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Letter from the Program Coordinator

Dear students,

Welcome to the Chatham English Language program! We are delighted that you have joined our English Language Program and hope that you will have an enriching and rewarding experience at Chatham University.

Our English Language Program offers you endless learning opportunities both in and out of class. Our teachers are experienced and dedicated to helping you succeed in your studies here at Chatham. Our staff is extremely helpful, understanding, and friendly. Also, look around and you will see that we have a beautiful and peaceful campus. In addition, you will discover that all Chatham University students enjoy a wide variety of entertainment and cultural activities both on campus and throughout the city.

I encourage you to take all the opportunities available to you to learn, explore, make friends, and enjoy your time here. And if you are motivated, committed, and hardworking, you will be successful at Chatham University.

Have a great school year!

Linh Phung

English Language Program Coordinator

Chatham University
1. ELP MISSION AND FUNCTIONS

Mission statement:

The mission of Chatham English Language Program is to provide high quality instruction and services in English as a Second Language to Chatham undergraduate and graduate students and individuals who wish to improve their English proficiency for academic, professional, and social purposes.

Functions:

- provide intensive ESL instruction to non-native speakers of English
- provide customized language and cultural programs and professional English language programs to overseas and local institutions, businesses, and communities
- offer credit courses in English for Academic Purposes and other ESL services including one-on-one tutoring, a conversation partner program, a language table program, and placement testing for non-native English speaking students at Chatham university
- advise the University on English as a Second Language – related issues

2. WHY STUDY ESL AT CHATHAM?

- Exceptional personal attention afforded by small classes (5 – 15 students)
- Dedicated and experienced ESL teachers
- Understanding and friendly staff
- Practical success-driven English language curriculum
- Conversation partner program, language table program, and comprehensive tutoring services
- Endless opportunities to practice English with local and international students both at the university and throughout Pittsburgh
- A beautiful and safe campus centrally located in the big city of Pittsburgh
- Charming and comfortable residence halls with American roommates
- Access to all facilities and services on campus, including free bus services
- Easy access to world known attractions such as Niagara Falls, the Falling Water, Washington, D.C., New York City, Chicago, Philadelphia, Boston, and Toronto

3. NEW STUDENT ORIENTATION

You are required to attend our orientation for all international students at Chatham. During orientation, you need to complete the following tasks:

- Attend informational sessions
- Check in with your advisor
- Take a placement tests (undergraduate and graduate students)
- Acquire your student ID from the Student Affairs office
- Learn to use your Chatham IT account
- Register for classes
- Complete and submit all necessary forms (such as the Corporate Payment Form, the Health Form)
- Submit all other necessary immigration documents
- Continue to attend informational sessions from the Office of International Affairs (OIA) throughout the first semester

4. PROGRAM OVERVIEW

The English Language Program offers the following levels and programs:

**INTENSIVE ENGLISH LANGUAGE PROGRAM**

<table>
<thead>
<tr>
<th>Levels</th>
<th>Classes</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic</td>
<td>Basic Reading</td>
<td>20 hours/ week</td>
</tr>
<tr>
<td></td>
<td>Basic Listening/ Speaking</td>
<td>14 weeks</td>
</tr>
<tr>
<td></td>
<td>Basic Grammar</td>
<td>Fall</td>
</tr>
<tr>
<td></td>
<td>Basic Writing</td>
<td></td>
</tr>
<tr>
<td>Low Intermediate</td>
<td>Listening/ Speaking I</td>
<td>18 hours/ week</td>
</tr>
<tr>
<td></td>
<td>Reading I</td>
<td>14 weeks</td>
</tr>
<tr>
<td></td>
<td>Writing I</td>
<td>Fall/ Spring</td>
</tr>
<tr>
<td></td>
<td>Grammar I or a U.S. culture class</td>
<td></td>
</tr>
<tr>
<td>Intermediate</td>
<td>Listening/ Speaking II</td>
<td>18 hours/ week</td>
</tr>
<tr>
<td></td>
<td>Reading II</td>
<td>14 weeks</td>
</tr>
<tr>
<td></td>
<td>Writing II</td>
<td>Fall/ Spring/ Summer</td>
</tr>
<tr>
<td></td>
<td>A U.S. culture class</td>
<td></td>
</tr>
<tr>
<td>Advanced 1</td>
<td>Classroom Interaction</td>
<td>15 hours/ week</td>
</tr>
<tr>
<td>(semi-intensive)</td>
<td>Academic Reading</td>
<td>14 weeks</td>
</tr>
<tr>
<td></td>
<td>Academic Writing</td>
<td>Fall</td>
</tr>
<tr>
<td></td>
<td>American Culture – Pittsburgh</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 academic class</td>
<td></td>
</tr>
<tr>
<td>Advanced 2</td>
<td>Academic Communication Skills</td>
<td>15 hours/ week</td>
</tr>
<tr>
<td>(semi-intensive)</td>
<td>Advanced College Readings</td>
<td>14 weeks</td>
</tr>
<tr>
<td></td>
<td>Academic Composition</td>
<td>Spring</td>
</tr>
<tr>
<td></td>
<td>American Culture and Cinema</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 academic class</td>
<td></td>
</tr>
</tbody>
</table>

**SUMMER ENGLISH LANGUAGE AND CULTURE PROGRAM**

<table>
<thead>
<tr>
<th>Level</th>
<th>Classes</th>
<th>Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intermediate</td>
<td>Communication for Success</td>
<td>24 hours/ week</td>
</tr>
<tr>
<td></td>
<td>Reading for Success</td>
<td>8 weeks</td>
</tr>
<tr>
<td></td>
<td>Writing for Success</td>
<td>Summer</td>
</tr>
<tr>
<td></td>
<td>American Culture – Pittsburgh</td>
<td></td>
</tr>
<tr>
<td></td>
<td>US Culture 1</td>
<td></td>
</tr>
</tbody>
</table>

**BRIDGE PROGRAM**

Undergraduate and graduate students at Chatham take a combination of English for Academic Purposes (EAP) courses in the Bridge Program and academic courses in the first year. New students take a placement test and are advised to take some of the Bridge Program courses during their first year.
PART-TIME PROGRAM

Part-time students take up to 11 credits a semester at different levels from Basic to Advanced.

