



The Program in  
Intensive English

Student Handbook  
2017-2018



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Welcome to the Program in Intensive English (PIE) at Northern Arizona University in Flagstaff! We are very happy that you will be studying with us. PIE is the ideal program to learn and practice the English language, American culture, and ready yourself for success at a U.S. university. You will make lifetime friendships.

We expect you to study, practice, and attend all your classes. This is your time to become very proficient in English. Please use the many resources PIE and NAU provide for you. We encourage you to participate in the activities and trips that PIE and NAU have to offer, such as English Club, International Club, AcES tutoring, the Slice of PIE newsletter, and trips to the Grand Canyon and Sedona.

This Student Handbook has information about PIE policies, academics, activities, and life in Flagstaff. Please ask any of us if you have any questions.

Have a great semester!



Gordon Clark  
PIE Director  
[Gordon.Clark@nau.edu](mailto:Gordon.Clark@nau.edu)

## **THE PIE MISSION STATEMENT**

The mission of the Program in Intensive English at Northern Arizona University (NAU) is three-fold:

1. To improve the English proficiency and academic preparedness of international students
2. To provide teacher training and professional development for NAU's MA-TESL/PhD in Applied Linguistics students
3. To provide research opportunities for university faculty, doctoral students, and MA-TESL students that advance disciplinary knowledge and effective second language teaching and learning

## **ABOUT THE PROGRAM IN INTENSIVE ENGLISH**

The PIE, which is part of the English department in the College of Arts and Letters, serves 100–200 international students per academic year. The PIE offers five levels of instruction and delivers approximately 300 hours of instruction per week per semester to prepare our students for successful careers as NAU undergraduate or graduate students. Please see the PIE website <http://nau.edu/cal/pie/> for more information about the program.

When you finish our English program, you will be ready to study for a Northern Arizona University degree—while enjoying all the benefits of being a full-time NAU student.

In this program, you will have many advantages. You will work to improve your English skills by

- taking full-time English language coursework
- developing your study skills in a university environment
- gaining confidence in yourself as a student and as an English speaker
- making friends in the university student community
- immersing yourself in American culture
- having access to university services, facilities, and activities. This includes living on campus, checking out books from the library, and using the athletic center

## **PIE FACULTY AND STAFF**

PIE Director – Gordon Clark, PIE Room 109

[Gordon.Clark@nau.edu](mailto:Gordon.Clark@nau.edu)

Assistant Director of Assessment—Jacqueline Church, PIE North Trailer

[Jacqueline.Church@nau.edu](mailto:Jacqueline.Church@nau.edu)

PIE Coordinator for Budgets and Finance – April Peck, PIE Room 101

[April.Peck@nau.edu](mailto:April.Peck@nau.edu)

PIE Administrative Associate –PIE Room 106

### **PIE Level Coordinators**

Each level in PIE has a level coordinator to help students with questions and concerns they have. Level coordinator information is available at the beginning of each semester.

## **IMPORTANT PHONE NUMBERS**

NAU Emergency – 928-523-3000

Flagstaff Emergency – 911

NAU Police, Non-emergency – 928-523-3611

Center for International Education – 928-523-2409

Campus Health Service Urgent Care – 928-523-3121

Parking and Transportation – 928-523-6233

NAU Escort Service SAFE Ride – 928-523-6233

Residence Life – 928-523-6223

## **USEFUL ACRONYMS**

The following groups of letters are called acronyms. An acronym is made by taking the first letter of each word and forming a new word that is written in all capital letters. Here is a list of acronyms used in this handbook that you need to learn.

PIE	Program in Intensive English
NAU	Northern Arizona University
CIE	Center for International Education
HLC	Health and Learning Center
PD	Police Department
LOUIE	The online account each student can access for individual account information
BBLearn	BlackBoard Learn
CBI	Content-Based Instruction
ESP	English for Specific Purposes
CALL	Computer-Assisted Language Learning
TOEFL iBT	Test of English as a Foreign Language, Internet-Based Test
IELTS	International English Language Testing System



## PIE PLACEMENT PROCEDURE

All new PIE students take the PIE English Placement Test before the semester begins. This test is used to place students in the appropriate level of instruction and to determine whether students demonstrate the level of English proficiency necessary to enter NAU for full-time academic work.

