



Where Learning & Aloha Meet!

Institute of Intensive English

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MESSAGE FROM THE DIRECTOR

Aloha!

Welcome to IIE! As a new or returning student it is important to be aware of the policies and procedures that govern our school. This handbook contains important information about most things you will need while you are at IIE. All students are responsible for the contents of the handbook. Please read this document and become familiar with its contents.

The IIE Student Handbook also contains information about our student services and resources you may need while adjusting to your new life in Hawaii. We are so happy to be in the heart of Waikiki with so many activities and events that happen just outside our doors. Be sure to check some of them out. See the "About Hawaii" section to learn more.

Most answers to the questions you might have about our student services are in this handbook. This includes information about accommodations, home-stay, activities, admissions, and visa and immigration. We are here to ensure your success and satisfaction while you are at IIE. Let us know how we can assist you.

Sincerely,

Ed Lee
School Director
Institute of Intensive English

DISCLAIMER

The IIE Student Handbook is a compilation of the services, policies, practices, and procedures that are available at the school. Please read it and become familiar with it. Together with our website (www.iiehawaii.com), it provides answers to many questions, informs students of their rights and responsibilities, and establishes the school's expectations of its student community.

IIE reserves the right to modify, change, or eliminate any policy, practice or procedure described in this handbook and to create new policies and procedures as needed or in response to changes in applicable laws and regulations. Such changes may be of any nature, including but not limited to, the modification or elimination of policies, procedures, activities, services or programs. Students will be advised of changes as practical. By the act of enrolling at IIE, including registering for courses, attending classes, payment of tuition or fees, or participating in school activities, students consent to comply with the policies, procedures, and practices described in this publication and the school's related rights. If you have any questions or need further clarification, please speak to someone at the front desk.

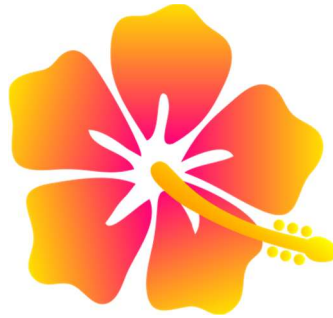
IIE is committed to a policy of equal treatment and opportunity in every aspect of its relations with its students, faculty, staff, applicants, and members of the larger community. This includes the admissions process, access to programs, privileges, activities and services, without regard to age, race, color, creed, religion, national origin, citizenship status, gender, sexual orientation, marital status, disability, or status as a military veteran, or for any other category recognized by local, state or federal law.

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IIE HAWAII'S MISSION STATEMENT

WITH THE ALOHA SPIRIT AS OUR GUIDING PRINCIPLE, IIE HAWAII'S MISSION IS TO PROMOTE A DYNAMIC AND ENGAGING EDUCATIONAL EXPERIENCE FOR OUR ENGLISH LANGUAGE LEARNERS, AND PROVIDE QUALITY STUDENT SERVICES, ACTIVITIES AND ACCOMMODATION.



VISION STATEMENT

FOSTERING ENGLISH FLUENCY AND ENRICHING PEOPLE'S LIVES THROUGH ACADEMIC EXCELLENCE, CULTURAL EXCHANGE AND THE SHARING OF ALOHA.

THE ALOHA SPIRIT

The Aloha Spirit is the working philosophy of IIE Hawaii and is more than a word of greeting or farewell. Aloha means mutual respect and friendliness and extends warmth, fairness and understanding to all our customers and employees.

Employees of IIE strive to use the word 'Aloha' as official expression of the 'Aloha Spirit' when greeting one another and the public so that we are ever reminded of this our higher goal.

WELCOME TO IIE

We hope your time with us is filled with adventure and Aloha. While you're at IIE, we encourage you to explore and take part in the unique culture and lifestyle of Hawaii. To help you do this, it's very important to be open to new experiences. Not only will your English improve, but you'll be taking steps to becoming a global citizen.

When you are in a new place where many things are different from how they are at home, it's normal to feel frustrated, stressed and even angry sometimes. If you find yourself feeling like this, it might help to remember why you flew all the way to the middle of the Pacific Ocean. You didn't come here to have the same life and meet the same kinds of people, eat the same kind of food and speak the same language as you do in your home country, did you?

SCHOOL FACILITIES

Our school is located in the heart of Waikiki in the Bank of Hawaii Building on Kalākaua Avenue, right next to Waikiki Beach Walk. Our building has 24-hour security and secure parking, which has hourly parking fees. We are sorry, but IIE cannot validate parking for anyone.

PERSONAL PROPERTY

Please keep your personal belongings with you at all times. IIE Hawaii is not responsible for the loss or damage of any personal property. Textbooks are expensive so don't leave your books at school. Anything left in the refrigerator will be thrown away each Friday, so please take out anything you want to keep by the end of the week.

LOST AND FOUND

Lost items can be found in the lost-and-found-box located in the computer lab. Or you can ask the front desk if anyone has turned something in.

HOURS

8:00 am–5:00 pm

Monday–Friday

CONTACT INFORMATION

2155 Kalākaua Avenue

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SMART PHONES AND TABLETS

To ensure that your teachers can focus on helping you to improve your English, you MAY NOT use your cell phone or other portable communication devices during class time for any reason (unless authorized by your teacher for a specific exercise). We understand that this may inconvenience you because you might use your device to access a dictionary. We recommend getting a paper dictionary for class. It's better for your English too! Your teachers work very hard to ensure that your lessons are engaging and productive and it would not be fair to you if they had to take time away from class work to check if students were using Facebook or other social media sites.

Please turn off or silence your devices and smart phones before class begins. If you fail to follow this policy, you will be asked to leave class and you will be marked absent. If you have any questions, please speak to the Academic Director.



IIE HAWAII STAFF



Ed
School Director

**Come to
say
hello.**

**See me about
activities, if you
need help with a
problem or have a
question, or need
a student ID card.**

Joel
**Assistant Director,
Activities**



**See me if you have
questions about your
classes, level, or if
you have grammar
questions!**



Jenae
Academic Director



Sadie
Housing

**See us for questions about
visas, registration, and
homestay or other
accommodation!**



Mahoro
Admissions



Nozomi
Homestay

FIRST DAY

- ➡ 8:15 – Check-In
- ➡ 8:15-9:00 – Oral Interviews
- ➡ 9:00 – Written Placement Test
- ➡ 10:10 – Orientation & Tour
- ➡ 11:00 – Books & Level Placement

YOUR FIRST DAY AT SCHOOL

On your first day at IIE, please arrive at 8:15am with your passport, visa, I-20 and a pen or pencil. After you check-in, you will have an oral interview, take a written placement test, have an orientation and take a short tour of the school.

Please help yourself to coffee or tea (free on the first day). When you check in, we will give you a number and ask you to wait in a classroom. Finish filling out any paperwork you have or read this handbook while you are waiting. When you hear a teacher call your number, follow him or her for a short interview. After the interview, you will return to the classroom and take the IIE Placement Test. This test is 45 minutes and includes listening, reading, and use of English.

After the test, you will have a short break followed by an orientation where you will learn about IIE and Hawaii and then be given a tour of the school. You can expect to be finished by 11:30am at the latest. Then you are free to enjoy the day at the beach, exploring Waikiki or getting some rest at home. Classes begin the next day at 8:30am.

SCHOOL SERVICES

Our staff is available during office hours, 8am–5pm, Monday–Friday, to answer any questions or address any concerns you may have. Your satisfaction is our highest priority so please let us know if you have any problems with anything at all. Don't be afraid to ask for tips on where the locals go for fun.

COFFEE & TEA

Coffee and tea are available for your convenience in the kitchen area. Pay just .25¢ per day; not per cup.

TELEPHONE & FAX

The front desk can take and relay emergency or other important messages for you. For FAX, there is a charge of \$2 per page to send and \$1 per page to receive.

STUDENT ID CARDS

IIE will make you a student ID card if you are studying 4 weeks or more. Just ask the Assistant Director for more information. There is a \$10 fee if you lose the card or if you want one and are studying less than four weeks.

COMPUTER LAB

We have multiple computers available for your use during school hours. However, classes and exit testing have priority. Please wait until the class or testing is finished if students are using computers for this reason. All computers have internet access. Free wireless internet is also available.

PROFICIENCY LEVELS

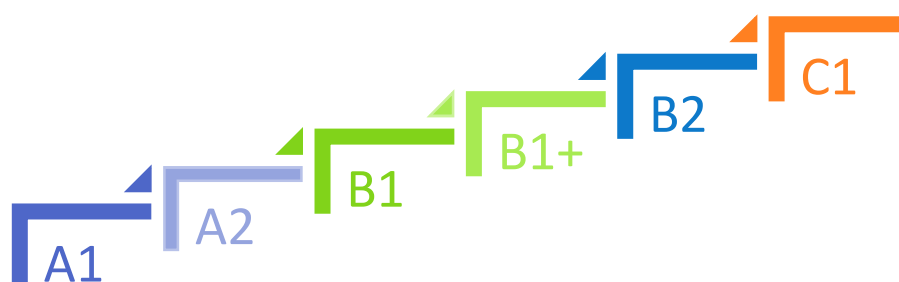
All IIE academic courses align to the Common European Framework of Reference for Languages (CEFR). The CEFR was developed by the Council of Europe to establish international standards for language learning, teaching and assessment. Within the framework, there are six common reference levels of language proficiency. We use: A1, A2, B1, B1+, B2, and C1.