OTHER CUSTOM PROGRAMS

Custom English language and culture programs are offered to overseas and local institutions, businesses and communities as needed.

5. COURSE INFORMATION

BASIC LEVEL

ELI031 Basic Reading (3) Fall

This basic level course focuses on developing learners’ abilities to read short and simple texts and correspondences on topics of the most immediate relevance.

ELI032 Basic Grammar (3) Fall

This basic level course provides explicit instruction and practice of basic grammatical elements and structures such as tenses, articles, parts of speech, negation, etc.

ELI033 Basic Listening/ Speaking (3) Fall

This basic level course focuses on developing learners’ abilities to communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters and describe in very simple terms aspects of his/her background, immediate environment, and matters in areas of immediate need.

ELI034 Basic Writing (3) Fall

This basic level writing course focuses on developing learners’ abilities to write sentences and series of sentences about topics of immediate relevance linked with simple connectors like and, but, and because.

LOW INTERMEDIATE

ELI085 Reading I (3) Fall and Spring

This course is a low intermediate level reading course designed to develop students’ skills in reading simple factual and/ or literary texts. The focus is on developing students’ abilities to identify the main ideas and supporting details of the reading texts and use the information in summaries, responses to the readings, presentations, and discussions. The course also focuses on broadening students’ repertoire of high frequency and academic vocabulary and sentence structures.

ELI081 Listening/ Speaking I (3) Fall and Spring

This course is a low intermediate level course designed to develop students’ knowledge and skills in dealing with most situations likely to arise in everyday life matters on campus and in the community and participating in discussions, interviews, and presentations in the classroom context. Students will participate in different classroom-based, project-based, and community-
based activities to develop their communication skills. The course also focuses on developing students’ listening comprehension skills and strategies, and every day and academic vocabulary as well as improving students’ cohesion, coherence, and clarity of speech.

**ELI086 Writing I (3) Fall and Spring**

This course is a low intermediate writing course designed to develop students’ abilities to write well-developed, well-organized, and cohesive texts on topics that are familiar and/ or of personal interest. The class focuses on developing students’ abilities to write different types of paragraphs including descriptive, process, definition, narrative, and opinion paragraphs. The course introduces different strategies in the writing process and expands students’ knowledge and use of vocabulary, sentence structures, and paragraph structures.

**INTERMEDIATE LEVEL**

**ELI087 Reading II (3) Fall and Spring**

This course is an intermediate level course designed to develop students’ skills in reading factual and/ or literary texts and clearly signaled argumentative texts. The course also aims at raising their awareness of the relationships among purpose, context, audience, rhetorical strategies and linguistic choices. The focus is on developing students’ abilities to identify the main ideas and supporting details of the reading texts and use the information in summaries, responses to the readings, presentations, and discussions. The course also focuses on broadening students’ repertoire of academic vocabulary and sentence structures.

**ELI082 Listening/ Speaking II (3) Fall and Spring**

This course is an intermediate level course designed to develop students’ knowledge and skills in dealing with most situations likely to arise in everyday life matters on campus and in the community and participating in discussions, interviews, and presentations in the classroom context. Students will participate in different classroom-based, project-based, and community-based activities to develop their communication skills. The course also focuses on developing students’ listening comprehension skills and strategies, and every day and academic vocabulary as well as improving students’ cohesion, coherence, and clarity of speech.

**ELI088 Writing II (3) Fall and Spring**

This course is an intermediate writing course designed to develop students’ abilities to write well-developed, well-organized and cohesive texts on topics that are familiar and/ or of personal interest. The class focuses on developing students’ abilities to write different types of essays including informative, descriptive, narrative, comparison and contrast, and persuasive essays. The course introduces different strategies in the writing process and expands students’ knowledge and use of vocabulary, sentence structures, and rhetorical patterns.

**ADVANCED 1/ BRIDGE PROGRAM**

**ELI101 Academic Reading (3) Fall**

This course is an advanced level course designed to develop students’ skills in reading college level texts; improve their understanding of the relationships among purpose, context, audience,
rhetorical strategies and linguistic choices; start to develop students’ critical thinking skills; and connect reading skills with writing skills. The course also focuses on improving students’ repertoire of academic vocabulary and sentence structures.

**ELI102 Academic Writing (3) Fall**

This course is an advanced level course designed to develop students’ knowledge and skills in writing academic texts including summaries, syntheses and research papers. The course trains students in different strategies in the writing process, improves students’ understanding of rhetorical moves in various text types, and develops their repertoire of linguistic resources to be used in maintaining clarity, cohesion, and coherence in their writing. The course also focuses on developing students’ research skills.

**ELI106 Classroom Interaction (3) Fall**

This course is an advanced level course is designed to develop students’ abilities to comprehend and participate in lectures and different institutional interactions. The course provides students with opportunities to listen to authentic lectures and institutional interactions, and analyze the lectures and interactions to improve their knowledge of structure, rhetorical patterns, language use in those contexts as well as develops students’ listening strategies. This course also focuses on developing students’ knowledge of the classroom culture in the U.S. and improving their abilities to participate in different academic interactions with different agents on campus.

