



**ELS Educational Services, Inc.  
SCHOOL CATALOG**

**January 1, 2020 – December 31, 2020**

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## Introduction

ELS is a private institution which is approved to operate by the Bureau for Private Postsecondary Education. Approval to operate means that the institution is compliant with the minimum standards contained in the California Private Postsecondary Education Act of 2009 (as amended) and Division 7.5 of Title 5 of the California Code of Regulations.

ELS is fully accredited by the Accrediting Council for Continuing Education ([www.accet.org](http://www.accet.org)).

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Postsecondary Education at

Address: 1747 N Market Blvd Ste 225 Sacramento, CA 95834

PO Box 980818, West Sacramento, CA 95798-0818

Web site address: [www.bppe.ca.gov](http://www.bppe.ca.gov)

Telephone and Fax numbers: (888) 370-7589 or by fax (916) 263-1897

(916) 574-8900 or by fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (Toll-free telephone # (888) 370-7589) or by completing a complaint form, which can be obtained on the bureau's internet web site ([www.bppe.ca.gov](http://www.bppe.ca.gov))

## Mission Statement & Vision

### Our Vision:

To cultivate global citizens and future leaders who will contribute to world understanding, peace and prosperity.

### Our Mission Statement:

ELS Educational Services, Inc. is dedicated to developing future global citizens by:

- Providing English language and global competencies training.
- Enabling our graduates to achieve successful outcomes in their chosen goals, both educational and personal.
- Preparing our students for competitiveness in the global workplace, and for sustained involvement in an interdependent world.
- Acting with our university and other partners to develop internationalization strategies which foster global awareness for its students, and the campus community.



**Contact Information: ELS Language Centers in California**

La Verne	1886 Third Street La Verne, California 91750 USA Tel: 909.593.5555   Fax: 909.596.5516 ora@els.edu   ELS.edu/LaVerne
San Diego	110 West C Street, Suite 1600 San Diego, California 92101 USA Tel: 619.557.0136   Fax: 619.557.0156 sd@els.edu   ELS.edu/SanDiego
San Francisco	San Francisco – North Bay 190 Palm Avenue, Pennafort Hall San Rafael, California 94901 USA Tel: 415.485.3224   Fax: 415.459.7350 sra@els.edu   ELS.edu/SanFranciscoNorthBay  Mailing address: 50 Acacia Ave San Leandro, CA 94901
Santa Monica	Santa Monica 1413 Second Street Santa Monica, California 90401 USA Tel: 310.451.4544   Fax: 310.451.7795 sm@els.edu   ELS.edu/SantaMonica
Santa Rosa	Santa Rosa 1501 Mendocino Ave Santa Rosa, CA 95401 USA Tel: 707.527.4331 sro@els.edu   ELS.edu/SantaRosa
Silicon Valley	Silicon Valley 21269 Stevens Creek Blvd., Suite 620 Cupertino, California 95014 USA Tel: 408.865.1164   Fax: 408.865.0891 cup@els.edu   ELS.edu/Silicon Valley
Thousand Oaks	Thousand Oaks 203 Faculty Street, Mattson House Thousand Oaks, California 91360 USA Tel: 805.493.3760   Fax: 805.493.3709 tho@els.edu   ELS.edu/ThousandOaks

**All classes shall be held on the premises at the locations listed above for each school site.**



### **Physical Descriptions and Resources**

All ELS Language Centers in California offer classroom space, administrative offices, and a Language Technology Center (computer lab/learning resource center). ELS follows ACCET guidelines of a minimum of 20 sq.ft / student for classroom space. Certain Centers may additionally provide a student lounge, staff lounge, and other amenities.

All students are provided with ELS proprietary materials including textbooks published by Pearson, audio cd and cd-rom, a digital learning platform, and supplemental materials such as vocabulary flash cards, leveled readers, and access to many online resources. Every Center is equipped with highspeed wireless Internet, SmartBoards, and a computer lab.

