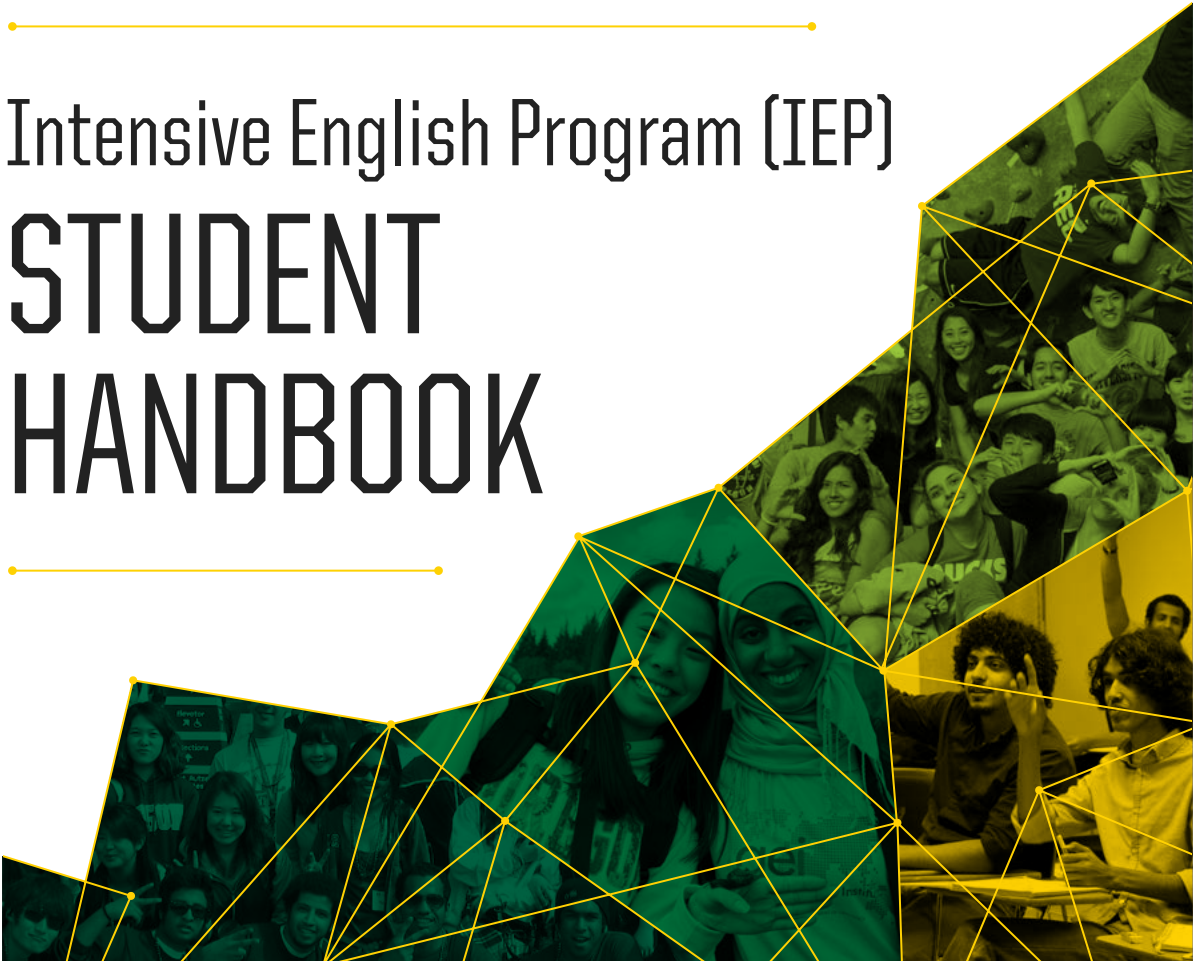




UNIVERSITY OF
OREGON

American English Institute

Intensive English Program (IEP) STUDENT HANDBOOK



American English Institute
1787 Agate Street
Eugene, Oregon 97403-5212

Office Hours:
Monday to Friday
8:00 AM to 5:00 PM



(541) 346-3945



(541) 346-3917



aei.uoregon.edu

The University of Oregon is an equal-opportunity, affirmative-action institution committed to cultural diversity and compliance with the Americans with Disabilities Act. This publication will be made available upon request.

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911	Eugene Police 24-Hours
541-346-2919	UO Police - Non Emergency 24-Hours
541-346-7433 Press #2	UO Safe Ride Sun-Thu: 9pm-12am Fri-Sat: 9pm-2am
541-346-7433	Designated Driver Shuttle (DDS) 10pm-2:30am
541-343-7277 Support Line	Sexual Assault Support Services 19th and Jefferson Street
541-346-3206	UO International Affairs 333 Oregon Hall international.uoregon.edu
541-346-2770	UO Health Center 1590 East 13th Street healthcenter.uoregon.edu
541-346-3227 Crisis Line	UO Counseling Center Student Health Center 1590 E. 13th Ave counseling.uoregon.edu
541-346-1155	UO Disability Services 164 Oregon Hall uoac@uoregon.edu
541-346-3206	UO International Affairs 333 Oregon Hall international.uoregon.edu

Family Emergency Situations

If a parent or other family members need assistance in contacting an AEI student in an emergency, they should contact the AEI Main Office, 541-346-3945. If after hours, please contact the UO Department of Public Safety at 541-346-2919.

Welcome AEI Students,

We are pleased that you will be joining us. We will help you improve your English so that you can reach your personal and professional goals. Many of you plan to attend the University of Oregon or another American university. You will learn how to be successful, independent learners ready to start your academic programs.

Because the AEI is located on the University of Oregon campus, you will experience a very distinctive and immersive learning and social environment. In the Intensive English Program (IEP), you will meet a variety of students from different countries and backgrounds. The connections you make with your classmates will help you become a global citizen.

In the IEP, our caring faculty and staff are here to support you. Most of us have studied, worked, and lived overseas, so we understand the opportunities and challenges of studying in another culture. We look forward to meeting you and working with you!

Sincerely,

The AEI faculty and staff

Dear Students,

It is a pleasure having you in the AEI! The University of Oregon and Eugene is a welcoming place for people from all over the world.

You will have many chances to meet UO and other international students and participate in a variety of activities that will make your university life rich and rewarding. Enjoy your language and cultural learning experience. Have fun and learn well!

Having you in our program makes us better, and having you as part of our community makes the UO, Eugene, and the State of Oregon stronger. The faculty and staff in the AEI value the wide diversity of you, our students, and we support a safe learning environment where that diversity is viewed as a benefit.

Thank you for choosing AEI and making it your home away from home. We are so glad you are here!

Sincerely,
Cheryl Ernst, Ph.D.
Executive Director
American English Institute

American English Institute, University of Oregon

Mission Statement

Since 1978, The American English Institute (AEI) has served the educational mission of the University of Oregon through scholarship, English language instruction, and English language professional training.