The PIE English Placement Test is given during Orientation Week before classes begin. Students are expected to arrive in Flagstaff in time to take this test. For more information about Orientation Week, contact the Center for International Education (CIE) at [StudyNAU@nau.edu](mailto:StudyNAU@nau.edu).

Students who arrive on or after the first day of classes for the semester will be tested to determine their PIE level. This test is for PIE placement only. Students who arrive on or after the first day of classes will not be eligible to exit the program. They will be placed in PIE for the semester. The PIE Placement Test is not offered after classes begin.

## PIE Levels of Instruction

PIE students attend class 20 hours a week and are enrolled in the following levels:

**Level 2:** Students with PIE Placement Test score of 16–31. Students are able to go beyond simple exchanges of information to more elaborate tasks. They produce longer spoken and written texts, and also develop their ability to sustain reading and conversation.

**Level 3:** Students with PIE Placement Test score of 32–44. Students practice English for academic purposes and learn to write academic essays, give oral presentations, and further improve their reading and listening skills.

**Level 4:** Students with PIE Placement Test score of 45–56. In Level 4, students acquire knowledge and demonstrate language abilities for academic purposes. Students engage with academic material to write academic essays and give oral presentations. They read and listen to adapted and authentic texts and identify main ideas, details, and textual organization.

**Level 5:** Students with PIE Placement Test score of 57–69. These students may take 4-credit ENG 105 class along with 18–20 hours of PIE instruction. They gain the language skills necessary to be prepared for study at the university. This level provides the necessary transition from intensive language study to university study. Students become fluent in listening to authentic academic lectures. They learn to apply reading strategies independently in order to successfully comprehend and discuss academic texts. Students at this level study a wide range of academic vocabulary and apply it in written and spoken contexts.

**Level 6:** Students with PIE Placement Test score in the 70–100 range. Level 6 students who are in good academic standing \*may take up to 4 credits of regular NAU coursework along with 14–20 hours of PIE coursework. They further improve their language skills and achieve the fluency necessary to study at the university. Students listen to authentic academic

passages and lectures and read adapted academic texts while becoming more confident in the use of complex grammatical structures to complete academic written and spoken tasks.

\*A student in good standing is not on academic eligibility notice

Level of Instruction	Placement Scores	Instruction Requirements
Level 2	16–31	20 hours
Level 3	32–44	20 hours
Level 4	45–56	20 hours
Level 5	57–69	18–20 hours
Level 6	75–100	14–20 hours

## Level Promotion

Full-time students in PIE can move to a higher level in two ways:

1. Any student earning grades of A, B, or C in every class at a given level will be promoted to the next level. This includes exiting the program.
2. Any student in Levels 2–4 who earns a score on the PIE placement or exit test that meets the minimum requirement for a higher PIE level will be promoted. This does not include exiting the program (see Exiting PIE below).

PIE students are expected to attend all classes and apply themselves to their studies. Students must earn a C or better in all classes—including PIE classes and university-credit classes—in the next semester to remain in the program. Students receiving a D or an F in any class must meet with the PIE administration to determine their eligibility to begin the next semester.

## PIE Grades

Students are given a grade for all of the courses they take in the PIE. These grades are then weighted (by number of hours) and converted into an overall PIE grade for the session.

Current PIE students can access their grades in the PIE Student System. Students can use their NAU user ID and password to access the PIE Student System.

## Report Cards and Transcripts

PIE students can access their grades and print their report cards through the PIE Student System. PIE does not provide official transcripts. Transcripts must be requested from NAU's Registrar' Office and students must pay a fee to receive their official transcripts. Students can

go to the Registrar's website for more information: <http://nau.edu/Registrar/Transcripts-and-Verifications/>

## **Academic Advising**

Students who have questions about their PIE classes should see the Director or Assistant Director for academic advising. Students who are conditionally admitted to NAU and want to change their major should contact the Center for International Education to update their immigration documents.