These reference levels describe what you 'can do' at each level. In the classroom, this means you will work to complete life-like rehearsal tasks that you will most likely need when you are out communicating in English in the real world. To complete the task successfully, you should use as much of the vocabulary and grammar you learned all week to show your progress.



IIE HAWAII PROFICIENCY SCALE

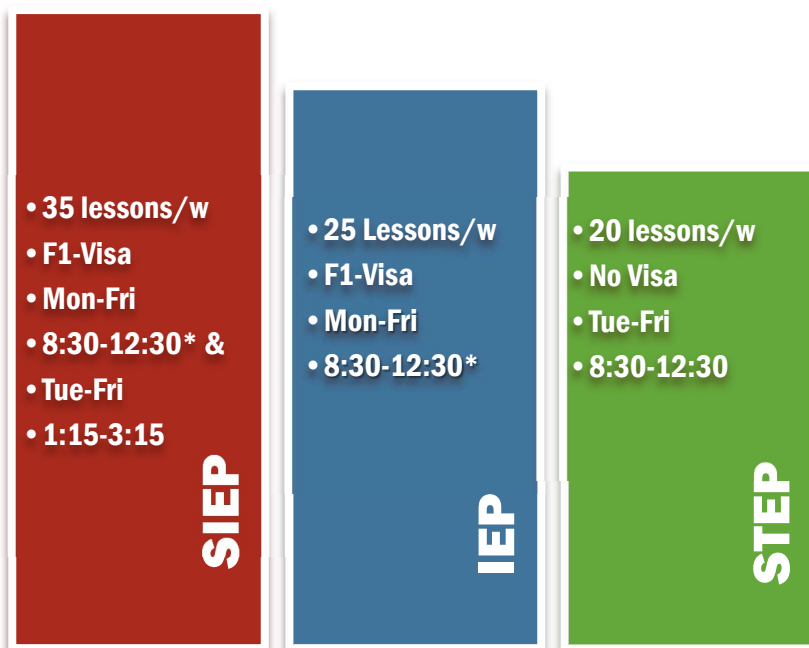
C1 ADVANCED	Can understand a wide range of demanding, longer texts, and recognize implicit meaning. Can express yourself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed texts on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.	24 Weeks
B2 HIGH- INTERMEDIATE	Can understand the main ideas of most texts on concrete and some abstract topics. Can interact with some fluency and spontaneity that makes regular interaction with native speakers possible with only minor strain for either party. Can produce mostly clear texts on a range of subjects and explain a viewpoint on a topical issue by giving the advantages and disadvantages of various options.	24 Weeks
B1+ INTERMEDIATE	Can understand the main points of clear standard speech or texts on most matters encountered in work, school, and leisure. Can deal with most typical and some unexpected situations likely to arise while traveling where the language is spoken. Can produce connected texts on topics of personal and professional interest. Can describe experiences, events, dreams, hopes and ambitions well and give specific reasons and detailed explanations for opinions and plans.	12 Weeks
B1 LOW- INTERMEDIATE	Can understand the main points of clear standard speech or texts on familiar matters regularly encountered in work, school and leisure. Can deal with most situations likely to arise while traveling where the language is spoken. Can produce simple connected texts on topics of familiar or personal interest. Can describe most experiences and events, some dreams, hopes and ambitions and briefly give reasons for opinions and plans.	12 Weeks
A2 HIGH- BEGINNER	Can understand sentences and common expressions related to areas of immediate importance, such as very basic personal and family information, shopping, local geography and work. Can talk about simple routine tasks that require a direct exchange of information. Can describe in simple terms aspects of your background, immediate environment and matters in areas of immediate need.	12 Weeks
A1 LOW- BEGINNER	<ul style="list-style-type: none"> Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce yourself and others and can ask and answer questions about personal details such as where you live, people you know and things you have. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help. 	12 Weeks



PROGRAMS

GENERAL ENGLISH PROGRAM

General English courses are integrated four-skill courses in American English for adult learners. Each course has two periods, taught by separate instructors. General English courses focus on practical communicative skills. Our curriculum is based on 'Can Do Statements.' Each week, you will learn the grammar, vocabulary, skills and strategies you need to carry out 'real-world' spoken or written tasks. On Friday you will find out how much you have learned after you do a speaking or writing task with another student and you take a quiz. Before class is finished, your instructors will give you a **Weekly Grade Sheet**. This has your total grade for each period for the week. Grades are based on your speaking or written task, quiz, class participation and homework.



*Monday 9:00am-1:00pm

STEP– 20 LESSONS/WEEK

This is IIE's **Short-Term English Program** for students on a visa waiver, tourist visa or a visa other than F-1 student visa.

STEP: 20 lessons per week, T-F, 8:30am–12:30pm.

IEP– 25 LESSONS/WEEK

The **Intensive English Program** is for highly motivated students who are committed to improving their English. You need an F-1 student visa to enroll in this program. To make the most progress, we recommend IEP students study three months or more.

IEP: 25 lessons per week, M-F, 8:30am–12:30pm.

SIEP– 35 LESSONS/WEEK

This is IIE's **Super Intensive English Program** and is for students who want to make the most progress in the shortest time possible. Students in this program also need an F-1 student visa. We also recommend SIEP students study three months or more.

SIEP: 35 lessons per week, M-F, 8:30am–12:30pm & 1:15–3:15pm, T-F.

MONDAY ELECTIVES (MONDAY CLASS TIME: 9:00AM-1:00PM)

Elective classes are courses for intensive (IEP) and super-intensive (SIEP) students. These classes meet on Mondays for four hours. In these classes, students build on the language skills they are learning in their general English classes and focus more on some of the skills covered only briefly in the regular classes. Past classes have included topics such as pronunciation, writing, idioms, reading, speaking, phrasal verbs, listening, English through TV, TED Talks and music for listening comprehension.

CAMBRIDGE EXAM PREP

 Winter	 Spring	 Fall
9 weeks	12 weeks	12 weeks
Jan-Mar	Mar-June	Sep-Nov

FIRST & ADVANCED CERTIFICATE PREP—25/32.5 LESSONS/WEEK

IIE is an Official Cambridge Preparation Center offering intensive and super-intensive courses to prepare students to take the First Certificate in English (FCE) and the Certificate in Advanced English (CAE).

The FCE is an upper-intermediate level exam (B2), and the CAE is an advanced level exam (B2/C1). Both certificates are challenging and highly-respected assessments of a person's English language proficiency. What's more, unlike the TOEFL and other exams whose scores are only valid for a few years, scores for Cambridge exams are valid for life! Our rigorous courses will teach you the skills and strategies needed for success on exam day.

OTHER PROGRAMS

SMALL GROUP CONVERSATION—10 LESSONS/WEEK

This is a unique program in Hawaii as it focuses on developing individual student speaking skills. Classes are limited to five students so that each student gets focused individualized attention. It is perfect for students who have specific goals and limited time to accomplish them.

Tuesday- Friday, 1:15pm-3:15pm.

PRIVATE LESSONS

IEP students (with an F1 visa) can add one-on-one private lessons to their full-time schedule to focus on specific areas of study. Private lessons are the best option for students with limited time to study. It is also ideal for students who want to focus on a specific area such as business or travel/tourism, or on a specific grammar point.

Tuesday- Friday, 1:15pm-3:15pm. (There are some exceptions to the time depending on Teacher availability)

ACADEMIC YEAR PROGRAM

This program is ideal for long-term students who plan to take time off for vacation or travel. The Academic Year Program is four 9-week sessions for a total of 36 weeks. Students must enroll for 4 sessions and may start at the beginning of any session. Students may take a break during the summer session, but must have been enrolled the previous session to qualify. The last day of the program is the final day of the student's 4th session of study.

ACADEMIC YEAR SCHEDULE

Session 1:	January — March
Session 2:	March — May
Summer Session 3:	May — July
Session 4:	August — October
Session 5:	Oct. —December

HAWAII RAINBOW PATHWAYS

Our unique Hawaii Rainbow Pathways partnership with University of Hawaii's Kapiolani Community College (KCC) offers students special pathways leading to college/university studies and career training. Upon acceptance by IIE, students receive conditional acceptance to KCC. Students also receive special assistance from both IIE and KCC counselors during their studies at IIE. At graduation, students are awarded a certificate of official recognition and acceptance by KCC. Step on the pathway to success!

ACADEMIC TRACK

After successful completion of IIE's Academic Track Course, students transfer directly to KCC college credit programs with no TOEFL score requirement. Students should be minimum B1+ level (intermediate) to begin Academic Track.

HAWAII RAINBOW BEACH TO CAMPUS ENGLISH

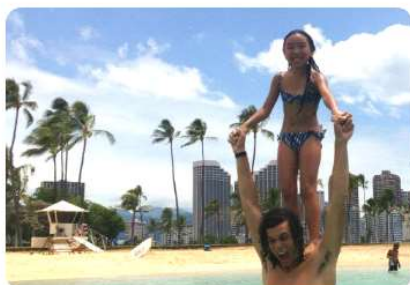
This special joint venture offers students the unique opportunity to study intensive English at both institutions in the same program. Students have a taste of life on a beautiful American college campus and also experience Waikiki beachside living at IIE Hawaii.