### **Library and Learning Resource Center**

Students are encouraged to use the Language Technology Center (LTC) for additional practice and study throughout the day. Each student in the EAP, GE, and SEM programs will have one class per day in the LTC focusing on Individualized Learning Plans. Additionally, the LTC is available for self-directed student use before and after classes each day.

For those Centers located on a College or University campus, students also have access to additional campus-based resources, including the library. Each institution will have their own procedures for student use. Please contact Center directly for information.



## **Admission Requirements**

To enroll at ELS, you must meet the following requirements:

- 1) Send the signed and completed application form
- 2) Pay the ELS application fee
- 3) Make the ELS tuition prepayment (see “2019 Prices and Dates”)
- 4) Submit your financial certification in English, if requesting a Form I-20
- 5) A high school diploma is not required
- 6) Upon admission, students must take the ELS Placement Test. Scoring based on rubrics will determine what level course the student will benefit most from.

### *Required Documents for Enrollment*

In order to apply to any ELS Language Centers' program, students will need to submit the following documents:

- Completed and signed application form
- Non-refundable application fee
- Tuition prepayment
- Financial certification documentation, in English
- Copy of your current passport, showing your name and date of birth
- Housing deposit (if ELS housing is required)
- Airport pick-up fee (if requested)
- Express mail fee (if requested)

### *Acceptance*

Once ELS receives your application materials and fees and you are accepted, ELS will send you an I-20 Form (Certificate of Eligibility), if requested, and a Welcome Package. The Welcome Package will give you more information about your next steps, including your arrival at ELS in the U.S.A. and how to apply for a student (F-1) visa.

### *Program Entry Requirements*

There are no language proficiency requirements. Intensive, Semi-Intensive English, and American Explorer are available to students of all levels.



## **Acceptance of Credits**

**NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION** The transferability of credits you earn at ELS Language Centers is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the Certificate you earn in ELS Language Centers is also at the complete discretion of the institution to which you may seek to transfer. If the certificate that you earn at this institution is not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending ELS Language Centers to determine if your certificate will transfer.

ELS Language Centers does not offer credit for prior experiential learning. ELS Language Centers does not accept credits earned at other institutions or through challenge examinations and achievement tests. ELS Language Centers does not offer placement services.

## **Articulation Agreements**

Students may use ELS Level 112 Intensive program Completion to meet university English Language Proficiency Requirements at any one of our University Partners. Students may use ELS Level 109 Intensive program Completion to meet Community College English Language Proficiency Requirements at any one of our Community College Partners.

ELS Language Centers has articulation agreements with over 600 college and university partners in the United States. All ELS University Partners, their programs and admission requirements may be found at [www.universityguideonline.org](http://www.universityguideonline.org)

## **Visa Services and Information for International Students**

### *F-1 Student Visa*

According to US immigration laws, you must enter the United States on a nonimmigrant, student (F-1) visa if you wish to study in our intensive and semi-intensive English programs. ELS Language Centers is authorized under Federal law to enroll nonimmigrant alien students.

To obtain an F-1 student visa you will need to present to the US Embassy or US Consulate certain documents to demonstrate your intent to study in the United States and, after completion of your studies, return to your home country. The documents you need include an I-20 obtained from ELS, proof of financial certification, a valid passport, and evidence of ties to your country. In addition, a personal interview with a visa officer will be required. ELS does not charge for any of these services.



We recommend that you make an appointment for your interview at least 60-120 days before the date you intend to begin your studies. More information on how to apply for a student visa, including the required visa application, is available on US Embassy and US Consulate websites, a listing of which may be found at <http://www.usembassy.gov/>.

Prospective and current F-1 visa students should visit Study in the States <https://studyinthestates.dhs.gov/students> to learn about the process and rules for studying in the United States as an international student.

ELS does not provide visa services. We will, however, provide guidance based on current SEVP regulations and vouch for student status as per their status in SEVIS.