Students in levels 5 and 6 who are earning grades 70% or above in all their PIE classes and their university credit classes will be released for early advising for NAU classes. Early advising means that the students meet with their new advisors and register for university classes for the following semester. At the end of the semester, any students who did not pass all of their PIE and university-credit classes will not exit the program and the university classes will be dropped.

All students in PIE have an Academic Advising hold on their student account. This hold prevents students from registering for classes without speaking to their advisor first. This hold is removed when students exit the program.

## **Exiting PIE**

PIE students will need a PIE endorsement for university entrance before taking university classes at NAU. Full-time PIE students can exit the program and receive the PIE endorsement for university entrance in three ways:

1. Any student in Level 5 or 6 earning grades of A, B, or C in every class, including PIE and any university classes, will exit the program.
2. Any student earning grades of A, B, or C in every class who earns a score of 70 or more on the PIE placement or exit test will exit the program.
3. Any student who earns grades of A, B, or C in every class, including PIE and any university classes, and provides an official TOEFL or IELTS score that meets NAU's minimum entrance requirement will also exit, either:
  - a. on or before the last day to add a class according to the NAU registrar's calendar for the semester, or
  - b. at the end of the current semester.

## **Transition to the University**

PIE students are enrolled as either Conditionally Admitted to NAU, or PIE ONLY. Upon exiting the program, Conditionally Admitted students will be fully admitted to NAU and begin their degree programs. PIE ONLY students must go to the Center for International Education to apply

for NAU admission before starting a degree program. Students should contact their immigration advisor at the Center for International Education for admission questions.

## **Certificates**

Students may request a certificate of completion after successfully completing a level of PIE instruction. Certificates must be requested within 30 days of completion. Requests for certificates for prior semesters cannot be accommodated, although a letter verifying enrollment can be provided if the necessary student information is provided. Certificates can be given directly to students or mailed to a U.S. address.

Please note that certificates will not be issued to any student with a hold on his or her NAU account.

## **Student Evaluation of PIE**

Here at PIE we value everyone's input. We always want to know what students think and how we can make things better. We regularly assess student satisfaction in several ways:

- **Course Evaluations:** Students fill out evaluations about their teachers and classes two times every semester. The first time is during mid-semester and the other at the end of the semester,
- **PIE Evaluations:** Students fill out an evaluation about PIE as a program during the mid-semester,
- **Student Council:** Students can bring ideas for improvement as well as any concerns they have about PIE to the Student Council, which then presents the ideas to the PIE Director for consideration, and
- **Suggestion Box:** A suggestion box is located near the front entrance of the PIE. Students are welcome to leave suggestions anonymously (without a name) for the PIE administration.

## **PIE REGISTRATION AND ENROLLMENT POLICY**

All PIE students are enrolled in a one-credit NAU course. Enrollment in this course gives PIE students access to all NAU services and benefits, including meal plans, student housing, health insurance, and campus recreation services. This course does not count toward degree progress.

Students must be officially enrolled to attend classes. Students are expected to attend classes beginning on the first day of instruction.

The PIE enrolls students according to their level of proficiency, based on placement test results. (See Placement Procedure section on page 5). Students do not enroll themselves.

### **Late Arrivals**

Late arrivals will not be accepted after the second week of each semester. Late students must report to the CIE and the PIE office to make arrangements for enrollment and fee payment. Late arriving students will be marked absent for the classes they missed.

Students who arrive late will be placed in PIE for the semester. The PIE Placement Test is not offered after classes begin.

### **Drop/Withdrawal**

Any students who leave the PIE for any reason will be subject to NAU's policies regarding drops and withdrawal deadlines. They will be responsible for paying all charges for the semester according to the university deadlines. This includes both PIE and any University classes students are enrolled in.

Students who need to leave during a semester should meet with the PIE Director or Assistant Director and their immigration advisor as soon as possible.

For specific deadlines to drop or withdraw from classes see the registrar's calendar of important dates and deadlines: <http://nau.edu/Registrar/Important-Dates/>

Please see the Attendance Policy section of this handbook for specific information regarding attendance requirements.

