

School Catalog

For All Employees & Students

SSL

Student Handbook

STUDY ENGLISH | EXPERIENCE CULTURE



Table of Contents

1. About SSL	1
1.1. Mission Statement	1
1.2. Affiliations & Licensure	1
1.3. Administration & Faculty	1
2. Program of Study	2
2.1. Programs	2
2.2. Enrollment Process	2
Orientation	2
Placement Test	3
https://SSL.AmpEducator.com	3
Learning Materials	3
2.3. Levels of Study	4
Module System	4
Syllabus	4
Beginner (A0)	4
Basic (A1)	4
Pre-Intermediate (A2)	4
Intermediate (B1)	5
Upper-Intermediate (B2)	5
Advanced (C1)	5
2.4. Satisfactory Academic Progress (SAP)	6
Progress (Quantitative)	6
GPA (Qualitative)	6
Evaluation of SAP	7
Attendance Policy	7
Probation Policy	8
Repetition	8
Appeal Policy	8
Exit Test	8
Maximum Class Size	9
Transcripts & Other Records	9
Certificates	9
Completion	9
3. School Policies & Procedures	10
3.1. Continuing Enrollment	10
Tuition	10
Payment Schedule	10
Administrative Withdrawal	10
3.2. Leave of Absence & Vacation Policy	11
Traveling outside the U.S.	11
Returning to School	11

Reduced Course Load (Medical Leave) Policy	12
3.3. Maintaining F-1 Status.....	12
I-20 Extension	13
Withdrawal after the session started	13
Transferring to another Institution	13
Stays in the U.S. after Completion.....	13
Renewing & Applying for a Visa	13
3.4. Facility Policy.....	14
Hours of Operation.....	14
Student Visitation Guidelines	14
Facility Safety Policy	14
No Expectation of Privacy.....	15
Enforcement.....	15
Wi-Fi & Internet.....	15
PC and Other Equipment Policies.....	15
Library Policy	15
Copyright Infringement	15
Refrigerator and Microwaves.....	15
Lost & Found	15
3.5. Code of Honor – Student Conduct Policy.....	15
3.6. Nondiscrimination Statement.....	16
3.7. Sexual Harassment Policy	16
3.8. Drug & Alcohol Abuse Policy.....	17
3.9. National Emergency	17
3.10. Privacy & Records Policy.....	18
3.11. Communication & Grievance	18
ACCET Complaint Procedure	18
4. Student Service.....	19
Admission Consulting	19
Medical & Legal Assistance	19
Driver’s License Information	19
Housing Assistance	19
Our ESL Community & Fun Activities.....	19
SSL School Assembly.....	20
School ID Discount.....	20
How to Succeed in Your Classes	20
General Handbook Disclaimer	20
Formatting Copyright	20

1. About SSL

SSL was founded in the spring of 2004 in Las Vegas, Nevada, and is dedicated to delivering high-quality, practical education in a state-of-the-art environment.

At SSL, we are dedicated to providing our students with an education that enables them to fully comprehend the English language and American culture, preparing them for their endeavors and for assimilation into American culture. We continually strive to advance in every facet of our institution while providing superior services and education to our current and future students.

1.1. Mission Statement

The Shepherd School of Language's (SSL) mission is to provide quality intensive English language instruction that offers students an opportunity to enter an American college or university for continued training or personal and/or professional enrichment.

To achieve this mission, SSL has identified these six goals:

- ✓ Foster an educational environment that cultivates an appreciation of the American language and culture.
- ✓ Lead students to acquire an active-learning strategy by providing individualized instruction through a variety of skills, content areas, and levels of instruction.
- ✓ Uphold our commitment to having a diverse student community while offering policies that hold students accountable to high academic standards.
- ✓ Engage and retain administrators and faculty that enhance a collaborative work environment to support the school's student-centered academic environment.
- ✓ Network services to our students that help them to take full advantage of their stay in the United States.
- ✓ Teach seriously committed students who desire to be fluent in English.

1.2. Affiliations & Licensure

SSL is a proud member of and affiliated with the following organizations:

- ✓ Accredited by the Accrediting Council for Continuing Education & Training (ACCET).
- ✓ ACCET is listed by the U. S. Department of Education as a nationally recognized accrediting agency.
- ✓ A Member of the Teachers of English to Speakers of Other Languages (TESOL),
- ✓ A Member of the National Association of Foreign Student Affairs (NAFSA),
- ✓ Authorized under federal law to enroll non-immigrant alien students by SEVP.

The Shepherd School of Language does not award academic credit or grades. Therefore, no academic credit is transferred into or out of SSL.

1.3. Administration & Faculty

The SSL faculty encourages students to be focused, study hard, maintain a positive attitude, and make time for fun. SSL prides itself on its faculty's wealth of experience, creativity, and passion for teaching. TESOL/ TESL/ TEFL, M.A. Degrees in Teaching English as a Second Language (ESL), experience teaching, and living in other countries are just part of what is contained in the SSL faculty background.

SSL faculty and staff are available to provide students with academic and non-academic counseling. Students need to schedule counseling appointments before or after class. All other appointments should be scheduled during non-class hours.

2. Program of Study

- A. The school does reserve the right to deny admission to applicants for any reason.
- B. Students aged 16 and above. However, guardians of students under 18 studying at SSL will be asked to complete a parental permission and consent form when booking.

2.1. Programs

A. GEP: General English Program (Full-Time)

This program is designed to help English language learners at different proficiency levels. It is also targeted to serve residential and F-1 international students. The core courses are Listening and Speaking, Reading, and Writing.

B. IEEP (Full-Time)

This program is for all students. It comprises three core classes — Structure and Speaking, Reading and Vocabulary, and Academic Writing — and an enrichment class. This program is currently used for students with no English language skills at all, at the beginner level.

2.2. Enrollment Process

- A. **The student must take a placement test and complete orientation before the program starts.**
- B. Read and understand the Student Handbook and other information we sent.
- C. Pay **\$200 application fee** *(Non-refundable).
- D. Fill out and sign an **enrollment agreement**. (You will receive a copy)
 - ✓ **This agreement extends automatically when the student pays for the next learning period.**
- E. The student **MUST** provide the required documents to **Dallas@SSL.edu**
 - ✓ A copy of the passport (A copy of the dependent's passport if applicable).
 - ✓ An F-1 student must provide a financial document showing a minimum balance of **USD 20,000.00** (an additional \$5,000 per dependent). All financial documents **MUST** be in English. When a Statement of Support is required, it must identify the source of financial funds during the student's enrollment period.
 - ✓ Current I-20 (if applicable).
 - ✓ The student must pay a courier fee for expedited shipping services that will be used to send the necessary documents to obtain the student's VISA. *(Non-refundable \$200 once mailed out)
- F. When you received a Microsoft 365 account, log in to proceed to take a **placement test**
- G. If all steps are completed, SSL will issue an acceptance letter and an I-20.
- H. Now, an F-1 student will be able to apply to the US Embassy or consulate in their country and obtain a student visa, which is required for international students who plan to attend a school that is authorized under Federal law to enroll non-immigrant alien students.

Orientation

If you are a new student, the SSL staff will provide you with the date and time of your orientation when you enroll. Orientation days typically take place on the working day before the session start date. On orientation day, you will learn about school policies, including the attendance and grading policy, and how to maintain good standing. You will also become familiar with our directors, the campus, and the facilities. Finally, you will complete any required admission paperwork and a **placement test** to determine your proficiency level.

