



Student Handbook

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Note: This handbook has been created to serve as a reference for students, but the provisions of the publication must not be considered an irrevocable contract between the student and Evergreen Academy, as the company reserves the right to make changes to academic and administrative policies when deemed appropriate and necessary.

Welcome

Welcome to Evergreen Academy! We hope that you will have a positive academic experience at our school. If at any time you have any questions or problems, please contact a teacher or a staff member. We are here to help you.

HISTORY

Evergreen Academy has been providing ESL courses since 2007. The school has grown from one morning program to a variety of courses in the morning, afternoon and evening. We started with a few classrooms and now occupy 11 classrooms, including two fully equipped computer labs.

MISSION STATEMENT

Evergreen Academy's staff and faculty are committed to providing excellent English language instruction for non-native speakers and helping our students meet their goals. Our instruction is student-centered, uses effective methodologies, and provides students with opportunities to experience English through cultural immersion. Evergreen Academy's staff, faculty, and students are held to high expectations to ensure a successful program.

CURRICULAR PHILOSOPHY, GOALS, AND OBJECTIVES

The curricular philosophy of the school is to systematically provide effective lessons, practice and reinforcement which allow learners to meet the daily needs of society. Our goals and objectives work on the basis of implementing, amending, and expanding a progressive ESL curriculum in service of learners' academic and personal needs. Successful completion of the highest academic levels provides students with the necessary listening, speaking, reading, writing, and testing skills to successfully participate in all English-speaking environments.

NEW STUDENT ORIENTATION

Upon gaining admission to Evergreen Academy, all students are asked to view the New Student Orientation Slideshow which can be found [on our website](#). This slideshow introduces our staff, facilities and academic and administrative policies. It also has information about enrichment activities, health and safety issues, and the various ways they can contact relevant member(s) of the staff.

HEALTH INSURANCE COVERAGE

Evergreen Academy and the United States government highly recommend health insurance coverage for illness or accidents for all F-1 students as it is extremely expensive. Student Services staff can provide information about available health insurance at a reasonable cost.

STUDENT ID

A student ID is available for all students. Students can visit the Front Desk to have their pictures taken after registration and learn about the benefits of the ID.

SCHEDULED HOLIDAYS

Evergreen Academy observes all federal holidays in the United States. For details, please refer to the class schedule or the student calendar, which is also available [on our website](#).

UNSCHEDULED CLOSINGS

Evergreen Academy is not a public school. Due to the nature and schedule of our programs, we do not follow the public-school closing days or hours announced on TV or radio. For winter storms or other severe weather conditions, please watch NBC4 on TV or go to [their website](#) or call the school for any changes in schedule information when possible. Emails will be sent to students in the case of severe weather that prevents office staff from being present. When the school is closed due to a holiday or severe weather conditions, up to three days will be made up.

Admissions, Enrollment & Registration

ADMISSIONS

Evergreen Academy has year-round admissions. F-1 and NON-F-1 students must be 16 years of age or older and must agree to abide by the rules and policies of the school. A student under the age of 18 must provide the school with evidence of their legal guardian's name, address, and phone number. Evergreen Academy must receive written permission from the legal guardian in order to enroll a student under 18. Evergreen Academy does not discriminate on the basis of gender, race, ethnic origin, sexual orientation, religion, disability or on any other basis outlined by applicable federal, state, and local law.

ENROLLMENT PROCEDURES

Students must:

- Complete an application either in person or online at www.ea.edu
- Take the placement test at the school (or provide recent official IELTS or TOEFL test scores) at least 3 working days before the start of the new session
- Undergo an oral interview, if necessary, with a trained staff member to assist in placement
- Pay a non-refundable registration fee
- Pay tuition and book fees
- Receive and keep record of a student identification number to be used in all future transactions

Students should:

- Allow approximately one hour for the enrollment process
- Register a week in advance

APPLICATION FORM

Students should carefully read and understand the student application. Once students click the submit button, they are signing and authorizing that they understand and will abide by our policies as students. Approximately ten students are required to open a class, but the school will attempt to make special arrangements to accommodate students when the minimum enrollment requirement is not met. Student Services Staff members are available to assist students with the application form and the application process.

REGISTRATION

All new F-1 students must pay in full, upon enrollment, the registration fee and tuition for the first session. In addition, those students requesting a change of status (to change their current status to Student, F-1) must pay a change of status processing fee and the tuition fee for the first session at the time of their request. In general, students can choose to take any of the [programs that Evergreen Academy offers](#). However, F-1 students will be given the choice between the Morning

Program, the Afternoon Program, and the Evening Program only if their levels are being offered in those programs at that time.

