, students may experience a similar feeling returning to their home country. This “reverse culture shock” is also a normal experience and might come from seeing a familiar culture through new experiences.

The time that a student experiences culture shock and returns to feeling positive and upbeat about living and studying in America is different for each person. Students who experience culture shock find it helpful to do the following things:

- Stay in touch with old and new friends and family. Remain active, exercise and eat healthy foods, and do activities that are fun. You will feel less alone and you will enjoy your free time more.
- Ask about things that seem confusing or frustrating. The more you understand about why things are the way they are in America, the more confident you will feel.
- Take special notice of things in America that you enjoy. This will help you focus on the positive things about your host country.

Speak to you teacher or the office staff. We are here to help!

## Health and Safety

### Safety

Seattle is safer than most cities. Riding the bus or Light Rail is safe in the evenings, but take a taxi if you feel uncomfortable.

- **9-1-1** is the number to dial if you are in any emergency situation. This is a free call.
- Seattle Police Department, call **206-625-5011**.
- Be aware of your surroundings and trust yourself. Do not feel embarrassed to leave an uncomfortable situation.
- Be careful with your belongings (backpack, wallet, purse, cell phone etc.).
- It is not advisable to carry/show large amounts of cash. In the U.S it is not common to carry \$50 or \$100 bills.
- It is always a good idea to be alert when walking and riding public transport. Walk with a friend if possible, especially at night.
- In some neighborhoods there are many homeless people who ask for money and try to talk to you. Generally they cause no harm, but if someone scares you, you can call the police.

### Emergencies

Call **9-1-1** in the case of a life-threatening emergency. Be prepared to tell the operator the address where you are located, your name, and the nature of the emergency. This number is for people who need the police, firefighters or an ambulance immediately.

### Health

If you are sick, call or email the school and let us know that you will not be coming to class. If you want to be excused for the absence you need to get a note from a doctor. We can refer you to doctors/dentists/clinics.

- You should only go to the emergency room of the hospital if it is an emergency.

- Go to a clinic for non-emergencies. There are clinics right here on Broadway. Explain your problem to make an appointment.
- A pharmacist can also help you understand over the counter medicines based on your symptoms.

#### Going to the Doctor

Ask friends or go to the office for help in finding a suitable doctor for you. The office keeps a list of doctor information in the office. You will pay approximately \$40-\$120 for a doctor's office visit. When you go to your appointment, take your health insurance card and any medicine you are currently taking.

#### Insurance for Medical Coverage

Students who have an I-20 from ALPS Language School are required to have medical insurance. Students who do not provide proof of valid medical insurance on their first day of study must buy medical insurance through ALPS. Please see the Manager of Student Affairs with questions about the medical insurance or call the phone number on your medical insurance card. Carry your medical insurance card at all times.

## Complaints

Students who have a complaint about school policies, classes, staff or any other matter are encouraged to make a complaint, speak with the office staff. ALPS will do its best to resolve the matter. Students can also make a written complaint to the Director or Manager of Student Affairs. Students who feel the matter has not been adequately resolved have the right to file a complaint with the Accrediting Council for Continuing Education and Training. See the director for contact information.

# Transportation

## Using Public Transit

Many ALPS students use the public transit system to get around Seattle and the surrounding area. Use the [King County Trip Planner](#) website or Google Maps to plan your trip. It will recommend the best form of public transit and give you journey times.

If you are taking the bus or traveling on Light Rail, we recommend that you get an Orca Card, an electronic payment system that allows you to conveniently use one card to ride the bus, light rail, train or ferry.

You can also pay in cash, but you must have exact change for bus travel. If you overpay, you will *not* get change back.

### How to get an Orca Card

There are several ways to get your ORCA Card. The simplest way is to purchase one at the QFC Customer Service desk directly opposite ALPS.