KIDS AND TEENS ENGLISH PROGRAMS

KID-STEP & TEEN-STEP

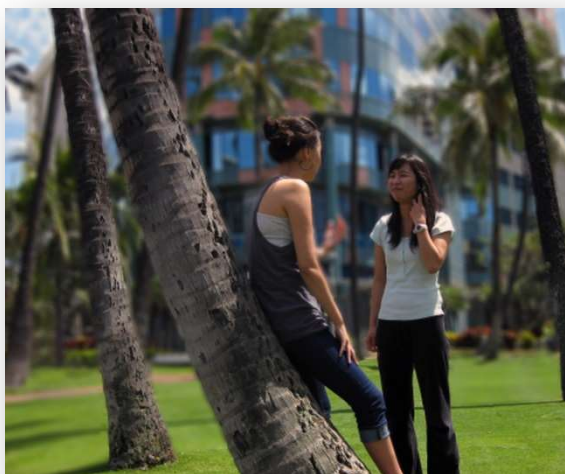
We offer exciting English plus activity programs for children between the ages of 6-12 years old in the Kids' Short Term English Program (K-STEP), and young adults between the ages of 12-16 years old in the Teen Short Term English Program (T-STEP). Students have three hours of beginner to intermediate level lessons at our school Monday-Friday, and different fun activities and trips around Hawaii every school day. Students may join any number of weeks, from one week to the full 6-week program. Snacks are included, but students must bring their own lunch. Homestay may be available for T-STEP students.



WEEKLY SCHEDULE

	MONDAY		TUESDAY-FRIDAY	
	AM	PM	AM	PM
	9:00-1:00	1:15-3:15	8:30-12:30	1:15-3:15
STEP (20 lessons/week)			✓	
IEP (25 lessons/week)*	✓		✓	
SIEP (35 lessons/week)*	✓		✓	✓
ACADEMIC TRACK (25 lessons/week)*	✓		✓	
FCE/CAE WINTER (32.5 lessons/week)*	(8:30-12:30)	(1:15-2:30)	✓	(1:15-2:30)
FCE/CAE SPRING & FALL (25 lessons/week)*	(8:30-12:30)		✓	
ACADEMIC YEAR (25 lessons/week)*	✓		✓	
SMALL GROUP CONVERSATION (10 lessons/week)				✓
PRIVATE LESSONS (varies)		✓		✓

*Requires F-1 Student Visa with I-20



ACADEMIC POLICIES



ENGLISH ONLY POLICY

IIE Hawaii wants all students to get the most out of their English language studies while they are at IIE. The best way to do this is to use English as much as possible.

IIE is an **ENGLISH ONLY** school. This means that while in school, students and faculty must speak only English. English should be used before, during and after class. If you wish to use another language, you must exit IIE to do so.

VIOLATIONS

1. **The first time** a teacher or staff member hears a student use a language other than English at school, the student will be issued a yellow warning card and the violation will be recorded in the student's record.
2. **The second time** the student will be issued a second yellow warning card and must leave the school for the day. This is counted as an unexcused absence.
3. **The third time** the student will not be eligible to extend or re-enroll, and may even be terminated from the program. F-1 students would need to seek re-instatement from DHS if they are terminated.

LEVEL PLACEMENT

On your first day at IIE, you will take a placement test which consists of an objective placement test with three sections (listening, reading, and language use) and a placement interview. The test and interview are designed to complement one another and provide a comprehensive picture of your language ability. A final recommendation for placement is determined by averaging the ratings of the two parts. The resulting number corresponds to placement in one of our levels, from A1 to C1.

RE-PLACEMENT EXAM

During your first week, your instructors informally evaluate whether you have been placed in the right level. If your teacher believes your level is too high or too low, your teacher will speak to the Academic Director. If you think you are in the wrong level, you should speak to the Academic Director as soon as possible. You may have another oral placement interview and/or placement test.

So, if you think your class is too easy or too difficult, speak to the Academic Director as soon as possible.

CONTINUING STUDENTS PLACEMENT

If you are a continuing student studying from one term to the next, you will be assigned a level based on your grades from the previous term and the total time you have spent in the level. (See the "Level Advancement Policy").

The same applies if you take a Leave of Absence for 1 term or less, unless you take the Proficiency Test and demonstrate a higher proficiency level. You must take the Proficiency Test on the morning of the first day of the new term while new students are taking the placement test. Come to school around 8:30am on the first day of the term.

If you take a Leave of Absence for more than one term, you will take the placement test with new students. You will then be placed based on your score rather than on your previous level or grades.

TEXTBOOKS

You will receive your textbook and workbook on Orientation Day after your level has been assigned. Do not write in your book for the first few days because you may change classes.



STUDENT ASSESSMENT POLICY

It is IIE Hawaii's policy that all students be continually assessed when enrolled at the school. This assessment begins for most students on their first day at the school (Orientation Day). The following is a list of IIE Hawaii's Assessment structure.

- Oral Interview & Placement Test
- Weekly Assessment Task
- Weekly Quiz
- Proficiency Test

You will receive the following documents to verify your progress while enrolled at IIE Hawaii.

- **Weekly Grade Sheet**
- **English Proficiency Report** (students enrolled 8+ weeks or any student who wishes to take it)
- **Certificate of Completion** (80% attendance and satisfactory academic progress)
- **Certificate of Enrollment** (less than 80% attendance and/or unsatisfactory academic progress)

CERTIFICATES

Upon successful completion of their program at IIE, students will receive a Certificate of Completion.

This certificate notes the fact that they have spent a certain amount of time enrolled at IIE, and records the class level they were in at the end of their enrollment.

You will get a Certificate of Completion from your second period instructor on your last day. You cannot get your certificate early. If you are not in school on your last day of enrollment, you can ask us to email you a PDF scan of your certificate. We can also mail you a copy for \$5.00.

LEVEL ADVANCEMENT POLICY

It is the policy of IIE Hawaii to advance you to the next level only when you show you are ready for the next level. You can do this by meeting one of the following three criteria:

LEVEL COMPLETION– you must complete all terms (term=4 weeks) in your level (A1–B1+ are 3 terms each=12 weeks; B2 & C1 are 6 terms=24 weeks) and achieve an average percentage score of 70% or higher on your total Weekly Grade Sheets.

EARLY ADVANCEMENT– you must complete 80% of the given level (10 weeks for levels A1–B1+; 20 weeks for levels B2 & C1) and achieve an average percentage score of 76% or higher on your total Weekly Grade Sheets. If you are registered for a shorter time, speak to the Academic Director about another option.

PROFICIENCY TEST SCORE– you must score a higher level than current class level. The proficiency test is administered

every Thursday. Speak to the Academic Director for more information.

WEEKLY ASSESSMENT & QUIZ

IIE Hawaii's curriculum uses performance objectives as a key organizing principle. Every level follows a carefully designed set of objectives, or "Can Do" Statements that are mapped to the Common European Framework. The objectives are practical and easy to measure.

Each week, you will have a Weekly Assessment Task and Quiz, both of which test what you have learned throughout the week.

If you miss class on Friday, you can take the written quiz the next week or when available, but only once a term.

GRADING

You will be given weekly grade reports for each of your two periods every Friday after your test and oral assessment.

- Weekly Assessment & Quiz: 80%; Participation: 10%; Homework: 10%.

If you disagree with your score, please see the Academic Director.

ACADEMIC PROGRESS POLICY

IIE will systematically monitor students' progress. We will be proactive in notifying and counseling students who are at risk of failing to meet progress requirements and will implement intervention strategies to assist students attain their educational goals.

REQUIREMENTS

You will meet the requirements if you have:

- Completed all course requirements including participation and homework.
- Demonstrate improved language skills by achieving at or above the minimum requirement for the course. An average overall grade of 70% is required to pass a level.
- Not been enrolled longer than 36 months.

ONGOING MONITORING

Your progress is monitored at the end of every term. At any stage, however, instructors will inform the Academic Director if a student is in danger of failing the course. The student will then be:

- Given a First Written Warning by the Academic Director and informed that he/she has been defined as being "at risk";
- Provided with counseling (if necessary) and advised that if his/her poor progress continues, he/she will be placed on formal intervention;
- Advised about the IIE Course Progress policy;

- Informed that his/her progress will be reviewed at the end of the current term.
- Given the opportunity to make up any missed assessments. (One make-up assessment per term)

THE FORMAL INTERVENTION STRATEGY

If, after two terms, a student still cannot show satisfactory progress, the Academic Director develops a formal intervention strategy. The student is then:

- Given a Second Written Warning that his/her progress is unsatisfactory
- Advised that unless his/her progress improves in the next term, he/she will be reported for unsatisfactory course progress
- Reminded about the IIE course progress policy
- Provided with counseling and/or an "Individualized Learning Plan" (ILP) and asked to sign it

THE FORMAL STUDY PLAN

The nature of the study plan will depend on the program in which the student is studying and take into account each student's particular needs. This may include the following actions or tasks:

- additional exercises set by the teacher to work on an area of weakness
- counseling to identify any personal issues
- agreeing to a learning contract
- moving the student to a class at a lower level
- scheduling the student for some 1:1 sessions

The Academic Director records the intervention measures discussed and implemented in the student's file. When a student improves, the Academic Director may choose to cancel, amend or maintain the study plan at the end of the study period. Ongoing counseling and/or academic assistance is provided to students who have previously been placed (but are no longer) on formal intervention.