Placement Test

- A. New students will undergo a placement test to determine their level. The placement test consists of two parts: the **English Placement Test (EPT)** and an **Oral Test (interview)**. Based on the total test scores, you will be assigned to one of our levels.
- B. Level Placement Rubric

EPT+OT	CEFR	Level	Transcript Code
0-30 Points	A0	Beginner	ZA, ZB
25-50 Points	A1	Basic	A1LS, A1RW
45-70 Points	A2	Pre-Intermediate	A2LS, A2RW
65-85 Points	B1	Intermediate	B1LS, B1RW
85-95 Points	B2	Upper-Intermediate	B2LS, B2RW
95+	C1	Advanced	C1LS, C1RW

- C. The student may request a **class change within the first two days**. A fee will be incurred if a request is made after that. The request must be made with the Action Request Form (ARF). The academic committee consents to a decision on the ARF. Please note that we may not have available seats for alternative classes.

<https://SSL.AmpEducator.com>

Upon completing the enrollment process, you will receive an AmpEducator account via email. This website provides access to your classes, grades, attendance records, syllabus, and other resources.

A. Your login ID and Password

- ✓ Go to <https://SSL.AmpEducator.com>
- ✓ Your login ID and password will both be given to you by the administrator.
- ✓ If you wish to change the password, click on the user ID > user account > details - Change pass
- ✓ The Dashboard: Email Inbox will display the most recent emails that you have received.
- ✓ The Dashboard: Announcements will display the most recent Announcements.
- ✓ There is a hamburger icon to access the menu when you use a portable device.



Figure 1 Hamburger

B. Attendance Menu

- ✓ This is where you check your attendance. Ensure your attendance is consistently above 80%. If you think there is an error, please ask your teacher or DSO. Remember, close to 80% is ok, but not awesome —always aim for perfect attendance!

C. Gradebook Menu

- ✓ IF you are late or do not have learning materials, you will

D. Course Menu

- ✓ You select a course to view.
- ✓ The home tab will show any announcements a teacher may have given to the class.
- ✓ The other menu shows when you touch Home on your mobile devices.
- ✓ The docs tab will be where you can find any documents the school or the teacher has uploaded for you.
- ✓ The grades tab will show you all the grades you have received, and it is updated weekly.

Learning Materials

- A. All students must acquire textbooks. A list of currently required materials is available at the front desk.
- B. Students who do not have the textbooks at the beginning of the second week will get zero(0) participation points.
- C. Students cannot use photocopied textbooks as U.S. copyright law protects these books.
- D. If you have secured materials from the school through the Materials Fee, you can pick them up at the front desk. Please verify that the book edition (ISBN) matches the one listed in the course syllabus. Students who purchase used textbooks should ensure that all previously written answers are erased.

2.3. Levels of Study

The Intensive English Elective Program (IEEP), specifically the **Beginner level**, is designed for students with no prior knowledge of English. Students will study the following classes: Academic Writing, Structure & Speaking, Reading & Vocabulary, and Communication & Culture. After successfully completing both modules (A and B) of the beginner level, students level up to the basic level of the General English Program.

The General English Program (GEP) comprises five levels, and based on your placement test results, you will be assigned to one of the following levels: **Basic, Pre-Intermediate, Intermediate, Upper-Intermediate, or Advanced.**

Module System

To advance to the next level, students must complete **two modules**, Listening & Speaking and Reading & Writing. Modules were designed to be **sequence-independent**. Each module takes 8 weeks (1 session) to complete.

Syllabus

On the first day of classes, each student will receive a course syllabus. The syllabus provides a synopsis of pertinent information regarding the class, including the title, required books and materials, attendance policy, grading system, objectives, class schedule, and other relevant details. Instructors also review the course's attendance policy and syllabus with the students.

Beginner (A0)

Based on their placement exam scores, students are placed in **beginning** classes. Level ZA starts at the beginning level; students have no prior knowledge of English. This level provides beginning learners with English instruction in all language skills: listening, speaking, reading, writing, grammar, and vocabulary. This course is aligned with CEFR level A0.

- A. The student will learn to:
- ✓ recognize and understand the letters of the English alphabet.
 - ✓ recognize basic nouns and verbs.
 - ✓ greet people and name common everyday objects.
 - ✓ Write familiar words and short phrases about everyday objects.
- B. After successfully completing the beginning level, students will be able to engage in elementary conversations, manage everyday life in an English-speaking environment, and read and write simple texts.

Basic (A1)

Based on the school's placement exam score, students are placed at the **basic** level. This level provides basic learners with English instruction in all language skills: listening, speaking, reading, writing, grammar, and vocabulary. This course is aligned with CEFR level A1.

- A. The student will learn to:
- ✓ Develop basic listening skills.
 - ✓ Build basic speaking structures.
 - ✓ Develop basic reading and writing skills
 - ✓ Build the foundation for Critical Thinking.
- B. After successfully completing the basic level, students will be able to engage in basic conversations, manage everyday life in an English-speaking environment, and read and write simple texts.

Pre-Intermediate (A2)

Level A2 starts at a **pre-intermediate level**; at this level, students have some experience in English. This level provides basic instruction in English, covering all language skills: listening, speaking, reading, writing, grammar, and vocabulary. This course is aligned with CEFR level A2.

- A. The student will learn to:
- ✓ achieve comprehension in basic communicative situations.

- ✓ read and understand simple informative materials.
- ✓ write basic sentences and simple pieces of writing.
- ✓ comprehend basic grammatical structures in a natural context.
- ✓ develop knowledge of basic vocabulary.

B. After successfully completing the pre-intermediate level, students will be able to engage in basic conversations about everyday life and academic topics, read short articles on academic topics, and write simple sentences and introductory paragraphs.

Intermediate (B1)

Students are placed at the intermediate level based on their score on the placement exam or on successful completion of the basic level. This level provides intermediate learners with English instruction in all language skills. This course is aligned with CEFR level B1.

A. The student will learn to:

- ✓ understand and engage in conversation on everyday topics.
- ✓ read and understand medium-length selections.
- ✓ compose paragraphs in conversation on everyday topics.
- ✓ develop vocabulary appropriate for academic tasks.

B. After successfully completing the intermediate level, students will be able to converse comfortably on various subjects, read the newspaper accurately, listen attentively, and write correctly in non-technical areas.

Upper-Intermediate (B2)

Students are placed in the upper-intermediate level based on their score on the school's placement exam or on successful completion of the intermediate level. This level provides advanced learners with English instruction in all language skills. This course is aligned with CEFR level B2.

A. The student will learn to:

- ✓ engage in ordinary conversation.
- ✓ read and comprehend academic texts.
- ✓ compose advanced pieces of writing.
- ✓ analyze grammatical structures in academic settings.
- ✓ develop knowledge of advanced-level vocabulary.

B. After completing the upper-intermediate level, students can enroll in academic classes, which is particularly beneficial for those who plan to attend American universities. Alternatively, they can take practical courses and conduct business in English for those who wish to utilize English in their professional or daily life.

Advanced (C1)

Students are placed in the C1 level based on their score on the school's placement exam or on successful completion of the **advanced** level. This level equips proficient English learners with the specific skills needed to succeed in American colleges and universities. This course is aligned with CEFR level C1.