### *Language Proficiency*

English language proficiency is not a requirement for enrollment at ELS Language Centers, as it is an ESL program. All classes are taught in English and all levels are accepted for instruction. Students take a placement test upon arrival and their level is determined and documented at that time. This applies to all programs offered by the school.



## Programs Offered at ALL locations

### Intensive English Program: 30 lessons per week; 120 hours required for completion

- Fulfills the English language requirement for admission to over 600 colleges and universities around the world. Ideal for academic bound students, or for others requiring comprehensive knowledge of the English language.
- Includes the following **courses**: 2 hours of Structure & Speaking (SSP), 2 hours of Reading/Writing, 1 hours Elective (SEC), 1 hour Language Technology Course (LTC).

### Semi-Intensive English Program (SEM): 20 lessons per week; 80 hours required for completion

- Suitable for students not planning to attend university. Includes **courses** listed in the Intensive program, except Reading/Writing.

### American Explorer Program (ACP): 15 lessons per week; 60 hours required for completion

- Designed for tourists who would like part-time English study. Includes SSP **course** and either SEC or LTC.

## Requirements for Student Achievement for ALL programs

All incoming students will participate in a Placement Test to determine their level. ELS offers 12 levels (101-112).

Placement test:

- Speaking interview
- Writing sample
- Listening
- Reading/grammar

Throughout the four-week session, students will be evaluated based on level objectives. These objectives are presented in writing in the Skills and Evaluation Criteria (SEC) handout for each class. Students are evaluated based on these objectives as well as on participation (including attendance) and on final passing criteria (final exam, writing assessment, speaking assessment). Coursework is evaluated on a 0.0 – 4.0 scale, with 0.5 increments.

Passing requirements are:

- Minimum of 1.0 on final exam
- Minimum of 1.0 on speaking evaluation
- Minimum of 1.0 on writing evaluation
- Minimum of 1.0 in each class
- Minimum of 2.0 overall GPA
- Attendance (please see below for details)

Students receive a Final Grade Report each session which includes their grade, attendance, a skills evaluation, and teacher's comments. Students who pass a Proficiency Band receive a Certificate of Promotion and students who complete Level 109 or Level 112 receive a Certificate of Completion.





## Attendance

Because ELS would like you to get the maximum benefit from your program, you will be expected to attend classes full-time. If you have excessive absences from any combination of classes in any session, you will fail the level unless you make up the work missed and are able to demonstrate mastery of the material covered. More than 18 absences in a 4-week course from lesson hours in the Intensive program, or 12 or more in the Semi-Intensive program could cause you to fail your level. Students are eligible to take a 4-week break in study after 16 consecutive weeks of study. Advance written notice is required.

<b>Program</b>	<b>Hours taught per Session</b>	<b>Minimum Required Attendance (in hours)</b>
INTENSIVE	120	102
SEM	80	68
ACP	60	51

ELS policy is for students to attend all classes in the program in which they are enrolled. Students may miss up to 18 hours of classes, depending upon their program, before impacting their overall level. If students have excessive absences from any combination of classes in any session, they may fail the level unless they make up the work missed and are able to demonstrate mastery of the material covered. While there are no “excused” absences, absences based on legitimate need such as illness should be considered when a student is at risk for failing due to excessive absences. Students who have documented medical reasons for absences may be eligible for authorized reduced course load.

Also note that each class has a specific limit to the number of allowable absences. If students exceed this limit, they will receive a zero for “class work and participation,” which typically constitutes 20% to 25% of their class grade. Specifically, students will get a zero for “class work and participation” when they have the following number of absences per class: Class Hours absent SSP or LS 6 or more hours of class (3 days) R/W 6 or more hours of class (3 days) VE 5 or more hours of class SECs 4 or more hours of class (PM classes); 5 or more hours (AM classes) LTC 5 or more absences = failure

Students who miss 10 minutes of class (e.g., arriving late or leaving early) are counted as absent for that day.