Purpose:

The AEI champions the University’s mission of internationalization by contributing to global/cultural understanding and language development through effective and innovative instruction in a welcoming environment. We support the integration of international students into campus life and work to create a successful academic experience for all learners.

Vision:

The AEI aspires to be recognized as a center of English language expertise by the University of Oregon community and global partners. We seek to develop rich intercultural experiences and innovative programming for a diverse population of learners.

Values:

At the AEI, we affirm the UO values. We respect the international and intercultural perspectives of our faculty, staff, and students with emphasis on cultural exchange and sensitivity.

Academic Standards

The AEI’s Intensive English Program (IEP) is fully accredited by the Commission on English Language Program Accreditation (CEA) for the period 2016 - 2026 and agrees to uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the US Secretary of Education as a national accrediting agency.

CEA is recognized by the US Department of Education as a reliable authority concerning the quality of education or training offered by the English language institutions and programs it accredits. The AEI is also an active member of the American Association of Intensive English Programs (AAIEP) and University and College Intensive English Programs (UCIEP).



IEP Calendar of Important Dates and Deadlines

Fall 2017	
September 22-26	Orientation
September 22	Tuition and fees due
September 27	Registration day
September 28	Classes start
November 23-26	No School Thanksgiving Holiday
December 1	Last day of classes
Winter 2018	
January 5-9	Orientation
January 5	Tuition and fees due
January 10	Registration day
January 11	Classes start
January 15	No School Dr. Martin Luther King Jr. Day
March 16	Last day of classes
Spring 2018	
March 30-April 3	Orientation
March 30	Tuition and fees due
April 4	Registration day
April 5	Classes start
May 29	No School Memorial Day
June 8	Last day of classes
Summer 2018	
June 22-26	Orientation
June 22	Tuition and fees due
June 27	Registration day
June 28	Classes start
July 4	No School Independence Day
Aug 31	Last day of classes

IEP Support Team & Contact Information

<ul style="list-style-type: none"> • Lost documents • Change of address • International travel signature request • IEP/UE admissions • Transfer questions • Driver's license document request • Certificate of enrollment request • I-20 and immigration documents • Visa status questions • Transfers out • Financial scholarships • Withdrawal questions 	<p>International SEVIS Advising Office Agate Hall 106 aei@uoregon.edu</p> <p>Lisa James Lead International Admissions & SEVIS Advising Coordinator ljames@uoregon.edu</p> <p>Martine Kuyken Wigham International SEVIS Coordinator mkwigham@uoregon.edu</p> <p>Krista Farris, Admissions Coordinator</p>
<ul style="list-style-type: none"> • Class schedule • Level placement • Academic policies • Registering for UO classes • UO matriculation • Scholarship extension requests • Instructor/class complaints • ASUO Legal Services • Transportation • Banking • Childcare • Other personal concerns 	<p>Academic Advising Office Agate Hall 104 aeiadvicing@uoregon.edu</p> <p>Angela Dornbusch, Head Academic Advisor Maiko Hata, Associate Academic Advisor</p>
<ul style="list-style-type: none"> • Final Grade Reports and certificates • IEP curriculum • Student records requests • Student transcripts 	<p>Academic Office and Student Records</p> <p>Agate Hall 221 aeitrans@uoregon.edu Glenda Stewart, Student Records Specialist</p> <p>Agate Hall 205 aeitrans@uoregon.edu argoin@uoregon.edu Alicia Going, Associate Director IEP/Integrated Programs</p>

AEI Support Team & Contact Information

<ul style="list-style-type: none"> • Homestay Program • Housing 	<p>Housing & Homestay Office Agate Hall 107 aeihomestay@uoregon.edu</p> <p>Suzie Heilman, Housing and Homestay Coordinator</p>
<ul style="list-style-type: none"> • Conversation Partners • Tutor issues • Homework help 	<p>Tutoring Services Office Agate Hall 129 aeitutoroffice@uoregon.edu</p> <p>Karen Ulloa, Tutor Services Coordinator Conversation Partners</p>
<ul style="list-style-type: none"> • Activities sign up • Volunteering • Student groups & clubs • Campus & community events 	<p>Activities and Student Volunteer Office Student Engagement Coordinator Agate Hall 110 aeiactivities@uoregon.edu</p>
<ul style="list-style-type: none"> • Billing • Scholarships 	<p>AEI Finance Agate Hall 209 aeibilling@uoregon.edu</p> <p>Jessica Carlson Assistant Director of Finance and Operations</p> <p>Jacque Albert Accounting Technician</p>
<ul style="list-style-type: none"> • Formal complaints 	<p>AEI Academic Director Agate Hall 202D BrJohns@uoregon.edu</p> <p>Britt Johnson, Academic Director</p>
<ul style="list-style-type: none"> • Grades and attendance • Homework and assignments 	<p>AEI Faculty Agate Hall 220, 222, 224 Please see your course syllabus for your instructor's office hours and location.</p>

Please note that a formal complaint about an employee can be initiated in many offices, but after initiation will be handled by the supervisor of the employee in question.

IEP Curriculum

The IEP curriculum is a mix of core classes (16-18 hours), “core choice” classes (minimum of 2 hours), and extracurricular activities. These are carefully designed to create a positive and challenging learning environment. You will not only practice English but also develop the academic and intercultural skills that will help you become comfortable in US-style classes.

Core Classes - Required

All full-time IEP students must take core classes.

Levels ePrep – 2

- Speaking/Listening – 8 hours
- Reading and Response – 4 hours
- Grammar – 4 hours
- Orientation to Eugene and UO – 2 hours a week for all NEW students

Levels 3-6

- Listening – 4 hours
- Discussion – 4 hours
- Reading and Response – 4 hours
- Grammar – 4 hours
- Orientation to Eugene and UO – 2 hours a week for all NEW students

Core Choice Classes – Students choose at least 1 of the following:

ePrep – 2

- Pronunciation and Phonics (required for all students in the first term)- 2 hours
- Fluency Writing – 2 hours
- Reading Fluency – 2 hours
- Rotating Choices – these 2-hour classes include Vocabulary, Cooking, Movies, or other topics

Levels 3 and 4

- Academic Writing- Paragraphs (required for all college-bound students entering level 3 or for new students who place into level 4)
- Pronunciation and Phonics
- Reading Fluency
- Rotating Choices – these 2-4-hour classes include Test Prep, Vocabulary, Cooking, Movies, or other topics

Levels 5 and 6

- Academic Writing- Essays (required for all college-bound students entering level 5 or for new students who place into level 6)
 - Pronunciation and Phonics
 - Reading Fluency
 - Rotating Choices – these 2-4-hour classes include Test Prep, Vocabulary, Cooking, Movies, or other topics
- Students register for core choice classes at the end of the previous term.**

University Courses/CEP – Optional

Full time students “in good standing” can take a 4-credit UO undergraduate class. These classes cannot conflict with required IEP classes and may be in one of these areas: Math, Music Performance, or Foreign Languages. IEP students may also take a Physical Education (PE) or Dance Activity class.