A. The student will learn to:

- ✓ Take lecture notes effectively.
- ✓ know what to listen for when taking notes.
- ✓ read textbooks to prepare for college tests.
- ✓ research for academic papers.
- ✓ cite sources in academic papers.
- ✓ prepare and perform presentations for college classes.

B. After completing the advanced level, a student can successfully attend most major U.S. universities and colleges and participate in most professional situations.

2.4. Satisfactory Academic Progress (SAP)

Students are expected to make progress toward completion of the program.

Progress (Quantitative)

- A. In the SSL session system, the school year consists of 6 sessions, each containing eight weeks. There are six levels: Beginning, Basic, Pre-Intermediate, Intermediate, Upper-Intermediate, and Advanced. Each level consists of 2 modules (Listening & Speaking for GEP) (Module A and B for IEEP).

* Each module is conducted within one session.

Program Name	IEEP	GEP
Total Clock Hours	1440	1440
Hours per week	18	18
Number of Levels	5	5
Weeks per level	16	16

GPA (Qualitative)

- A. Students will receive a final grade report at the end of each session for each class, and a Cumulative Grade Point Average (CGPA) will be calculated. The grading system uses a 4.0 scale. Letter grades may be modified by plus (+) or minus (-) symbols. Grades are rounded to the nearest hundredth to determine a student's GPA (grade point average) at SSL as follows:

Grade	GPA	Percentile	Denotation
A	4.00	94-100%	superior performance
A-	3.67	90-93%	
B+	3.33	87-89%	
B	3.00	84-86%	above-average performance
B-	2.67	80-83%	
C+	2.33	77-79%	
C	2.00	74-76%	satisfactory performance (passing)
C-	1.67	70-73%	Below passing performance
D+	1.33	67-69%	
D	1.00	64-66%	poor performance
D-	0.67	60-63%	
F	0.00	0-59%	failing performance

✓ **Incomplete (I)**

Students must complete all courses for which they are registered by the end of the session. Sometimes, a student may be unable to complete all their coursework due to illness or personal circumstances. If a student decides to leave the course for personal reasons during the session, an "I" (incomplete) grade will be recorded.

✓ **Audit (AD)**

A legitimately enrolled student who attends only a partial session because they registered after five class dates from the session's start date will be marked as "AD" (Audit), as the student is not eligible for a grade.

✓ **In Progress (IP) Audit**

Courses that a student is currently enrolled in but has not completed when the official transcript is requested will be denoted as "in progress" or "IP" pending course completion or the end of the session in the student information system.

- B. The instructor of records of any given course is fully responsible for all grades issued and reported. However, suppose an instructor fails to report a grade (for example, due to a medical emergency) at the end of a session. In that case, the Academic team will assign a grade by carefully reviewing the instructor's grade sheets, notes, and exam scores. The student's academic record will be updated accordingly.

Evaluation of SAP

- A. Final Grades are calculated in the following weights:

IEEP		GEP	
Final Grade	Percentile	Final Grade	Percentile
Structure & Speaking	50%	Listening & Speaking	50%
Reading & Vocabulary	20%	Reading & Writing	50%
Academic Writing	20%		
Enrichment Course	10%		

- B. Each component grade is calculated using the following weight.

IEEP		GEP	
Criteria	Percentile	Criteria	Percentile
Midterm exam	20%	Midterm exam	25%
Participation	25%	Final exam	25%
Final exam	30%	Participation & Assignments	40%
Assignments	25%	Presentations	10%

The mid-term evaluation of student progress must be conducted by the end of the first half of each session.

Students can check their grades at any time via AmpEducator (SMS).

- C. The absence of textbooks can hinder students' access to information and increase the burden on teachers, ultimately impacting educational outcomes. Therefore, students without learning materials and textbooks will receive a zero PA point (Participation).
- D. Students must pass both modules of the level with a 2.0 GPA or above.
- E. There are **no make-up test** dates. Test schedules are posted and known to students from the syllabus. Students should plan accordingly. If you are unable to take a test on its scheduled date, you must make **prior arrangements** with your teachers. Make-up tests can only be given if unforeseen circumstances prevent you from taking the test at its scheduled time. These tests will be provided at the discretion of the Academic Directors.
- F. Between the sessions, current students may take a placement test given by academic staff to pass the level without completing all modules.

Attendance Policy

- A. Attendance and grades are recorded in AmpEducator. Attendances are updated daily, and grades are updated weekly. Students should check their attendance and grades often to ensure they are in good standing. If you believe a mistake has occurred, please speak with your teacher as soon as possible to correct any errors.
- B. The minimum acceptable attendance for students enrolled in SSL is **80%** for the completion of a session.
- C. Students are tardy if not seated and ready to begin class at its start time.
- D. Students arriving **1 to 15 minutes** after the class starts or departing early are considered **tardy**.
- E. Instructors mark attendance at the beginning and verify it at the end of the class.
- F. A student is considered absent if they miss the entire class or break the 15-Minute Rule, which is coming to class 16 minutes after the class starts or missing more than 15 minutes of the class at any time during the period.
- G. Students are not required to show instructors written documentation explaining the reason for the absence. Still, any supporting documents should be submitted to the Front Desk for future reference.
- H. **Medical excused absences** are only after the director's approval and require a U.S. MD's note to be filed in the student's folder.

Probation Policy

- A. SSL introduces its attendance and grading policy, outlined in the student handbook on orientation day. Each course syllabus is articulated at the beginning of each course. During the first day of the session, each instructor reviews the course's attendance policy and syllabus with the students.
- B. The terms and conditions.
 - ✓ Probation is determined at the end of the session after all grades and attendance have been tallied.
 - ✓ All students who fail to meet the required benchmarks will be placed on probation.
 - ✓ Academic Probation: The minimum grade is 2.0.
 - ✓ Attendance Probation: The minimum attendance is 80%.
 - ✓ For the first probation, a warning letter will be issued to the student.
 - ✓ On the second probation, the student must meet with the academic staff and complete an Individual Learning Plan (ILP) together.
 - ✓ For **academic** probation, the student must repeat and pass the failed module as soon as possible. It is not permitted to take a leave of absence for the failed module.
- C. The consequences for failure to meet the terms of probation are as follows:
 - ✓ The student will be removed from the program.
 - ✓ If a student is an F-1 student, their I-20 will also be terminated.
- D. Colleges or government agencies often ask for the students' transcripts. Please review the grade and attendance policies and check AmpEducator regularly to monitor your grades and attendance records.

Repetition

- A. The student on academic probation must retake and pass the failed module as early as possible.
- B. SSL educates students to enter an American university or continue training for personal or professional enrichment, per our mission statement. SSL recognizes that students' progress rates may differ. Therefore, we at SSL are committed to listening to professional recommendations on students' confidence levels and other extenuating factors that affect better learning outcomes.
- C. If we encounter a discrepancy or challenge, we apply the Level Advancement Readiness Assessment (LARA) to determine the repetition. Students must meet all conditions to repeat a level as follows:
 - ✓ The student received a LARA from faculty or Academic Staff,
 - ✓ Attendance is over 80% in both modules,
 - ✓ GPA between 2.00 and 3.0

Appeal Policy

- A. SSL students may also appeal grades, attendance, probation, or status issues if they have an objection. The appeal must be made in writing via an Action Request Form, which gives specific details such as course, grade, or issue. The appeal must be made within two business days after the post date of any record. The steps are as follows:
 - ✓ Fill out an Action Request Form
 - ✓ Be in a meeting with the Academic Director
 - ✓ Submit the ARF to the academic office.
 - ✓ The academic committee consents to a decision on the Action Request Form within two business days*
 - ✓ The records must be filed in the student's folder.
 - ✓ Your instructor may recommend that you address your concern in the ARF.

