

2024-2025



CSULB

AMERICAN LANGUAGE INSTITUTE

## **ALI Student Handbook**

<https://www.cpace.csulb.edu/ali>

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Welcome to the Beach!



## Welcome from the Dean

On behalf of the College of Professional and Continuing Education (CPaCE), welcome to the Beach! As an integral part of CPaCE, the American Language Institute (ALI) at California State University, Long Beach will provide you with English language instruction that will help you achieve personal and professional goals. The Beach, as we affectionately refer to our campus, will also provide you with a supportive community and exceptional experiential learning opportunities.

As you grow during your time with us, the Beach community will grow with you through all you bring to our diverse, global community of learners. Thank you for joining us on a journey to transform lives, transform communities, and transform the world. Go Beach!

Best regards,



Christopher M. Swarat, Ph.D.  
Dean, College of Professional and Continuing Education

## Welcome from the Director



Welcome to ALI! We look forward to seeing you on campus this year! Whatever your academic goals, the ALI faculty and staff are here to help you succeed. Not only will you improve your English language skills, but you will also have many opportunities to participate in cultural events and activities.

ALI students come from many places around the world. You will meet many people from the U.S. and other countries. We encourage you to participate in the many ALI and CSULB activities to meet new people and practice English. We are committed to your success, so please let us know if you have any questions or concerns.

Best regards,



Jacqueline Record  
Director, American Language Institute

## Academic Calendar 2024-2025

### FALL 2024

IEP Student Orientation	AUGUST 22
First Day of Classes	AUGUST 26
Labor Day (Campus Closed)	SEPTEMBER 2
Veteran's Day (Campus Closed)	NOVEMBER 11
Fall Break (No Classes)	NOVEMBER 25 -NOVEMBER 29
Final Exams (IEP)	DECEMBER 9– DECEMBER 11
Certificate Ceremonies (IEP/GBP)	DECEMBER 11
Final Exams (CSULB)	DECEMBER 12 – DECEMBER 18
English Language & American Culture (Winter 2024)	JANUARY 6– JANUARY 17

### SPRING 2025

Martin Luther King, Jr's Birthday (Campus Closed)	JANUARY 20
IEP Student Orientation	JANUARY 16
GBA Prep Orientation	JANUARY 16
First Day of Classes	JANUARY 21
Spring Break (IEP/GBP)	MARCH 31-APRIL 6
Cesar Chavez Day (Campus Closed)	MARCH 31
Prep Orientation Day	APRIL 1
First Day of Prep Classes	APRIL 1
Finals Week (IEP)	MAY 5– MAY 9
Certificate Ceremonies (IEP/GBP/PREP)	MAY 9
Final Exams (CSULB)	MAY 12- MAY 17

### SUMMER 2025

IEP Student Orientation	MAY 22
First Day of Classes	MAY 27
Memorial Day (Campus Closed)	MAY 26
Juneteenth (Campus Closed)	JUNE 19
Independence Day (Campus Closed)	JULY 4
Language & Culture Orientation Day	JULY 7 (SUMMER 1, 1&2)
Language & Culture 1 (SUMMER 1)	JULY 7 – JULY 25
Language & Culture 2 Orientation Day	JULY 28 (SUMMER 2)
Language & Culture 2 (SUMMER 2)	JULY 28- AUGUST 15
Finals Week (IEP)	AUGUST 11 – AUGUST 15
Certificate Ceremonies (IEP)	AUGUST 15

## American Language Institute Mission & Goals

### American Language Institute Mission Statement

The mission of the American Language Institute (ALI) is to provide quality education that upholds the high academic standards and integrity of its affiliate campus, California State University, Long Beach (CSULB). The ALI team strives to maximize learning and successfully prepare students to thrive in their academic and professional endeavors.

As an integral part of the College of Professional and Continuing Education, the ALI responds to the needs of the local, national and international community. The ALI offers a variety of English Language programs. Our academic offerings include the Intensive English Program, Intensive Preparatory Program, Language and Culture Program, Graduate Business Preparation Program and university credit courses and customized short-term offerings. We also offer a professional teaching certificate in Teaching English as a Foreign Language.

### Our Goal is Your Success!

The goal of the ALI is to help you improve your English so that you can be successful in your academic and professional careers. Our experienced and friendly faculty will use the best methods and materials in the classroom. In order to help you meet your goals, you will be challenged to actively use English in writing, reading, public speaking, and conversation.

The ALI expects that you will come to each class on time and prepared for the day's lesson. We encourage you to attend the Conversation Lab and the Student Life Activities, both on and off campus, to make new friends and practice your English. We also provide a Homework Lab to support you with all your academic needs.