- You must complete one term at the IEP before you can take a UO class.
- You must get approval from an IEP Academic Advisor.
- You must be able to start UO classes on time. UO classes start one week before the IEP term and are 11 weeks long.

Typical Hours of an IEP Student

Course	Hours
Discussion, Listening, Grammar, Reading Response	4 (x each course)
Core Choice (course will vary)	2
Orientation to Eugene and UO (new students only)	2
Total	18-20

Additional Courses, Extracurricular Activities and Study	Hours
Additional Core Choice/CEP Courses	2-4
Conversation Partner	2
Individual and/or group study	10
AEI and Campus Activities or Volunteering	1-4
Recreation	4
Total	19-24

IEP Course Level Placement

New Students

During orientation week, you will take a placement test. The test has three parts: Writing, Listening, and Sentence Meaning. This test shows us which level is best for you. Your teachers will also give tests during the first week of class. This ensures you have been placed in the correct level. You may move to another level if:

- Your instructor and an instructor from the next level agree that you should move.
- The change happens during the first or second week of the term.

Returning Students

You will move through levels by showing mastery of the Student Learning Outcomes for each level. If you think your level is wrong:

- You may retake the placement test during orientation week, but you must register with Academic Advising.
 - o You must take the test Friday of orientation week.
 - o You will be placed in the correct level.

General Placement Policies

- A student testing into levels E-Prep – 3 cannot be placed in classes that are two levels apart. For example, a student cannot be in RR2 and List 4.
- A student cannot request to change sections (example from GR 3A to GR 3B) unless the student had the teacher in the previous term.
- A student is only changed to a new class during the first week of the term.

IEP Course Books and Materials

You should buy your books and materials before classes begin, but no later than Day 2 of Week 1. You can buy books at the Duckstore in the AEI section on the 2nd Floor. Used books are often available at the bookstore, but you should ask your teacher first.

If you think you might change levels or want to return your books at the end of the term, save your book receipt and do not write in your textbook. The bookstore may give you full or partial refund for the books.



The Duck Store 895 East 13th Ave

IEP Academics

IEP Academics

IEP Levels - Proficiency Descriptions

Level	If you complete this level you can do the following with some errors:
EPrep	You have the listening and speaking skills needed in daily life. You can have simple conversations. You can read and write simple sentences. You understand some sound and spelling connections. You can write letters clearly. You can use basic grammar for questions and statements. You know some of the most common English words. You can follow good in- and out-of-classroom study practices.
1	You have more developed everyday listening and speaking skills. You can have longer conversations about simple everyday topics. You can give a short memorized presentation. You can read a variety of short texts and use a few reading strategies to help you understand. You can use several sentence types in answering simple guided writing tasks. You can identify basic parts of speech and sentence types. You know frequently used English words.
2	You can understand and explain short adapted academic listenings. You can use basic discussion skills such as agreeing and disagreeing to speak about class topics. You can give short presentations about class topics. You can read and identify main ideas and important details in level-appropriate texts. You can write a basic descriptive or opinion paragraph and can revise it for content and simple errors. You can identify parts of speech and understand how words are used in context. Your vocabulary includes everyday words and some academic words.
3	You can understand and discuss modified academic lectures. You can support your opinions, agree, disagree and use follow up questions in longer group discussions. You can give an informative presentation that includes research. You can read longer and more complex academic texts and think critically about the content. You can write compare, contrast and opinion paragraphs, using a variety of sentence types. You have greater written fluency and the ability to revise your writing for content and grammar with greater accuracy. Your vocabulary includes more academic vocabulary and you can use some of the vocabulary in your speaking.
4	You can listen to longer modified academic lectures and summarize and respond to the content. You can contribute to small group discussions by creating discussion questions, sharing and supporting opinions, and asking follow-up questions. You can give a short, analytical research-based presentation. You can use a variety of strategies to read and understand the main ideas and important details in longer articles or essays. You can write a short summary of a reading and also use information from readings to support your ideas in short source-based paragraph, utilizing target grammar structures and more complex sentences. You have a larger academic vocabulary that you can understand and use in speaking and writing.
5	Your academic listening, speaking, discussion, note-taking, vocabulary, critical thinking and problem-solving skills are more developed and sophisticated than in the previous level. You can give a presentation in which you explain graphs and charts to support your conclusions. You can read, understand, summarize and respond to a variety of themes and topics found in academic readings, journalistic articles and/or longer works of fiction. You can write an academic summary-response, paragraph, utilizing accurate paraphrasing and citation. You use a variety of sentence structures and grammar in your writing and can edit with greater accuracy. You have a larger academic vocabulary, which you can understand and use in speaking and writing.

6	Your academic listening, speaking, discussion, note-taking, vocabulary, critical thinking and problem-solving skills help you navigate authentic listening and reading tasks. You can lead discussions, conduct original research and give extemporaneous presentations. You can read and understand authentic texts from a variety of academic disciplines and complete more sophisticated tasks. You can write a clear and accurate academic summary. Under a time limit, you can write a well organized and supported argumentative essay that synthesizes information and appropriately cites sources. You can utilize more sophisticated grammar and sentence structures. Your vocabulary is more academic and you can understand and use targeted words in your writing and speaking.
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Grading and Promotion

Your grade report will show two different types of scores: Proficiency and Performance.

Proficiency Grade

This grade shows how well you mastered the Student Learning Outcomes of the level. You must achieve 80% or higher in your class to move to the next level.

80% - 100%	You demonstrated mastery of the required learning outcomes
60% - 79%	You demonstrated partial mastery of the required learning outcomes
0% - 59%	You were unable to show mastery of required learning outcomes

Performance Descriptors

These scores rate your effort, homework, participation and improvement. These scores do not decide if you move up or not, but they can affect how well you master course objectives.

1= Excellent 2= Very Good 3= Good 4= Fair 5= Poor

Final Grade Reports

After the term ends, you will receive a grade report. This report shows only the grades you received for the term. It will be mailed to you through the US Post Office. Grade reports cannot be emailed to you.

IEP Classroom Student Expectations

We want to create classrooms that are positive spaces for learning. You are an important part of creating a learning space that is respectful, safe, and fun for everyone. In order to do this, please remember the following rules:

1) Be Respectful:

- Listen to your teachers and to your classmates. Do not interrupt others or talk when you should be listening.
- Put away cell phones during class.
- Use class time wisely. Do not ask your teachers during class about personal issues or grades during class.
- Encourage your classmates. Do not say bad comments to your classmates.
- Use clean language. Do not use curse words in English or in your language.
- Speak and act in a calm way. Do not speak too loudly or behave in an aggressive or angry way.

2) Enjoy learning with different teachers: All of the AEI teachers have unique ways to teach you. We cannot change your teachers because of a personal preferences, including teaching styles, personalities, ethnicities, genders, or accents.