Exit Test

An **exit test** is required before awarding the completion certificate.

Maximum Class Size

- A. The maximum class size at SSL is 25. SSL strives to maintain ideally smaller class sizes, allowing everyone to participate in class and interact with fellow students and faculty, thereby achieving optimal peer-to-student and instructor contact and achieving the best educational outcomes.
- B. **Splitting the class:** When a class reaches 25 students during the session, we start dividing it into two classes as soon as possible.
- C. **Combining Classes:** Classes are subject to cancellation if enrollment falls below the prescribed minimum of seven students for IEP courses. However, if two proximately leveled classes (e.g., basic and intermediate) each have fewer than seven students, and the combined classes do not exceed 27 students, SSL may combine the two classes. The teacher must have two separate lesson plans and specific instructions for each level. The teacher will need to have a SWBAT on the board for each level, including individual exercises and assignments, separate homework assignments, and tests. If an exercise logically meets the teaching points and goals for both classes, it is acceptable to combine the exercises. However, an observer in the classroom should clearly see specific goals and activities for each level reflected in the lesson.
- D. **NOTE:** Not all levels may be offered in every session. We reserve the right to cancel the class if fewer than 10 students are enrolled. If a student tests at a level not provided, the student may be advised to be placed at a proximate level and adjusted when available. The AD will make this decision based on the placement test results.

Transcripts & Other Records

- A. Final Grades and Transcripts: Instructors submit final grades within two days after the final examination, and students can access them within four business days via AmpEducator.
- B. Official transcripts, certificates, letters, and additional I-20s may be obtained by submitting a request to Request@SSL.edu. The unofficial transcript is provided free of charge, but a \$20 fee applies to all other official letters, transcripts, and duplicate copies. To request a transfer, students must complete an Action Request Form available at the Front Desk.
- C. The student's request will be fulfilled within seven business days after submitting the form.

Certificates

- A. SSL offers two types of completion certificates. The **Certificate of Completion** is awarded to students who have successfully completed all courses and requirements at their level with good standing. A **Certificate of Excellence** is awarded to students who have shown outstanding achievement during their enrollment at SSL. These students have maintained an attendance record of 90% or above and a GPA of 3.8 or above.

Completion

- A. SSL has rolling admissions. We consider 'completion' to be any student who has completed the total number of weeks they originally booked. Completion rates are tracked and documented every year.
- B. Completion Waiver: Students who are unable to complete the program may be counted as a completion waiver if supporting documentation is provided to demonstrate their inability to graduate based on the following criteria: Death, Incarceration, Active military duty, Serious medical illness, and Relocation out of the area

3. School Policies & Procedures

3.1. Continuing Enrollment

All students must enroll and pay tuition by the last business day of the week preceding the next session to secure a seat in the class. **Paying tuition is the only indication for the school to determine your intention to continue studying at SSL.**

Tuition

- A. The tuition is currently **\$1,200 for an 8-week session**.
- B. **SSL does NOT accept cash payments**. If you are asked to pay cash by anyone, please notify CFO@SSL.edu
- C. All payments can be made through our invoice via email or **Zelle**.
- D. All tuition, material fees **\$70** per session, and other payments must be made by Zelle, check, money order, debit card, credit card, wire transfer, or direct deposit.
- E. If you made a payment by direct deposit, please bring the receipt to the front desk or take a picture and email it to your campus e-mail.
- F. Debit and credit cards are subject to a 3% processing fee.
- G. Domestic wire transfer fee is \$50, and international is \$80
- H. Physical payment is **ONLY** made at the front desk.
- I. You **MUST** receive an e-mail receipt; do not leave the school without it.
- J. The program Change fee is \$200 after the first two days of the session.
- K. Please read the **Refund & Cancellation Policy in the Enrollment Agreement**.

Payment Schedule

- A. Tuition fees are due in full by the last business day of each session or the last business day of each session's fourth and eighth week if you are on a payment plan. Students who fail to meet the deadline will be assessed a \$25 late payment fee each week, starting from the first business day of the following week.

		S	M	T	W	T	F	S	
July	Session 4	22	23	24	25	26	27	28	Tuition Due Date
		29	30	1	2	3	4	5	Session Start Date
		6	7	8	9	10	11	12	School Closed
		13	14	15	16	17	18	19	1/1 New Year's Day
August	Session 4	20	21	22	23	24	25	26	1/20 MLK Day
		27	28	29	30	31	1	2	2/6 Admin PD (office clo
		3	4	5	6	7	8	9	2/14 Maintenance
		10	11	12	13	14	15	16	2/17 President's Day
									3/2 Texas Independence E
									3/12-14 Spring Break

Example

Administrative Withdrawal

When no notice of withdrawal (written or verbal) is provided, SSL automatically administratively withdraws a student from the program, and any refunds will be processed on behalf of the student if a student: (a) has not been registered by the last business day of the second week of the session without submitting required supporting documentation. (b) has been absent for a maximum of 8 consecutive class days. I-20 will be terminated on the following business day.

3.2. Leave of Absence & Vacation Policy

- A. Students may take a one-season vacation in the U.S. after completing four (4) consecutive sessions.
- B. The students must meet the following requirements:
 - ✓ Students are not scheduled to take the previously failed module.
 - ✓ Students have not taken any unscheduled vacation for the past 26 weeks
 - ✓ The student must submit the request to Request@SSL.edu,
 - ✓ The student must receive final approval from the administrative staff.
- C. F-1 students are not eligible to take an annual vacation during the first 26 weeks of studies at a U.S. SEVP-certified school. (<https://studyinthestates.dhs.gov/2019/06/what-annual-vacation>)
- D. If a student has been out of the program for longer than two sessions, the student must retake the placement test upon returning.
- E. If you take a vacation before you are eligible, the I-20 will be terminated.

Traveling outside the U.S.

- A. Traveling outside the U.S. is also considered a vacation. If it is not within a scheduled vacation, it will be viewed as an unscheduled vacation. In either case, you will not be eligible to take an additional annual vacation during the next 26 weeks of studies at the school after you return.
- B. How to request an unscheduled vacation
 - ✓ Send an unscheduled vacation request to Request@SSL.edu to the DSO.
 - ✓ The plane tickets that show the date you leave and come back within the next session.
- C. Make sure you have the following items when you travel outside the United States:
 - ✓ Plane ticket
 - ✓ Passport must be valid for at least 6 months beyond the intended period of stay in the U.S. when you return.
 - ✓ Current U.S. Visa (if expired, you must get it renewed before re-entry into the United States)
 - ✓ Have your DSO or PDSO sign the third page of your I-20
 - ✓ I-901 SEVIS fee receipt
 - ✓ Evidence that you are attending SSL. Prepaid tuition receipt, acceptance letter, etc.
 - ✓ Any financial documents
 - ✓ Make a photocopy of all the documents and save them to the phone and cloud storage is also a good idea, but it might not be treated as trusted evidence.
- D. Make sure you have the following items even when you travel within the United States:
 - ✓ Passport (passport must be valid for at least six months)
 - ✓ Current U.S. Visa
 - ✓ Signed I-20
 - ✓ Current Passport(s) and U.S. Visa(s) for any dependents traveling with you.