## American Language Institute Staff & Faculty

### Staff

**Jacqueline Record, Director** – Jacqueline provides overall administrative and strategic leadership for the American Language Institute. She oversees the general operations, staff, and faculty, and she works closely with the ALI team to streamline and implement policies and procedures. She is responsible for the ALI strategic program development and leads marketing, public relations, and outreach promoting its aims.

**Janeth Mendoza, International Student Advisor** – Janeth works with new and incoming students to make sure they are prepared to study at the ALI. Current students who have questions about their I-20s, visas, travel, or official university records should make an appointment with Janeth. Janeth also works with ALI students who need help applying to degree programs at Cal State Long Beach.

**Denay Ponce, Operations Coordinator** – Denay is responsible for supporting the daily operations of the ALI office. She assists with enrolling students, processing invoices, scheduling classrooms, arranging hospitality for events, and processing reports. In addition to providing services for students, she assists with providing administrative and technical support for the faculty and staff.

The ALI Office is located in the **Foundation Building (FND) 104**. We encourage you to contact us directly for our in-person office hours or request a virtual meeting via Zoom by emailing: [CPaCE-ALIPrograms@csulb.edu](mailto:CPaCE-ALIPrograms@csulb.edu) or submit a 'Contact Us' online request form by [clicking here](#).

## Program Coordinators

Each ALI program has a program coordinator who is responsible for choosing textbooks and setting the curriculum. The program coordinators are:

- Jennifer Nolasco, IEP & PREP Coordinator
- Courtney Stammler, Student Success Team, Special Programs & Credit Coordinator

## Faculty

Your instructors are committed to helping you improve your English and reach your goals. Email is the best way to contact faculty outside of class if you have any questions. Your teacher's email will be on your **class syllabus**. If you have any concerns with your class, you should speak to your instructor first to resolve the issue.



*Your teachers will give you a **Class Syllabus** on the first day of class. This is a very important document. You can always find your syllabus, course outline, and other important documents on Canvas.*

## Student Assistants

You will meet many CSULB students who work with the ALI office and at the Center for International Education. They love to help international students with general questions.

## Conversation Partners

Conversation Partners are CSULB students who visit ALI classes and participate in activities in order to help ALI students practice their English. This is a great opportunity for ALI students to make friends and learn more about life as an American university student.



## American Language Institute Programs

### **Intensive English Program (IEP)**

Offered in the Fall and Spring with an optional Summer session. The fall and spring sessions are 15 weeks with 23 hours per week of study. The summer session is 12 weeks with 27 hours per week of instruction.

The Intensive English Program (IEP) is a 7-level program which emphasizes preparation for academic work at the college level. This program is offered three times a year: Fall (August), Spring (January), and an optional Summer Session (May). Students may begin in any of the three sessions and continue year-round. All levels of English learners are welcome.

The IEP curriculum is specifically tailored to prepare our students for rigorous academic studies. Each class at each level has a set of specific objectives which must be met for the students to continue to the next level. Before receiving the English Proficiency waiver and entering the university, students learn how to write academic essays and research papers in their Reading/Writing/Vocabulary class, are held accountable for advanced grammar in their Grammar class, and learn how to give speeches and take notes on lengthy college lectures in their Listening/Speaking class.

### **Graduate Business Preparation Program (GBP)**

Offered in the Academic Year only. The fall and spring sessions are 15 weeks with 25 hours of instruction per week.

The Graduate Business Preparation Program (GBP) is for international students with advanced English skills who are preparing for entrance into a graduate business degree program in the United States. Each semester, students focus on important topics including management, finance, marketing, and entrepreneurship, all with an emphasis on international business and ethics. Students examine contemporary case studies, complete team projects, and analyze today's business trends and practices, all while improving their academic communication and Business English skills as well as preparing for the GMAT or GRE. Students learn about GBP programs in the area and benefit from special events and opportunities for career planning and professional development.

### **Intensive Preparatory Program (Spring Prep)**

Intensive Preparatory Program is only offered in the spring. Students who enroll in Spring Prep must enroll in classes in the subsequent semester to maintain their immigration status.

Spring Prep is a 6-week program with 23 hours of instruction per week. The program is designed for students who desire intensive academic English training. It is ideal for students who have less than two months to study, or for those who want to get a head start before transitioning into the Intensive English Program.

During the Spring Prep, students develop their communication skills, academic skills, and cultural awareness through 23 hours per week of study. In Reading/Writing class, students will learn paragraph

and essay writing, reading skills and comprehension, and vocabulary skills. In Listening/Speaking class, students will learn listening and note taking skills, presentation skills, and communication strategies. In Grammar class, students will develop skills in grammar forms and how to utilize them in writing and speaking. In Culture class students will learn about American culture and make comparisons with their own and other cultures.