## PIE TUITION AND FEES

Charges for tuition and fees come in two separate parts: NAU tuition and fees, and PIE fees. All NAU tuition and fees will be charged to the student account upon enrollment. NAU tuition is based on credit hour, so Level 6 students taking an academic class other than ENG 105 may result in additional fees.

The PIE fees will be charged to the student account no later than 2 weeks after the start of the semester. PIE fees are not eligible for any type of payment plan.

All students must pay their accounts in full or produce an active Financial Guarantee within 30 days of the start of the semester.

### **Tuition and Fees, Levels 2–6, PIE only**

Fall 2017, 16-week semester	\$7,330
Spring 2018, 16-week semester	\$7,330

### **Tuition and Fees, Levels 5–6, with ENG 105\***

Fall 2017, 16-week semester, PIE classes with ENG 105	\$11,358
Spring 2018, 16-week semester, PIE classes with ENG 105	\$11,358

\*Level 6 students: contact April Peck in Room 109 for cost of taking NAU classes other than ENG 105.

Other fees you will need to pay in addition to PIE tuition and fees include the following:

- Housing
- Meals
- Books
- Health insurance
- Personal expenses

For important information about health insurance requirements, see the International Student Orientation Handbook at [http://nau.edu/uploadedFiles/Administrative/Provost/CIE/International\\_Student\\_and\\_Scholar\\_Services/Orientation%20Handbook%20%20for%20International%20Students%20and%20Scholars.pdf](http://nau.edu/uploadedFiles/Administrative/Provost/CIE/International_Student_and_Scholar_Services/Orientation%20Handbook%20%20for%20International%20Students%20and%20Scholars.pdf)

## Student Accounts

Each student at NAU has a personal account, where you will find information about:

- Classes you are enrolled in
- Tuition and fees
- Other charges (such as insurance, housing, printing, and other)
- Making payments
- Checking for holds (see below for information about holds)

- Changing your address

You can view your student account by logging into LOUIE with your NAU User ID and password, which you receive when you enroll.

## Holds

A hold on a student account means that you cannot register for classes because you have a specific requirement to fulfill, such as seeing an advisor or going to the Health Center.

There are many different types of student holds, such as advising, measles or other vaccination holds, or past due charges.

Returning students who have holds on their accounts will not be allowed to attend classes until their holds are cleared and they will be marked absent for any classes they miss until they are officially enrolled.

## LIFE IN FLAGSTAFF

(<http://www.flagstaff.com>)

Arizona has an arid climate. At 7,000 feet above sea level (2150 m), the air is thin and dry, and the sun is more intense. Be aware that it may take you some time to adjust to the altitude.

Temperatures in Flagstaff vary widely. A 15–20°C difference in temperatures between day and night is normal. Flagstaff weather has four individual seasons. Summer is beautiful, with nice temperatures and monsoon rain showers in July and August. Average temperatures are in the mid-70s to 80s (23–31°C). During autumn, the leaves on the Aspen trees turn golden and the days get cooler, with high temperatures from 50 to the mid-60s (10–20°C). In the winter, expect snow from December to about March. The average annual snowfall is almost 100 inches (2.54 meters). High temperatures in winter are usually in the 40s (4.4–9.4°C), but can be as cold as 14°F degrees (-10°C). A warm jacket, gloves, and heavy boots are recommended for winter. The best way to dress for winter weather is to wear clothes in layers. Lighter inner layers and heavier outer layers will keep you warmer and will allow you to take off and put on layers as needed.

## Restaurants

Flagstaff has a good variety and selection of restaurants because of its year-round tourism. From American to Italian, Asian, European, and Indian, there are a lot to choose from. Tipping is a standard practice in the United States. A tip of 15% of the total bill is expected in restaurants.

For up-to-date information on restaurants and other entertainment, see the local magazine FlagLive: [FlagLive.com](http://FlagLive.com)

## Ride the Bus

Flagstaff has two bus systems: Mountain Line and Mountain Link.

Mountain Line is Flagstaff's fixed-route bus system. For more information, including maps and route information, visit their website at [www.mountainline.az.gov](http://www.mountainline.az.gov)

Mountain Link (Route 10) is a bus system that links the NAU campus with downtown Flagstaff, and apartments and businesses along the Woodlands Village corridor. NAU students can ride the Mountain Link for free with a JacksCard ID. At the downtown transfer station, you can easily transfer from Mountain Link to other Mountain Line routes.