**ELI193 American Culture – Pittsburgh (3) Fall**

Introduction to U.S. Culture – Pittsburgh is a course of study which acquaints each student with historical and cultural information about the City of Pittsburgh. It will also allow students to participate in and enjoy cultural experiences which are uniquely “Pittsburgh.”

**ADVANCED 2/ BRIDGE PROGRAM**

**ELI107 Advanced College Readings (3) Spring**

This advanced course reinforces students’ skills in reading college level texts; improves their understanding of the relationships among purpose, context, audience, rhetorical strategies and linguistic choices; develops students’ critical thinking skills; and connects reading skills with writing skills. The course also focuses on improving students’ repertoire of academic vocabulary and sentence structures.

**ELI104 Academic Composition (3) Spring**

This advanced course reinforces students’ knowledge and skills in writing academic texts including summaries, syntheses and research papers. The course trains students in different strategies in the writing process, improves students’ understanding of rhetorical moves in various text types and develops their repertoire of linguistic resources to be used in maintaining clarity, cohesion and coherence in their writing. The course also focuses on developing students’ research skills.
ELI108 Academic Communication Skills (3) Spring
This advanced course is designed to develop students’ abilities to actively and productively participate in group discussions, class discussions and panel discussions, as well as improve their presentation skills. The course provides students opportunities to engage in different forms of discussion and give multiple presentations throughout the semester. The focus is also on improving students’ knowledge of the U.S. classroom culture, language use, comprehensibility and discussion and presentation strategies in academic speaking tasks.

ELI190 American Culture and Cinema (3) Spring
American Culture/American Cinema is a course of study which allows the students to reflect on the cultural history of American film and primarily reflect on topics and issues rather than of “what happened when.” It presents basic concepts in such a way as to encourage discussion of films in general and successfully applies the methods and discoveries of the new film history while exploring American cinema. Detailed discussion of six genres (Melodrama, Comedy, The Musical, The War Film, Film Noir, and The Western) focuses on the point at which each had the greatest impact on the industry, film aesthetics, and the broader American culture.

ADVANCED 3/ GRADUATE
ELI503 Graduate Writing (3) Fall
This course is an advanced level course designed to develop graduate students’ writing skills. The course focuses on writing tasks that graduate students often encounter in their graduate programs. The course also aims at improving students’ knowledge of writing conventions and writing styles in their individual fields. The course provides students with opportunities to analyze texts in their fields; improve academic vocabulary and expressions; develop their research skills; and revise for accuracy, clarity, and conciseness.

ELI501 Graduate Academic Discourse (3) Spring
This course is an advanced level course designed to develop graduate students’ abilities to comprehend spoken and written discourse in their fields. The course provides students with opportunities to analyze texts in their fields to better understand the concept of genres and how discipline-specific discourse is influenced by context. By the end of the course, students will improve their academic and discipline-specific vocabulary and reading skills as well as their abilities to engage in discipline-specific talks and interactions.

SUMMER LANGUAGE AND CULTURE PROGRAM/ CUSTOM
ELI093 US Culture – Pittsburgh (3) Fall and Summer
US Culture – Pittsburgh is a course of study which will acquaint each student with historical and cultural information about City of Pittsburgh. It will also allow students to participate in and enjoy cultural experiences which are uniquely “Pittsburgh.”

ELI090 American Culture and Cinema (3) Spring/ As needed
American Culture and Cinema is a course of study which allows the students to reflect on the cultural history of American film and primarily reflect on topics and issues rather than of “what
happened when.” It presents basic concepts in such a way as to encourage discussion of films in general and successfully applies the methods and discoveries of the new film history while exploring American cinema. Detailed discussion of six genres (Melodrama, Comedy, The Musical, The War Film, Film Noir, and The Western) focuses on the point at which each had the greatest impact on the industry, film aesthetics, and the broader American culture.

**ELI092 Communication for Success (3) Summer and Spring**

This is an intermediate level listening and speaking course designed to develop students’ confidence and abilities in both academic and social interactions. The course focuses on the use of metaphors, idioms and cultural references in conversational English as well as different strategies used in group discussions, class discussions and oral presentations. Students also have various opportunities to listen to “authentic” conversations in movies and TV shows, perform in role-play activities, participate in group projects, and give oral presentations.

**ELI094 Writing for Success (3) Summer and Spring**

This course is an intermediate writing course designed to develop various elements of writing including the expansion of sentences; use of articles; use of strong verbs; identifying and using adjective and adverbs; different essay structures; writing processes; thesis statements; and introductory, body, and conclusion paragraphs. The writing work will center on academic writing with a strong leaning towards creative non-fiction and fiction writing.

**ELI096 Reading for Success (3) Summer and Spring**

This is an intermediate reading course designed to develop students’ reading strategies and cultural awareness in preparation for the academic work they will encounter in the upcoming fall semester. Students will develop their reading fluency and critical thinking skills by studying authentic texts such as newspaper and magazine articles and novels. Course objectives will be achieved through a variety of methods including in-class reading tasks, group discussions, pair work, journals, oral presentations, reading assignments, written exercises, and tests/quizzes.

**ELI091 US Culture I (3) Summer/ As needed**

This course offers an introduction to “American” culture in the United States through an analysis of contemporary literature, history, and new media. By the end of the course, students will gain better understanding of U.S. traditions, values and culture and improve their language and academic skills including reading, writing, group and class discussion and oral presentation.
6. STUDENT PERFORMANCE

ELP Grades
Course grades are comprised of quizzes, homework and assignments, attendance and participation, mid-term and final exams.