For other ways, visit [www.orcacard.com](http://www.orcacard.com)

### Public Transport Stops near ALPS

**Capitol Hill Link Light Rail Station**—5-minute walk along Broadway to the school

**Buses 49, 60, 9**— stop outside the school

**Buses 8, 10, 43**— stop at Capitol Hill Link Light Rail Station

**Seattle Streetcar**— stops at Capitol Hill Link Light Rail Station

### Travelling by bus

If you have a question about your journey, ask your bus driver. Be polite and speak clearly. Ask your bus driver to speak slowly if you do not understand the answer. Most bus drivers are kind and helpful. If you must take more than one bus to reach your destination and you pay with cash, ask your bus driver for a "transfer." This paper shows you have already paid for your ride.

## Parking

ALPS does not have parking for students or staff. There is pay parking in the [Broadway Market Parking Garage](#) across the street (accessed from East Harrison St), and on-street pay parking in the area. There is free street parking within a couple of blocks of ALPS. Be sure to read all signs carefully before parking. Parking is mostly restricted during peak hours to a maximum of 2 hours.

## Renting a Car

To rent a car in the U.S., most companies require the renter to be 25 years old. A few companies will rent cars to persons between 21 and 24 for an extra fee. You must have a driver's license and credit card to rent a car. Be sure to read the rental contract carefully before signing. Take a close look at the car you will rent before driving it off the lot for any damage. It is a good idea to buy the insurance the company offers in case anything happens to the car while you are renting it.

Some popular car rental companies: Avis, Hertz, National, Dollar, Thrifty, Budget, Enterprise.

## Obtaining a Driver's License and Owning a Car

If you have an international driver's license, be aware that different states have different laws. Health insurance and/or car insurance companies may not pay a claim if your international license is not valid. Check the laws in every state you plan to drive in.

To get a driver's license, you must take a written test and a driving test at the Department of Motor Vehicles. Check the test fee and license costs at the [Department of Motor Vehicles](#). You can get a free study book before taking the test. Remember, according to Washington State Law, all vehicle owners must register their vehicle and have insurance. Police can issue you a ticket if they stop you and you cannot show them a driving license and proof that you have automobile insurance.

Please drive safely, and **never** drink alcohol and drive.

## Financial Information

### Banks

ALPS recommends that students staying in the U.S. more than a couple months open bank accounts. Each bank has its own requirements for opening an account, but you must at least show your passport. There are different kinds of accounts and different banks charge different fees. Also, U.S. banks have different rules than the banks in your home country. Be sure you understand your account rules and fees.

### Using Credit Cards/Traveler's Checks

Most businesses accept Visa and MasterCard, and most will accept traveler's checks that are in U.S. dollars. Credit cards usually get a good exchange rate and traveler's checks are easy to replace if they are lost or stolen.

## APPENDIX

### Appendix 1: ALPS Language School Wi-Fi Network Service Terms of Use

As part of your paid enrollment in classes at ALPS Language School (“ALPS”), you are provided with access to the ALPS Wi-Fi network (the “Service”), for the purposes of accessing the Internet from your personally owned device while on the ALPS premises.

This Terms of Use agreement (“Agreement”) sets forth the legally binding terms for your use of the Service. This Agreement is a legally binding agreement between you (the individual using the Service) and ALPS. By proceeding to connect to the Service, you agree to be bound by the terms and conditions of this Agreement and to respect and abide by all rules outlined in this Agreement, or otherwise provided in connection with the Service.

**Restrictions.** You agree not to resell or attempt to resell any aspect of the Service, whether for profit or otherwise, share your Internet Protocol address (“IP address”) or Service connection with anyone, or authorize any other individual or entity to use the Service via your assigned user name and password (“Credentials”). The Service may not be accessed simultaneously through multiple devices; only one compatible laptop, personal digital assistant, smartphone or other handheld device with Wi-Fi capability may be used at a time via your Credentials to operate the Service. You agree that sharing the Service with another person or providing another person access to the Service through your Credentials breaches the Agreement and may constitute fraud or theft, for which ALPS reserves all rights and remedies. You have no proprietary or ownership rights to a specific IP address or other address, log-in name, or password that you use in connection with the Service. ALPS will assign you an IP address each time you access the Service, and it may vary. You shall not program any other IP address into your device.