### Short-Term Language & Culture Program

Offered in summer and winter (*The Winter Boost option requires concurrent enrollment in the Spring Intensive English Program (IEP). Students enrolling in this option will continue to the Spring IEP.*)

Summer Language and Culture programs are 3 weeks with 23 hours of instruction per week. Winter Boost is 2 weeks with 20 hours of instruction per week and is only available to students continuing in Spring IEP as full-time students.

The Language and Culture Program is offered for international students who want to improve their English language communication skills, while also learning about American culture. Students can choose to study in this short-term program only, or easily transition to the semester-long Intensive English Program afterwards.

## Student Activities

The American Language Institute offers students many enjoyable activities throughout the semester. All students are encouraged to take advantage of these opportunities to make friends, practice their English, and enjoy the Southern California community. You will receive an activities calendar at the beginning of your program. Also, your teacher will remind you of important events through announcements and flyers.



*Did you know that the ALI is active **on the Canvas Student Life page?**  
The Student Life page includes upcoming activities and important announcements!*

### New Student Orientation

All new ALI students attend one or more days of orientation. During this time, you will learn all about your program, the classes you'll be taking, and the many opportunities and resources available to you here at California State University Long Beach. You will also meet ALI staff and faculty as well as your classmates.

## Off-Campus Events

Throughout the semester ALI students will have the opportunity to see what beautiful Southern California has to offer. Take advantage of these activities, whether it's kayaking around Alamos Bay or going to an exciting American sports game!

## End of Semester Celebration

On the last day we come together to recognize all of your hard work and success. It is a time for you to say goodbye to your classmates who might be moving on to a university or returning home. Student speeches and a slideshow make this a very memorable event to end the semester. Students who have successfully completed and passed all of their courses are awarded a Certificate of Completion after final grades are completed.

## ALI Student Policies

### English Level Placement and Completion

The ALI will ensure you are placed in the correct English proficiency level. This means that you will be in a class that is challenging but not overly difficult.

### Intensive English Program (IEP)

Initial placement in one of seven levels is determined by the ALI Placement Test, which is administered online before orientation. Following initial placement, a set of diagnostics exams are completed in Week 1 to confirm placement. Students can request a level change in Week 1. The program coordinator and director will review your diagnostic results and inform you of any changes at the end of Week 1. Students continue through the levels in sequence. To be promoted to the next level in any class, you must pass the class with a grade of "C-" or higher. For more information about grades, see Appendix A-C at the end of this handbook.

To receive a Certificate of Completion in Levels Foundation, 1, 2, 3, 4, 5, and 6, you must receive a minimum grade of "C-" in all classes.

### Intensive Preparatory Program (Spring Prep)

Placement is determined by the ALI Placement Test, which is administered during orientation. A student's placement is solely based on the outcome of the placement test given online before orientation. All students receive a Certificate of Participation at the End of Semester Celebration. To receive a Certificate of Completion at the end of a term, students must pass all classes with the grade of "C-" or higher. Grades received at the end of the Intensive Preparatory Program do not affect the student's placement in the Intensive English Program.

## Graduate Business Preparation Program (GBP)

To receive a certificate of completion in the Graduate Business Preparation Program, you must receive a minimum grade of “C-” in all courses and modules.

## Short-Term Language & Culture Program

To receive a Certificate of Completion at the end of a term, students must pass all classes with the grade of “C-” or higher.

## Grade Appeal (IEP/PREP/GBP)

Students must schedule an appointment with their instructor to review the course grade in question. If students wish to take the appeal further, they must schedule an appointment with the program coordinator. If the issue has still not been resolved, the student may ask to schedule an appointment with the director.

## English Proficiency Waiver (IEP)

Successful completion of Level 4 of the American Language **Intensive English Program** fulfills English language admission requirements for CSULB undergraduate programs. Successful completion of Level 4 means passing all classes with a minimum grade of “C-.”

The ALI English Proficiency Waiver is also accepted by these local community colleges:

- Long Beach City College
- Cypress College
- Orange Coast College
- Golden West College
- El Camino College
- Mt. San Antonio College

Successful completion of Level 6 of the American Language Institute Intensive English Program fulfills English language admission requirements for *most* CSULB graduate programs. Successful completion of Level 6 means passing Integrated Skills with a minimum grade of “C-.” Students who do not pass Level 6 Integrated Skills will repeat the course.

To be eligible for the IELTS/TOEFL waiver at CSULB or partner schools, you must receive a letter of Academic Eligibility from the relevant school.



*Do you need information about applying to the university? Come see the ALI International Student Advisor, **Janeth Mendoza!** You may also email her at [Janeth.Mendoza@csulb.edu](mailto:Janeth.Mendoza@csulb.edu)*

## Attendance Policy

The American Language Institute wants all students to be successful. The best way to improve your English and adapt to your new life in the United States is to attend all of your ALLI classes. This includes:

- Attending in-person sessions if you are in the US
- Completing assigned work by the due date
- ALLI expects 100% attendance and punctuality (Attendance and late arrivals are recorded in every class)
- Students who have repeated absences must meet with an advisor and may be put on probation
- Students who fail to attend at least 80% of their classes may be dismissed from the American Language Institute\*

\*This may affect the immigration status of students with F-1 visas.