<table>
<thead>
<tr>
<th>Letter grade</th>
<th>Percentage</th>
<th>Grade Point</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100</td>
<td>4.00</td>
<td>Excellent</td>
</tr>
<tr>
<td>A-</td>
<td>90-92</td>
<td>3.67</td>
<td>Very Good</td>
</tr>
<tr>
<td>B+</td>
<td>87-89</td>
<td>3.33</td>
<td>Good</td>
</tr>
<tr>
<td>B</td>
<td>83-86</td>
<td>3.00</td>
<td>Above Average</td>
</tr>
<tr>
<td>B-</td>
<td>80-82</td>
<td>2.67</td>
<td>Above Average</td>
</tr>
<tr>
<td>C+</td>
<td>77-79</td>
<td>2.33</td>
<td>Average</td>
</tr>
<tr>
<td>C</td>
<td>73-76</td>
<td>2.00</td>
<td>Average</td>
</tr>
<tr>
<td>C-</td>
<td>70-72</td>
<td>1.67</td>
<td>Poor</td>
</tr>
<tr>
<td>D+</td>
<td>67-69</td>
<td>1.33</td>
<td>Poor</td>
</tr>
<tr>
<td>D</td>
<td>63-66</td>
<td>1.00</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>D-</td>
<td>60-62</td>
<td>0.67</td>
<td>Unsatisfactory</td>
</tr>
<tr>
<td>F</td>
<td>&lt;60</td>
<td>0.00</td>
<td>Failure</td>
</tr>
</tbody>
</table>

Midterm Grades & Progress Reports
After midterm exams, students receive individual progress reports for all their classes. The reports include information regarding their strengths and weaknesses as well as their current percentage grade and letter grade. Students with a C or C+ need improvement. C- or lower means unsatisfactory progress. Students who need improvement and perform unsatisfactorily in their classes MUST make an appointment to talk to their instructors immediately after receiving their mid-term grades. Students’ progress reports will also be sent to their sponsor or their home institution.

Final Grades and Reports
At the end of each semester, students receive a final report with their letter grades. Students need to receive a C or higher to move up a level. Students who receive a C- or lower may need to repeat a course or take supplemental instruction at additional cost while taking classes at the next level the following semester. Students with a C- or lower need to make an appointment with their advisor immediately after receiving the final grades to discuss their classes the following semester.

Mid-term and Final Examinations
Students must take final exams as scheduled by their instructors. Usually, the final exams are comprehensive exams which cover all the materials taught in the courses and account for a minimum of 20% of the final grades. Students must take the exams on the scheduled day. If for an extraordinary reason, students cannot take the exams on the scheduled date, a written request must be sent to the instructor and the program coordinator preferably 2 weeks before the examination date.
7. EXITING THE ENGLISH LANGUAGE PROGRAM
Exiting the Intermediate Level

After successfully completing the Intermediate level, students are eligible to apply for conditional admission to Chatham University’s undergraduate programs. Students who are conditionally admitted take a combination of English for Academic Purposes courses at the Advanced level and mainstream academic courses for the first two semesters. Successful completion is determined by ELP faculty. Students must meet the following requirements to exit the Intermediate level:

- Receive a C or higher in all courses taken or have taken necessary supplemental instruction
- Submit a final portfolio to the ELP
- Receive satisfactory evaluation on their final portfolio

Exiting the Advanced Level

Students who successfully complete the Advanced level are eligible to apply for admission into undergraduate and graduate programs at Chatham University. Undergraduate students at this level may go straight into mainstream academic courses. Successful completion is determined by ELP faculty. Students must meet the following requirements to exit the Advanced level:

- Receive a C or higher in all courses or have taken necessary supplemental instruction
- Submit a final portfolio to the ELP
- Receive satisfactory evaluation on their final portfolio

Final Portfolio

Your final portfolio must contain the following items:

- A title page with your name.
- An out-of-class essay: You should include your revised essay completed out of class and all of its drafts. Arrange them in chronological order with the first draft first and the final draft last. You should also include the course for which the essay was written and the instructor’s name.
- In-class essay: You must include one in-class, graded essay.
- Final exam: Your teachers will add your final exams to the portfolio.

Your portfolio will be graded by two ELP instructors, who will determine whether or not you are ready to leave the Intermediate level or Advanced level and be admitted to Chatham.

8. POLICY INFORMATION

US. Immigration Regulations

Students studying in the Chatham ELP Program with an F-1 visa must maintain full-time student status. This policy requires students to follow all ELP attendance and grade policies to avoid expulsion from the ELP. Students who are expelled from the ELP will be subject to deportation and must leave the U.S. according to U.S. Federal Immigration guidelines. For questions about
visa and Department of Homeland Security regulations contact Ms. Vivian Yamoah at 412-365-1267 or vyamoah@chatham.edu.

**Attendance**

Students are expected to attend all classes. And, to obtain the fullest benefit from their courses, students must fully participate in her or his classes. This means that students must engage in course activities, complete work on time, and make up for missed activities and assignments during an emergency absence. ELP students must attend a minimum of 85% of all scheduled classes in order to receive a certificate at the end of each level. A student’s failure to attend classes or other scheduled activities may result in a lower grades, failure in a course, expulsion from the ELP, loss of F1-visa status, and deportation from the U.S. Excessive absences (10% of the classes) are reported to the program coordinator and the university immigration officer.

There are situations where absences are excused. Students have to inform the instructors and the ELP coordinator of these situations through email.

These situations include:

- Personal illness. The student must submit a physician’s note when returning to class.
- Attendance of the funeral of immediate family members.