## Ride a Bicycle

NAU has been recognized as one of the top 10 bike-friendly campuses in the country. The NAU campus has a "Yellow Bike" program that provides bikes for students to check out and use for free.

Riding a bike in Flagstaff is a good idea if you want to be more independent and not rely on the public transportation system. Flagstaff has many bike lanes on the roads, bike routes, and trail systems on which to bike. From NAU, there are many banks, grocery stores, and restaurants within biking distance.

A wide variety of bicycles are available for purchase in Flagstaff.

## Banking

When you arrive in Flagstaff, you will want to choose a bank to open a checking account. Three of the most common choices for banking are listed here:

- **Chase Bank:** There is a Chase within walking distance to NAU and an ATM (cash machine) in the NAU bookstore. <https://www.chase.com/checking>
- **Bank of America:** <https://www.bankofamerica.com/>
- **Wells Fargo Bank:** <https://www.wellsfargo.com/>

## Off-Campus Housing

**Apartments:** Flagstaff has many apartment complexes within walking distance to NAU. Some of the most popular among our students are Woodlands Village, Sterling Point, Highland Village, University Square, and The Lodge. Many of these complexes are along Mountain Link's Route 10, which is free for NAU students.



**iHouse:** iHouse of Flagstaff is an international student dorm close to NAU. For more information, or to apply, go to <http://www.ihouseflagstaff.com/>

**Homestay:** Sponsored by iHouse of Flagstaff, iStay places students with friendly host families. For more information, or to apply, go to <http://www.ihouseflagstaff.com/about-istay/>

For most off-campus housing options, you will be required to sign a lease. Here is some information on how a lease works:

A lease is a legal contract, explaining the rules agreed upon between the landlord or property owner and you, the tenant. A lease tells exactly how long you'll be renting the apartment (six months, one year, two years and so on) and exactly how much money you'll pay in rent each month (and on what day). Other major points often include security deposits, a requirement to pay first and last month's rent, restrictions on pets, a decision about who pays for what utilities, and who is responsible for maintenance and repairs. Even things like overnight guests, pool privileges, and parking lot access might be mentioned in a lease agreement.

(Adapted from <http://home.howstuffworks.com/community-living/apartments/apartment-lease.htm>)

Questions you should ask concerning off-campus housing:

- How much is the rent?
- Is there an application fee?
- Is a credit check required?
- Is there a security deposit?
- How much of the deposit is refundable?
- How long is the lease?
- When is rent due, and how much are the late fees?
- What forms of payment do you accept for rent? (payment options)
- What are the consequences for ending the lease early?
- What utilities are included in the rent (such as electricity, gas, or Internet access)?
- Who is available in case of a problem? (your place needs maintenance or you are locked out)
- What are the limitations on decorating?
- Are there rules for visitors?

## **SPECIAL PIE ACTIVITIES**

PIE arranges activities for students each semester. Find the Program in Intensive English (PIE) on Facebook and follow us on Twitter @nau\_pie to find out about activities.

### **NAU English Club**

Join our English Language Club, where opportunities abound for practicing English. English Club hosts regular activities and trips for its members, including small local trips, in-house socials, bigger trips such as to the Grand Canyon, and a ski or snowboard trip to Snowbowl Ski Resort for any skill level. Club members receive a discount on some PIE trips. You may also choose to run for a leadership position in the club. Find the NAU English Club on Facebook <https://www.facebook.com/groups/527105244041529/> or contact the club advisor, Heather Neumann, for more information.

## **LIFE ON THE NAU CAMPUS**

### **NAU JacksCard**

Upon arriving and checking in to NAU, you will receive an NAU JacksCard. This student ID card should be carried with you at all times. It is required for:

- Residence hall access
- Checking out library materials
- Recreation Center access
- Admission to athletic, cultural, and recreational events and facilities

Your JacksCard can also be used for payment on campus at laundromats, vending machines, the bookstore, the recreation center, the NAU postal service, and more.