3) Enjoy learning with different classmates: You will have students in your classes with very different nationalities, ages, personalities and genders. You must talk and work with everyone in your class.

4) Do your own work: Cheating or copying another student's work is not allowed in the AEI. Any form of cheating or academic dishonesty will be reported to the Academic Advising Office.

5) Culture of Instructor Office Hours: IEP teachers have office hours. Office hours are times when teachers answer students' questions about class or homework. Meeting teachers during their office hours is a good way to get to know your teachers and receive extra help. Be proactive and do not wait until the end of the term to get help.

How to start the conversation:

- I do not understand the homework assignment. Can you please explain...
- I do not understand what you said in class about...
- Can you help me to understand it more?
- I would like extra work to move ahead. Can you give me extra homework about...

When visiting teachers, it is good to:

- Send an email to the teacher before visiting their office.
- Think about questions to ask before you arrive.

6) Test Rules: Use of any materials or devices not specifically approved by your teachers or engaging in unapproved behavior during assessments could result in receiving a zero for a test.

This includes but is not limited to the following:

- looking at a cell phone for any reason
- communication with classmates
- looking at others' work
- showing your work to others
- consulting notes
- recording information

IEP Attendance Policy

The U.S. Immigration and Naturalization Service requires that the AEI Intensive English Program keep careful records of student attendance. Your success at AEI will depend on your academic progress and regular class attendance.

You are expected to:

- Attend all of your classes on time.
- Do all class work and homework assignments.
- Take all required examinations.

There may be times when you will need to be out of class because of illness or other emergency circumstances. If you will be out of class for several days, please notify your teachers and the IEP Academic Advising Office. You should make arrangements with your teachers to make up the class work you miss if you want to satisfactorily complete your classes.

Tardiness = Late for Class

You must be in class on time and return from all breaks on time. If you are late to class or returning from a break, you will get a T ("tardy"). Three Ts= 1 hour of absence.

Absences

You may need to be absent from class. All absences are recorded, and most absences are not excused, including absences for medical reasons.

Illness or Medical Absences

We do not want you to come to class if you will put other students or your teachers in danger. Please stay home and see the doctor if you are seriously ill.

iBT TOEFL or IELTS Absences

You will be excused from class if you are approved to miss class to take one of these tests, **but you are not allowed to miss a test in your IEP class because of a TOEFL or IELTS test.**

Religious Observance Absences

Any student who misses class due to a sincerely held religious belief is allowed to make up examinations and other assignments missed because of the absence. If you will be missing class due to a religious observance, you must inform your instructors in writing, preferably during the first week of the term. If you fail to inform your instructors in advance, it is possible that you will not be able to make up the missed work. Absences due to sincerely held religious beliefs are recorded and are not excused. Although students will be allowed to make up exams and other assignments missed due to sincerely held religious beliefs, students may be placed on Academic Probation if they are marked absent more than 17 hours in a term regardless of the reason.

Type of Absence	Excused?	Test Makeup?	What to do?
Illness, Medical	No	No	Email your instructor.
iBT TOEFL / IELTS	Yes, but only for test day.	No	Show Academic Advising and instructors receipt 2 weeks before test. You will not be excused from IEP tests or finals week for a TOEFL or IELTS test.
Religious Observance	No	Yes	Tell your teacher in writing during Week 1 of term.

IEP Attendance (continued)

Disqualification due to Absences:

Disqualification due to Absences:

If you have more than 40 total hours of absences in your core classes, you will be disqualified at the end of that term and lose your conditional admission to the UO.

In addition, if you have 10 or more days of consecutive absences and have not communicated the reason for your absences to your teachers and advisors within those 10 days, you could be disqualified and lose your conditional admission to the UO. This will jeopardize your immigration status and you will need to meet with an International SEVIS Advisor in Agate Hall 106.

Hours of Absence	What to do?
0-17	Good Standing if you pass your classes
more than 17	Could lead to Academic Probation
more than 40	Will lead to disqualification from IEP and loss of conditional admission to UO
10 or more continuous days	Could lead to immediate disqualification from IEP and loss of conditional admission to UO.

What to do if you miss class

You are expected to turn in work on time. All class assignments, including quizzes, exams, graded discussions, projects, presentations, and other assignments must be done on time.

- Contact your teachers by email and ask for homework assignments.
- Give your full name and dates that you are going to be gone.
- Check the course syllabus to find out when major tests and assignments dates are scheduled.
- Give your homework to a classmates or email it to your teachers.
- Find out and complete assignments so you are prepared for the next class.

Assignments and Homework:

- You should expect at least one hour of homework for each hour you are in class.
- You must turn in all class assignments on time.
- Late work will not be accepted and will affect your grade.
- All work must be your own. Do not ask friends, tutors, homestay families, or any other person to do your work for you.

Academic Standing:

We expect you to be in good standing at the end of each term. This means that you do not have too many absences and you pass your classes. You can only take the same core class twice.

Performance and Academic Probation Policy

Academic Probation:

Students who do not pass one core class (RWG & OS) AND have more than 17 hours of absence will be placed on Academic Probation for the following term. If a student is on Academic Probation and does not pass BOTH core classes, they will be disqualified from the AEI and lose conditional admission to the UO.

Repeating Classes:

Students can only take the same level in a core class twice. If a student does not pass an AEI core class, they will be allowed to repeat the class only once. If the student does not pass the class a second time, they will be disqualified from the AEI and lose conditional admission to the UO.

All AEI students are responsible for knowing and following the AEI Attendance Policy explained above.

Academic Standing	What this means
Good Standing	<ul style="list-style-type: none"> • You have passed your classes, and • You did not have more than 40 hours of absence.
Repeater's Probation	<ul style="list-style-type: none"> • You did not pass one or more of your core classes, but • You did not have more than 17 hours of absence. • You will meet with Academic Advising at IEP Registration. • If you do not pass the class you are repeating the next term, you will be disqualified from the IEP and lose your UO conditional admission.
Academic Probation	<ul style="list-style-type: none"> • You did not pass one or more of your core classes, and • You had more than 17 hours of absence. • You will meet with Academic Advising at IEP Registration. • If you fail any core class the next term, you will be disqualified from the IEP and lose your UO conditional admission.
Disqualified	<ul style="list-style-type: none"> • You had more than 40 hours of absence in a term, or • You have missed 10 consecutive days of class, or • You failed the same core class 2 times. • You failed a core class while on Academic Probation. • You cannot enroll at AEI or UO in the future.

IEP Transcripts and Document Requests

(Allow 7-10 business days for processing)

An IEP transcript shows all the end-of-term grades you have received in the IEP. Your transcript will also show your academic standing for each term. To receive an official transcript:

- You must not owe money to the AEI or UO. You can pay any bills at Oregon Hall or online.
- You must bring photo ID to pick up your transcript. A friend cannot pick up your transcript.
- You must pay \$45 for international mail or US Express mail delivery.