## Probation Policy

Like the university, the American Language Institute requires students to demonstrate academic progress throughout the program. ALLI students have many ways to receive help to improve their English and pass their classes. There are many reasons a student might not make satisfactory progress in their studies. Each ALLI program has a Probation Policy that states what ALLI students must do in order to remain enrolled in the institute.



**PROBATION:** a time when students have a second chance to improve their grades or behavior.

留校察看    مراقبة    thời gian tập sự    집행 유예

保護觀察    การคุมประพฤติ

## Intensive English Program (IEP)

IEP students are placed on probation if they have failing grades, poor attendance, or display unacceptable behavior. If your grades, attendance or behavior remain unacceptable during the probation period, you may only be allowed to enroll with the recommendation of your instructors and the approval of the Director.

If you are placed on probation, your Student Success Team Advisor will explain what you will need to do throughout the semester. For example, you may be required to attend the Homework Lab. If your grades, attendance, or behavior do not improve, you will not be allowed to re-enroll.

### Intensive Preparatory Program (Spring PREP)

If you have failing grades, poor attendance, or unacceptable behavior, you will be placed on probation during the term. If your attendance or behavior remains unacceptable during the probation period, you will not be allowed to enroll in other ALI programs.

### Graduate Business Preparation Program (GBP)

If you receive a grade in the first half of the semester which is lower than “C-“, have poor attendance, or display unacceptable behavior, you will be placed on probation. If your grades, attendance or behavior remain unacceptable during the probation period, you will not be allowed to re-enroll in the GBP Program in future semesters.

### Short-Term Language & Culture Program

If you have failing grades, poor attendance, or unacceptable behavior, you will be placed on probation during the term. If your attendance or behavior remains unacceptable during the probation period, you will not be allowed to enroll in other ALI programs.

## Health Insurance

Students on F-1 & J-1 visas must enroll and maintain health insurance coverage offered by John C. Breckenridge Insurance Solutions, Inc. (JCB Solutions) *before* classes begin in order to avoid the threat to the financial obligations uninsured students face. The coverage includes breaks while in the U.S. If a student fails to enroll and maintain the required health insurance coverage, he/she will not be enrolled in classes and therefore, not be able to participate in the program, which may result in violation of his/her immigration status. Students on special government scholarships do **not** need to purchase health insurance if their scholarship includes all medical costs. Students on government scholarships will be required to show a valid sponsorship letter and proof of enrollment.



*You can purchase your JCB Solutions insurance on-line at the following web address: <https://jcbins.com>. Type in CSU Long Beach and select ‘American Language Institute’ to begin the enrollment process.*



*Students **must** show proof of insurance, e.g., enrollment confirmation email before they receive a class schedule.*

## CSULB Immunization Requirements

- **Measles, Mumps, and Rubella (MMR):** Two doses on or after the first birthday **OR** laboratory test to show proof of immunity (titer). If you have both an immunization and titer, please upload the immunization record only, not both the immunization and the titer.
- **Varicella (Chickenpox):** Two doses on or after the first birthday **OR** laboratory test to show proof of immunity (titer). If you have both an immunization and titer, please upload the immunization record only, not both the immunization and the titer. Students who have contracted Varicella (Chickenpox) disease will be required to have Varicella IgG titer blood

testing. Since having the disease isn't acceptable proof of immunity, if the blood test shows that they DO NOT have immunity they will require 2 doses of the Varicella vaccine 28 days apart. If the blood shows immunity, then the lab report is acceptable proof. **Housing students only.**

- **Tetanus, Diphtheria, and Pertussis (Tdap):** One dose on or after the age of 7 years. A single dose (I) of the Tdap (Tetanus, Diphtheria, Acellular Pertussis) vaccine given at the age of 7 years old or older is required. We accept either the Boostrix or Adacel. They are FDA approved in the United States. **Housing students only.**
- **Hepatitis B:** Students 18 and younger.
- **Meningitis ACY-W (Menactra , Menveo or MenQuadfi):** Required for all students 21 and younger and required for all housing students (regardless of age). One dose on or after the age of 16. Doses given to the students prior to 16 years old is NOT acceptable.
- **Meningitis B (Trumenba or Bexsero):** Required for **Housing students only.** Students who will be living in housing must complete all doses prior to moving into housing.
- **Tuberculosis (TB) risk questionnaire\*:** Incoming students who are at higher risk for TB infection should undergo either skin or blood testing for TB infection within 1 year of entry into CSULB. New students are required to complete the TB Questionnaire, located in the [Patient Portal Links to an external site.](#) from their [student accounts Links to an external site.](#), under the clearance section. Depending on their answers to the questions, they may be waived or prompted to show proof of either a Negative TB skin test/TB Spot test, Chest Xray, OR Quantiferon Gold blood test.