### **NAU Email**

PIE students will be assigned an NAU email when they arrive on campus. PIE, CIE, and other places on campus will send important information to students via email. It is very important that students check their emails regularly. PIE can only communicate with students through their NAU email.

### **NAU Student Organizations**

NAU offers more than 300 student organizations that provide a wide variety of opportunities for you to gain experience, meet new people, and get involved on campus. Student organizations range in emphasis, including Academic, Club Sports, Cultural, Fraternities and

Sororities, Service, and Religious.

[http://nau.edu/uploadedFiles/Administrative/EMSA\\_Sites/Folder\\_Templates/Forms/2012-2013%20registered%20orgs.pdf](http://nau.edu/uploadedFiles/Administrative/EMSA_Sites/Folder_Templates/Forms/2012-2013%20registered%20orgs.pdf)

## **NAU Campus Restaurants**

NAU has more than 30 restaurants on campus, including Chick Fil-A express, Einstein Brothers, Pizza Hut Express, Jamba Juice, and Starbucks.

Students can add dining dollars to their student ID cards, then use them to buy food on campus and at certain restaurants close to campus. <http://nau.edu/dining/>

## **Campus Housing**

1. To live anywhere on campus, students must apply to Residence Life:  
<http://nau.edu/Residence-Life/Join-our-on-campus-community/>
2. International House (iHouse) is open to American and International students. It provides a place to learn about cultures from around the world, and to practice foreign languages. To live at iHouse, students must submit applications both to iHouse and to Residence Life. The deadline for Fall semester is June 1, 2017.  
<http://nau.edu/cie/international-house/>

## **Campus Health Center**

The NAU Campus Health Center offers a variety of services. See their website:

<http://nau.edu/campus-health-services/>

## **Health Insurance**

All international students in F-1 and J-1 status are required to have the NAU student health insurance, which will be charged to all students' LOUIE accounts each semester. There are some exceptions to this policy. To check for exceptions, contact the CIE or see the International Student Orientation Handbook at

[http://nau.edu/uploadedFiles/Administrative/Provost/CIE/International\\_Student\\_and\\_Scholar\\_Services/Orientation%20Handbook%20%20for%20International%20Students%20and%20Scholars.pdf](http://nau.edu/uploadedFiles/Administrative/Provost/CIE/International_Student_and_Scholar_Services/Orientation%20Handbook%20%20for%20International%20Students%20and%20Scholars.pdf)

For more information about health insurance for international students see the CIE website: (<http://nau.edu/cie/>).

## **Medical Services**

The Campus Health Center is the most convenient place for you to go when you need medical attention. Visit the health center for sickness, immunizations, physical therapy, massage, and more. There is also a pharmacy in the center to get any necessary medications.

<http://nau.edu/Medical-Services/>

## **Counseling Services**

If you are feeling sad, homesick, or stressed, the Campus Health Center can help. They offer professional counseling services, and the first visit is free for students.

<https://nau.edu/Counseling-Services/>

## **Disability Resources**

Disability Resources works with all departments on campus to make sure the campus is accessible to students with disabilities. They also provide free services and accommodations to students with disabilities. <http://nau.edu/Disability-Resources/>

## **Cline Library**

NAU has an outstanding library. It is a great place to study or find information. Cline has many quiet places for individuals to read or study, and it also offers study rooms for your group to work or study together, as well. Cline has a variety of materials available for use in the library, or to borrow and use at home, then return when you are finished, including books, newspapers, movies, magazines, and music. <http://library.nau.edu/>

## **Recreation Center**

NAU has a high-quality recreation center available to all NAU students, including PIE students. Students can use the exercise machines, attend group exercise classes, and enjoy the climbing wall. <http://nau.edu/recreation-services/recreation-center/>

## **Bikes (yellow bikes)**

The university's Yellow Bike Program provides free bike rentals to students, staff, and faculty.

Bikes rentals are good for up to seven days, and rentals include a lock, key, and helmet.

<http://nau.edu/Green-NAU/Yellow-Bike-Program/>

## The Center for International Education (CIE)

The CIE provides many services for international students. The CIE issues the I-20 form and assists students with immigration, housing, and other issues. CIE is located in the Blome Building, building 2, on North Campus.