ACADEMIC PROBATION

If a student repeats a level for the third time, the student will be placed on Academic Probation. This means that the student will be placed on an Individualized Learning Plan (ILP) until the student advances to the next level.

The Individualized Learning Plan is personalized for the needs of the student. Students failing to demonstrate satisfactory course progress may be placed on the ILP. It is mandatory for students on Academic Probation. The ILP consists of:

- a. Student Information Sheet
- b. Personal Inventory

c. Strategies for Learning Outside the Classroom

d. Goals & Planning

e. Teacher Recommendations

f. Weekly Homework from the Teacher's Recommendations



ADMINISTRATIVE POLICIES

ADMISSIONS POLICY

IIE Hawaii offers a wide variety of study options for a diverse student population. It is IIE Hawaii's policy to admit students to the desired program under the following guidelines. For General English Programs, students must:

- Be 17 years or older.
- Be non-native English speakers.

RULES FOR F-1 VISA STUDENTS

If you are a full-time student studying at IIE on an F-1 student visa you must:

- Maintain 80% attendance per term; see Attendance Policy below. (Cambridge FCE & CAE course students have stricter attendance requirements.)
- Keep your current address and other contact information on file with the office. (Students who do not report changes in address within 10 days are in violation of their visa requirements).
- Not schedule a vacation without prior authorization.
- Not work unless authorized by the department of Homeland Security.
- Report any changes in your status immediately to the office (divorce, marriage, dependents' 18th birthdays, address changes, etc.).

The F-1 Student Visa is a privilege granted to you by the Department of Homeland Security. You are responsible for staying 'in-status.' If you do not comply with the rules and regulations, you may be reported as being 'out-of-status.' If you fall 'out-of-status' you will need to apply for reinstatement. If you have any questions about your visa, speak to anyone at the front desk.

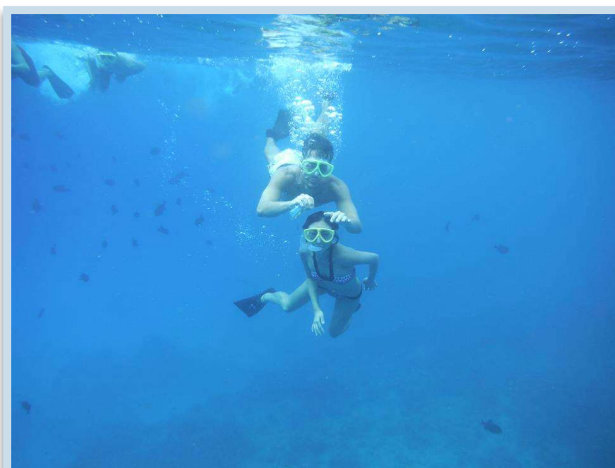
ATTENDANCE POLICY

It is the policy of IIE Hawaii that all students attend class every day in order to ensure academic excellence, readiness and consistency. You may miss class due to illness or other personal reasons but there are no 'excused' absences. All students must maintain 80% attendance in each class per term to receive a Certificate of Completion.

You must maintain 80% attendance in each class per term or risk being dismissed. Students with an F-1 visa must maintain 80% attendance in each class per term or they risk having their visa fall 'out of status.' (Cambridge FCE & CAE course students have stricter attendance requirements of 90%.)

CONSECUTIVE ABSENCES

You must attend 80% of classes



If you are absent 10 days consecutively (without an approved leave of absence), your enrollment and I-20 form (F-1 visa) will be terminated. No refunds will be given.

ATTENDANCE RECORDS

Attendance is recorded daily by the teacher at the beginning of each class. Attendance records are checked at the end of each week by the Academic Director.

The following will occur if you do not attend 80% of classes during one term:

AFTER THE FIRST OFFENSE: You will receive a written warning and counseling from the Academic Director and a copy of the Attendance Policy which you must sign. If your attendance falls below 80% anytime within the following six terms, you will be placed on Academic Probation.

AFTER A SECOND OFFENSE: You will be given a second warning and counseled a second time and given a second copy of the Attendance Policy. You will also be placed on Academic Probation and must sign the Academic Probation Form.

AFTER A THIRD OFFENSE: Your enrollment will be terminated. If you have an F-1 visa, your I-20 will be terminated and you must leave the country.

ACADEMIC PROBATION

If you are warned about your attendance falling below 80% a 2nd time, you will be placed on Academic Probation. This is a very serious warning. If applicable, your agent will be notified. Your attendance will be closely monitored the following term to ensure that 80% attendance is maintained.

- If you maintain 80% attendance the following term, you will be taken off Academic Probation.
- You may only be placed on Academic Probation 2 times per year. If you are placed on Academic Probation a 2nd time, you will remain on Academic Probation indefinitely.
- If your attendance falls below 80% while on Academic Probation, your enrollment will be terminated.

TARDINESS POLICY

If you enter class less than 10 minutes after the start time, the teacher should be marked present. If you are 10-20 minutes late, you must go to the front desk to ask about a Pink Card. Pink Cards are given on a case-by-case basis and you cannot enter class without one. Even with a Pink Card, however, you will be marked tardy (three tardies = one absence). If you arrive later than 20 minutes, you will not be allowed into class for any reason and must wait until the scheduled break. You will be marked absent for the period you missed. The same applies to any student who leaves class early for any reason.

LEAVE OF ABSENCE POLICY

This policy covers both voluntary and involuntary interruptions. In most instances, with an approved Leave of Absence, you may be absent without incurring any penalties. The following are requirements for all Leaves of Absence:

- Students who plan to be absent from school for more than 5 days should request a Leave of Absence.
- Students who plan to be absent 10 days or longer MUST request a Leave of Absence.
- Students request a Leave of Absence in writing by filling out the Leave of Absence Request Form and submitting it to the front desk.
- Requests for Leaves of Absence should be submitted at least one week in advance.

Speak with someone in Admissions as soon as your Leave of Absence is finished so that you can be reenrolled. Students who do not first speak with Admission when they return, will not be able to attend class until they have officially reenrolled.

MEDICAL LEAVE OF ABSENCE

In the event an F-1 Visa student is suffering from a serious, life-threatening or debilitating illness or other medical condition necessitating an interruption in enrollment of at least 5 days, the student should request a Medical Leave of Absence. Students have the option of returning to their home countries or remaining in the United States for a medical leave. Students whose Leave of Absence is approved must leave the U.S. within 15 days of suspending their studies unless there are medical reasons for the leave, in which case, they must submit a doctor's recommendation.

REQUIREMENTS AND LIMITATIONS

- The minimum length of a Medical Leave of Absence is one week (5 consecutive days).
- A student can only request a Medical Leave of Absence two times during their enrollment.
- Students must provide IIE with an official letter from a licensed physician. The letter must indicate the reason(s) the student requires the Leave of Absence.

- Students must obtain PRIOR approval from IIE before withdrawing from courses.
- Medical Leaves of Absence cannot exceed 60 days or 25% of a total enrollment, whichever is greater.
- If a student is planning to return home for medical treatment, the student must discuss the situation with an Admissions staff member prior to departure.
- If a student does not obtain advance approval from the Admissions Office and the student remains in the U.S., the student will be violating their F-1 Visa status.

FAMILY EMERGENCY LEAVE OF ABSENCE

Family emergency means serious life-threatening illness or death in the student's immediate family. If an F-1 Visa student experiences such a tragedy and needs to return home, the student must request a Family Emergency Leave of Absence by filling out and submitting the Leave of Absence Request Form. The student should check the box labeled 'Family Emergency' and provide a written explanation of the circumstances.

REQUIREMENTS AND LIMITATIONS

- This Leave of Absence is not guaranteed and is approved or denied on a case-by-case basis.
- PRIOR approval from the IIE Admission's Office is required before withdrawing.
- The minimum length of a Family Emergency Leave of Absence is five consecutive days.
- Absence cannot exceed 30 days.
- You must show your airline ticket as proof of returning home.

PERSONAL PLANNED LEAVE OF ABSENCE

F-1 students are eligible for 2 weeks of vacation after they have studied at IIE Hawaii for at least 4 terms (16 weeks). Students can combine vacation time for a total of 4 weeks if they have studied at IIE Hawaii for 9 months or longer. To be approved for a Personal Planned Leave of Absence a student must meet the following conditions:

- Have at least four remaining weeks at IIE upon their return to school.
- Take a minimum of two weeks (10 days; Mon-Fri).
- Have a minimum of 80% attendance.
- Be in good academic standing the term prior to the requested vacation start date.

RETROACTIVE CONSIDERATION

Medical and Family Emergency Leaves of Absence may be considered retroactively if supported by individual circumstances. However, the request must be submitted no later than 4 days after the first day of non-attendance.

- Personal Planned Leave of Absence requests may be retroactively denied if a student is placed on Academic Probation the term prior to the planned leave.
- Students should not purchase airfare tickets until their request has been approved. IIE Hawaii is not responsible for tickets purchased for denied requests.

TRANSFERS

A non-immigrant student enrolled as a full-time F-1 student may transfer to IIE. All IIE admissions procedures must be completed and the transfer applicants must do the following:

- Notify current school of intent to transfer.
- Have current school complete IIE Hawaii's student transfer form.
- Submit a copy of current 1-20, passport, and all IIE Hawaii admissions documents.

TRANSFER OUT

Speak to the Admissions Coordinator if you are interested in transferring to another school.