Students with excused absences are allowed to make up for the missed assignments within one week of their return to class. Students with unexcused absences may not earn credits for their assignments, which will affect their final grades.

**Lateness Policy**

Students are required to come to class on time. A student will be marked late when they arrive up to 25 minutes after class begins. After 25 minutes, the student may be marked as being absent. Being late 3 times will equal one absence.

**Chatham University Honor System and Academic Integrity Policy**

The student shall be responsible for maintaining the academic standards the university as required by the University honor code. Under the Chatham University honor system, students are expected to be honorable in all academic situations. Integrity in academic matters requires intellectual independence in all types of college work. It does not discourage desirable kinds of cooperation among students, such as discussions on outside work, as long as the help is a constructive aid in learning. Honesty also demands that due credit be given for any source material and ideas. Academic honor includes the student’s responsibility not only to refrain from giving or receiving aid on an examination, but also to maintain the best conditions for effective work. In accepting admission to Chatham University, students automatically agree to be personally responsible in all matters pertaining to academic honor and pledge to abide by those rules considered by the College community to be a part of its honor code. Academic dishonesty is a violation of our honor code. Academic dishonesty includes, but is not limited to, cheating, plagiarism, and lying.
Cheating
Cheating is the attempt, successful or not, to give or receive aid and/or information by illicit means in order to meet academic requirements. Examples of cheating include, but are not limited to, falsifying reports and documents; using any electronic device to copy, transmit, or receive information during an exam; taking information into an exam without permission; asking someone to take a test, write a paper, or complete any assignment for you, or agreeing to such a request; buying a paper and presenting it as your own; giving someone else a paper or providing other materials in an unapproved manner; obtaining a copy of an exam without faculty permission; and sharing copies of exams with students who have yet to take the exam.

Plagiarism
Plagiarism is one form of cheating. Plagiarism is the use of the organizational design, ideas, phrases, sentences, or larger units of discourse from another writer or speaker without proper acknowledgment. In order to avoid plagiarism, you must document all sources of text and ideas that derive from someone else’s work. This includes, but is not limited to, enclosing in quotation marks text copied directly from a source and identifying that source; identifying a source of summarized or paraphrased material; identifying the source of an idea taken from someone else’s work; and acknowledging sources in all formats, including web pages, television, sound recordings, speeches, and traditional hard copy.

Lying
Lying includes, but is not limited to, not being honest with a faculty or staff member when questioned about cheating or plagiarism; providing false information to college officials; or intentionally lodging false accusations of cheating or plagiarism against another student.

Procedures for Handling Cheating and Plagiarism
When there is evidence of dishonesty, the instructor will talk to the student within five working days of discovering a case of suspected cheating or plagiarism. Three possible scenarios follow:
- If no offence is found, no further action is taken.
- If wrongdoing is found, the instructor will report the case to the University. If it is the first offence, the instructor may
  - require the student to resubmit the assignment or take a new examination
  - give a 0 to the student’s assignment or examination
  - lower the student’s final grade
  - fail the student for the course

For a second or subsequent incident, the student must also go before the Student Conduct Board which will determine the appropriate course of action. In addition to the above penalties, sanctions may include academic probation, suspension, or expulsion from the program and the university. The student may appeal the above decisions in writing to the Office of Academic Affairs within seven working days.

If the student has admitted to or been found responsible for academic dishonesty, the dean of students will maintain the first academic dishonesty form in the student’s file. If no further incidents of academic dishonesty occur, the record will be destroyed upon graduation or
separation from the College. If the student has committed two or more offenses, the academic dishonesty forms and their disposition become part of the student’s permanent College record.

**Grievance Policy**
If you have a complaint, you could follow the following procedures:

1. If your complaints are course-related, discuss concerns with your instructors. If your complaints are not course-related, discuss them with the parties involved.
2. If your concern is not addressed after you talk to your instructors or other parties involved, you can make an appointment to discuss your concerns with the ELP coordinator.
3. If your concern is still not satisfactorily addressed, you can contact the Dean of the College or the Vice President of Student Affairs to lodge a formal complaint.

**9. ELP STUDENT SERVICES AND ACTIVITIES**

**Tutoring services**
If you would like assistance with writing, reading or even speaking and listening, the ELP runs a tutoring center for students to meet with a tutor for 30 or 60 minute sessions. Tutors can assist students with any ESL difficulties related to speaking, listening, reading, writing, or grammar and most often assist students when they are writing papers. Our tutors have usually lived and taught English in other countries so they are knowledgeable, understanding, and helpful. Tutoring appointments must be made online, in advance.

**Graduate Peer Mentor Program**
Each student that joins Chatham University for Graduate level studies faces her or his own unique set of challenges. Therefore, the ELP runs the Graduate Peer Mentor Program for graduate students to meet one-on-one with another graduate student for academic assistance. Our mentors have usually lived and taught English in other countries so they are knowledgeable, understanding, and helpful. Mentors may assist students with writing papers, creating presentations, pronunciation, intonation, and fluency, and adjusting to the American educational environment. Mentors are usually assigned by the ELP Coordinator; please contact her if you would like to participate in this program.

**Conversation Partner Program**
The ELP program understands that students who use the English language skills learn faster and better. In order to help students improve their speaking skills, the ELP has developed a Conversation Partner Program, where students may practice their language skills with other students each semester. For further information, please contact the ELP Coordinator.