- New students must register at least 3 business days before the start of the new session, and current students must register at least 14 business days before the start of the new session.
- If a student leaves Evergreen Academy for eight months or longer, he/she will need to register again, including filling out a new application, taking a placement test, and paying a registration fee.
- If a student enrolls after Week 2 of the Session, they may be placed in a level below their Placement Exam score for the remainder of the Session. After the successful completion of the course, the student will be registered in the next level to participate in the entire course.
- If the appropriate class for a particular student is not offered, the student can either postpone enrollment or request a tuition refund. The student will be assisted with transferring out.
- We cannot guarantee that all levels will be offered every session. This is why early enrollment is very important.

CHANGING LEVELS

Within the first week of classes, students may be reassigned to a higher or lower level. This depends on space availability and case-by-case evaluation by the Senior Curriculum Developer or Director. To move to a higher level, the student must demonstrate knowledge of the current level by getting current teacher approval, taking the placement test again, having an oral interview with the Senior Curriculum Developer or Director, and/or taking the current level final exam.

If the student achieves at least 75% on the final test for that level and demonstrates appropriate writing and speaking skills for the level, the Senior Curriculum Developer or Director may recommend moving the student to the next level. Students who believe that they are misplaced should alert their teacher and/or Senior Curriculum Developer, Student Services Administrator, or Director as soon as possible.

STUDENT FILES

A file is kept for each student, which includes their application, placement test (unless it is stored electronically), F-1 documentation if applicable, and all academic information including any warning memos. F-1 documentation includes the following: copies of passport, visa, I-20, I-94, sponsor documents, and financial statements.

STUDENT INFORMATION AND PRIVACY

Students have the right to review their files upon request. No one is permitted access to these files except administrative staff when using them in the fulfillment of their normal job duties or teachers who have a legitimate academic interest in the records (with permission from the Curriculum Developer, Student Services Administrator, or Director, PDSO or DSO). The Department of Homeland Security (DHS) and/or other government officials may also review files as part of a school inspection. Other than the above-mentioned persons, access to student information is strictly restricted to those individuals or organizations for which the student has authorized access, via a signed consent form. Consent must be specific as to which records are to be released, the reasons for the release, and the recipients to whom the records are to be released. If the student is a minor, the agreement of his or her parent or sponsor is required. Student records may be disclosed in an emergency when the health or safety of the student or others is at stake, and only with the expressed permission of the Director.

Payments & Refunds

GENERAL PAYMENT POLICIES

- New students must pay tuition at the time of registration.
- New students must register at least 3 business days before the start of the new session, and current students must register at least 14 business days before the start of the new session.

FORMS OF PAYMENT

The school accepts cash, US personal checks, cashier's checks, traveler's checks, money orders, bank wire transfers and major credit cards (Visa, MasterCard, American Express, and Discover).

COUPONS, SPECIAL PROMOTIONS, DISCOUNTS

Special promotions are sometimes offered to new students. Please be sure to read the details of the promotion to take optimum advantage as they may be temporary.

CANCELLATION AND REFUND POLICIES

- There will be no refund or credit issued for any transaction older than 180 days.
- For a prospective F-1 student, a refund of the full tuition paid will be made if a visa application is denied. The original I-20 (all pages) and/or Letter of Rejection from the American Consulate must be returned to Evergreen Academy before a refund is issued.
- Refunds will be issued only on presentation of the payment receipt (or proof of payment).
- A refund will not be issued to a student leaving Evergreen Academy during or after a vacation.
- A full refund of the tuition paid can be made before classes begin.
- The registration fee and all government fees are non-refundable.
- After classes start, there MAY be a partial refund of tuition paid according the below:

<i>Before the start of the session</i>	<i>100%</i>
<i>First week of the session</i>	<i>75%</i>
<i>Second week of the session</i>	<i>50%</i>
<i>Third week of the session</i>	<i>25%</i>

- Refunds do not apply to students transferring out during a session.
- In all cases the refund due is based on the full tuition for the entire course, calculated on a weekly basis, not on the partial tuition paid by the student. The refund is calculated from the week that the student starts classes and also will be calculated from the day that the student informs Evergreen Academy of their cancellation of classes.
- The refund check will be issued to the order of the person who made the payment. It will be ready for pick-up or can be mailed after the second Friday following the date the refund was requested.