IIE NATIONALITY MIX POLICY

To promote cultural exchange and an optimal environment to study and learn English, IIE Hawaii strives to ensure that no one nationality represents more than 50% of the total adult student enrollment (private lessons, Speaking with Purpose, and Summer STEP classes excluded).

STUDENT SATISFACTION POLICY

IIE Hawaii is committed to providing excellence in all areas of academic and student services. To that end, we assess student satisfaction both in the classroom and in all departments. This information will be used to make improvements to academic programs and services. You are asked to complete the following:

NEW STUDENT QUESTIONNAIRE

This questionnaire is meant to catch any problems early on that you may be experiencing with IIE-provided services such as accommodation, homestay, activities, and academics. You will receive a Student Satisfaction Questionnaire on Orientation Day and should return it to your first period teacher or the front desk by the end of your first week.

SCHOOL SURVEYS

All graduating students are asked to complete the online Student School Satisfaction Survey. In addition, an all-school Teacher Survey is conducted every other term. It is used to continually assess teacher performance and student satisfaction with teaching staff.

It is very important to IIE Hawaii that our students have the best experience possible.

STUDENT-TEACHER RELATIONSHIPS

IIE Hawaii prohibits romantic and/or sexual relationships between faculty members and students. If such a relationship is made known, it will result in the termination of both teacher and student on grounds of violating the IIE Hawaii Instructor-Student Relationship Policy. Students may spend time with instructors outside of school but should meet in groups.

STUDENT CODE OF CONDUCT

So that you can have the best possible experience and share aloha, you must follow these guidelines while in the school or at a school-sponsored event or activity:

- Participate in class.
- Complete all course work.
- Attend class regularly.
- Dress appropriately.
- Use **ENGLISH ONLY**.
- Do not use a cellphone in class for any reason.
- Inform the front desk of any changes.
- Respect staff, faculty, other students & school property.

VIOLATION

Depending on the severity of the violation, you may receive any of the following:

- A verbal warning.
- A written warning.
- Dismissal from school.

CANCELLATION & REFUND POLICIES

Students that are registered through agents may have signed contracts through those agents and may have separate cancellation penalties, no-refund policies, or home-country-only conditions. All agent-student contract conditions will be confirmed by IIE prior to issuing a refund.



GENERAL CONDITIONS

- All course changes after the start of the program resulting in a reduced enrollment are subject to a \$150 program change fee.
- All cancellations will be calculated at the rate charged for the number of weeks actually completed.

- There are no partial week refunds. All cancellations must be received in writing by Friday 1:00 pm to be processed for the following week.
- All refunds are issued 45 days after receipt of written cancellation.
- Students who are dismissed from IIE for violating attendance or disciplinary policies will not receive a refund.

ADULT PROGRAMS

- Cancellations received within 72 hours of application will receive a full refund including registration fee.
- Cancellations after 72 hours, but prior to attendance, will receive a full refund minus the registration fee, except students who enter the US on an I-20 issued by IIE: no refund on the first 4 weeks; for study program of 12 weeks or more - no refund on the first six weeks.
- Cancellations after the start of the program will be limited to the following: No refund on the first 4 weeks of enrollment. Cancellations before or at the mid-point of study program will receive a refund on the weeks not completed after the last date of attendance. Cancellations after the mid-point of study program will not be eligible for a refund.
- For students who complete the initial study program but cancel before or at the midpoint of subsequent study program (i.e. program extension), IIE will issue a refund on the weeks not completed following the last date of attendance. For students who cancel after the midpoint of any subsequent study program, IIE will retain all of the tuition for that study program.

ACCOMMODATION CANCELLATION

GENERAL CONDITIONS

- There is no refund on the Accommodation Placement Fee for any accommodation
- The term "cancellation" includes dates of accommodation that are deferred after confirmation.

HOMESTAY

- Cancellations at least 14 days before check-in (Hawaiian time) will not be assessed a cancellation charge.
- Cancellations less than 14 days before check-in will be assessed 50% of the homestay fee (up to % of four-week homestay rate).
- Cancellations after check-in must be received at least 30 days in advance. The cancellation penalty is 10% of the remaining period.
- Students requesting a different homestay after check-in must give 30 days' notice and pay a \$100 fee.

BEACHWALK STUDENT RESIDENCE

- Cancellations at least 60 days before check-in: 100% refundable except Placement Fee.

- Cancellations 30-59 days before check-in: no refund on first 4 weeks of stay and Placement Fee.
- Cancellations less than 30 days before check-in: no refund on the first 8 weeks of stay and Placement Fee.
- After check-in, cancellations must be received at least 60 days in advance. There is no refund on the Maintenance Fee. No partial week cancellations.

WAIKIKI BEACHSIDE HOSTEL

- Cancellations less than two days before check in: one night charge.
- After check in, cancellations received less than two days in advance: one night charge.
- Cancellation processing fee of \$100.

SHARED HOUSE & APARTMENT

- Cancellations at least 60 days before check-in: full refund except placement fee.
- Cancellations 30-59 days before check-in: no refund on Placement Fee and up to 4 weeks' rent penalty.
- Cancellations fewer than 30 days before check-in- no refund on Placement Fee and up to 8 weeks' rent penalty.
- After check-in, cancellations must be received at least 60 days in advance. No partial week cancellations.

CONDOS AT ILIKAI (& OTHERS)

- Advance Deposit of \$500 required to secure a reservation.
- Cancellations at least 45 days before check-in: 100% refundable except Placement Fee.
- Cancellations less than 45 days before check-in time: Deposit and Placement Fees not refunded.
- For stays between Dec. 20-Jan. 2: cancellations must be received by Oct. 1 for refund on Deposit (no refund on Placement Fee).
- After check-in, there is no refund on cancellations for bookings of 8 weeks or less. For bookings of more than 8 weeks, cancellations must be submitted with a 4 week notice, and is subject to a cancellation penalty of 15% of the remaining period. No partial week cancellations.

OTHER CONDOMINIUM & HOTELS

- Refunds are calculated according to the policies of the individual rental establishment.
- There is a cancellation processing fee of \$100.

AIRPORT TRANSFER

- Airport transfer fees will be refunded in full if cancellation is made more than 7 days prior to arrival.

STUDENT SERVICES

ACCOMMODATIONS

Students at IIE have a variety of accommodation options while they are studying with us (subject to availability).

WAIKIKI BEACHWALK STUDENT RESIDENCE

IIE is able to offer student apartments in central Waikiki, just across the street from the school and only a five minute walk from the beach. The Beachwalk Student Apartments are furnished and have a bathroom and kitchenette in each room. The rooms also include: beds, a table & chairs, Wi-Fi, and air conditioning.

IIE students can book private or semi-private rooms. IIE will provide a roommate for students who book an individual bed in a semi-private room.

HOMESTAY

Homestay is one of the best accommodation options for international students. It is reasonably priced, and it also gives you the chance to practice your English skills and experience Hawaiian lifestyle.

All students should also understand the following about homestay. Each family has their own house rules which you will be expected to follow. Homestay families are generally located outside of Waikiki about 45-70 minutes by bus. Many families only have evenings to spend time with the students because both parents usually work during the day. Other international students may be in their house, so you may not be the only one. Finally, you will be treated like a member of the family, not as a guest. This means you should try to help with household chores such as washing your dishes, sweeping, etc.



SHARED HOUSES & APARTMENTS

IIE offers Shared Houses and Apartment in four great locations, Kaimuki, Diamond Head, Waikiki and McCully.

RETURNING STUDENT DISCOUNT

If you return to IIE Hawai'i within 3 years after your original enrollment, you will receive a 50% discount on your registration fee. From the 3rd enrollment, 100% of registration fee is waived.

Hale Aloha is a female-only residence located in a nice neighborhood just outside of Waikiki, about a 30 minute walk to school. Waikiki Ena House, for men and women, is only a 10 minute walk to the school. Diamond Head House is a 20 minute bus ride to school located across the street from Kapiolani Community College and a few blocks away from the Diamond Head State Monument. McCully Shared Apartment, for men and women, is only about 15-20 minute walk to school and beach. In all accommodations, students share living and dining areas, and cook their own meals and do their own cleaning. No daily housekeeping service is available.

Students have free wireless internet, and a washer and dryer.

WAIKIKI BEACHSIDE HOSTEL

A pleasant 15-minute beach walk from the school, this popular hostel is clean, well-managed, and offers many amenities. They include a cafe and lounge, free wifi, free local calls, 24-hour internet cafe, 24-hour front desk, laundry facility, lockers, surfboard and boogie board rentals, moped and bike rentals, and more.

Dorm rooms come with either 4 or 8 beds, and include a full kitchen and bathroom. (Towels can be bought at the front desk). Co-ed (shared male and female) or female-only dorms are available. A semi-private option, which includes a private bedroom (for 1-2 people), TV and patio, may also be available.

Rooms are maintained regularly, but students must clean up after themselves. There is no smoking, and no unregistered guests are allowed on the property for security. Maximum stay for students reserved by IIE is 3 months.

CONDOMINIUMS (OR HOTELS)

Condominiums (or hotels) are ideal for friends, couples and families as the rates are per room (same price for 1-2 people). We work with selected Waikiki condos and hotels to offer discount IIE student pricing.