**Field Trips**
The ELP organizes a number of fieldtrips in and outside Pittsburgh. This is an excellent opportunity for students to make new friends and explore the city of Pittsburgh and nearby attractions. Past field trips have included a river boat ride, lunch at Primanti Bros, shopping at one of the best outlet malls in the US, a visit to the Phipps Conservatory, and wandering around Pittsburgh’s Strip District. These field trips are fun!
10. OFFICE OF INTERNATIONAL AFFAIRS SERVICES AND ACTIVITIES

“Is it possible to work while I’m a student?” “How do I get my driver’s license?” “What do I need to do to keep my visa status current?” “How do I prepare for my tax?” These are just a few of the many questions that international students may face during their studies and we understand that it can be difficult and confusing to try to find out the answers on your own. The friendly and experienced International Affairs Team at Chatham is always available to answer any questions you may have or to help you with any difficulties you might face. Our door is always open for you to come in and get help or advice on anything that you need. Please also check email from International Affairs and take advantage of services that we have to offer.

Academic and Cultural Workshops

The OIA runs a series of workshops to assist international students with common problems when they first arrive to study at Chatham. We call this the “Living and Learning in the US” series. Chatham University professors and staff members from the Office of International Affairs run useful workshops on topics such as: Emailing your Professor, American Classroom Culture, Note-taking, Plagiarism and Citation, Meeting New People, Culture Shock/Homesickness, Working with your Academic Advisor and more.

Parties

The ELP program has many serious activities – but we like to have fun too. Throughout the year, we host several parties including a “Global Mixer” in September to welcome back study abroad students and to help International students make new connections and end-of-semester parties, usually held in December and April.

Holiday Celebrations

Sometimes the ELP program teaches about American holidays, but students can actually participate in any holiday celebrations on campus, including Halloween, Thanksgiving, etc. More information regarding these celebrations is available in the Student Activities calendar and My.Chatham.

Karaoke Night

One of the best nights during the school year is the International Karaoke Night. Usually held in November, students who are learning a foreign language and international students gather together to sing, laugh and party.
11. CHATHAM STUDENT SERVICES AND ACTIVITIES

Chatham University’s Office of Student Affairs/Student Activities

One special feature of Chatham University is the activities program that the University runs to promote a quality spirit on campus, and to encourage students to participate within the community. The University’s Office of Student Activities organizes: After Hours events (dances or art projects), movies, sports games, excursions (to baseball games or stage musicals), volunteering in the community, lectures, clubs and more. An example schedule can be found at: http://www.chatham.edu/campuslife/activities/docs/2012SpringCalendar.pdf. Once you register as a student, you can sign up for any or all of these events on my.Chatham.edu.

Student Lounges

The Carriage House

The Carriage House student lounge area and conference room is accessible 24/7 with your ID as a location to study & relax. Feel free to bring your movies to the Carriage House to watch with friends.

The Woodland Student Lounge

(open daily from 9:00 am to 2 am).

The Woodland Student Lounge Area is a great space to study, watch movies and relax. There are tables to play games, couches for lounging and a flat screen for movies!

The Commuter Student Lounge (Falk)

(open Monday – Friday 8:00 am to 10:00 pm)

Because it is located near most ELP classes, the Commuter Student Lounge is a great space for ELP students to study or relax between classes.

The PACE Center

The Program for Academic Confidence and Excellence – better known as the PACE Center – is an excellent student resource. The PACE Center offers tutoring in a variety of disciplines as well as academic coaching that teaches students to identify their goals, how to control procrastination, how become better readers and test-takers, and explore their own learning styles. The PACE Center is located on the 3rd Floor of the JKM Library and open throughout the week. Students may drop-in or make an appointment for assistance.

Housing

As an international student, you will most likely live on campus and have an American roommate. There are several individual housing options from mansions to University owned apartments. The Office of Residence Life matches roommates according to their language background, their study & sleep habits and co-curricular interests. All residents have 24-hour access to computer labs.
For more information about student housing including housing options, policies & procedures, and residence life staff and their roles, please visit http://www.chatham.edu/studentlife/resident.cfm.

**Health Insurance**

The University requires that all full-time students carry health insurance coverage. Coverage can be purchased through the University sponsored Student Health Insurance Plan or through your own comparable health insurance plan. The University sponsored Student Health Insurance Plan is designed to meet basic health care needs at an affordable cost. The open enrollment/waiver period takes place at the start of each academic year and closes with the add/drop deadline. Full time students are required to provide proof of alternate insurance by the close of add/drop if they choose not to purchase this plan.

The Open Enrollment/Waiver period for the 2012-2013 academic year begins on July 1, 2012 and continues until the close of add/drop on September 5, 2102. This is an online process that is accessed via the “Student Health Insurance” link on the myChatham homepage.

Also, Health Services are available to all International students, and an appointment to see the nurse is not necessary when you are ill. If you become ill during the day (8 a.m. - 4 p.m.), visit them in the lower level of Woodland Hall. If you are ill and need assistance after hours, please contact your RA or GRD in the residence halls.

**Emergencies**

Chatham University has its own Public Safety (police) department. In the event of an emergency, call Public Safety for assistance at 412-365-1111.

**Dining Services**

Chatham University had several places to buy food from but most dining services are located in the Anderson Dining Hall, Mellon Center. The Weathervane Snack Bar, on the lower level of Mellon, provides an alternative to the dining hall. Café Rachel, across from the library serves coffee and takeaway snacks.

Typically during the academic year the dining hall is open for breakfast, lunch, and dinner on weekdays and offers brunch and dinner on weekends. Most international students who live on campus (those who have a meal plan) will want to take advantage of the dining hall, because it provides the best value. In the dining hall, every meal is “all you can eat.” Your Chatham ID card is ‘swiped’ every time you eat a meal or make a purchase in the snack bar or dining hall.