Attendance & Academic Progress

ATTENDANCE AND ACADEMIC PROGRESS

Although class attendance does not directly impact final course grades, students will find that missing classes will make meeting SLOs, returning homework on time, and interacting with other students difficult. Teachers are not required to permit makeup exams for students without an excused absence, and there is a fee for making up exams. Some teachers may allow students to take quizzes or exams after class or during class but this is a requirement of the instructor. Evergreen Academy Student Services may help facilitate a make-up exam for any excusable absence in support of both the student and the instructor. Instructors will provide a minimum of a week of advance notice of any quiz or test date in support of the students for the purpose of studying, practicing, and preparing to take the exam. This additional time will also allow students to make appropriate plans or to inform the instructor if they will be absent.

F-1 STUDENTS AND ATTENDANCE

Evergreen Academy will only pass or hold back students on their academic progress as evidenced by the class assessments. However, F-1 visa students are required to maintain status. This means they must follow student visa laws which require them to attend at least 80% of all classes, complete all coursework, and make reasonable academic progress in order to maintain visa status.

All absences except medical emergencies could affect students' legal status under the federal student immigration program. In addition, an excused absence must have documentation, such as a doctor's note.

STUDENT TARDINESS

All students must be on time for scheduled classes. Unless there is a severe weather condition such as a snowstorm, students will be considered late if they arrive six minutes after the start of class. Students arriving 30 minutes after the start of class may not be allowed into class until after the break. In addition, being tardy three times equals one absence and will affect the attendance as well as the F-1 status of the student.

F-1 VISA STUDENT WARNING MEMOS

A teacher warning memo will be given to students with 4 (four) unexcused absences and/or excessive late arrivals to class and to those who fail to make reasonable academic progress. Once a student receives a warning memo, they are expected to attend classes to avoid being put on probation. An F-1 student with lower than 80% attendance will receive a Warning Letter from the school placing the student on Probation for next session or. After 3 (three) warnings, the student will be terminated in SEVIS. Students who raise their attendance above 75% will be moved to lower-level probation. See the attendance calculation section for more information on how attendance is calculated.

F-1 VISA ATTENDANCE PROBATION

In accordance with federal immigration law, if a student has below 80% attendance in a session, they will be placed on Attendance Probation. Students will be notified of their probationary status via email and/or a phone call. Students on Probation may be called in to meet with an adviser. Students on Probation are not able to take vacation or transfer to another institution in good standing and must attend all classes during their probationary period. Student Sponsors (SACM or

other agents) will be notified of the student's lack of attendance and performance. There are three levels to Attendance Probation:

- 📄 Level 1: Student will receive a notice placing them on Level 1 Probation. Student must attend class 80% or above to remove Level 1 Probation.

- 📄 Level 2: Student will receive a notice placing them on Level 2 Probation. Student must attend class 80% or above to move back to Level 1 Probation.

- 📄 Level 3: Student will receive a notice placing them on Level 3 Probation. Student must attend class 80% or above to move back to Level 2 Probation.

- 📄 After three warnings without improvement, the student will be terminated in SEVIS. If the student violates the terms of the probation, the student will be considered out of status and USCIS will be notified. Students applying for reinstatement may not be allowed to take an authorized vacation or transfer to another school without restarting the reinstatement process.

F-1 STUDENT ACADEMIC PROBATION

If a student fails a course two times, they will be placed on Academic Probation. Students will be notified of their probationary status via email or phone call. Students on Probation may be called in to meet with an adviser. Students on Probation are not able to take vacation or transfer to another institution in status, and must attend all classes during their probationary period. Student Sponsors (SACM or other agents) will be notified of the student's lack of academic progress and be subject to their decision.

There are three levels to Academic Probation:

- 📄 Level 1: Student will receive a notice placing them on Level 1 Probation if they fail the same class two times. Student must pass their class with a final grade of 80% or above to remove Level 1 Probation.

- 📄 Level 2: Student will receive a notice placing them on Level 2 Probation if they fail the same class again. Student must pass their class with a final grade of 75% or above to move back to Level 1 Probation.

- 📄 Level 3: Student will receive a notice placing them on Level 3 Probation if they fail the same class again. Student must pass their class with a final grade of 75% or above to move back to Level 2 Probation.

NOTE: If the student violates the terms of the probation, the student will be considered out of status and USCIS will be notified. After three warnings without improvement, the student will be terminated in SEVIS. Students applying for reinstatement are not allowed to take an authorized vacation without restarting the reinstatement process.