If a student does not have proof, he/she may need to get these immunizations at Student Health Services on campus for an additional cost or contact their health provider. If a student does not receive immunization clearance by the deadline, he/she will be required to sign a letter of agreement issued by the ALI director, with an immediate due date, agreeing to meet the deadline. If he/she fails to comply, he/she will be dismissed from the ALI program, resulting in violation of his/her immigration status.

\*Please note: Students will not be issued a CSULB ID number and campus email address and access to activate their student accounts until 1-2 weeks after they apply. They will receive an email from campus with the information required.

Students will NOT meet the CSULB Immunization Requirements until all of the above has been fulfilled.

If you have any other immunization requirement questions, contact the nurse at the Student Health Services center at: [SHS-Vaccine@csulb.edu](mailto:SHS-Vaccine@csulb.edu)

## Tuition and Refunds

New students must pay tuition in full prior to attending IEP classes, at the latest on the Friday of IEP Orientation week. Continuing students must pay tuition for the next semester before classes begin. Students failing to pay tuition by that deadline are not guaranteed placement in the IEP. If a student is expecting a Financial Guarantee but does not yet have it, he/she must pay tuition with his/her own funds and request a reimbursement after the Financial Guarantee arrives. A \$50 late fee is applied to all students who are late in paying tuition.

The ALI offers various excursions and activities every session. The cost of some optional activities is not included in the tuition.



*The ALI application and deferral processing fee is non-refundable. Tuition refunds follow the CSULB policies and calendar. To submit a refund request, contact the ALI office. Contact JCB Insurance Solutions for a health insurance refund at [StudentServices@jcbins.com](mailto:StudentServices@jcbins.com).*

## Student Conduct

The ALI is committed to helping all students succeed. Having a positive learning environment is important for everyone. All CSULB students, including ALI students, are expected to follow the same basic rules. To be successful in our program,

1. Be on time for all classes.
2. Actively participate in classes.
3. Check your email every day. This is how we communicate with you.
4. Check CSULB Canvas for announcements, homework and information from ALI teachers
5. Turn in your homework on time.
6. Use the ALI Student Life page for information about health, studying and student success
7. Let us know whenever you have a question. We're here for you.

Interfering with the learning of others is a serious issue and the ALI will take disciplinary action if necessary. Below are examples of unacceptable behavior:

1. Disrupting or interfering with the learning environment
2. Use of cell phones other than teacher-directed activities
3. Any kind of discrimination toward students or teachers
4. Verbal or physical violence against students or teachers, including bullying
5. Use of violent or threatening language verbally or in writing
6. Dishonesty, cheating, plagiarism, lying to teachers, or misuse of university documents\*
7. Misuse of university computers or equipment
8. Disorderly or obscene behavior including sexual harassment
9. Theft or damage of university property

This list has been adapted from the California State University, Long Beach Campus Regulations catalog. View the Catalog for the complete list. CSULB Code of Conduct: [Student Conduct and Ethical Development | California State University Long Beach \(csulb.edu\)](#)

[Campus Rules and Regulations | California State University Long Beach \(csulb.edu\)](#)

\*To learn more about the Academic Integrity policy, click here: [Academic Integrity  
https://www.csulb.edu/academic-senate/policy-academic-integrity-regarding-cheating-and-plagiarism](https://www.csulb.edu/academic-senate/policy-academic-integrity-regarding-cheating-and-plagiarism)

Consequences: Students who display unacceptable behaviors will be subject to disciplinary action by ALI and CSULB.



## Complaints, Concerns, and Suggestions

The ALI faculty and staff want all students to have a good experience in the program. If you have a complaint, concern, or suggestion, please let us know. You can talk to your teacher and advisor. You may also visit the ALI office in the Foundation Building (FND) 104 and talk to a staff member there or email us at [CPaCE-ALIPrograms@csulb.edu](mailto:CPaCE-ALIPrograms@csulb.edu). Further, ALI follows the [CEA Standards \(The Commission on English Language Program Accreditation\)](#) and complaints can be filed: [Complaints - The Commission on English Language Program Accreditation](#).

## Your F-1 Student Visa

### Maintaining Your Student Visa

ALI students who entered the country with a student visa (F-1 or J-1) must maintain their status. That means they must always be enrolled in a full-time program, have acceptable attendance, and progress and communication through the program.

### Travel Outside of the US

Students may travel outside the U.S. only during ALI vacation periods and weekends. At least 10 days before your departure, request a travel signature by going to the [ALI website](#), click on the [request link](#) and submit your request. Your electronically signed Form I-20 will be emailed to you with a travel signature on the 2<sup>nd</sup> page of the I-20 before your travel date.