**Student Services**

Student Services, located on the first floor of Braun Hall in the academic building, is an important center on campus. Student Services associates take care of matters pertaining to billing, financial aid, registration, and student ID cards. Many forms you will need can also be found on my.Chatham (http://my.chatham.edu/) by clicking on forms, and then Student Services.

**The Chatham Bookstore**
Chatham’s University Bookstore is located toward the southern end of campus, next to the Post Office and near Mellon Center. You can buy textbooks, supplies, snacks, and clothing and gifts at the bookstore itself; you can order most items on their website at: http://www.chatham.bkstr.com.

Postal Services

The Chatham Post Office is located next to the Bookstore in the Carriage House. You may mail international items here and also receive mail. If you live on campus you may request a mailbox. The Post Office is open Monday through Friday from 9 am to 5 pm. You may access your mailbox at any time. The Chatham Post Office should be able to accommodate most of your postal needs.

12. LIVING IN PITTSBURGH

Telephones

During your time at Chatham University, you will need a telephone. Probably similar to your own country, there are two different kinds of phones in the US: (1) “landlines,” which use wires to communicate and (2) cell phones (also known as mobile phones), which do not need wires. If you like, you can get a “landline,” but you should probably buy a cell phone with a “Pay as You Go” plan.

Where to Get Phones

Many US retailers sell a variety of cell phone models with “Pay as you Go” or “No Contract Plans,” as do the major US cell phone companies: Verizon, AT&T, T-Mobile, and Virgin Mobile.

US Calls

Making phone calls in the US with either a “landline” or cell phone is affordable and easy. Phone numbers in the States have a 3 digit area code + a 7 digit phone number. For example, 412-365-1320, where 412 is the area code for Pittsburgh and 365-1320 is the phone number. Note: the “365” is used only for Chatham University landline phone numbers.

International Calls

International calls are very expensive; we suggest that you use an Internet service such as Skype or GoogleVoice to make these calls. You may also purchase a “calling card” at the Chatham Bookstore or at a local grocery or convenience store, which makes International phone calls a little less expensive. However, you will need to know a 3 digit country code and add it to the phone number. For example, if you wish to call someone in the country of South Korea, you would use the country code 082, an area code/cell phone code, and then the phone number and dial: 082-010-2328-7656.

Transportation

Within the City of Pittsburgh
Getting around Pittsburgh is fairly easy. Even if you don’t own a car, you should have no problem getting to most places you need to go. And students do not need to pay for the bus as long as she or he has her/his student ID. Generally, for Chatham University students, walking or biking are both popular means of transportation. Besides your legs, there are a variety of transportation possibilities, which are also described in greater detail below.

**Chatham University Shuttle**

Chatham provides a shuttle to and from Chatham Eastside, the University of Pittsburgh campus and Carnegie Mellon University campus, which are located in the neighborhood called Oakland. [http://www.chatham.edu/campuslife/services/shuttle.cfm](http://www.chatham.edu/campuslife/services/shuttle.cfm)

**Local Public Bus**

The Port Authority of Pittsburgh is the local bus company. On their website, you can search bus schedules and times: [http://www.portauthority.org](http://www.portauthority.org). You can often find paper copies of the schedules across from the dining hall in Mellon Center or in the Public Safety office in Rea Garage. If you ever have questions about which bus to take, please call the Port Authority’s customer service line at 412-442-2000. Your bus pass is your student I.D. card: when you board a bus, show your I.D. to the driver.

**Bicycle**

A bicycle is a great way to get around town quickly. It is particularly convenient if you live nearby, but off-campus. An inexpensive, but adequate new bicycle can be purchased for approximately $125. Some students have found excellent deals on new bicycles at Wal-Mart.

One of the main advantages of a used bicycle is that it is less likely to get stolen. While you may never have a problem in Pittsburgh, especially if you take care to lock your bicycle properly, bicycle theft can and does happen. In order to avoid it, be sure to purchase a good lock (a D-lock is recommended), and always lock both the wheels and the frame of your bike to a bike rack, pole or fence, preferably in a visible area. Do not lock your bike to a handicap access ramp, building entrance, or stair rail. Finally, for your riding safety, you must wear a helmet. If you must ride at night, make sure you use lights and reflectors and wear light-colored or reflective clothing. Always ride with the flow of traffic, and be sure to follow the rules of the road.

**Getting to & from the Airport**

You can get to the airport by taking the 28x bus from Oakland (you can ride the shuttle, or the 71D or 500 buses to get to Oakland). Sometimes, the OIA will be able to transport you to and from the airport.

**Beyond the City of Pittsburgh**

Sometimes it is nice to travel away from Pittsburgh and see new places. Depending on your planned destination, there are a variety of transportation possibilities that, which are also described in greater detail below.

**Greyhound Bus Station**
The Greyhound bus station is located in downtown Pittsburgh at 55 11th street (the 500 and 71D buses from Fifth Ave will take you downtown). You can buy tickets online at http://www.greyhound.com.

**Train**

The Amtrak train station is located downtown at 1100 Liberty Avenue. This train services other U.S. destinations and is not the Pittsburgh subway (Pittsburgh has a very limited subway system called the “T,” you can find information about it in the previous section on local buses). You can find schedules and information for Amtrak online at http://www.amtrak.com.

**Banking and Finances**

If you did not open a bank account before arriving in Pittsburgh, you will want to do so as soon as you arrive. It is not advisable to carry large sums of money or to keep large sums of money in your apartment or dorm room.

The banks listed below are in Squirrel Hill, within walking distance of campus.