NON F-1 STUDENT ACADEMIC PROBATION

At times, circumstances require us to step in and support students in need. Students may be placed on academic probation for continuous tardiness which interrupts or causes disruption in class. Those who do not perform to the proper academic standard may also find themselves on academic probation. Academic probation will require the student to work with student services to support their progress. A student may simply be struggling in one of the four language domains; Evergreen Academy will work to help find a tutor to support the student in that area.

F-1 Student Responsibilities (Visa & Immigration)

DSO & PDSO (ADVISORS FOR STUDENT VISAS)

The DSO & PDSO are here to help students maintain their student visa status by informing them of

current DHS policies affecting them. They are available to help any students who have questions about attendance policies, employment regulations, change of status procedures, vacation policies, transfer policies, the SEVIS system, etc.

GENERAL

Students must keep their passports valid at all times. A student who moves from one place to another must inform the school of their new address and submit Form AR-11 to the DHS within ten business days of the change. Failure to do so may lead to termination of student status.

WORK

F-1 students are not permitted to work off-campus.

PENALTIES

Violation of DHS regulations will result in the loss of student status and will subject that student to deportation.

CHANGE OF STATUS

A student who comes to the US on any type of visa and would like to change to F-1 status (student visa) must apply to change their status. For more information, students should contact the Front Desk to make an appointment with the DSO. There will be a processing fee and a fee to the DHS for change of status applicants.

TRANSFER POLICY (F-1 STUDENTS)

F-1 students may request to transfer to another institution by providing the following information and documents: a signed transfer form, the name of the new institution, the last date of attendance at Evergreen Academy, the starting date at the new institution, and a letter of admission and/or a copy of the application form from the new institution.

VACATION POLICY (F-1 STUDENTS)

After completing three full sessions, F-1 students who are not on probation may request a session of vacation. F-1 students must provide all documents (vacation request form and flight information, if applicable) and get the approval of the PDSO/Director before taking a vacation. An emergency leave of absence is possible with official documentation but may not exceed a five-month period.

A student who wants to take a vacation must pay tuition for the next session. If the student transfers out while on vacation, he/she will not be eligible for a refund.

After five months, F-1 students will be automatically out of status and must apply for reinstatement with DHS before returning to school as F-1 students. Additionally, the student must have successfully passed their previous class before being approved for vacation. This means they completed the previous session with a satisfactory grade allowing them to advance to the next class. Failure in the previous class will make the student ineligible for a vacation.

VACATION POLICY (NON-F1 STUDENTS)

Non-F1 students may take a leave of absence without the approval of the PDSO or DSO, and there is no limit to the length of the leave. However, if a student is absent for more than 8 months, he/she will have to take the placement test again to ensure proper placement, and pay a new registration fee.

VISA QUESTIONS

It is essential that students stay informed of all the legal issues regarding their F-1 visa. Any misunderstandings could result in serious problems in their legal status. It is important for students to ask questions if they are unsure about anything related to their visas. The DSO team is available to explain the details of the student visa.

REASONS FOR TERMINATION

Below is a table with a list of some of the reasons for which a student may be terminated. The complete list is available at:

<https://www.ice.gov/factsheets/f-and-m-student-record-termination-reasons-sevis>

REASON	HOW TO AVOID THIS PROBLEM
Extension Denied	Bring all documents to allow speedy processing of extension.
Failure to Enroll	Enroll or have an approved vacation for every session.
No Show	Make sure that you come to the school as soon as you enter the United States.
Unauthorized Employment	Do not work without permission from USCIS.
Unauthorized Withdrawal	Report to the school if you have to stop attending class in the middle of a session. Do not leave the United States without permission.

Academics

The Academic Coordinator, Student Services Administrator, and Director are here to help students solve academic-related problems and help them make academic progress in their studies. They can recommend relevant courses to support students' educational needs and plans, help formulate appropriate schedules, and aid in problems concerning teachers or classes. The Director, CAO/Senior Current Developer and Student Services Administrator can also discuss internal and external resources available, and explain school and governmental policies.

CLASSROOM RULES

1. 6-30 minutes after class starts = late
2. More than 30 minutes after class starts = absent
3. Three lates = One absence
4. You may not leave class for any reason (smoking, phone calls, etc.), except to use the bathroom.
5. Only use English during class time.
6. No use of electronic devices is allowed inside the classrooms without your teacher's permission.
7. Cheating in any form is not allowed, will result in a zero grade, and may result in failure of the

class.