Returning to School

- A. Ensure the school has the correct e-mail address to receive announcements and information from the school.
- B. Initially, after you leave the U.S, your I-20 will be terminated.
- C. When you leave and come back to the U.S., DOS has to update the I-20 status back to active by:
 - ✓ You must contact a DSO before you return to the United States. DSO must receive the flight itinerary showing your departure and return dates at least 30 days before the next session start date.
 - ✓ The DSO requests that your SEVIS records be returned to active so you can return to the USA.
- D. Report to your DSO or PDSO immediately when you return to the U.S.
- E. Submit all the updated immigration documents copies.

- F. If you are outside the U.S. for more than five months, your visa will expire, and you will need a new I-20, visa, and pay the SEVIS fee again to re-enter the USA.

SEVIS refers to the Student Exchange and Visitor Information System. SEVIS requires all students to be issued a new SEVIS-generated I-20 form for their stay in the United States. Students must pay close attention to announcements and notices that could affect their F-1 status and SEVIS record.

Reduced Course Load (Medical Leave) Policy

- A. Medical leave is a temporary break for documented medical purposes. During this time, an international F1 student remains in the United States and continues to enroll with a reduced course load. Students will not be assessed additional charges due to medical leave.
- B. RCL is considered an ‘unscheduled’ vacation. Therefore, you will not be eligible to take an annual vacation during the first 26 weeks of studies at the school after you return. Additionally, RCL cannot be combined with any other vacation.
- C. A maximum length of RCL is 16 weeks; a student who needs longer than two sessions must transfer out during the approved period of RCL.
- D. If a student has a prolonged illness or requires hospitalization, they may seek a Reduced Course Load (RCL) from SEVP. The DSO may submit an RCL request to SEVP when all requirements are met.
- E. The doctor’s note must provide the following information:
- ✓ Statements for Medical absences, medical record certifications, and Medical Excuse Slips, among others.
 - ✓ The name, address, and contact details of the doctor and the medical facility.
 - ✓ Date and time of the doctor's appointment.
 - ✓ The reason for the medical visit, e.g., illness, injury, or other health conditions.
 - ✓ A statement by a medical professional certifies that the student has an illness, injury, or other health condition.
 - ✓ State the number of days the patient is to be absent, the type of work or activity the patient is able or unable to do, or whatever the patient is clear to perform. The start and end dates must be stated when multiple absences occur. For example, students will be unable to attend school from March 7, 2030, to March 15, 2030. The student may return to school on March 16, 2030.
 - ✓ The doctor’s signature must appear toward the bottom of the page above the full name and title. Remember: the note must be from a licensed United States Medical Doctor, Doctor of Osteopathy, or Clinical Psychologist. SEVP recognizes no other type of doctors or practitioners. For example, chiropractors, LPNs, nurse practitioners, physician assistants, and so forth are not allowed to request RCL.
- F. A student must submit the Action Request Form for RCL (reduced course load) along with required supporting medical documentation before the beginning date of the leave unless unforeseen circumstances prevent the student from doing so.
- G. If a student does not request medical leave after **eight consecutive days of absence**, they will be terminated.
- H. Note that RCLs cannot be granted based on family members. They can only be given to the students themselves, i.e., a student’s sickness or extenuating circumstances. Even if the family member has a problem or illness, SEVP will not approve the RCL.

3.3. Maintaining F-1 Status

- A. To maintain F-1 status, students MUST do the following:
- ✓ Maintain a valid passport and I-20.
 - ✓ Pursue an entire course of study (a full-time Intensive English Program).
 - ✓ Students who withdraw in the middle of a session may be terminated.
 - ✓ Make satisfactory progress towards completing the entire course of study.
 - ✓ Follow established procedures for transferring schools, changing education level or program, or extending the study as needed.
 - ✓ Notify your DSO or PDSO of any changes to your personal information, name, address, phone number, etc., **within ten days of such change**.

- ✓ Do not work without special authorization from INS. F-1 Students cannot legally work unless authorized by a campus DSO or PDSO for on or off-campus employment.
 - ✓ Do not remain in the United States beyond the period of authorized stay.
 - ✓ Maintain an 80% attendance record at the school.
- B. International students are required by U.S. immigration laws to be enrolled as full-time students. This means students must complete at least 18 hours of coursework per week. Students who violate this requirement may be required to return to their home country.
- C. F-1 students are not allowed to work without USCIS authorization. DSOs will terminate your I-20 if they discover illegal employment, and you must leave the U.S. immediately.

I-20 Extension

You must provide a new financial document to request a program extension before the I-20 expiration date.

Withdrawal after the session started

- A. If an F-1 student fails to pay tuition, has excessive absences, or maintains F-1 status, the student will be withdrawn from the program, and it may result in I-20 termination.
- B. If the I-20 is terminated, the student is out of status. They must either leave the U.S. within 15 days of termination or apply for reinstatement as soon as possible.
- C. Unauthorized withdrawals may have a negative impact on their future visa application.

Transferring to another Institution

- A. Apply to another institution for the next upcoming session, but the start date cannot be later than 5 months.
- B. Submit the transfer request to Request@SSL.edu with the admission/acceptance letter/proof from the school you plan to transfer to. Your evidence must be shown in the SEVIS school code **PHO214F00610000**.
- C. Your SEVIS records will not be transferred until you submit the proof of enrollment in another school's program.
- D. If you failed to provide evidence that you are actively working on a transfer, your I-20 will be terminated after two weeks of the new session due to failure to enroll.
- E. Students who withdraw in the middle of a session will be terminated unless the new school program starts in a week.
- F. The new school can issue your updated I-20 only after your SEVIS records have been successfully transferred.
- G. Once your record is transferred, SSL will no longer have access to your record as of the effective date of the request, so be sure of your choice before requesting a transfer.
- H. If you are transferring from other schools, we strongly recommend meeting with your current DSO to verify your academic and immigration status, then meeting one of our officials. We are more than happy to assist you.
- I. You must maintain your status at SSL until your transfer release date.

Stays in the U.S. after Completion

Students who complete the SSL program (receiving completion certificates) may stay in the United States for up to 60 days after the end of the term. Students who leave the program before completion must leave the country within 15 days after the end of the term. The only exception to these rules is when a student files for an extension and a Change of Status to USCIS.

Renewing & Applying for a Visa

If you need to renew your F-1 Visa or apply for an F-1 visa, you should contact the U.S. Embassy/Consulate in the country where you are traveling before you travel. Be sure to determine the required documents and the expected process duration. If you receive a new visa, please report to your DSO upon your return to campus. Copies of your new visa, passport, and new I-94 need to be placed in your student record. Please note that you can print your I-94 form using the link: <https://i94.cbp.dhs.gov/I94/request.html>.

3.4. Facility Policy

The Shepherd School of Language is in central Dallas, Texas, in the southern United States. Our school is conveniently situated at the core of a multi-cultural community.

Hours of Operation

The school office is open to students Monday through Thursday, from 8:30 A.M. to 9:30 P.M. daily. Morning classes are scheduled from 9:00 A.M. to 1:30 P.M., and evening classes are scheduled from 5:00 P.M. to 9:30 P.M. We are closed after 5 p.m. on Fridays, weekends, and all major U.S. holidays. Please refer to the academic calendar for further information.