### *Attendance Policy Procedures*

Instructors must notify the Academic Director of any students who are absent for two days in a row. A staff member (Center Director, Academic Director or International Student Advisor) must contact the student to determine the reason for the absence. Instructors should also notify the Academic Director if any students are excessively absent or late. Attendance is recorded hourly on the Enrollment & Evaluation Report, within TEAMS, and noted on the final evaluation.



## **Leave of Absence**

F-1 students are eligible for one four-week leave after four months of consecutive studies. Students must consult with the Designated School Official for eligibility and processing.

## **Probation and Dismissal Policies**

### *Failure to Thrive Academically*

Students who are unable to pass must repeat their level. Students who repeat a level two times meet personally with the Academic Director. They are given an Individualized Learning Plan and an Academic Warning. If, after a third attempt at the same level, a student is unable to pass, they will receive additional counseling and an updated learning plan and will receive a notice of Academic Probation. Students who Repeat the same level four times will be considered a case of “Failure to Thrive Academically” and will be asked to study at another location and/or ESL program, at the discretion of the District Director.

### *Egregious Absences*

Excessive Absences are any combination of absences within a program that result in the student being absent more than 20% of the time. Excessive absences for each program are as follows:

- 24 hours for an intensive (EAP) student
- 16 hours for a semi-intensive (SEM) student
- 12 hours for an American Explorer (ACP) student

A student with excessive absences is immediately placed on academic probation and receives an amelioration plan, e.g., reporting to the Academic Director on a daily basis. Continued absences will result in the student being expelled from the program. Students with excessive absences who are on an F1 or J1 nonimmigrant visa must also be provided an Immigration Warning Letter. If these students’ attendance does not improve, their SEVIS records are subject to termination, pending District Director and PDSO approval. If ELS terminates the SEVIS record, the student must: a) leave the United States; b) transfer to another SEVIS-approved school and file for reinstatement; or b) re-apply to ELS, be admitted, and apply for reinstatement (e.g., if the absences were beyond the control of the individual). When any student is expelled or dismissed from ELS, the District Director and Sales Director must be notified, along with the Counseling Agent if the student is agent-referred or Advisor/Program Manager if part of a sponsored program.

### *Code of Conduct*

Students who violate the ELS Code of Conduct may face disciplinary action up to and including dismissal from the program.



## **Faculty and Staff**

The instructional staff at ELS Language Centers are highly experienced ESL professionals. Minimum hiring requirements are a Bachelor's Degree plus three years of ESL teaching experience.

Each ELS Center has an administrative staff that consists of the following positions, or combinations thereof:

- Center Director / Designated School Official
- Academic Director
- International Student Advisor / Designated School Official
- Registrar

## **Student Services**

ELS Language Centers offers the following student services:

- Housing assistance
- University counseling
- Activities and cultural program
- General advising
- Airport pick-up
- Immigration advising
- Orientation

## **Placement Services**

ELS does not offer placement services.



## **Housing**

Host Family housing is an option we offer if required. Student makes the request at the time of application and a host family is designated. Information about the host family is sent to the student three weeks before the session start date.

There are also many apartments available for rent. You can search for apartments right around the campus at sites like Craigslist for a list of available apartments before you arrive. Enter the school zip code in the 'Search For' line, and you will see all the places near the school. For a studio apartment, monthly rentals on Craigslist can begin at \$1800.

## **Cancellation Policy, California**

If ELS accepts your application, but you cancel your booked course, the application fee will not be refunded. However, should you cancel your booked course, you may apply your application fee toward a new course for up to 12 months after your initially scheduled start-date. If your visa application is rejected or you cancel your booked course upon registration or up to one week (7 days) after submission of your application (whichever is later) or you do not report for class and you have not entered the US on a student visa sponsored by ELS, ELS will refund all tuition and fees (except the application fee). We will refund 100% of the amount paid for institutional charges, less a \$180 application fee, if notice of cancellation is made through attendance at the first class session, or the seventh day of enrollment, whichever is greater.