8. Respect your teacher, your classmates, the administration, and yourself.
9. Please do not leave anything in or around your desks in order to keep the classroom neat.
10. Questions, comments, or complaints should be directed to a staff member or put in the suggestion box. You can also visit our website to file complaints.

COURSE OFFERINGS

Evergreen Academy's Courses

LEVEL	CLASS
Beginner	Fundamentals Class 1A Class 1B
Intermediate/Advanced	Class 2A Class 2B Class 3A Class 3B Class 4A Class 4B
Intermediate Electives (between 2A-3A)	American Culture and Conversation (ACC) Read it, Write it, See it (RWS) Grammar Review (AGR)
Advanced Electives (between 3B-4B)	Academic Writing and Speaking (AWS) Modern American Short Stories (MASS) Studies in American Media (SAM) TOEFL I TOEFL II (Cambridge TOEFL)
Teacher Certification Course	TESOL/TEFL Certification Course

A student enters the course sequence based on their initial placement exam. Once a student has successfully completed the coursework for that level, he/she must pass to the next level in the sequence. In order to ensure that students are fully prepared to move on, students generally follow the levels sequentially. In some cases, exceptions to the course sequence can be made at the discretion of the Director, Senior Curriculum Developer or Student Services Administrator after the student has demonstrated mastery of the skills required for the intended level. Courses previously passed successfully should not be repeated without the approval of the Director, Student Services Administrator, and/or Academic Coordinator. In general, a student may not repeat a course a second time.

After gaining a solid foundation in the beginner grammar levels, intermediate students may choose to take a session to work on their speaking and listening skills in American Conversation and Culture (ACC) or improve their reading and writing skills in Read it, Write it, See it (RWS). ACC challenges students to speak using the idioms, inflections, pronunciation and phrasal verbs unique to native English speakers while developing their listening skills to tackle real-life encounters with English speakers. RWS takes students on a literal and figurative tour of culture and history as they read biographies of famous historical figures, visit DC sites to experience these events first-hand, and to learn to write paragraph-length speeches, letters, stories and arguments inspired by their

new knowledge. Additionally, students who complete 2B are eligible to take Advanced Grammar Review (AGR) in order to focus on grammar points that tend to be most challenging for all learners.

When students reach the advanced levels, they have more opportunities to expand their learning with Studies in American Media (SAM), Modern American Short Stories (MASS), Academic Writing and Speaking (AWS), and the TOEFL I, and Cambridge TOEFL (TOEFL II) test preparation courses. In SAM, students can hone their listening and speaking abilities as they discover how the American media portrays current events unfolding in the United States and abroad. Learners can delve into some of the best long and short American fiction in MASS and sharpen their critical thinking capabilities. In AWS, students explore writing fluid, complex sentences, constructing five-paragraph essays, and structuring increasingly complex argumentative presentations. Our test preparation courses assist students on all fronts, covering the grammar and vocabulary necessary to succeed as well as top test-taking skills and tricks to give them an edge.

The TESOL/TEFL Certification course is for individuals who wish to become ESL teachers in the U.S. and abroad.

Students who start with the beginner level courses (Fundamentals – 1B) and end with Academic Writing and Speaking (AWS) are considered to have completed the program at Evergreen Academy.

ASSESSMENTS

For levels 1A to 4B, students are assessed with quizzes, a mid-term exam and a final exam. For other levels, students are graded on a combination of writing assignments, projects, presentations, midterm exams, final exams and quizzes. For test prep courses, practice tests are used to simulate an official testing environment.

EXAM MAKE-UP FEE

Except in the case of a medical emergency or other officially excused absence, there is a test make-up fee of \$50 if a student cannot take the exam on the designated date.

RECORDS OF STUDENT PROGRESS (EXAMS, & PROGRESS REPORTS) Teachers evaluate the progress of each student in the middle and at the end of the course. In addition, if a teacher thinks that a student may not pass the class due to academic and/or attendance reasons he/she will issue a warning memo. Midterm tests are reviewed in class, and students may have a short one-on-one conference with their teacher. Teachers fill out a progress report for each student in the course after all exams and assignments have been turned in. The report includes grades, skills assessment, attendance, and teachers' comments about the student's progress.

REVIEWING GRADES, EXAMS, AND REPORTS

Copies of students' tests and reports are kept in their files for the duration of their studies. Students may request to see their final exams the week following the end of the session. Students are not allowed to keep copies of exams for any reason. Students found with unauthorized copies of exams may be in jeopardy of failing the course.