Student Visitation Guidelines

- J. Acceptable Types of Visits to schools may include, but are not limited to:
- ✓ Prospective Students
 - ✓ Academic/Cultural/Compliance Visitor
 - ✓ Visitors not involved in these two purposes cannot stay on the campus.
 - ✓ Students' friends, relatives, or family visits will not be allowed.
- K. Visitation Day Guidelines
- ✓ All student visitors must adhere to the Code of Conduct and school policies.
 - ✓ For the safety of those within the school setting, all visitors are expected to demonstrate the highest standards of courtesy and conduct.
 - ✓ Violations of the Code of Conduct and school policies will result in the student visitor being removed from campus.
 - ✓ No visitors will be allowed beyond the Front Desk without authorization from the Campus Director. When the Campus Director is unavailable and no pre-set appointment is available, the visit will not be granted unless it is an emergency.
 - ✓ The school will determine how visitors will be paired, escorted, and monitored.
 - ✓ Visitors may not participate in school activities without background checks and authorization.

Facility Safety Policy

- A. The following are prohibited on the school property:
- ✓ Firearms and weapons.
 - ✓ Hostile environment by substantially interfering with or impairing a student's educational performance, opportunities, or benefits.
 - ✓ Use of another individual's belongings, ID, or providing individual information to another person.
 - ✓ Use of the network for financial gain, political, criminal, or commercial activity.
 - ✓ Attempting to deliver or send anonymous messages of any kind or pretending to be someone else while exchanging any message with anyone at the SSL.
 - ✓ Attempting to access, modify, harm, or destroy another person's belongings or data.
 - ✓ Harassing, insulting, ridiculing, attacking, or defaming others.
 - ✓ Attempting to subvert, defeat, alter, or disable installed equipment, infrastructure, software, or other measures in place to secure the school's security and resources.
 - ✓ Attempting to transmit damaging agents (e.g., computer viruses, Trojan horses, worms) or otherwise willfully damaging or disrupting any technology, facility, software, or data.
 - ✓ Willfully publishing, storing, displaying, transmitting, playing, or editing material that is obscene, threatening, profane, lascivious, sexually suggestive, or otherwise inappropriate.
 - ✓ Changing, deleting, or modifying Internet browser settings, including hiding or deleting Internet history or use records.
 - ✓ Use of the school facility, equipment, or structure for unauthorized use.

No Expectation of Privacy

Students and visitors do not expect privacy when using school facilities and technology.

Enforcement

Students or visitors who violate these procedures may be denied access to the campus and may be subject to disciplinary action, including possible expulsion. Alleged violations will be subject to the disciplinary procedures of the Shepherd School of Language.

Wi-Fi & Internet

- A. Free Wi-Fi is available. A PC is also available at the lobby for students to use for academic purposes, such as research, or for personal use, including sending email messages to friends and family.
- B. Wi-Fi SSID for students is **SSL_STD**, and do not attempt to access any other Wi-Fi SSID.
- C. Using any online streaming services that broadcast licensed features through an SSL network is NOT allowed.

PC and Other Equipment Policies

- ✓ No food or drink is allowed.
- ✓ Please make sure your hands are clean before using them.
- ✓ Do not install programs, applications, or games, download illegal content, or use languages other than English.
- ✓ Do not leave any trash or personal belongings behind.
- ✓ Printing is not allowed.

Library Policy

You have access to all the public libraries in each campus area. The school's ESL library is available to students during regular business hours and contains books, magazines, and other media focused on English grammar, reading, writing, and test preparation. Students may check out materials from our ESL Library by asking for student services or visiting the front desk.

Copyright Infringement

The institution's policy on copying materials is explicitly stated in notices on the school's copy machines and printers. It states that no copies of our textbooks or course materials may be made. Each syllabus contains a summary of the following policy: *Copyright in all content created by SSL or its employees is owned by SSL. No materials may be reproduced, stored, altered, or distributed without prior SSL permission.*

Refrigerator and Microwaves

The refrigerator and microwave are provided for students' convenience. Please clean up after yourself. Any food or containers left in the fridge will be thrown out on Fridays. Containers in the refrigerator must be marked with the student's name and date. Any container without a label will be thrown out. Again, all food and containers left in the fridge on Friday will be thrown out.

Lost & Found

The "Lost and Found" is located at the Front Desk. If you find an item on the SSL campus or in the school parking lot, please turn it in to a school faculty member, director, or administrative staff member. After 30 days, the books will be donated to the ESL library; all other items will be retained for an additional 30 days and then either donated or discarded.

3.5. Code of Honor – Student Conduct Policy

SSL students are expected to be honest and responsible in their SSL work. Students should not copy, plagiarize, or cheat in any way, nor should they interfere with the learning of other SSL students in a dishonest or unethical manner. Performing SSL coursework dishonestly harms students by preventing them from genuinely learning. SSL students are encouraged to do their coursework honestly to maintain academic integrity. Students who act dishonestly may receive lower test scores and lower grades on assignments. SSL instructors &/or directors may use discretion in deciding the severity of the penalty for academic dishonesty.

A. Student Respect, Responsibility & Integrity

Students can demonstrate mutual respect through sincere concern for one another. All students enrolled at SSL are encouraged to be dependable and accountable and to take ownership of their actions. We encourage our students to be honest and sincere in all their endeavors. Cheating and plagiarism violate the fundamental learning process and compromise personal integrity and one's honor.

B. Cheating

Cheating or academic dishonesty can take many forms, but it always involves improperly obtaining or providing information to another student, individual, or other sources. Examples of cheating can include, but are not limited to:

- ✓ taking or copying answers on a test or an assignment from another student or other source,
- ✓ giving answers on a test or assignment from one student to another student,
- ✓ copying assignments that are turned in as original work,
- ✓ allowing others to do the research or write an assigned paper,
- ✓ using any unauthorized electronic devices during class without permission,
- ✓ Forging grades on transcripts.

C. Plagiarism

Plagiarism is a form of cheating or academic dishonesty in a school environment. It represents someone else's work or ideas as your own without crediting the source. Examples of plagiarism can include, but are not limited to:

- ✓ Submitting someone else's work as your own without listing the source of the information
- ✓ Turning in purchased papers written by someone else.
- ✓ Helping others plagiarize by giving them your work.

All students must adhere to the Shepherd School of Language Code of Honor. Adhering to the Code of Honor for academic honesty and integrity promotes an essential skill that goes beyond the school environment. Respect, honesty, and integrity are valuable traits that profoundly impact one's life. If you have any questions about a violation of the Code of Honor or need to report a violation to the Shepherd School, please see or make an appointment with a director as soon as the violation occurs.

3.6. Nondiscrimination Statement

Policy Applicability and Sanctions

The Shepherd School of Language (SSL) is committed to providing a place of work and learning free of discrimination based on a person's age, disability, whether actual or perceived by others (including service-connected disabilities), gender (including pregnancy-related condition), military status or military obligations, sexual orientation, gender identity or expression*, genetic information, national origin, race, or religion. Where discrimination is found to have occurred, SSL will act to stop it, prevent its recurrence, remedy its effects, and discipline those responsible. No employee or student in the workplace or academic environment should be subject to discrimination. Students, faculty, and staff are expected to treat one another and campus visitors respectfully.