To request an AEI Transcript, please download and complete the transcript request form available on the AEI website: aeitranscript.uoregon.edu

You must print and sign this form. No electronic signatures allowed. DO NOT EMAIL FORM.

You can return the completed form to AEI in three ways:

- Deliver the form in person to the AEI front desk. You must also bring and show your UO ID Card
- Send by Mail (postal service) to:
AEI Transcript Requests
5212 University of Oregon
Eugene, OR 97403
- Send by Fax to: 541-346-3917

NOTE: You cannot request a transcript by email. You must mail, fax, or deliver the form in person to AEI. AEI cannot send transcripts by email.

No one can request a transcript for another person.

Please see the request form for additional instructions. There is no cost (\$0) for transcripts if they are picked up at the AEI, or if they are mailed using regular, non-express mail. There is a \$45 charge for Express Mail delivery.

To receive an official transcript:

- You must not owe money to the AEI or UO. You can pay any bills at Oregon Hall.
- You must bring photo ID to pick up your transcript. A friend cannot pick up your transcript.
- You must pay \$45 for international mail or US Express mail delivery.

Payment options for Express Mail

Mail or Fax your credit card information with your completed request form.

Send a check or money order with your completed form. Make checks out to: University of Oregon

Pay online using Flywire: <https://www.flywire.com/pay/uoregon>

Pay online using AEI's link to UO Quikpay: <https://aeiweb.uoregon.edu/transcripts/pay>

UO Final Grades and Transcripts

If you take a UO class, the grade you receive will not show on your IEP final grade report or transcript.

You will be able to see your final grades in your DuckWeb account. If you need an official UO transcript you must request one through the UO Registrar's office.

Letter of Recommendation Requests (Allow 7-10 business days)

If you need a letter of recommendation for employment or education purposes, please request one from your instructor.

Scholarship Extension Requests (2 months before your current scholarship expires)

If you need a scholarship extension, request it from the Academic Advising Office.

IEP Problem Solving & Complaint Process

We hope your experience at the AEI and in the US is positive. However, sometimes problems arise. If you have a problem, we will listen and try to help you. For IEP-related problems, please follow these steps to solve the problem.

1. Talk to the individual, instructor, or classmate directly. Try to solve the problem with this person.
2. Meet with the appropriate AEI contact person (see below) if step 1 is not successful.
3. Write a formal petition to the AEI Academic Director if you are unhappy with step 2.

AEI related issues / concerns	Contact	Location
IEP class schedule, level, or placement; IEP academic policies or related concerns; Registering for UO classes; UO admissions (matriculation); An instructor's behavior; A classmate's behavior; A legal issue; A personal concern; Child-care; UO & community resources	Academic Advising AEIAdvising@uoregon.edu	Agate Hall 106
Employee behavior (instructor, tutor, classmate, office worker)	Academic Advising AEIAdvising@uoregon.edu AEI Admissions/SEVIS AEI@uoregon.edu Housing Coordinator AEIHomestay@uoregon.edu Student Engagement Coordinator aeiservices@uoregon.edu Tutoring Services aeitutoroffice@uoregon.edu AEIS Advising	Agate Hall 106 Agate Hall 104 Agate Hall 107 Agate Hall 110 Agate Hall 129 Agate Hall 215
[For complaint issues, you can speak with any of the people/offices listed at right, and decide if you want to submit a formal complaint.]		
A tutor or conversation partner	Tutoring Services Coordinator AEITutoroffice@uoregon.edu	Agate Hall 129
IEP Admissions	IEP Admissions Coordinator AEI@uoregon.edu	Agate Hall 104
Immigration or transfers (UO or other school)	AEI International SEVIS Advisor Ljames@uoregon.edu Mkwitham@uoregon.edu	Agate Hall 104
A host family situation A housing issue	Housing Coordinator AEIHomestay@uoregon.edu	Agate Hall 107
Activities and volunteering	Student Engagement Coordinator aeiservices@uoregon.edu	Agate Hall 110

If you have posted an official complaint, and are not satisfied with the resolution, you can appeal by requesting an appointment with the AEI Executive Director. Email aeidirector@uoregon.edu. The Executive Director will investigate your complaint and respond within 10 business days. An administrative group will review it within 20 business days to evaluate whether any change in policy or procedure is required.

IEP Tuition & Fees: Payment Guidelines

IEP tuition and fees are due before the start of each term, on the **Tuesday of Orientation Week**. Students cannot register for classes until all tuition and fees are paid in full. To view the current estimated cost of attendance, go to: <https://aei.uoregon.edu/programs/intensive/costs>

To pay with a credit card or by bank transfer, go to: www.flywire.com/pay/uoregon

International Payments

Flywire.com allows you to pay securely from any country and any bank, generally in your home currency.

In Person

Payments can be made in person at the Cashiers Office located on the first floor of:

The Thompson University Center
720 East 13th Avenue
Eugene, Oregon 97401 during regular business hours.

QuikPAY Electronic Payments E-checks:

Electronic payments made from a checking or savings account can be made through the QuikPAY system using a bank account in the United States. You can access the QuikPAY system through your Duckweb account.

Credit or Debit Cards: Visa, MasterCard, Discover, and American Express payments can be made using the QuikPAY online system. Payments made by credit or debit card through DuckWeb are assessed a 2.75% service charge.

IEP Services Extracurricular Opportunities (Learning Outside of Class)

Your IEP classes are only one way to improve your English and should not be the only way you try to learn. Research shows that students who are involved in language and culture activities outside of class reach their language goals more quickly. The AEI and UO offer you many free opportunities to practice English outside of class.



IEP Tutoring Services Programs

1. IEP Help Desk

The Help Desk is the place to get homework help and talk with University of Oregon students. IEP students can use the Help Desk without an appointment. The trained tutors can help you with speaking and listening skills, grammar support, and TOEFL / IELTS preparation. IEP students may also have writing help with a teacher referral.

2. Conversation Partner Program

IEP students can request a Conversation Partner. Conversation Partners are University of Oregon students who meet with a student for 2 hours a week to practice conversation skills and learn about student life at the UO. Students can sign up in person at the Tutoring Services Office in Agate 127 or online at

<http://aeitutoring.uoregon.edu/students-login>

3. Tutors in the Classroom

Conversation Partners also work as tutors in some classes. Tutors help students to practice discussions and conversations in pairs or small groups. Tutors come to class once a week, and they participate in activities designed by the teacher.

How to get a Conversation Partner:

1. Each term go to <https://aei.uoregon.edu/student-services/conversation-partners> and complete the "Conversation Partner Request Form."
2. A Conversation Partner will write to you at your UO email address to set up a date, time, and location for your first meeting.
3. Plan to meet your Conversation Partner for two, 50-minute sessions each week.
4. Come prepared to each session with questions and/or ideas for how you want to spend your time. Conversation Partners do not prepare a lesson plan or provide grammar instruction. Their goal is to help students develop conversational skills.
5. Remember to sign your Conversation Partner's green record sheet after each 50-minute meeting. It is not permitted to sign for a session if you did not meet.