Students can also check their grades, payments and other information on our website via the [student portal](#) – you simply need to log in with your username and password. If this is your first visit to the student portal, please provide your email and last name and click “reset password” to get an initial password for your account.

PASSING GUIDELINES

In order to pass a course, students must achieve an overall 75% grade for the course.

GRADING SCALE

Grade Percentage Performance Analysis

95-100% - A+ Beyond exceptional skills for the current level

90-94% --- A Exceptional skills for the current level

86-89% --- B+ Superior skills for the current level

80-85% --- B Very good skills for the current level

76-79% --- C+ Above average skills for the current level

75% --- C Average skills for the current level

0-74% --- Repeat

REPEATING

Because the academic program is intensive, it is expected that some students will have to repeat a class in order to learn the appropriate content and skills for that level. F-1 students who show little or no academic progress will be asked to meet with an advisor. Further lack of academic progress may result in termination of F-1 status.

TEACHER EVALUATIONS

During the first week and last week of the session, students will be asked to evaluate the performance of their teacher, the administrative staff and their overall experience at Evergreen Academy. Evaluation forms are anonymous and completed in the computer lab, without the presence of the teacher. The feedback from the first evaluation is made available to teachers in the following week. Feedback from the second evaluation is made available in the following session.

CLASSROOM RULES

Students are expected to treat each other and the teacher with respect both inside and outside the classroom. Please see Student Conduct below for details.

ENGLISH-ONLY RULE

Students are required to speak in English while in class and while making transactions with staff or administrators, and they are strongly encouraged to do so during breaks for the sake of their own progress.

CHEATING

Students are expected to do all of their own work. Teachers, Student Services Administrator, the CAO and the Director have the right to investigate cases of suspected cheating. Some examples of cheating include the following:

- Using notes or looking at another student's paper for help on a quiz and/or exam

- Asking another student for test questions in advance
- Using a computer translator rather than writing their own sentences, or using a dictionary
- Having someone else write essays or do homework for them
- Plagiarizing*

*Plagiarism is using someone else's published words or ideas in a student's own written work without citation. Cheating is an extremely serious infraction in the United States, and will result in a zero grade on the test or assignment, will be recorded in the student's file, and could lead to loss of student status and/or expulsion in the case of repeated offenses.

STUDENT LEARNING OUTCOMES (SLOs)

SLOs explain what will be taught in each course. After the course is completed, you should have learned these skills. To see the SLOs for each class please visit this page of the website:

<https://www.ea.edu/academics/>.

Additionally, the SLOs are also used as a scale by teachers to assess students' weaknesses and strengths in each of the skill areas covered in the class. At the end of every class, the progress report will contain scores for those skill areas. For each skill area, students receive a rating of an E, M or B.

✎ E = Student EXCEEDS set expectations (The student has exceptionally mastered the skill area).

✎ M = Student MEETS set expectations (The student has sufficiently mastered the skill area)

✎ B = Student falls BELOW set expectations (The student has not mastered the skill area)

Again, the student learning outcomes can be found on <https://www.ea.edu/academics>.

The SLOs are measured through the use of quizzes, exams, and other graded assessments in elective courses. Each quiz and exam contain sections which correlate directly to the SLO for the class. By passing these exams, the objectives in the SLOs will be met by the student. The scores are also the primary method of grading to ensure quality of the subject matter and capabilities of each student in the class, allowing the administration team to monitor the success of each student.

Special Facilities, Equipment & Supplies

STUDENT LOUNGES

Student lounges should be used for eating and/or socializing. Students should keep the lounge areas clean.

WATER COOLERS

Students have access to filtered hot and cold water coolers throughout the building. The Front Desk should be notified if the machines are not working properly.

LINE STUDENT LIBRARY

The Line Student Library is located on the 3rd floor. Students are encouraged to make full use of the library. If students would like to borrow a book, please take it to the Front Desk for check out.

COMPUTER LABS

The computer labs are located on the first and third floors of the building. The computers in these labs have internet access and can be used for research and homework preparation. They are also used to conduct evaluations at the beginning and end of every session. The first-floor lab is also used as an official testing center, so it may only be used when there are no tests taking place. The labs are open to students during Evergreen office hours.