**Acceptable Use and Conduct - Acceptable Use Policy.** You hereby agree to comply with ALPS’s acceptable use policy (“Acceptable Use Policy”), as described below. You will not use the Service to (or assist another person to):

- A. Harm or threaten harm to persons or property;
- B. Harass other persons;
- C. Violate any applicable law, including those related to export control, spam, gambling, obscenity, or computer access;
- D. Engage in any fraud or misrepresentation;
- E. Provide instructional information about illegal activities;
- F. Interfere with, disrupt, or create undue burden on the Service (or the networks or computers that provide same);
- G. Infringe upon or violate another person’s rights, including privacy and intellectual property rights;
- H. Allow another person to access or use the Service on his/her computer or device or through your computer or device;
- I. Allow another person to access the Service using your Credentials;
- J. Display offensive content on your computer or device, in view of another person;
- K. Knowingly distribute any virus or other malware;
- L. Access any network or computer (including those providing the Service) in excess of the permission expressly granted to you;
- M. Monitor (through, for example, sniffers) any network traffic without express authorization of the owner of the network and the parties to the communications;
- N. Attempt to decrypt any encrypted or scrambled communications;
- O. Introduce software or automated agents into the Service;
- P. Attempt to impersonate any other person, including any ALPS employees; or
- Q. Engage in any of the activities prohibited in the network management and limitations section below.

**Breach.** ALPS reserves the right (but has no obligation) to investigate and take appropriate action in its sole discretion against you if you violate ALPS’s Acceptable Use Policy or any other provision of this Agreement. Such action may include, without limitation, refusing to provide access to and use of the Service to you, terminating your Credentials, reporting you to law enforcement authorities, and taking legal action against you.

**Performance.** As with any WI-FI network, speed may vary due to your device, atmospheric conditions, network capacity, and the number of users on the system at the time, and time of day. Service is available only while within the ALPS premises. Actual Service coverage, speeds, and quality may vary. Service is subject to unavailability,

including emergencies, third party service failures, transmission, equipment or network problems or limitations, interference, signal strength, maintenance and repair, and national security issues, and may be interrupted, refused, limited, or curtailed. Service is also subject to the network management and limitations provisions discussed below.

**Network Management and Limitations on Service.** ALPS’s goal is to ensure that every user has a great experience. The Service is primarily provided for web browsing, internet messaging, and access to your e-mail. Given the limited bandwidth available to the premises, ALPS manages its network and sets limits on your use of the Service for certain content and applications to ensure the best performance for the most users. Because of capacity limitations, the Service is not well-suited for video downloads, large file transfers, application downloads, software updates, software or file “synching,” streaming media, downloads of long-form media, and other activities that reflect similar capacity usage or transmission patterns. As a result, these activities should not be conducted on the Service and may be blocked, attempted to be blocked, deprioritized, or otherwise restricted at any time, through the use of a variety of tools and techniques. Nor may the Service be used to download movies from peer-to-peer file sharing services, redirect television programs for viewing on personal computers, for web broadcasting, or to operate a server or telemetry devices, any of which may be blocked, attempted to be blocked, deprioritized, or otherwise restricted at any time, through the use of a variety of tools and techniques. Depending on the application, time of day, network traffic levels, and other performance factors mentioned above, customers may experience slower transmission speeds after downloading or uploading high levels of data within an hour. Except as described in this Agreement, ALPS seeks to manage its network in a manner that does not discriminate based on a website’s content or its provider and that is source- and content-agnostic whenever reasonably possible to do so. It may use a variety of tools and techniques to effectuate the network management activities and service limitations described above, including by blocking or otherwise restricting access to specific websites due to their video or other restricted content and by using technologies that can help us identify the activity involved (e.g., synching), type of content being transmitted (e.g., video content), or application being used.

**Content.** ALPS is not a publisher of third-party content accessed through the Service, and is not responsible for the content, accuracy, timeliness, or delivery of any opinions, advice, statements, messages, services, graphics, data, or any other information provided to or by third parties.