If things aren't going well or you are having problems, please report this to the Tutoring Services Office in Agate 127 immediately. We will work with you to try to resolve any problems.

IEP Activities



The AEI Student Engagement Office (Agate Hall 110) is here to help you better understand our community, acclimate to campus life, enhance your experience as a student and individual. Stop by our office to share your ideas and learn more how you can get involved.

Come have fun with AEI:

Join us for activities and trips outside your classroom, all with social, cultural, and recreational themes.

Make new friends:

Through our activities, you will meet new people and get involved with the local community and culture.

Share your culture, ideas, and creativity:

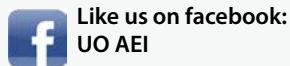
You will have the chance to work in teams to create programs you care about.

Gain work experience:

Build experiences that connect you with your academic and career interests.



Follow us on social media! Stay connected to hear about our events!



Like us on facebook:
UO AEI



Follow us on Twitter:
@UO_AEI



Follow us on Instagram:
UO_AEI

Be sure to sign up for activities on our website:
<http://aei.uoregon.edu/activities>

IEP Volunteering

Student Volunteers:

We meet Tuesday nights at 5:00 pm, divide into work teams and plan upcoming events together.

- Get involved with local organizations
- Plan events and activities
- Share your skills and ideas
- Create videos and program materials
- Gain real-world experiences



Community Service:

We work side by side with others in the community, lending a hand and learning how we can make a difference. Some frequently visited nonprofit sites:

- Boys and Girls Club
- Senior Centers
- Grassroots Gardens
- Habitat for Humanity
- Food for Lane County

... and many more!



Create a Volunteer Resume:

All of your volunteer work and hours are recorded by the AEI and available in certificate format as evidence of students local volunteer engagement.

- Meet community members
- Learn about local organizations
- Learn about volunteer opportunities
- Gain experience
- Meet new people

... have fun!



Other Student Engagement Resources:

Mills International Center

http://international.uoregon.edu/mills/test-event

Language Circles on Mondays

The MEET on Thursdays

International Student Association's Coffee Hour on Fridays

Located in the EMU, is a gathering place for various student activities. Open: Mon - Sat, 10am - 7pm.

UO Student Organizations

https://emu.uoregon.edu/student groups

- African Student Association
Arab Student Union
Chinese Students & Scholars Association
Interantional Student Association
JSO Japanese Student Organization
LGBTQA
Men's Center
Muslim Student Association
Multicultural Center
Taiwanese Student Association
Women's Center
...and many more



Yamada Language Center's Language Exchange

Go to http://babel.uoregon.edu/ to sign up to meet someone who wants to learn your language and who wants to help you with your English.

Center for Multicultural Academic Excellence

http://cmoe.uoregon.edu/
164 and 465 Oregon Hall

NOTE: If you need help connecting with any groups or resources on campus, visit the AEI Student Resource Coordinator in A, or email aeiservices@uoregon.edu.



Visa and I-20 Information

SEVIS Immigration Advising

It is important that you know and follow the US rules and regulations for studying at the AEI. If you have any questions about your visa status, make an appointment with an AEI International SEVIS Advisor, Agate Hall 106, especially if you are planning to:

- Extend your stay beyond the time indicated on your I-20.
Have dependent family members join you in the US.
Leave the US or plan to transfer to a different school.

Important Documents:

Passport

Your passport is one of your most important documents. You should protect it and make sure it is up-to-date. Contact your country's embassy or consulate in the US for instructions on how to renew your passport at least 6 months before it expires.

If you lose your passport or it expires during your stay in the United States, you can apply for a new one through the embassy or consulate general of your nation of citizenship. Make sure to also file a police report if you passport is lost or stolen.

I-20 or DS-2019 Form

The I-20 form or DS-2019 is a document issued by the institution you plan to attend. Never let your I-20 or DS-2019 expire.

The I-20 or DS-2019 gives legal status in the US and must be updated if your status changes. Changes to the I-20 or DS-2019 can only be processed through official university SEVIS advisors.

Form I-20: Certificate of Eligibility for Nonimmigrant Student Status. Includes fields for SEVIS ID, personal info, school info, program of study, and financials.

Form DS-2019: Certificate of Eligibility for Exchange Visitor Status (J Nonimmigrant). Includes fields for personal info, program details, and sponsor information.

Visa and I-20 Information

Student / Exchange Visitor Visa Type

F1 student visas are issued through the US Citizenship and Immigration Services (USCIS), while J-1 student visas are regulated through the Department of State (DOS). Each visa type has different rules to maintain visa status. The AEI is your on-campus resource for non-immigrant F-1 or J-1 visa issues. AEI has SEVIS officials on staff who can help you. However, it is your responsibility to know and follow the regulations.



Valid Entry

- The US visa stamp in your passport allows you to enter the US.
- Visas must be valid to enter/re-enter the US.
- Visas can only be obtained or renewed outside the US.

Note: As long as you stay in the US, maintain your visa status, and have a valid I-20 or DS-2019, it does not matter if your student visa has expired.

Steps for dealing with LOST Immigration Documents

1. If stolen, call campus police (541) 346-2919 to file a police report.
2. Check UO Lost & Found in the area the documents were lost. For the EMU, for example, call 541-346-4163.
3. Contact your local consulate immediately to get a new passport: <http://www.state.gov/s/cpr/rls/fco/>
4. Alert an AEI SEVIS advisor as soon as possible. The SEVIS advisor can make a new copy of the I-20 or DS 2019 and help you to apply for a replacement visa.

Be sure to keep secure copies of your immigration documents and have them accessible while traveling outside of Eugene. US regulations require all visitors to carry proof of identification and immigration status with them when traveling; this includes a valid passport and valid I-20 or or DS 2019.

I-94 Arrival / Departure Record

When you entered the US, the US Custom and Border Protection (CBP) issued you an I-94. The I-94 “Admission Number” is proof of your immigration status and your date of entry. The CBP stamps your passport, noting port of entry, arrival date, and duration of status. To obtain your electronic I-94 go to:

<https://i94.cbp.dhs.gov/i94/#/home>



Visa and I-20 Information

Maintaining F-1 or J-1 Visa Status

As an IEP student, you are required by the US government to comply with the following F-1 and J-1 Visa regulations:

1. Study full time in the IEP and/or advisor-approved AEI and UO courses.
2. Be in good academic standing.
3. Attend class daily.