The units are furnished with one or two beds, a kitchenette, private bathroom, and are usually air-conditioned. Studios, and one or two bedrooms are available. The buildings are located in Waikiki, and usually within a 5 minute walk to the beach, and only a 10-15 minute walk to the school.

ACTIVITIES

DAILY SCHOOL ACTIVITIES

IIE plans an exciting activity schedule for you each month. By joining in on activities you will enrich your time in Hawaii and make your experience more memorable. You will also have the opportunity to practice and improve your English while having fun.

As part of our aloha, we offer free sunset beach yoga and free hula lessons each week to our students! Regular activities also include surfing, sailing, hiking, barbecues, beach trips, museum visits, bar nights, dinners, snorkeling, cruises, movie nights, and trips to neighbor islands. The school's beachside location in central Waikiki makes participating in Hawaii's famous activities very easy

HULA

This world-famous dance is the heartbeat of Hawaiian culture and history. The stories of ancient Hawaii are preserved in the beautiful dance steps of hula IIE offers free beginner hula lessons to students at the school once a week. Private/semi-private hula lessons as well as English lesson + hula packages are also available.

SUNSET BEACH YOGA Every week we offer a free Sunset Beach Yoga and Beach Cleanup at the nearby beach park in Waikiki. We do relaxing, beautiful yoga at sunset under the palm trees after a quick beach clean up.

SURFING

Surfing was the sport of kings in ancient Hawaii. Join our surfing activities and learn to do the Sport of Kings. IIE Hawaii offers surf lessons through Surf HNL, an established surfing school with high quality, safe programs. IIE Hawaii also offers English course and surfing packages, Hawaiian English Adventures.

UKULELE LESSONS

The ukulele is a well-loved and well-known instrument of Hawaii. It can be heard in almost all Hawaiian music, and is an important part of the traditional hula dance. IIE is very proud to offer private and semi-private ukulele lessons to our students.

HIKING

The beautiful island of Oahu has many different hiking trails available around the island. The trail lengths range from 30

minutes to 6 hours with varying degrees of difficulty. There are trails for everyone from beginners to advanced hikers. IIE is happy to offer weekly hiking trips around the island. These trips include going to Diamond Head, Koko Head, Manoa Falls, Kuliou'ou Ridge and Makapu'u.

BEACH BARBECUES

One reason that Hawaii is one of the greatest places to be in the world is our love of the ocean. In Hawaii, life revolves around the ocean. At IIE we invite you to enjoy this time-honored tradition with us. Once each month, we hold a school-wide barbecue.

SPORTS

Living on an island paradise has many advantages in terms of athletics. One advantage is that we get the chance to see some of the greatest nontraditional athletes in the world during surf competitions throughout the winter. Ticket prices are usually low and the availability is generally high.

ACTIVITY SIGN-UP SHEETS

You must sign up for all activities you want to join. Sign-up sheets are posted at least three days before an activity is scheduled. If an activity requires tickets, such as sporting events or movies, sign-up sheets will generally be posted a week in advance.

CANCELLATION & REFUND OF ACTIVITIES

If you sign up for an activity and then change your mind, you need to remove your name from the sign-up sheet 24 hours in advance. If you remove your name less than 24 hours, you will be charged for the activity fee or a \$10 cancellation fee, whichever is greater. You can avoid this by finding another person to take your place. Outdoor activities, such as hiking and barbecues, may be cancelled or postponed due to weather. If this happens, you will get your money back if you cannot go to the rescheduled activity.

Frequently Asked Questions

Q: I THINK MY CLASS IS TOO EASY OR TOO HARD.

A: Please talk to the Academic Director as soon as possible during your first week so that you can look at a different level that might be better for you. After the first week, you may not change classes.

Q: I HAVE AN EMERGENCY AND NEED TO CANCEL MY COURSE. WHAT SHOULD I DO? DO I GET A REFUND?

A: Be sure you read and understand IIE's refund policy. It can be found under "Cancellation and Refund Policy" on page 18; it explains all the details. If you booked your course through an agent, you should call or email them because they have their own policies.

Q: I THINK I'D RATHER STAY IN WAIKIKI THAN WITH MY HOMESTAY FAMILY. CAN I CHANGE?

A: Because of cancellation policies and scheduling, it may be very difficult to make a change and may include fees. Please speak to someone at the front desk.

Q: AT MY HOMESTAY THERE ARE COCKROACHES. WHY IS THE HOUSE DIRTY?

A: Because of Hawaii's climate, cockroaches and other insects are very common. It is normal sometimes to see cockroaches, ants and other insects inside houses and apartments and does not mean it is not clean.

Q: WHERE CAN I BUY A CELL PHONE?

A: You can usually find economical "pay-as-you-go" cell phones at Wal-Mart, located at #700 Keeaumoku Street, or Don Quijote at #801 Kaheka Street, both near Ala Moana Shopping Center.

Q: WHAT IS THE BUS SYSTEM AND HOW DO I USE IT?

A: Helpful maps and information in many languages can be found online at www.thebus.org. You can also use Google Maps to plan your trip and see what time the busses arrive and depart.

Q: WHERE SHOULD I GO IF I AM SICK?

A: Going to the hospital or seeing a doctor is very expensive in the U.S. and you will most likely need to have a medical insurance card. There is a Minute Clinic (doctor) in the same building as IIE in Long's Drugs, 2nd floor. There is also an Urgent Care Clinic in the same building as IIE in Suite #308.

Q: WHERE CAN I BUY FOOD AND OTHER BASIC STUFF?

A: In Waikiki, you can find basic items at Long's Drugs on the 1st floor of the same building as IIE. Also, there are ABC Stores, Food Pantry, a small grocery store located at #2370 Kuhio Ave. Almost everything you will ever need can be found for the cheapest prices at Wal-Mart (#700 Ke'eaumoku Street, near Ala Moana Shopping Center) or Don Quijote (#801 Kaheka Street). There is also a large grocery store called Safeway at #888 Kapahula Avenue.

Q: MY CHILD'S SCHOOL VACATION IS DIFFERENT FROM MINE. CAN I CHANGE MY VACATION DATES?

A: No. The vacation dates of the Academic Year Program are set in advance and cannot be changed. This applies to all students, regardless of their family situations. If your child is out of school while you are in school, it will require you to make individual arrangements so that you can attend classes at IIE. You may be able to get suggestions about arrangements from other parents enrolled in IIE.

Q: I CAN'T COME TO SCHOOL BECAUSE MY CHILD IS SICK. CAN I BRING A DOCTOR'S NOTE FOR MY CHILD?

A: No. This applies to all students, regardless of their family situations. Any absence will affect your attendance record. Please ask at the front desk about Medical Leaves of Absence.



Q: DO I GET A CERTIFICATE WHEN I FINISH?

A: Yes. IIE gives a certificate to all of our students who attend at least 80% of their classes.

Q: I'M IN LEVEL B1+. CAN I CHANGE TO ACADEMIC ENGLISH? HOW DO I DO THIS?

A: Academic English requires B2 level proficiency. However, high-level B1+ students may also join. Speak to the Academic Director for more information. There is no additional cost to change from General English Program to the Academic English Program.

Q: HOW DO YOU KNOW WHAT LEVEL IS BEST FOR ME?

A: On your first day, an instructor will interview you for a few minutes to see which level is best for your abilities. After the interview, you will take a 45-minute written placement test that assesses your listening, reading and grammar knowledge and skills.

Q: CAN I TAKE AFTERNOON CLASSES TOO?

A: If you have an F-1 student visa, you can take as many classes as you would like. If you have a tourist visa, however, you can only study part time (20 hours per week). If you want to study more than that, you will need to apply for a student visa, which is not very easy to do while already in the United States.

Q: I WANT TO STAY AT IIE FOR SIX MORE MONTHS. WHAT SHOULD I DO?

A: Speak to the front desk. We will be happy to help you extend your F-1 Visa.

Q: CAN I WORK WHILE I AM STUDYING AT IIE?

A: No. If you have a visitor visa or tourist visa, you may not work in the USA.

Q: WHAT IS THE MATERIALS FEE?

A: All students get textbooks right after the placement test on the first day. Initial enrollment fees include the first set of books. Most levels are 12 weeks (C1 is 24 weeks) so depending on how long you stay at IIE, you may need to buy new books each time you go to the next level.



Q: WHAT IF I HAVE A PROBLEM OR COMPLAINT ABOUT SOMETHING THAT HAPPENED AT IIE?

A: Please speak to one of IIE's staff members about the problem or complaint. Our staff all have an open door policy to help with any issue you may be having. You might first speak to Joel about any problem you have had. You could also speak to Jenae about classes/teachers or Sadie about enrollment/housing. The school Director, Ed, is also available to talk with you about any issue you might be having.

Q: WHAT IF I HAVE SPOKEN TO STAFF ABOUT A PROBLEM OR COMPLAINT THAT HAPPENED AT IIE, BUT THE PROBLEM WAS NOT RESOLVED?

A: If a problem at IIE was discussed with staff but was not resolved, you have the right and are encouraged to take the following steps:

1. You may make a complaint to the ACCET organization. Complaints should be submitted in writing and mailed, or emailed to the ACCET office. Complaints received by phone will be documented, but the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:

- a) Name and location of the ACCET institution;
- b) A detailed description of the alleged problem(s);
- c) The approximate date(s) that the problem(s) occurred;
- d) The names and titles/positions of all individual(s) involved in the problem(s), including faculty, staff, and/or other students;
- e) What was previously done to resolve the complaint, along with evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
- f) The name, email address, telephone number, and mailing address of the complainant. If the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved; and
- g) The status of the complainant with the institution (e.g. current student, former student, etc.).