**Security.** The connection through which you enter your Credentials is a SSL/TLS-encrypted link. After successful authentication, the wireless link between ALPS’s managed Wi-Fi access points and your device is encrypted via enterprise grade Wi-Fi Protected Access known as “WPA2”. Subject to the network management and limitations provisions discussed above, SSL-encrypted websites or pages, typically indicated by “https” in the address field and a “lock” icon, can also generally be securely accessed through the Service. ALPS recommends that you follow good security practices, such as ensuring that file-sharing is not enabled while accessing the Internet and that laptops have a personal firewall and other protection against malware. ALPS recommends that sensitive or private information not be accessed via or transmitted over an un-encrypted connection. While ALPS takes reasonable steps to protect your security, please be aware that we cannot ensure or warrant the security of any information you transmit to us, and you use the Service and provide us with your information at your own risk.

**Acknowledgement of Filtering and Restriction of Access to Pornography or Other Offensive or Objectionable Material.** You specifically acknowledge and agree that ALPS may, as a necessary incident of providing the Service, or as required or permitted by law, by law enforcement authorities or regulatory authorities, or as hereby expressly contemplated by this Agreement, use any advanced blocking technologies and other technical, administrative or logical means available to it, to identify, inspect, remove, block, filter, or restrict any uses, materials or information (including but not limited to e-mail) that we consider to be actual or potential violations of the restrictions on use set forth in this Agreement, including, but not limited to, those activities that may subject ALPS or its customers to liability or danger, or material that may be obscene, lewd, lascivious, filthy, excessively violent, pornographic, harassing, or otherwise objectionable. Because automated filtering mechanisms are not always able to discern content accurately, some non-objectionable content may be unintentionally restricted at times, while some objectionable content may unintentionally evade restriction.

**Disclaimers.** The Service is provided “As-Is” and as available. ALPS and its Service providers, partners, and affiliates expressly disclaim any warranties and conditions of any kind, whether express or implied, including, but not limited to, the warranties or conditions of merchantability, fitness for a particular purpose, title, quiet enjoyment, accuracy, or non-infringement. ALPS (and each of its service providers) makes no warranty that: (a) the Service will meet your requirements; (b) the Service will be available on an uninterrupted, timely, secure, or error-free and malicious code-free basis; (c) the Service will allow access to all third-party sites; (d) the Service will be any particular speed or allow

any particular application or service; or (e) the results that may be obtained from the use of the Service will be accurate or reliable. ALPS does not control any materials, information, products, or services on the Internet, some of which may be offensive to you. You assume full responsibility for assessing and evaluating the completeness, accuracy, and usefulness of all such materials, information, products, or services, and their merchantability and quality. You expressly acknowledge that there are certain security, confidentiality, and privacy risks inherent in wireless communications and technology, and ALPS does not make any assurances or warranties relating to such risks. You acknowledge that ALPS is not responsible for messages or pages lost or misdirected due to interruptions or fluctuations in the services or the Internet in general. You acknowledge that the third parties that provide the Third Party Services may, at any time, change the means by which the Third Party Services are accessed, and consequently, your ability to use the Service to facilitate your access to any Third Party Services may be temporarily or permanently disabled. You agree that ALPS shall have no responsibility or liability to you whatsoever in relation to the Third Party Services or continuing access to the Third Party Services, and that ALPS makes no representations or warranties with respect to the Third Party Services.

**Limitation on Liability.** In no event shall ALPS be liable to you or any third party for any lost profit or any indirect, consequential, exemplary, incidental, special, or punitive damages arising from your use of the Service, even if ALPS has been advised of the possibility of such damages. Notwithstanding anything to the contrary contained herein, ALPS's liability (including, but not limited to its partners and affiliates) to you for any damages arising from or related to your use of the Service (for any cause whatsoever and regardless of the form of the action), will at all times be limited to Fifty US Dollars (\$50).

**Indemnity.** You agree to defend, hold harmless, and indemnify ALPS, its parent, subsidiaries, affiliates, directors, officers, employees, agents, licensees, and other partners and employees, from any loss, liability, claim, or demand, including reasonable attorney's fees, made by any third party due to or arising out of your use of the Service in violation of this Agreement and/or arising from your breach of any provision of this Agreement.