Issues / concerns	Detail
Need to register less than 18 contact hours in the IEP	The Department of Homeland Security (DHS) allows for specific exceptions to the full-time study requirements. Exceptions called “reduced course load authorization (RCL)” must be pre-approved through an AEI SEVIS advisor.
Request a vacation term	Students are required to enroll in 3 consecutive terms before being eligible for a “vacation term.” Any break in study must be requested through an AEI SEVIS advisor. Summer term at AEI is not an automatic vacation term. Completion of a departure form may be required.
Have Health Insurance	International students at the University of Oregon are required to maintain health insurance coverage throughout their stay in the US. AEI works with the University Health Center to make sure you meet the requirements.
Moved to a <u>new</u> local address	US immigration law requires that any change of address be reported within <u>10 days</u> of a move and entered into the government SEVIS database. To remain in compliance, stop by the AEI Admissions Office (Agate Hall 106) to complete a “Change of Address” form.
Change of financial status	Any scholarship award or change to your financial support (funding source for US education) must be submitted so that your I-20 or DS 2019 is updated.
Get a job to work on campus	F1 Visa students can work on campus up to 20 hours per week but will need to apply for a Social Security Card. Off-Campus Employment for F-visa students is not allowed by (DHS). Unauthorized employment may result in deportation. J-1 visa students must meet with their J-1 visa adviser.
Travel outside the US	You will need to obtain a travel signature on your I-20 or DS 2019 from an AEI designated school official. Please check with your AEI SEVIS advisor before you travel so they can check your status and help you get a signature.
Transfer to a new school	You will need an AEI SEVIS advisor to help you transfer to another educational institution other than the University of Oregon.
Stay after end of I-20	Students cannot stay in the U.S. more than 60 days following the completion of their I-20 approved date of stay. J-1 visa students must consult with their adviser for how long they can stay in the U.S after studies.
Withdraw	See an AEI SEVIS Advisor. Departure form and documentation will be required.

Visa and I-20 Information

Compliance-Related FAQs:

1. Can I extend my studies at AEI beyond original I-20 or DS-2019 end date?

Yes, if you wish to study in the IEP beyond the original ending date listed under section Program of Study on your I-20 Or section #3 on your DS-2019, you need to work with a SEVIS advisor to apply for a program extension. Requests must be submitted before your current I-20 ending date.

2. How do I transfer to another school?

Students transferring to another school in the US need to process their immigration transfer paperwork with the AEI.

Transfer Steps:

- Apply to the school of your choice.
- Remain in good academic standing during the transfer period and have no account balance.
- When accepted, provide admission letter and transfer form from new school to the AEI Admissions office in Agate 106.
- Wait for the AEI to process the I-20 transfer.
- Request the new I-20 from the new school.

Note: If you plan to leave the US during a break between schools, you must be accepted by the new school and receive an I-20 from that school before re-entering into the US. You will re-enter the US with the new school's I-20 form.

3. Can I be an IEP student and Conditionally Admitted to the UO?

All undergraduate IEP students are eligible to apply to the UO for conditional admission. UO Admissions typically sends the letter of conditional admission to the AEI who will then process your documents and email you about your new I-20.

4.

5. Why was my I-20 terminated?

Failure to follow immigration regulations and AEI policy can result in termination of your I-20, which can jeopardize your visa status.

Depending on the situation, a student's I-20 may be terminated. In such a case, the student needs to take the following steps:

1. Immediately purchase a plane ticket to depart from the US as soon as possible.
2. Once in home country, request a new I-20 for a new visa to re-enter the US.

Note: These situations are stressful and costly. Ultimately, it is the responsibility of the F-1 or J-1 visa students to maintain their visa status. AEI SEVIS advisors are here to help answer your questions and support you.

Leaving the AEI before the end of the term

If you leave the AEI before completing the program, you are required to meet with an AEI International SEVIS Advisor to discuss your departure. This meeting will help determine what to do with your I-20 record.

Steps to Withdraw from the IEP:

1. See an AEI Academic Advisor and International SEVIS Advisor. After Week 1, approved authorization is granted only in clear cases of emergency (such as a documented death in the family or a documented serious illness).
2. Complete IEP Departure Form and document requirements.
3. Tell your instructors.
4. Check your student account and pay your balance.
5. Inform either your landlord, the Homestay Program Coordinator, or the Resident Hall's area desk.

Students who withdraw must return to their home countries immediately. You will lose your legal status when you are no longer enrolled in the AEI.

Academic Policy

Approved
(Authorized)

- A. Student will receive "W" (withdrawn) grade for classes for entire term.
- B. Student will receive "E" (excused) for absences for entire term.

Not Approved
(Unauthorized)

- A. If requested prior to end of Week 4, students will receive "W" (withdrawn) grade for classes and will receive "E" (excused) for absences for entire term.
- B. If requested after Week 4 or AEI is not informed at all, student will be disqualified.

Cancellation and Refunds*

You may receive a full refund if you cancel with an AEI International SEVIS Advisor prior to the first day of classes. All other refunds are calculated from the date you officially withdraw, NOT the date of your last class attendance.

Tuition Refund Policy	AEI Tuition	UO Fees	Int'l Fee
Prior to first day of classes	100%	100%	100%
Prior to end of week 1	90%	90%	90%
Prior to end of week 2	75%	75%	75%
Prior to end of week 3	50%	50%	50%
Prior to end of week 4	25%	25%	25%
No refunds after week 4	No refund	No refund	No refund

University of Oregon Student Expectations

Policy: IEP students are expected to follow the UO Student Code of Conduct. IEP students who break the UO Student Code of Conduct may be disqualified from the IEP.

As an AEI student, you are also a UO student and have the same rights and expectations of UO students. The AEI is an excellent resource for you. Our teachers, advisors, and staff do our best to ensure that you receive the guidance you need to navigate the US educational system.

UO Student Code of Conduct

See Dean of Students: uodos.uoregon.edu

You may be punished by the university for breaking the rules of the university or helping someone else break the rules of the university. Any behavior that is considered harmful to you or another person breaks the rule of the UO community. This behavior includes:

- Disrupting classes, activities, or research.
- Acting in a way [including those resulting from alcohol or drug use] that causes unreasonable noise or annoyance.
- Endangering the safety of any person or causing fear.
- Harassing another person because of race, ethnicity, gender, religion, identity, or status.

Academic Honesty

Academic Honesty is an important part of being a university student. Breaking this rule includes cheating, plagiarism, or giving false information. Plagiarism is “using another person’s idea and presenting it as your own.” If you submit a paper and use ideas or words from an outside source [website, article, book, other student’s paper, or other source] without quoting or giving the source’s name, you are stealing. Plagiarism will be reported to the university. For more information see <http://library.uoregon.edu/guides/plagiarism/students/index.html>.

Work submitted in IEP classes must be your own (except for group assignments). Violations of any form of academic dishonesty (cheating, plagiarism, fabrication, etc.) are taken seriously and are noted on IEP student disciplinary records. Second offenses of academic dishonesty will be reported directly to the UO Office of Student Conduct and Community Standards.

We further affirm our commitment to:

- Respect the dignity and essential worth of all individuals.
- Promote a culture of respect throughout the university community.
- Respect the privacy, property, and freedom of others.
- Reject bigotry, discrimination, violence, or intimidation of any kind.
- Practice personal and academic integrity and expect it from others.
- Promote the diversity of opinions, ideas and backgrounds that are the lifeblood of the university.