<http://nau.edu/cie/>

## PIE POLICIES AND PROCEDURES FOR STUDENTS

The teachers and staff at the PIE want everyone to have a good experience and be successful. PIE's policies help make the learning environment productive and safe for all students. PIE students are NAU students, and are expected to follow NAU policies and procedures.

### Attendance Policy

PIE attendance is mandatory. Successful students attend all classes and are prepared. Attendance also affects your immigration status. Students are allowed a limited number of absences per semester. If you go over this limit, your immigration status is subject to termination. If you have to be absent for any reason, let your teachers and the PIE administration know immediately. It is your responsibility to make up the work you have missed.

PIE students can check their attendance through the PIE Student System at any time while they are enrolled in PIE. For 2017-18 academic year semester the absence limits are as follows:

Level 2	36 hours
Level 3	36 hours
Level 4	36 hours
Level 5	36 hours
Level 6	36 hours

The following will count as an absence:

- Arriving late for the semester – Students who arrive after the semester starts will be marked absent for the days missed.
- Sleeping – Sleeping in class is NOT acceptable in university classrooms.
- Missing 20 minutes of class for 2-hour classes and missing 15 minutes of class for 1-hour classes. This includes coming late, taking long breaks, and leaving early.
- Using electronic devices – If you use an electronic device in class, you will get a warning. If you do it again, you may be asked to leave and be marked absent.
- Disruptive behavior – If you are disruptive in class, you will get a warning. If you continue, you may be asked to leave and be marked absent.

There are no excused absences in PIE. If you have an emergency, please contact the PIE administration as soon as possible.

## **Tardy Policy**

Coming to class on-time is important for students' success. Late (tardy) students are often not successful. Tardiness also disrupts the classroom learning environment and is not acceptable.

If students are tardy:

- 5 times (total for all classes): Students receive a warning letter and may meet with the Assistant Director.
- 10 times (total for all classes): Students will meet with the Assistant Director and may sign a conduct contract.
- 15 times (total for all classes): Students will meet with the Director and may be asked to leave the program.

Don't be late. Be early!

## **ACADEMIC INTEGRITY**

Academic integrity is important in American universities and PIE takes it seriously. All the work you do in the program is expected to be your own work. Plagiarism is cheating. This includes copying from your friends, classmates, the Internet, books, or any other source. If you are not sure, ASK before handing in an assignment. Any student suspected of cheating will be asked to meet with the PIE administration. If it is determined that a student has cheated or plagiarized, the PIE administration will decide on a course of action, and a report will be placed into the student's permanent file.

PIE follows the NAU Academic Integrity policy:

<https://policy.nau.edu/policy/policy.aspx?num=100601>.

For help understanding the NAU Academic Integrity policy, NAU offers a helpful guide at <http://www2.nau.edu/d-elearn/support/tutorials/academicintegrity/index.php>.

## **Student Conduct**

PIE is committed to providing a safe and disruption-free learning environment. Every semester students and teachers will make a classroom contract that outlines the rules and responsibilities agreed to by the class. This contract is signed by the students and the teacher and is posted on the classroom wall.

You are expected to behave in accordance with the standards set forth in the Student Code of Conduct. Any behavior that disrupts classroom learning is a violation of the NAU Student Code of Conduct and is unacceptable. Students who violate the Code of Conduct will be asked to leave the classroom and meet with the PIE administration before they are allowed to return to

classes. These standards, along with sanctions for violation of these standards, can be found in the Student Handbook at the following website:

<http://nau.edu/Student-Life/Student-Handbook/>

For more information on the NAU Student Code of Conduct and what is expected at NAU and PIE, please see the NAU Classroom Disruption Policy:

[http://nau.edu/uploadedFiles/Administrative/EMSA\\_Sites/Folder\\_Templates/Forms/Classroom\\_Disruption\\_Policy.pdf](http://nau.edu/uploadedFiles/Administrative/EMSA_Sites/Folder_Templates/Forms/Classroom_Disruption_Policy.pdf)

## **Electronic Devices**

PIE does not allow electronic devices in class. We ask that students turn off their cell phones and place them in the cell phone basket or keep them in their bags. Tablets, laptops, and translators are not allowed unless specifically approved by the teacher. PIE provides dictionaries in each classroom for students to use.