If you need to return home for an emergency and cannot come to the ALI Office (FND-104) for the proper documents, click on the [request link](#) and submit a ALI Travel Signature Request. Your request will be processed, and your Form I-20 will be emailed to you with a travel signature on the 2<sup>nd</sup> page of the I-20.

If you are taking a holiday trip to Mexico, Canada, or another country, we advise that you check the website of the U.S. consulate or Embassy of the country you wish to visit regarding the required visas or permits.



### **ALI Document request form:**

[complete the online International Student Document Requests form](#)

**You can contact the ALI office at 562-985-8424 or email:**  
[CPaCE-ALIPrograms@csulb.edu](mailto:CPaCE-ALIPrograms@csulb.edu)

### Transferring to a different School

If you decide to transfer to another school, you first must apply and receive acceptance to your new school. To request a transfer of your student record, submit the request online from the ALI website:

- I. Complete the [complete the online International Student Document Requests form](#)

2. Upload your transfer form or acceptance letter from the new school.
3. The start date of the next term at the new school.

## Student Advising

### International Student Advising (FND-104)



**Janeth Mendoza** is the ALI International Student Advisor and DSO/ARO. She advises new and returning students about their admissions to ALI programs and California State University, Long Beach.

She helps you with:

- Applying to the ALI
- Applying to CSULB
- Important deadlines and policy requirements
- Your English Proficiency (TOEFL/IELTS) Waiver
- Conditional admissions
- Health insurance and immunizations
- Travel outside the United States
- Maintaining F-1 visa status
- Working in the United States
- Transferring to another school
- Government scholarships
- Letters of enrollment

### Student Success Team



The **Student Success Team** is a group of Faculty Advisors who are available to help students meet their academic goals. Every ALI student has a Student Success Team Advisor. You will meet your advisor at the beginning of the semester. The advisors assist students with a variety of topics including, but not limited to, the following:

- Classroom Success
- Applying to the University
- Improving grades
- Problems with a classmate
- Problems with a roommate
- Understanding American Culture
- Finding help and support for a variety of things

ALI students who are on academic probation must meet regularly with their advisor. You may receive an e-mail or phone call from your advisor if he or she wants to meet with you about an important issue. Also, your teacher might ask you to meet with your advisor to get additional assistance outside the classroom.

The advisors look forward to serving you and helping you meet your goals! Don't hesitate to come to the office and speak to an advisor.

The **Student Success Team** also teaches very helpful **Success Workshops** throughout the semester that will improve your English and success at CSULB!

The ALI also has a **Student Ambassador Team** made up of students who serve as class representatives and communication liaisons. For information about getting involved in the Student Ambassador Team, speak to your advisor.

## Student Success Team Advising

For questions about advising, please contact **Courtney Stammler** at [Courtney.Stammler@csulb.edu](mailto:Courtney.Stammler@csulb.edu).

## Student Resources

CSULB offers various campus programs and services. Visit our [website for a full list of resources](#) for ALI students or download the CSULB Mobile App. Other important resources are listed below and will also be addressed during orientation.

### ALI Homework Lab

The Homework Lab takes place after class from Monday through Thursday. There ALI students can receive help from tutors. Tutors are university students with majors and backgrounds in English language teaching. Tutors can help ALI students with their homework, projects, and speeches, so that they can be more successful in their classes.

### ALI Conversation Lab

The Conversation Lab takes place after class from Monday through Thursday. Conversation Partners are students at CSULB who love to meet ALI students and help them practice their English. Conversation Partners and students talk informally in small groups about many topics of interest to students.

### Horn Center: University Art Museum & Student Computer Lab

The Horn Center houses the largest open-access lab in the CSU system. Students visit the Horn Center to print out their homework or take a break between classes. The Horn Center also houses the beautiful University Art Museum where students can enjoy educational and beautiful exhibits of art, design, technology, music, and culture.

### Student Success Center (SSC-110)

The CSULB Student Success Center offers a lot of support for students. It features the Bob Murphy Access Center (BMAC), where staff members provide assistance and counseling to students with disabilities.

## **The Learning Center (SSC-160)**

The Learning Center (TLC), located in the Student Success Center, hosts special workshops on how to study for tests and handle the stress of homework. Higher level students (Levels 5-6) can benefit from help from TLC tutors when working on their research projects.

## **University Library**

CSULB is proud to have a large, state-of-the-art library. Students visit the library to study, use a computer, or complete their research. Librarians are available to help students find the resources they need and answer questions about how to use research in their writing.

## **University Student Union (USU)**

Students at our university think of the USU as the heart of the campus. It's where students, staff, and faculty go to eat lunch, grab a coffee, or relax at the movie theater, bowling alley, or swimming pool. The USU conveniently has ATMs, banks, a salon, several restaurants, a quiet study space, and a campus police station.