All students, faculty, staff, and other members of the campus community are subject to this policy. Students, faculty, or staff who violate this policy are subject to disciplinary action (or, in the case of students, any applicable student code of conduct). Other lesser sanctions may be imposed, depending on the circumstances. Complaints may also be filed against visitors, consultants, independent contractors, service providers, and outside vendors whose conduct violates this policy, with possible actions including limiting access to institutional facilities and other measures to protect the campus community.

**Inquiries regarding the application of this policy should be directed to the Executive Director.*

**Please politely inform SSL instructors and staff of the student's preferred gender identity to ensure they use it.*

3.7. Sexual Harassment Policy

Sexual Harassment is Illegal under Federal and State Law

The Shepherd School of Language (SSL) is committed to providing a place of work and learning environment free of sexual harassment, *including sexual violence*. Where sexual harassment is found to have occurred, SSL will act to stop the harassment, prevent its recurrence, *remedy its effects*, and discipline those responsible. Sexual harassment, *including sexual violence*, is a form of discrimination; it is illegal. No employee or student, either in the workplace or in the academic environment, should be subject to unwelcome verbal or physical conduct that is sexual. Sexual harassment does not refer to

occasional compliments of a socially acceptable nature. It refers to behavior of a sexual nature that is not welcome, that is personally offensive, and that interferes with performance. Students, faculty, and staff are expected to treat one another with respect.

Policy Applicability and Sanctions

All students, faculty, staff, and other members of the campus community are subject to this policy. Individuals who violate this policy are subject to discipline, up to and including termination and expulsion, as outlined in the applicable Student Code of Conduct. Other, lesser sanctions may be imposed, depending on the circumstances.

**Inquiries regarding the application of this policy should be referred to the Executive Director.*

3.8. Drug & Alcohol Abuse Policy

Under the Drug-Free Workplace Act of 1988 (P.L. 100-169), the Drug-Free Schools and Communities Act of 1989 (P.L. 101-226), and 34 Code of the Federal Regulation Part 85, Subpart F, this institution is committed to maintaining a drug-free workplace and a drug-free school. Drug and alcohol abuse can lead to liver, heart, and other chronic diseases, low birth weight, congenital disabilities, infant mortality in expectant mothers, and death. The unlawful manufacture, distribution, dispensing, possession, or use of drugs, alcohol, or other controlled substances at this institution is strictly prohibited. Students and employees must abide by this policy as a condition of enrollment.

To the extent permitted by local, state, and federal laws, this institution reserves the right to impose disciplinary action against students and employees who violate these standards of conduct. These actions may include suspension, expulsion, termination of employment, referral for prosecution, or the requirement to complete a drug or alcohol rehabilitation program or a similar program.

As federal regulation requires (34 CFR 85.635 and Appendix C), this institution will report all employees convicted of a criminal drug offense in the workplace to the U.S. Department of Education. Consistent with these same regulations, employees, as a condition of employment, must provide written notice to this institution of their conviction for a criminal drug offense that occurred at the workplace within five (5) days after the conviction. In addition, students receiving Pell Grants who are convicted of a criminal drug offense during the period of enrollment for which the Pell Grant was awarded are required by federal regulation to report that conviction in writing to the:

Director of Grants and Services, United States Department of Education

400 Maryland Avenue S.W., Room 3124, GSA Regional Office Bldg. #3, Washington, DC 20202-4571

The report must be made within ten (10) days after the conviction. In addition to institutional sanctions, students and employees convicted of the unlawful possession or distribution of illicit drugs or alcohol could face local, state, and federal legal penalties, which include the loss of eligibility for federal financial aid, fines, imprisonment, and the seizure of drug-related assets. Drug awareness programs, counseling, treatment, rehabilitation, and other related services are available on an ongoing basis to students and employees of this institution through:

Carrollton Springs – Outpatient Services

2225 Parker Rd. Carrollton, TX 75010

Students and employees seeking assistance in overcoming drug or alcohol-related problems are encouraged to contact these organizations. This institution continues to make a good-faith effort to provide a school and workplace free from the illicit use, possession, or distribution of drugs and alcohol.

3.9. National Emergency

- A. Some natural disasters can be predicted, providing schools with sufficient warnings to evacuate or take other necessary safety precautions. Still, others can happen unexpectedly or undergo rapid changes that suddenly put the school in danger. The first step schools should take in preparing for these types of emergencies is to assess the natural disaster risks in their areas. The school determines the likelihood of being affected by natural disasters, including extreme weather, windstorms & extreme cold, extreme heat, wildfires, house & building fires, thunderstorms & lightning, landslides & debris flows, pandemics, and similar events.
- B. SSL will be closed when the local school district announces they are closed or the national or city government declares a national disaster. SSL will follow the safest guidelines to ensure the safety of everyone at SSL. SSL will communicate the following steps as soon as possible, so watch for notifications from SSL.
- C. The Executive Director consults with local authorities and receives updates from the government and all related agencies. SSL communicates the plan with all levels through orientation and the Student Handbook. The plan is frequently discussed during meetings following a recent emergency incident.

- D. Ask SSL employees about “the Emergency Procedures – Faculty Handbook” for more information.
- E. **Mode of delivery**
- ✓ During a pandemic or any other emergency, SSL cannot continue to teach in person if quarantine is required. Therefore, SSL will follow guidelines from SEVP and ACCET. SSL will maintain normal operations and programs through online platforms (Microsoft TEAMS) as soon as possible, subject to SEVP and ACCET requirements. All policies and procedures remain the same as in-person lectures.

3.10. Privacy & Records Policy

The Shepherd School of Language maintains the strictest standards for protecting students' educational records. The SSL may not release personally identifiable information from a student's education record or directory information. However, under certain conditions, the policy allows institutions to disclose those records to the authorized parties without consent.

3.11. Communication & Grievance

All current students should send their concerns to CEO@SSL.edu.
 If concerns or issues are not resolved, don't hesitate to contact the Executive Director (CEO@SSL.edu).
 Suppose a student has a problem related to immigration policy and procedure. In that case, the student should talk to the DSO or PDSO at the school. If they cannot resolve the matter, the student is encouraged to contact the SEVIS Help Desk.
 Contact the [SEVIS Help Desk](#) by phone at (800) 892-4829 or by email at SEVIS.Source@dhs.gov.
 By ACCET guidelines, if SSL is unable to resolve your matter and the student has made every attempt to resolve it through our complaint procedure, the student may contact ACCET using the following guidelines:

ACCET Complaint Procedure

The Shepherd School of Language is accredited by the Accrediting Council for Continuing Education & Training (ACCET) for meeting and maintaining quality standards. It is the mutual goal of ACCET and the institution to ensure that quality educational training programs are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

However, if a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:

1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.
2. The letter of complaint must contain the following:
 - a. A detailed description of the problem(s).
 - b. The approximate date(s) that the problem(s) occurred.
 - c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and other students who were involved.
 - d. Evidence demonstrating that the institution's complaint procedure was followed before contacting ACCET.
 - e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal its name to the institution involved.
3. Besides the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., the student enrollment agreement, the syllabus or course outline, and correspondence between the student and the institution).
4. SEND TO [ACCET CHAIR](#), COMPLAINT REVIEW COMMITTEE, 1722 N Street, NW, Washington, DC 20036

Telephone: (202) 955-1113

Fax: (202) 955-1118 or (202) 955-5306

Email: complaints@accet.org

Website: www.accet.org

Note: Complainants will receive an acknowledgment of receipt within 15 days.