- Dollar Bank, 5822 Forbes Avenue. ATMs on campus are from Dollar Bank and will not charge you for withdrawing money. 412-521-7031 http://www.dollarbank.com/

For more information on what you need to open a bank account, please consult the Office of International Affair’s Handbook or someone in the Office.

**Food Shopping**

The City of Pittsburgh is an excellent place to live and study English, and you can find many comforts of home. All over the city there are restaurants whose food originates from differing countries. However, often the best food you will eat is food that you yourself cook. And you can purchase specialty groceries at:

**Region-Specific Specialty Stores**

Kohli's Indian Imports (Indian)
319 S Craig St Pittsburgh, PA 15213 (Oakland)
(412) 621-1815
http://www.kohlisindianimports.com/

Lotus Food Co (Generally Asian)
1649 Penn Ave Pittsburgh, PA 15222 (Strip District)
(412) 281-3050
http://www.lotusfood.com/
R Market (Middle Eastern – Turkish)
256 South Highland Avenue Pittsburgh, Pennsylvania 15206 (Shadyside)
412) 661-7364

Reyna Foods (Mexican)
2023 Penn Ave Pittsburgh, PA 15222 (Strip District)
(412) 261-2606
http://www.reynafoods.com/

Salem Halal Meats & Groceries (Middle Eastern – Muslim)
338 South Bouquet Street Pittsburgh, PA 15213 (Oakland)
(412) 621-4354

Seoul Mart (Korean)
4701 Fifth Ave, Pittsburgh, PA 15213 (Shadyside/Oakland)
(412) 622-7313

Tokyo Japanese Food Store (Japanese)
5855 Ellsworth Ave Pittsburgh, PA 15232 (Shadyside)
(412) 661-3777

Grocery Stores

Giant Eagle (Shadyside/Squirrel Hill)

Giant Eagle is the local supermarket chain that also has a pharmacy, bakery, and deli. There are 3 Giant Eagle supermarkets within one and a half miles of the Chatham university campus. Giant Eagle is a good store to look for items on sale – and their “Market District” stores have more international food than the regular stores. http://www.gianteagle.com/StoreLocator/Default.aspx.

Whole Foods (Shadyside)

Whole Foods Market is an American grocery store company that sells “natural” and “organic” foods. Whole Foods is known for having “healthy” foods, making very nice takeaway food, and being very expensive. The closest Whole Foods to Chatham University is about a mile away. http://wholefoodsmarket.com/stores/pittsburgh/.

Trader Joe’s (East Liberty)

 Trader Joe’s is an American grocery store company that is a little different. TJs is smaller than other grocery stores. It carries many “healthy” foods and products that are good for the environment, and Trader Joe’s tends to be less expensive than other “healthy” stores. It is just over a mile away from Chatham’s campus. http://www.traderjoes.com/stores/index.asp.

Farmer’s Markets

Farmers markets are the best place to buy really fresh food; however, most Americans buy their food in grocery stores so farmer’s markets are not as common in the U.S. as they are in other countries. Usually farmer’s markets open one time a week in a neighborhood. There are Farmer’s
Markets in the Strip District, East Liberty, and Oakland, etc. [http://www.city.pittsburgh.pa.us/parks/farmers_market.htm](http://www.city.pittsburgh.pa.us/parks/farmers_market.htm).

Finding Community Beyond the University

Although the ELP hopes that you make many friends at Chatham, you may also wish to make friends from your home country while you are living in Pittsburgh. Pittsburgh is a surprisingly multicultural city; there are many people whose families come from many countries. There is no one way to find a community but here is how you can meet people:

(1) From Back Home. Ask friends and family back at home if they have heard of another friend or family member back in Pittsburgh.

(2) Word of mouth. When you meet other people from your home country or visit a grocery store, ask people what they suggest you do to make yourself feel at home in Pittsburgh.

(3) Watch signs or news items. Americans often make organizations that help each other and celebrate special holidays. Sometimes celebrations will be advertised on the news, in the newspaper *[The City Paper]* especially) or on signs posted around campus.


**Exploring Pittsburgh on Your Own**

About Pittsburgh: [http://pittsburgh.about.com](http://pittsburgh.about.com)


Pittsburgh Parks: [www.pittsburghparks.org](http://www.pittsburghparks.org)

Cinema in the Park: [http://www.city.pittsburgh.pa.us/parks/cinema_in_the_park.htm](http://www.city.pittsburgh.pa.us/parks/cinema_in_the_park.htm)

Pittsburgh Museums


Carnegie Science Center - [http://www.carnegiesciencecenter.org/](http://www.carnegiesciencecenter.org/) [Free with student ID]


More Information about Pittsburgh Happenings

Post Gazette: http://www.post-gazette.com/events/

Pittsburgh City Paper: http://www.pittsburghcitypaper.ws

Pittsburgh City Search: http://pittsburgh.citysearch.com/find/section/pittsburgh/events.html

About Pittsburgh: http://pittsburgh.about.com/od/events/l/bl_calendar.htm

13. ELP FACULTY AND STAFF

General inquiries:

English Language Program – elp@chatham.edu

ELP Tutoring Center – elptutoring@chatham.edu

ELP and the OIA faculty and staff:

Ms. Ida Mansourian – imansourian@chatham.edu
Assistant Vice President for International Affairs

Ms. Linh Phung – lphung@chatham.edu
English Language Program Coordinator

Ms. Vivian Yamoah – vyamoah@chatham.edu
International Student Services Coordinator

Ms. Karin Chipman – kchipman@chatham.edu
Study Abroad Coordinator

Ms. Laura Drumm – ldrumm@chatham.edu
ELP tutor

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