## **Student Recreation and Wellness Center (SRWC)**

The CSULB Student Recreation and Wellness Center is an impressive, state-of-the-art fitness center equipped with exercise machines, swimming pools, and basketball courts. Members can also take fitness classes like yoga or martial arts, or they can join a sports team like basketball, soccer, volleyball, or badminton. Membership for ALL students is \$37 per month.

## **Health & Safety**

### **Student Health Services**

Student Health Services (SHS) center is where CSULB students can go to see a nurse or doctor, visit the pharmacy (cash only), or request other medical services like immunizations or lab work at a low cost. Student Health Services center also provides health education and other resources to the CSULB community. All CPaCE students will be required to pay \$15 service fee. The pharmacy accepts cash only.

### **University Police**

The University Police has two offices: one is in the UP building next to the Student Recreation and Wellness Center (SRWC) and the other is on the second floor of the University Student Union (USU). Dial '911' for emergencies. If you are on campus, you will be directed to the University Police. The non-emergency line is 562.985.4101.

## Campus Life

### CSULB Student Organizations

Joining a [student club](#) is a great way to make new friends and improve your English. There are student organizations for your major, country, religion, or many hobbies.

### Dining on Campus

The [University Student Union](#) houses many restaurants with different kinds of food. The Outpost Grill, located near the ALI Office, is also a popular place to eat. There are also numerous vending machines and convenience stores located all over campus.

## Life at the Beach

### Long Beach City Highlights

Long Beach is so close to every terrain and climate that in one day, you could surf in the morning, snow ski in the afternoon, and come home and see a movie at night. Every famous Southern California landmark, attraction, and destination is easily within a two-hour drive from the city. Here are some highlights you might want to visit while living here. For more information and to inquire about tickets, you can visit the information center in the center of the University Student Union.

- Aquarium of the Pacific
- Belmont Shore & Naples Island
- Beverly Hills
- Disneyland
- Downtown Los Angeles
- Hollywood
- Huntington Beach (Surf City, USA)
- Santa Monica Beach
- The Getty Center
- The Queen Mary
- Universal Studios
- Venice Beach

### Housing

There are many apartments in the area in a range of prices. Monthly rent depends on the size of the apartment, the number of people sharing it, furnished/unfurnished, length of lease (rental agreement), and cost of utilities. There are many useful websites that can help you find an apartment:

- Apartments.com
- ForRent.com
- Roommates.com
- MyApartmentMap.com
- ApartmentList.com

Average Long Beach Prices (unfurnished):

<b>Studio</b>	\$1,300-\$1,700/month
<b>1-Bedroom</b>	\$1,750-\$2,250/month
<b>2-Bedroom</b>	\$2,500-\$3,500/month

You may also contact the ALI office for a list of other housing options including a list of homestay agencies\*

\*Homestay Disclaimer: California State University of Long Beach/Center for International Education does not assume any responsibility to Homestay Agents, their business partners, or the Homestay Agent’s clients. CSULB/CPaCE does not inspect homes, prepare contracts, nor place students with host families. CSULB/ CPaCE is not affiliated with any of the agencies that are posted on this page. CSULB/ CPaCE is not responsible for any rental agreements or liable for any damage done to homestays. It is the responsibility of the participant to evaluate all housing options; including their potential roommates, landlord and rental agreements. For more housing options, please visit the [Housing](#) website.

## Getting a Driver’s License

If you are 18 years of age or older and want to apply for a driver license, you will need to do the following:

- Obtain and study a copy of the “California Driver Handbook” from the Department of Motor Vehicles (DMV).
- Make an appointment with the DMV at <http://www.dmv.ca.gov> outside of class time
- Visit the DMV office and bring your passport, your Form I-20, and a printed copy of your Form I-94
- Complete a Driver License application form (DL 44) which you can receive at the DMV office
- Give a thumb print
- Pay the application fee
- Pass a vision exam
- Pass a traffic laws and signs written test
- Make an appointment to take and pass your driving test.
- Provide proof of financial responsibility – i.e., car insurance



*If you would like to take a practice DMV test, you can visit this webpage:*  
[https://www.dmv.ca.gov/portal/dmv/detail/dl/dl\\_dt](https://www.dmv.ca.gov/portal/dmv/detail/dl/dl_dt)

Here are the closest Department of Motor Vehicles (DMV) offices to California State University, Long Beach:

<b><u>LONG BEACH</u></b> 3700 E Willow Street Long Beach, CA 90815	<b><u>BELLFLOWER</u></b> 9520 E Artesia Blvd Bellflower, CA 90706	<b><u>FULLERTON</u></b> 909 W Valencia Dr Fullerton, CA 92832
<b><u>TORRANCE</u></b> 1785 W 220 <sup>th</sup> St Torrance, CA 90501	<b><u>SANTA ANA</u></b> 1330 E 1 <sup>st</sup> St Santa Ana, CA 92701	<b><u>WESTMINSTER</u></b> 13700 Hoover St Westminster, CA 92683