## **Withdrawal from Program**

If you withdraw from your booked course and have not completed at least 60% of your booked course, you will be eligible for a prorated tuition refund. This refund will be calculated from your last recorded day of attendance and will be calculated by day, based on the weekly price for your actual length of study. If you withdraw after completing at least 60% of your booked course, you will not be eligible for a refund. If you extend the length of your booked course and withdraw from the course before completing 60% of the extended portion of your booked course, you will be eligible for a prorated tuition refund of the booked extension. This refund will be calculated from your last recorded day of attendance and will be calculated by day, based on the weekly price for the actual length of your extended study.

## **Cancellation and Refund Policy**

All cancellations and refund requests must be made in writing. Please see the Center Director who will help you with the cancellation of the program and/or the refund process. Refunds will be made within 30 calendar days of your cancellation or withdrawal from the program. ELS follows all applicable state and federal regulations, including those related to student refunds. All refunds are processed in the same method in which payment was originally received.

## **Tuition and Fees**



If ELS does not accept your application, ELS will refund you the application fee, as well as any tuition collected.

Tuition payment for your entire booked course is required prior to attendance and is subject to the Cancellation and Refund Policies stated below.

### Tuition and Fees Cancellation Policy

If ELS accepts your application, but you cancel your booked course, the application fee will not be refunded. However, should you cancel your booked course, you may apply your application fee toward a new course for up to 12 months after your initially scheduled start-date.

If your visa application is rejected or you cancel your booked course upon registration or up to one week (7 days) after submission of your application (whichever is later) or you do not report for class and you have not entered the US on a student visa sponsored by ELS, ELS will refund all tuition and fees (except the application fee).

If a student obtains a loan to pay for an educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund, and that, if the student receives federal student financial aid funds, the student is entitled to a refund of the money's not paid from federal financial aid funds.

### Record Retention

<b>Document</b>	<b>Duration of Retention</b>
Academic Records	5 years from date of separation
Student Progress	Duration of study
SEVIS Compliance	3 years from date of separation
Invoices	1 year from date of separation
Payments	3 years from date of separation
Refunds	5 years from date of separation
Financial Guarantee Letters	1 year from date of separation
All other enrollment-related fields	5 years from date of separation

Students can contact the Academic Director and/or Registrar at each Center at any time in order to get a copy of the records or transcript, as these records are kept indefinitely.



## Charges for Program

Charges will depend on program studied (EAP, SEM, etc).

Estimated cost for one session (four weeks) of Tuition and Materials and Technology Fee is \$2084.

GENERAL FEES DESCRIPTION	FEE
Application fee – all programs, one-time non-refundable fee	\$180 All Programs
Materials & Technology Fee – per 4-week course	\$105
ELS Student Health Insurance – per 4-week course	\$164
Housing Booking Deposit	\$300
Optional Courier Service	\$110 International / \$65 Domestic
Facility Fee – per 4-week course (at all centers with campus access) <sup>5</sup>	\$50
Optional Airport Pickup Service	See <a href="http://superservice.els.com">superservice.els.com</a>

# Tuition Price List<sup>1</sup>

Course Length <sup>3</sup>	Intensive English <sup>4</sup>	Semi-Intensive (Semi) <sup>4</sup>	American Explorer Program <sup>4</sup>
1 week <sup>2</sup>	\$685	\$515	\$495
2 weeks <sup>2</sup>	\$1,255	\$960	\$915
3 weeks <sup>2</sup>	\$1,650	\$1,305	\$1,255
4 weeks	\$1,984	\$1,520	\$1,456

<sup>1</sup>All tuition for the booked course must be paid prior to class attendance.

<sup>2</sup>Prices provided above for 1-, 2-, and 3-week bookings are only for short term study, if available.