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g. student's enrollment agreement, syllabus or course outline, correspondence between the student and the institution).

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 acknowledgement of receipt within 15 days

ABOUT HAWAII

Originally settled by seafaring Polynesians, Hawaii became a resting spot for sailing vessels trading with the East. Hawaiians intermingled with whalers, missionaries, immigrant laborers, soldiers of fortune and businessmen, surviving an interesting history that included an independent kingdom, a republic and territory, and finally, statehood.

Hawaii has been described as the ultimate melting pot, a place where the East and the West meet, both literally and figuratively. The world sees us as an idyllic paradise where people of all races, cultures, and religions co-exist peacefully.

The capital of the state of Hawaii is Honolulu, "The Safe Harbor." It is situated on the island of Oahu, "The Gathering Place." The state of Hawaii is made up of eight major inhabited islands: Hawaii (the largest), Maui, Kauai, Oahu, Lana'i, Molokai, Kaho'olawe, and Ni'ihau. Ni'ihau is privately owned and inhabited by Native Hawaiians.

The Hawaiians are universally known for their loving and gentle ways, steeped in the tradition of respect for the "Ohana," or family, and for the land, or "aina." "Aloha" is Hawaiian for "hello," "I love you," "please come back," "good-bye," and "until we meet again."

Because of the trade winds, Hawaii has mild temperatures all year round. The rainy season brings more showers and cooler evenings. Some even say Hawaii has the "best weather in the world." The weather and ocean environment create a wonderland of activities: swimming, surfing, wind and body surfing, snorkeling, fishing, sailing, hiking, sky-diving, camping, island-hopping, and shopping. With tourism as the leading industry, every conceivable kind of shop is here, from clothing to black pearls, the "Gap" to "McDonalds."

HAWAIIAN LANGUAGE

Hawaiian, one of the world's most melodious languages, has only 12 letters—the five vowels, a (ah), e (a), i (e), o (oh), and u (oo), and the consonants h, l, m, n, p, and w, and ' (glottal stop). In Hawaii, the directions north, south, east, west are rarely used. Instead, the terms "mauka" (toward the mountains) and "makai" (toward the ocean) are used.

AMERICAN VALUES

Hawaii is part of the United States, but its culture is different from "mainland" America. Nevertheless, some basic values and attitudes considered "American" are basic to living in Hawaii.

INDIVIDUALISM

Since the U.S. developed by expanding across frontiers, survival often depended on individual self-sufficiency. Americans traditionally admire independence, self-reliance, and individual initiative.

INFORMALITY

Americans are informal with respect to language, dress, and social protocol. Most people, including all IIE Hawaii staff and instructors ask students to call them by their first names. Dress is very informal at school, with T-shirts, shorts, and rubber slippers being acceptable attire for both men and women.

FRIENDLINESS

Americans are sometimes accused of having shallow knowledge of and interest in their friends. Friendships may develop more quickly than in other countries. However, the depth and sincerity of the friendship may be different than you expect.

HONESTY AND DIRECTNESS

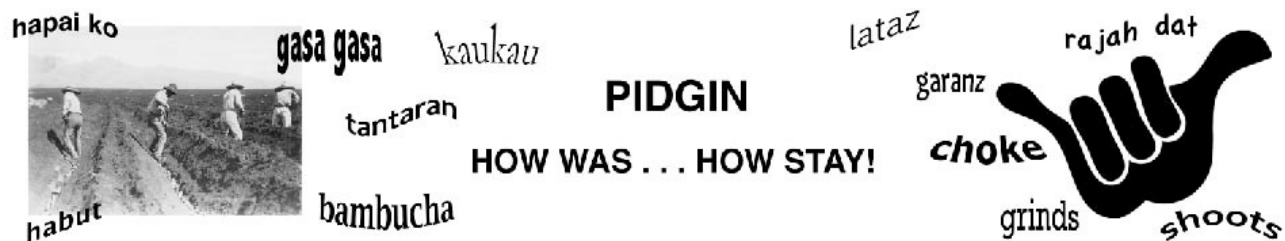
Americans value honesty and directness over politeness. If you cannot or will not attend an event to which you are invited, it is best to decline politely, rather than to pretend to accept, just to be polite.

COMPETITION

Americans believe competition is positive and healthy, and that a competitive environment brings forth a person's best effort. Competition is present in the classroom, in business, and in many forms of American recreation.

EGALITARIANISM

Americans typically believe all people are created equal and deserve equal treatment, and have equal rights and equal opportunities to develop their potential. Most Americans admit that such equality is more an ideal than a reality.



TIMELINESS

In the U.S. punctuality is considered very important. If someone is expecting you at a certain time and you know you will be late or unable to make the appointment, good manners prescribes telephoning to explain.

ROLES

Relations between men and women may be very different from what you know in your own culture. The women's movement of the past several decades has brought new legal attention to discrimination against women, creating both legal and attitudinal changes. International students may also be surprised by open homosexuality.

PREJUDICE

The U.S. has a diverse population but many people have rigid ideas about those that are different. One of the ugliest types of prejudice is racism, and despite laws prohibiting it in the public domain, you may see or experience it in Hawaii or other parts of the U.S.

PROBLEM SOLVING

Americans typically believe that problems can and should be rationally identified, analyzed, discussed and solved fairly rapidly. Americans feel compelled to confront problems directly, get the facts, talk to those involved, and make a plan of action to change something.

DATING

Dating behaviors are informal and may be vastly different than in your culture. Couples go out or visit each other in their rooms without a chaperone and may even consider it a "date" to study together. Traditionally, men invited women and paid for dates. Today, it is fairly common for a female to ask a man out and for each person to pay ("go Dutch"). Dating does not necessarily imply a long-term emotional commitment or sexual involvement.



HAWAIIAN VALUES AND BEHAVIOR

Hawaiian values and behavior are a blend of Asian, Polynesian and Western values and behaviors. You may have heard of 'Hawaiian Time,' which describes how many local people are less concerned with punctuality and being on time. You may find less individualism and competition in some groups than would be the norm elsewhere in the U.S., for example. Humor, including ethnic humor, is a greatly valued part of local culture.

STAGES OF CULTURE SHOCK

1. CULTURAL EUPHORIA

Often named the "honeymoon" phase. Everything seems to be new, unique and exciting; with some small downsides. The focus is on more noticeable and surface aspects of the culture such as: clothing, food, scenery etc. Often people look more for similarities and concentrate less on differences.

There is still much to learn about the culture. Be careful of making inaccurate assumptions this early! Take the time to journal, blog, photograph and document your first days! You appreciate it when you look back in the future!

2. CULTURAL CONFRONTATION

Some of your initial excitement is disappearing and more frustrations come up. Some things seem much more difficult to do. Going to the grocery store, post office, getting across town and other tasks seem much more difficult. For many people, this is the hardest stage.

These are all normal feelings and are part of the cultural adjustment. Be proud that you are moving forward in expanding your cross-cultural awareness and whether you realize it or not you are developing your own strategies for dealing with different cultures.

Try not to take your frustrations out on your host country and people. Try to understand why they are bothering you.

Continue to explore where you are living and take time to enjoy it! Get out and meet local people, this will help make you feel more comfortable. It is hard but be confident and know that you will appreciate and value these relationships in the future!

3. CULTURAL ADJUSTMENT

You feel increasingly more comfortable in your host country and while you still may have some frustrations, you feel more at ease in dealing with them. You are moving out of cultural shock and moving into cultural adjustment. You might still be feeling homesick but you are now more comfortable with interacting with people from your host

country and look forward to it! Continue to explore your host country: go out to a movie, the theater, or a concert and visit museums.

Revisit your initial ideas of your host country. Were you wrong about certain aspects? What still bothers you? What have you grown to love? Why?

4. CULTURAL ADAPTATION

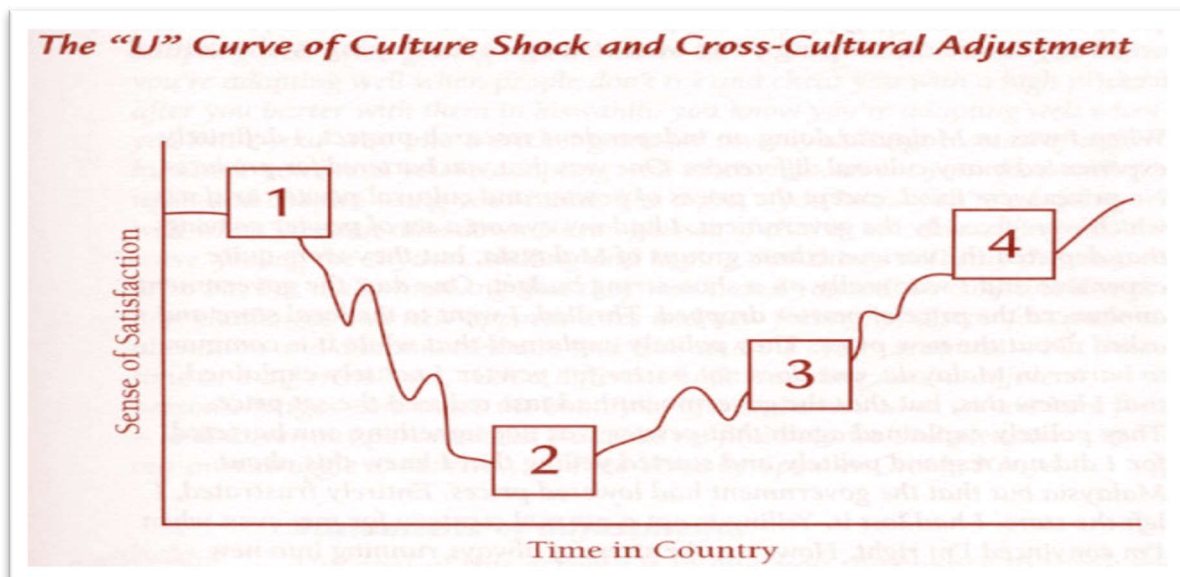
By now you are feeling more and more comfortable with your host country and speak with less of an accent and/or crave local foods! You have been able to integrate some of the new culture into your own culture and routine.