DMV Phone: (800) 777-0133  
 DMV Website: [www.dmv.ca.gov](http://www.dmv.ca.gov)

## Student Technology

### Campus Wireless Internet (Wi-Fi)

In order to use the campus Wi-Fi network, ALL students must first activate their student account. All students who participated in the ALI Placement Test have set-up their accounts successfully. Here are the steps you'll need to take to access campus WiFi

1. Select *beachnet+* or *eduroam* on your wireless device (Forget all previously used CSULB Wi-Fi networks including *beachnet-guest-access* and *beachnet+*)
2. Your username is your campus email address
3. Your password is your <http://sso.csulb.edu/> password / student account password



*Single-sign on passwords must be 10-16 characters in length and have three of the following four character types:*

- Uppercase letters (A through Z)
- Lowercase letters (a through z)
- Numbers (0 through 9)
- Special characters (~!@#\$%^&\*./)

*For example, Gobeach2020 would be acceptable.*

### Using Canvas

Canvas is the University's e-learning environment. Instructors who choose to use Canvas often use it to post their course syllabi, lecture materials, assignments, discussions, and even grades. There is also a Canvas 'Student Life' page that offers you many resources. To access Canvas, go to:

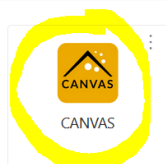
- 1) Login to [Single Sign On](#) by using your CSULB email address and password.
- 2) Select the CANVAS icon from your Apps Dashboard.



#### Apps dashboard

CSULB Apps

▼ Apps





All ALL instructors use Canvas to post important class information including your grades and assignments. Make sure to log in regularly!

If you need help with Canvas, you can ask your instructor, Student Success Team advisor, or visit the Academic Technology Services desk at the Academic Services (AS) Building room 120. The AS building is next to the library [map](#).

## Filing a Complaint with CEA



### Filing a Complaint Against a CEA Accredited Site

A program or language institution that is accredited by the Commission on English Language Program Accreditation must maintain compliance with the *CEA Standards for English Language Programs and Institutions* throughout the term of accreditation. CEA provides the public the opportunity to report any evidence that the *CEA Standards* are not being met. Detailed procedures are published in the *CEA Policies and Procedures*, available on the CEA website at [www.cea-accredit.org](http://www.cea-accredit.org).

#### Why to file

- An accredited program must continue to meet the *CEA Standards*. Complaints may be filed for noncompliance with one or more standards.
- An accredited program must report any substantive change that affects its eligibility for accreditation. Complaints may be filed for failure to report substantive change.

#### Who may file

Students, faculty members, staff members, and others who may have knowledge of an alleged failure by an accredited program or language institution to maintain the *CEA Standards*, may file.

#### How to file

Complaints must contain contact information of the complainant and should be submitted following the procedures in the *CEA Policies and Procedures*. Complaints can be submitted electronically to [info@cea-accredit.org](mailto:info@cea-accredit.org) or by mail to the address below.

- Complaints for non-compliance with the *CEA Standards* must be written, must reference a specific standard, and must document the nature of the non-compliance.
- Complaints for failure to report a substantive change must be written and signed and should explain how, in process or content, the program or language institution has substantively changed from when it was last reviewed.

Note that each accredited site must publicly post a copy of the *CEA Standards*. The *CEA Standards* are also available on the CEA website at [www.cea-accredit.org](http://www.cea-accredit.org).

#### Adjudication of complaints

CEA sends a copy of the complaint to the primary contact at the accredited program or language institution for a response. The complaint is adjudicated following the procedures specified in the *CEA Policies and Procedures*. In reviewing a complaint, CEA's policies intend to provide judicious review of the complainant's concern regarding compliance with the *CEA Standards* while ensuring due process for the site.

If you have questions, or you would like to discuss your concerns, please contact CEA at [info@cea-accredit.org](mailto:info@cea-accredit.org) or (703) 665-3400.

Commission on English Language Program Accreditation 1001 North Fairfax St., Suite 630, Alexandria VA 22314  
Phone: (703) 665-3400 [www.cea-accredit.org](http://www.cea-accredit.org)



## Closing Message

The ALI hopes that you have a positive experience while studying here. This handbook contains information that may be useful throughout your time here, so you should keep it handy. If you have a question or concern, please come to the ALI office in FND-104 to ask one of our staff members. We wish you a lot of success in learning English here at the **ALI! Go Beach!**



CALIFORNIA STATE UNIVERSITY  
**LONG BEACH**  
American Language Institute

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