Students must follow the lab rules at all times:

- Do not eat or drink inside the lab
- Do not enter the lab when classes or tests are in session in the lab
- Observe the 10-minute limit during break to allow all students to use the computers
- Do not change settings on any of the computers (including language settings)
- Do not attempt to repair any machine
- Do not install/uninstall software from any of the computers
- Inform the lab staff if there is a problem with a machine or connectivity

FREE COMPUTER LAB

There are no fees for practicing English, and there are many educational websites for your use in the lab for reading, listening, grammar, and pronunciation for all levels. The Student Services staff can help students find these resources and others. There are no fees for personal activities, such as e-mail or chatting. However, we may limit the usage time to half an hour per session when there are other students waiting. During class breaks, the limit for computer usage is ten minutes. Keep in mind that Evergreen Academy offers free wireless Internet connection for all its students, and those who have laptops are encouraged to use it.

Not following the computer lab rules or not following the instructions of the lab staff will result in suspension of computer lab privileges.

Student Services

The Student Services Administrator's office is located in the main office near the Front Desk. They are there to answer questions about the school and about American life in general. Students can ask about housing, transportation, banking, sports and recreation, tourist attractions, scholarships, as well as social and cultural norms. They can advise students about any problems with classmates, teachers, and/or staff members. The Student Services Administrator also arranges field trips to places of interest such as movie theaters, museums, and parks. Students should check the bulletin boards for activity postings. See below for more details.

FIELD TRIPS

Field trips are held during the week and on some weekends. One or two teachers or staff members (including the Student Services Administrator) lead the group. Students may have to pay for transportation and/or admission fees to sites. Students are encouraged to take advantage of this great opportunity of getting to know other students and the D.C. metropolitan area. Students can check information boards for news about future field trips.

PARTIES, CELEBRATIONS, AND PICNICS

The school hosts seasonal parties, celebrations, and picnics either on-site or in a nearby location. The Student Advisor, teachers, and posted notices will inform students of future events. Students should plan to come to these special events, as they are good opportunities to experience American culture and to get to know teachers, students, and staff, and will be counted towards normal attendance if held during class time.

CERTIFICATE OF COMPLETION

Students can obtain a certificate of completion for their studies. The request should be made one week in advance at the Front Desk. Twice a year, Evergreen Academy will hold an official Certificate of Completion Celebration for students who have successfully completed the basic program classes Fundamentals - 4B.

OFFICIAL LETTERS

The DSO can provide students with letters for official institutions, such as the Department of Motor Vehicles (DMV), letters of legal status, proof of payment, USCIS letters, transcript letters, and transfer letters. Students should allow five to seven business days for these letters to be processed.

HOMESTAY PROGRAM

The school partners with homestay programs in which students can experience living with an American family. For details, visit the Student Services staff.

HIGHER INSTITUTION PARTNERSHIPS

Evergreen Academy has a growing number of university and higher education partnerships. These partnerships provide Evergreen Academy graduates to attend their programs with benefits that may include: discounted tuition, waived English Proficiency requirements, or extended services.

Student Policies

CONDUCT

Appropriate behavior is required of all students attending the school. Otherwise, warning memos may be issued or more serious measures will be taken as necessary. Inappropriate behavior will be dealt with swiftly and includes the following:

- Being too loud in the lobbies or outside of classrooms during class time
- Using offensive language or action(s) toward an instructor, student, or staff member
- Smoking in places where smoking is prohibited
- Cheating during a test or on an assignment
- Refusing to follow administrative or academic guidelines

DRESS CODE

The school does not have a specific dress code for students. However, dress that is considered inappropriate in public is unacceptable and is grounds for disciplinary measures at the discretion of the Director.

SMOKING, ALCOHOL AND DRUGS

Alcohol and drugs are not allowed on school property. However, students are allowed to smoke cigarettes in designated areas outside the school.

DISMISSAL

A student who violates the rules of the school will receive a warning letter from the Director, CAO, and/or Student Services Administrator, which will remain in the student's file. If such violations persist and all other interventions have been exhausted, the student will be dismissed and visa students may be put out of status at the same time.

Student Feedback and Complaints

GENERAL STUDENT FEEDBACK

Evergreen Academy wants to ensure that its students receive a quality academic experience within a professional context; the school respects student opinions, suggestions, and complaints.

Students can submit their suggestions on Evergreen Academy's website at [Contact us/](#) or fill out a form located at the front desk. The Student Services staff will collect these and distribute them to the appropriate personnel for consideration.