## **PIE and NAU Smoking Policy**

As of July 1, 2016, Northern Arizona University is a tobacco and smoke-free campus.

Smoking and the use of all tobacco products, including those not approved by the FDA for cessation, is prohibited at all facilities and in vehicles owned, operated or leased by Northern Arizona University. This includes, but is not limited to, the use of cigarettes, e-cigarettes, hookah, e-hookah, chew, dib, snuff, cigars, pipes, vaporizers, etc.

Smoking and the use of all tobacco products shall not be permitted in any enclosed space, including private residential space or private vehicles on university property.

Smoking and the use of all tobacco products shall be prohibited outdoors on all NAU campus properties including parking lots and athletic facilities.

Visit <http://nau.edu/Tobacco-Free/Help-Quitting/> for free and low-cost resources to help quit using tobacco products.

## **Letter Requests**

PIE issues various kinds of letters to students upon request if the student has no holds on his/her account. No correspondence will be released until the holds have been cleared.

To request a letter, fill out a form online. It may take up to 48 hours for the letter to be issued.

<http://nau.edu/CAL/PIE/PIE-Student-Letter-Request/>

## **PIE COMPLAINT PROCEDURE**

At PIE, we want all students to have a positive experience and we will work with you to try to solve the problem with the best possible outcome for everyone. If you are unhappy about something that has happened at the PIE, we encourage you to talk to someone at the PIE as soon as possible. You can talk with your teachers, the Level Coordinator, the Assistant Director, or the Director.

The PIE and NAU encourage people to try to work out their differences directly. The first step in solving the problem is to talk to the person directly involved. Calmly explaining the issue is the best way to start to understand and solve the problem.

The best time to talk with your teachers is during office hours. Teachers' office hours are listed on the class syllabus. You can also email them to make an appointment to talk.

If talking to the person does not resolve the issue or if you are not comfortable talking directly to the person with whom you have a problem, make an appointment with the Assistant Director to discuss the issue and any possible options. You can go to PIE Room 101 or email to make an appointment with the Assistant Director.

## **PIE Grievance Procedure**

If you have followed the PIE complaint procedure and are not satisfied with the outcome, you can follow a written grievance procedure.

Email or write to the PIE Director. Use your NAU email address only. The Director will meet with the student and any others directly involved within one week. Depending on the nature of the grievance, NAU policies will apply.

All grievances and resolutions will be kept on file by the PIE Director.

## **Grade Appeal Procedure**

With all grade appeals, the burden is on the student to show why the grade should be changed. A student has the right to appeal a final course grade that the student thinks is unfairly or incorrectly assigned. The student must first write or email the faculty member who assigned the grade in writing to request a meeting to discuss the grade. This request must be made within the next semester. The faculty member must meet with the student within five business days. After meeting with the faculty member, if the issue of the grade is not resolved, the student can meet with the PIE Director. If the student is still interested in pursuing a grade appeal, he or she may initiate a formal grievance procedure following NAU's Grade Appeals Policy: <https://policy.nau.edu/policy/policy.aspx?num=100105>



## **Level Placement Appeal Procedure**

If a student disagrees with course placement during the first week of classes, he or she should talk with the teachers and may meet with the PIE Director or Assistant Director. All students are assessed by their teachers during the first week of classes and teachers make recommendations to administration regarding student placement at the end of week 1. Please note that individual teachers do not make this decision. The PIE Director, Assistant Director, and Assistant Director of Assessment review these recommendations and make a final decision regarding placement. Level placement appeals must be made in the first week of classes.

Students who arrive late do not have the option of appealing their level placements.

## **FERPA**

Student privacy is very important in the United States. The Family Educational Rights and Privacy Act of 1974 (FERPA) is a law designed to keep educational records private. Your educational records will not be shared without your written consent. For more information visit the website: <http://nau.edu/registrar/ferpa/info/>.