4. Student Service

Our friendly and caring staff will assist you with any educational or non-educational needs that may arise while you are away from home. Our DSOs and Directors will assist you in adjusting to your new environment by addressing housing, transportation needs, insurance applications, driver's license forms, and any other services needed to make your stay here as comfortable and stress-free as possible.

Admission Consulting

- A. Immigration Regulations & Traveling Advice
- B. Preparing for University-Level Study
 - ✓ Dallas College
 - ✓ DBU
 - ✓ CSN
 - ✓ DeVry University or the Keller Graduate School of Management
 - ✓ UNLV

Medical & Legal Assistance

SSL offers students an optional affiliated health insurance program; however, students are not required to purchase this insurance. If you are interested in this program, please get in touch with ISO Health Insurance at (800) 244-1180, or an SSL director will be happy to assist you. (https://www.isoa.org/shepherd_school_of_language) Students are strongly encouraged to purchase medical insurance in the United States. If you do not have medical insurance, please note that medical care in the United States can be costly when paid out of pocket. If you have a minor illness such as the flu or a cold, it is recommended that you first visit a quick-care medical clinic before going to an emergency room. Do not come to school when sick; notify the school immediately. Hospital emergency rooms in the United States are often costly and have long wait times; however, quick-care medical clinics can treat minor illnesses and/or injuries. If you need a referral to a healthcare provider, an SSL advisor can recommend several clinics, doctors, and/or hospitals close to the school.

- ✓ No one is allowed at the school if they have a high fever or refuse to check their temperature.
- ✓ A mask is mandatory when there is a pandemic. If individuals remove them, we will ask the individual to leave the premises.

The Campus Director can provide a list of qualified legal professionals who offer legal assistance for immigration, criminal, or civil matters.

Driver's License Information

Many students inquire about driving privileges in the United States. You must obtain a driver's license to operate a vehicle within 30 days of moving into the state. You must bring your current passport, active I-20, and, in most cases, a utility bill, a lease agreement in your name, and a verification letter from your school of study to obtain your driver's license. SSL will happily provide you with a letter of verification and assist you in obtaining your driver's license. If you purchase or own a motor vehicle, you must register the vehicle in the state and obtain current license plates within 30 days of moving into the state. You must also obtain auto insurance while driving in the United States. Please also note that state law requires you to obey all traffic regulations, wear a seatbelt, and refrain from using a cell phone or mobile handheld device for talking or texting while operating a motor vehicle. A violation may result in a citation and a fine from a law enforcement officer.

Housing Assistance

SSL provides general information about local housing and may assist students in locating suitable accommodations. Please make an appointment with the Campus Director if you need assistance with housing.

Our ESL Community & Fun Activities

There are more than six parties per year where students play games, socialize in English, and have a great time. This helps foster relationships between students and provides English practice with staff and students. This allows students

to get involved locally and become more aware of their sense of community. SSL has a Student Representative program to develop leadership skills and promote group work. We support students in editing documents, issuing recommendation letters, and understanding college applications.

SSL offers many fun activities to practice your English skills and network in your local and school community. You can volunteer or donate to our community and holiday drives, serve as a student representative, join one of our clubs, or enjoy our holiday parties. You can inquire about our clubs and activities at the front desk for more information.

SSL School Assembly

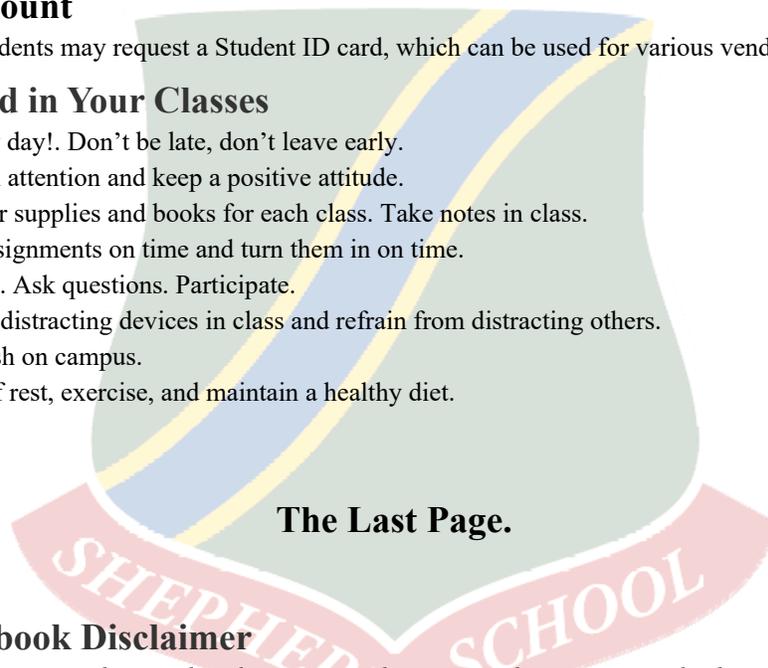
School Assemblies may be held during the second week of each session. These gatherings are an excellent resource for students to learn more about the school culture, develop a sense of community, and provide an exciting venue for everyone to share in an extracurricular setting. During these gatherings, the school shares academic, administrative, and cultural activities, thereby strengthening our commitment to fostering a diverse and cohesive student community, which is a key part of our mission statement.

School ID Discount

Upon registration, students may request a Student ID card, which can be used for various vendor discounts.

How to Succeed in Your Classes

- ✓ Attend every day!. Don't be late, don't leave early.
- ✓ Pay your full attention and keep a positive attitude.
- ✓ Have all your supplies and books for each class. Take notes in class.
- ✓ Complete assignments on time and turn them in on time.
- ✓ Don't be shy. Ask questions. Participate.
- ✓ Put away all distracting devices in class and refrain from distracting others.
- ✓ Speak English on campus.
- ✓ Get plenty of rest, exercise, and maintain a healthy diet.



General Handbook Disclaimer

The student handbook also serves as the general catalog, containing the current academic programs, related opportunities for student learning within those programs of study, their course descriptions, the academic requirements for the Intensive English Program (IEP), and student guidelines, policies, and procedures. The content of this catalog is subject to modification at any time for various reasons, including, but not necessarily limited to, changes in school resources or educational plans. The catalog does not constitute a contractual commitment that the school will offer all the courses or programs described in the study. The school reserves the right to revise catalog provisions and fees at any time, as determined by the CEO or any other governing body. The school reserves the right to eliminate, cancel, reduce in size, or phase out courses, academic programs of study, and requirements for financial, curricular, or programming reasons, and limit enrollments in specific programs and courses.

The organizations, businesses, and agencies listed are provided for informational purposes only. The Shepherd School of Language may not necessarily be affiliated with these third parties and is not responsible for the information or services rendered by these organizations, businesses, and agencies. The information provided does not constitute an endorsement of the services offered by any third party listed. The Shepherd School of Language is not responsible for and expressly disclaims all liability for damages of any kind arising from the use of, a reference to, or reliance upon any information received from the third parties listed.

Formatting Copyright

(c) 20XX, SSL

All rights reserved

SSL is a Trademark of the Shepherd School of Language. Trademarks may be registered in some jurisdictions. All other trademarks are the property of their respective owners.

No claim to copyright is made for original U.S. Government Works.