<sup>3</sup>Incremental weeks, exceeding multiples of 4-week sessions, will be charged at the prorated price of total booking

## Financial Aid

ELS Language Centers does not participate in federal and state financial aid programs.

## Student Tuition Recovery Fund

You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you: 1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and 2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party. You are not eligible for protection from



the STRF and you are not required to pay the STRF assessment, if either of the following applies: 1. You are not a California resident, or are not enrolled in a residency program, or 2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

“The State of California established the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic loss suffered by a student in an educational program at a qualifying institution, who is or was a California resident while enrolled, or was enrolled in a residency program, if the student enrolled in the institution, prepaid tuition, and suffered an economic loss. Unless relieved of the obligation to do so, you must pay the state-imposed assessment for the STRF, or it must be paid on your behalf, if you are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition. You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if you are not a California resident, or are not enrolled in a residency program.”

(b) In addition to the statement required under subdivision (a) of this section, a qualifying institution shall include the following statement in its school catalog:

“It is important that you keep copies of your enrollment agreement, financial aid documents, receipts, or any other information that documents the amount paid to the school. Questions regarding the STRF may be directed to the Bureau for Private Postsecondary Education, 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833, (916) 431-6959 or (888) 370-7589. To be eligible for STRF, you must be a California resident or are enrolled in a residency program, prepaid tuition, paid or deemed to have paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The institution, a location of the institution, or an educational program offered by the institution was closed or discontinued, and you did not choose to participate in a teach-out plan approved by the Bureau or did not complete a chosen teach-out plan approved by the Bureau.
2. You were enrolled at an institution or a location of the institution within the 120 day period before the closure of the institution or location of the institution, or were enrolled in an educational program within the 120 day period before the program was discontinued.
3. You were enrolled at an institution or a location of the institution more than 120 days before the closure of the institution or location of the institution, in an educational program offered by the institution as to which the Bureau determined there was a significant decline in the quality or value of the program more than 120 days before closure.
4. The institution has been ordered to pay a refund by the Bureau but has failed to do so.
5. The institution has failed to pay or reimburse loan proceeds under a federal student loan program as required by law, or has failed to pay or reimburse proceeds received by the institution in excess of tuition and other costs.
6. You have been awarded restitution, a refund, or other monetary award by an arbitrator or court, based on a violation of this chapter by an institution or representative of an institution, but have been unable to collect the award from the institution.
7. You sought legal counsel that resulted in the cancellation of one or more of your student loans and have an invoice for services rendered and evidence of the cancellation of the student loan or loans.



To qualify for STRF reimbursement, the application must be received within four (4) years from the date of the action or event that made the student eligible for recovery from STRF.

A student whose loan is revived by a loan holder or debt collector after a period of non-collection may, at any time, file a written application for recovery from STRF for the debt that would have otherwise been eligible for recovery. If it has been more than four (4) years since the action or event that made the student eligible, the student must have filed a written application for recovery within the original four (4) year period, unless the period has been extended by another act of law.

However, no claim can be paid to any student without a social security number or a taxpayer identification number.”

### Bankruptcy

ELS Language Centers does not have a pending petition in bankruptcy, is not operating as a debtor in possession, has not filed a petition in the past 5 years, and has not had a petition filed against it within the preceding 5 years that resulted in reorganization under Chapter 11 of the United States Bankruptcy Court.

### Grievances and Questions

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education (BPPE) at 2535 Capitol Oaks Dr., Ste 400, Sacramento CA 95833; [www.bppe.ca.gov](http://www.bppe.ca.gov); 888.370.7589.

A student or any member of the public may file a complaint about this institution with BPPE by calling the above number or by completing a complaint form from the bureau's above website.

Any student grievances may be referred to the Center Director. Please visit the Center Director in their office at the center at any time during normal hours of operation to file a grievance. The Center Director will then investigate the issue and respond to you by e-mail or verbally within two business days.