There is still more to learn about your host country's culture, continue to keep your mind open and ask questions!

It is getting close to the time when you must go back home. Go out and visit the places and do all the things you originally planned to do! Time flies and you'll be back home before you know it so take the time to stop and enjoy yourself.

RETURN HOME STAGE

Don't underestimate the adjustment that will be required when you return home. People go through a similar series of stages upon re-entry.



RESOURCES

THE BUS

Oahu's bus system offers island-wide service. However, people carrying large suitcases or baggage are not allowed on. You will need EXACT change. Tickets are \$2.75 one way OR \$5.50 for a DAY PASS, which you must request from the driver. Bus Passes are \$70 per month. You can buy bus passes at the 7-11 Store on the 1st floor of the IIE building. Some bus schedules are available at school. You can also find the schedule at www.thebus.org or by using Google search.

BICYCLES

Bikes are a great way to get around. It is easy to rent a bike from any "biki" bike rental station. Information about biki bikes is found at <https://gobiki.org/>. Buying a bike will be cheapest at Wal-Mart (#700 Keeaumoku Street). There are places to lock your bike on the street. **DO NOT** ride your bike on the sidewalks in Waikiki or Downtown. It is illegal. Get a helmet for protection. Lights are required at night. You must register your bike when you buy it or at satellite city hall: <http://www.honolulu.gov/bicycle/bicycleeducation/bicycle-registration.html>

TAXI & AIRPORT SHUTTLES

Three good taxi companies are <https://charleystaxi.com/>, www.thecabhawaii.com, <http://www.startaxihawaii.com/>. The fare from the airport to Waikiki should be \$30.00 to \$40.00. An airport shuttle service can be booked online at <https://www.airportshuttlehawaii.com/shuttles/oahu/>.

There are also two taxi services through phone apps: "uber" and "lyft" which require using a credit card.

MOPEDS

Mopeds or scooters are another alternative mode of transportation in Hawaii. They are only recommended when you have been in Hawaii long enough to know the road and the traffic regulations on the island. Mopeds are not allowed on the freeways or sidewalks. Mopeds are required to be registered and licensed. A driver's license is required to drive a moped. <https://hidot.hawaii.gov/.../mvso-Information-for-MOPED-Owners-and-Drivers.doc>

CARS

Before buying a motor vehicle, please consider that insurance and parking fees can be expensive (especially in Waikiki and downtown areas). You need insurance and a valid driver's license. All cars must be registered annually with the Department of Motor Vehicles. All cars must also be safety checked. Gas stations that are certified to do safety checks have signs posted with their safety check numbers. Safety checks must be renewed every 6 months for older

cars and every 12 months for newer cars. <http://www.honolulu.gov/csd/mvinformation.html>

CAR RENTAL

In addition to paying the daily rental price, a person must be 21 years old, have a valid driver license from your home country and have a major credit card in his or her name in order to rent a car. Some companies charge younger drivers (21-24) an additional daily rate. Basic liability insurance is usually included in the rate, and more coverage may be purchased at the time of rental. IIE has a discount code you can use to get a discount on a rental car and avoid the fee for being under 25:

www.enterprise.com Discount code: XZ36518 (most students rent cars from the Seaside Avenue location).

SAFETY TIPS

We want you to stay safe while you are in Hawaii. Please review these safety tips to avoid trouble wherever you go in the islands. Please see this web link for information:

<https://www.gohawaii.com/trip-planning/travel-smart/safety-tips>

WATER SAFETY

Hawaii's oceans can be dangerous and turn fun into tragedy. Use care and caution for all water activities, including swimming pools, and always read and obey safety signs. They could save your life!

- Never go swimming alone.
- Be aware of high surf warnings and strong currents.
- Never turn your back to the ocean.
- If walking on ledges near water, be aware of large waves, which can sweep over you.
- Be careful of dangerous breaking waves at the shoreline.
- Know the various beaches on the island and select the ones you are most comfortable in.
- Learn about strong currents. They may not be noticeable on the surface but can be dangerous beneath.
- Always use sunscreen, preferably SPF 15 or above.
- If you would like to learn how to swim, call the following places for more information: YMCA (men):808.536.3556, or YWCA (women): 808.538.7061.

HEALTH INSURANCE

All IIE Hawaii students are encouraged to have a health insurance policy to protect them while in the United States. www.internationalstudentinsurance.com OR isoa.org

EMERGENCY ROOM AND URGENT CARE

If you need to visit a doctor, be aware that emergency room costs are extraordinarily high. If you don't have a true

emergency, go to an urgent care clinic. Going to the hospital or seeing a doctor is very expensive in the U.S. and you will need to have a medical insurance card and/or be prepared to pay with cash/credit card. There is a Minute Clinic (doctor) in the same building as IIE in Long's Drugs, 2nd floor. There is also an Urgent Care Clinic in the same building as IIE in Suite #308.

MEDICATION IN THE U.S

Many common medicines are sold in drugstores, pharmacies, or even grocery and convenience stores "over the counter." Special medications that are ordered by a physician require a prescription. Prescription medication can be quite expensive, but you can save money by asking for a "generic" rather than a "brand name" drug. The generic drug is chemically identical to the brand name drug.

SEXUAL ASSAULT

The Sex Abuse Treatment Center's purpose is to support the emotional healing process for all children and adults sexually assaulted in Hawaii, to increase community awareness about the needs and concerns of sexual assault victims and to eliminate all forms of sexual abuse.

SEX ABUSE TREATMENT CENTER

Phone: 808.535.7600

Emergency Hotline (24-hour): 808.524.7273

55 Merchant Street, 22nd floor, Honolulu, HI 96813

SUBSTANCE ABUSE

The use of illegal drugs and the abuse of alcohol at IIE Hawai'i are prohibited and are incompatible with our goal of providing a healthy educational environment for students, faculty, staff and guests.

If you think you or a friend are experiencing problems with drugs or alcohol, you are encouraged to talk with someone or the Assistant Director.

OAHU RESOURCES

Queen's Medical Center

1301 Punchbowl Street

Honolulu, HI 96813

808.236.2600

CRISIS HOTLINE: 800.753.6879

IMMIGRATION

ADMISSION TO THE U.S.

To enter the U.S. in F-1 Student Visa Status, you do the following to apply for the F-1 Student Visa.

1. Register for a full-time program and receive I-20 from IIE Hawaii.

2. Submit SEVIS fee payment to DHS by using Form I-901 (www.fmjfee.com) either electronically in time to allow DHS to process payment at least 3 business days prior to visa interview. Fee will NOT be payable at the consulate.
3. Printout of SEVIS fee receipt to submit with visa application.
4. Make visa appointment with U.S. Embassy/ Consulate abroad using the SEVIS number, which begins with the letter 'N' in the upper right hand corner of the I-20 or DS-2019.
5. Receive F-1 visa stamp in passport from U.S. Embassy/Consulate.
6. Use the I-20 to enter U.S. up to 30 days PRIOR to the report date indicated on I-20.
7. Report to IIE to validate program (no later than 30 days AFTER the I-20 or report date).

Once you have applied for and obtained a student visa in your home country's U.S. Embassy or Consular office, you are ready to get on the plane. When you land in Honolulu or any other U.S. POE, the U.S. Customs and Border Protection (USCBP) will admit you. Your approved admission in student status will be for "duration of status" (D/S). You will present your passport with student visa (inside passport), and the I-20 for the school you wish to attend. The USCBP may also ask you for financial verification. The USCBP will stamp the top right corner of your I-20 with admission date and give you a white I-94 card, which is also stamped with the admission date, visa status, and information on how long you may remain in the U.S. (usually D/S). Once you are admitted as a student with D/S, if you remain a full time student, enrolled continuously, and do not work without authorization, you are lawfully present in the U.S.

RE-ADMISSIONS TO THE U.S.

If you choose to leave the U.S. during your study, in order to be re-admitted to the U.S. again, you must present an unexpired visa which is valid for at least 6 months and an unexpired I-20 endorsed (signed on third page) by the school's DSO or PDSO. Students who plan to travel outside the U.S. are strongly advised to consult the school at least 30 days before travel to request an endorsement and determine if other documentation is needed. If your travel is unusual or you will visit several countries, seek advice several months before travel is to begin. To return to the U.S., you must present an unexpired student visa.