INFORMAL COMPLAINTS DEFINITION

Students' informal complaints are based on minor problems that do not have an immediate effect on the student's academic achievement, personal comfort and safety, or on the decision for a student to continue studying at the school.

INFORMAL COMPLAINTS PROCEDURE

Students who wish to make an informal complaint can do so on [our website](#), located at the Front Desk. The Student Services staff will collect these and distribute them to the appropriate personnel for consideration. Students can also talk to the Student Services Administrator (or any other relevant administrative staff) in person to report their informal complaint.

FORMAL COMPLAINTS DEFINITION

Students' formal complaints usually have an immediate effect on the student's academic achievement, personal comfort and safety, and/or the decision for a student to continue studying at the school.

FORMAL COMPLAINTS PROCEDURE

For formal complaints, students should see the Student Services staff or the Director, as appropriate, and ask for the Formal Student Complaint Form which is located at the Front Desk.

FORMAL COMPLAINTS FOLLOW-UP

A meeting will be arranged between the student and an appropriate administrator within three working days of lodging the complaint, and a second meeting may be required within three more working days. If the student is not satisfied with the Administrator's decision after the second meeting, a final meeting will be arranged between the student and the Director within five working days of the second meeting. The Director's decision is final.

STUDENTS' RIGHTS AND RESPONSIBILITIES

- Speed: The resolution of Formal Student Complaints will occur as quickly as possible.
- Fairness: Administrators will do their best to reach a fair and acceptable resolution.
- Honesty: Formal Student Complaints are a serious matter, so students and administrators should be as truthful as possible in their reporting.
- Conflict-Resolution: The Formal Complaint Procedure is intended to resolve conflicts. It is not intended to lay blame, assign punishment, or create more conflict. While the needs and concerns of students are important, administrators will likewise be sensitive to the needs of other personnel or students who are involved in the case.
- Record Keeping: The school maintains records of formal student complaints for future reference and self-reviews. A copy of the complaint and the resolution is kept in both the student's file and the school's formal complaint file. Another copy is forwarded to the Director.
- Confidentiality: Formal complaints, as well as the resolution of such complaints, are confidential. Only the Director and those parties involved in the resolution of the complaint, and other administrators involved in the case will be able to access the complaint files.
- Please note that lodging complaints will not affect students' status, evaluation, or treatment at Evergreen Academy.

Final Advice to Students

MAKING FRIENDS

Students should spend some time after school talking to their classmates and should introduce themselves to students who do not speak their language; they can practice speaking English together. They should attend the school's field trips, parties, celebrations, fairs, and picnics, and get to know students from other classes.

VISITING LOCAL ATTRACTIONS

As the capital of the United States, Washington DC is one of the most visited cities in the world. It is full of tourist attractions such as parks, monuments, museums, outdoor exhibitions, concert halls, theaters, sporting arenas and clubs. Some of these attractions are free or cost little. At some of these venues, student discounts are available with a Student I.D. Card. Students can ask the Student Services staff or Director about social and recreational activities.

GETTING AROUND

If students use public transportation, they can purchase a SmarTrip card at the Commuter Store, various metro stations, or at retail stores. For more information, please visit [Fares | WMATA](#).

PROTECTING STUDENTS' VALUABLES

Students should leave valuables (such as extra money, passport, and airline tickets) at home. They should come to school with money for food and transportation, but use credit cards and/or debit cards for extra purchases. If a student loses their credit card, debit card, identification, or passport, the loss should be reported to the proper banks or agencies to avoid financial and legal problems. Students must not leave valuables (such as wallets, purses, or computers) unattended at school. The school is not responsible for lost or stolen items.

PROTECTING STUDENTS' SAFETY AND HEALTH

When students go out, they should tell someone where they are going, when they will return, and how they can be contacted. When students travel to a new place, someone else should know where they are, where they are going, and how they will get there. Students should not walk alone in the city at night unless they are walking in a well-visited and well-lit area. They should not keep a lot of cash in their wallets but should keep enough money to pay for a taxicab if one is needed. Most importantly, students should never go home with or get into a car with a stranger.

ALCOHOL AND DRUGS

Evergreen Academy wants to emphasize that students must obey the laws of the United States. The legal age for drinking alcohol in the United States is 21. Even so, it is illegal to drive a car while intoxicated, and penalties can include suspension of driver's license, a legal fee, and/or imprisonment. In addition, students should avoid situations where there are illegal drugs. Drug penalties are strict, and a person can be arrested if he/she is found in the presence of drugs, even if that person is not using them.