University of Oregon Health Requirements

Policy: IEP students are required to have UHC-approved health insurance.

1. Health Insurance Requirements

To protect your health and financial stability, the state of Oregon requires all international students and their dependents have health and accident insurance. The UO insurance plan provides health, and dental insurance coverage for treatment at the UO Health Center as well as anywhere in the US.

Enrollment - All students must enroll in UO health insurance, or apply for a waiver by submitting their own health insurance policy through myUOhealth patient portal.

Insurance Claims - The Health Center bills students when they visit the UO Health Center. If you go to a doctor or hospital off campus, show them your insurance card. If you are on your own health insurance, you are responsible for filing your own claims.

UO Health Insurance Office

E-mail: UOstudentinsure@uoregon.edu

Phone: 541-346-2832

Fax: 541-346-6579

UO Insurance: Aetna Student Health Policy

2. Immunization Requirements (non-US Citizens)

Oregon requires that all students show proof of the following vaccines:

- Measles, Mumps and Rubella (MMR)
- Varicella (chickenpox)
- Tetanus, Diphtheria and Pertussis (Tdap)
- Meningococcal Quadrivalent (Serogroups A, C, Y, & W-135) (MCV4, MPSV4)

3. Healthy Campus/Community

Smoke-and-Tobacco-Free-campus: As part of the Healthy Campus Initiative, the UO is a smoke-free campus. Smoking is not allowed anywhere on this campus. If a student chooses to smoke on the sidewalk outside of the campus, please be sure that all cigarette butts are completely extinguished and picked up so there is no litter left in any location. See “Healthy Campus” - <http://healthyoregon.uoregon.edu>

University Health Center

13th & Agate
healthcenter.uoregon.edu
 Hours: Monday – Friday, 9am - 5pm
 Saturday, 10am - 2pm

Call 541-346-2770 before 10:00am to get an appointment or anytime for free advice.



No Smoking, No Tobacco, No E-Cigarettes on the entire University of Oregon campus.

UO Student Records and Privacy Rights in the US

Policy: IEP students have the right to keep their records and information private.

The UO is committed to the privacy and security of our students. The UO Student Records Policy complies with the Family Educational Rights and Privacy Act of 1974 (FERPA), which establishes students' rights and institutions' responsibilities regarding the privacy of education records.



Student Records

Access to student educational records is restricted through FERPA. If parents, sponsor universities, or scholarship organizations require grade or progress reports, students must complete a release waiver. Waivers are provided during orientation and are available at the AEI Admissions Office.

AEI student records are released to the UO Admissions office during the conditional admission application and matriculation approval process.

Educational Records

Education records are those records directly related to a student and maintained by the university or by a party acting for the university. Some examples are records of grades, coursework, records indicating progress toward a degree, and student financial account records.

Midterm & Final Grades

IEP students receive midterm grade reports directly from their instructors. Final Grades Reports are mailed to students' local mailing addresses.

Parent Rights

Once a student has reached age eighteen or is attending the university, all FERPA rights belong to the student. Parent access to education records is limited to information classified as directory information under the University Student Records Policy.

The following information is classified as directory information:

- Student's full name
- Major or minor
- E-mail address(es)
- Dates of attendance
- Class level
- Cumulative credit hours
- Degrees, honors, or awards received
- Mailing and permanent address(es) and telephone number(s)
- The fact that the student is or has ever been enrolled
- Participation in officially recognized activities
- For graduate teaching fellows, status as a graduate teaching fellow and teaching assignment
- Enrollment status (e.g., full-time, half-time or less than half-time)

*See FERPA http://registrar.uoregon.edu/records_privacy/students

UO Admissions

University English Language Proficiency Requirements

Most American universities require a TOEFL or IELTS test score for admission. The UO accepts the paper-based institutional TOEFL (PBT), the Internet-based international TOEFL (iBT) and the IELTS test scores for admission. Information about registering for these tests is included in your registration folder.

UO Admission Requirements:

- Apply to the UO as an international student at admissions.uoregon.edu/international/admissions.
- Be in good academic standing in the IEP.
- Complete level 6 in the IEP.
or
- *Submit verified score of PBT 500, iBT 61, or IELTS 6. The UO will not admit conditionally admitted IEP students who do not pass their IEP classes. Students who are disqualified from the AEI for academic and/or attendance reasons will also lose their conditional admission to the UO.

*NOTE: Conditionally admitted IEP students who receive a passing TOEFL or IELTS score must:

1. Submit your score report directly to the AEI Academic Advising office, Agate Hall 104.
2. An Academic Advisor will forward the report onto the UO Office of Admissions.
3. The UO Office of Admissions will verify your English proficiency score, which can take 12 weeks or longer.
4. The UO Office of Admissions will verify that you have passed your IEP core classes at the end of the term prior to admission.
5. If your score is verified AND you passed your IEP classes, the UO Office of Admissions will contact you about your admission status.

Note: If you have questions about conditional admission, please see the AEI Admissions Office, Agate Hall 106 or email aei@uoregon.edu.



Accessible Education

Policy: IEP students have the right to ask for support for any disability.

Accessible Education Center, 164 Oregon Hall, aec.uoregon.edu

The UO is dedicated to the principles of equal opportunity in education and accepts diversity as an affirmation of individual identity within a welcoming community. Disability is recognized as an aspect of diversity integral to the university and to society.

The AEI recognizes that people learn in different ways and may have learning challenges. We want to make it possible for every student to be successful in classes. If there are ways we can help you succeed, please feel free to meet with an IEP Academic Advisor.

The AEI also works closely with the UO's Accessible Education Center to provide comprehensive assistance for students with disabilities. Some examples of reasonable accommodations are special seating in the classroom, additional time to complete tests and/or other course work, or handouts with large print.

NOTE: If you need support, please visit an IEP Academic Advisor in Agate Hall 104.

ASUO Legal Services

ASUO Legal Services provides professional legal assistance to UO students on a variety of legal topics.

- Landlord and tenant disputes
- Uncontested family law issues including divorce, separation, annulment, child support, and parenting time
- Criminal and non-criminal offenses
- Traffic accidents resulting in personal injury and property damage
- Driver license and insurance problems
- Expungement of qualified arrest and conviction records
- Non-bankruptcy credit and debt issues
- Consumer issues
- Wills and power of attorney
- Employment including wage and hour issues
- Name changes

There is no charge for advice or office visits for students currently registered at the University of Oregon. However, a student may be responsible for any costs of court filing fees, process services, incident reports, medical records, express mailings, or nominal document preparation or representation fees depending on the nature of the case. These costs will be explained to you before you are charged. You will be charged a \$5.00 fee if you do not cancel your appointment 24 hours in advance or if you miss an appointment.

UO Network & Technology

1. UO ID #: Get your ID card at the EMU Card Office (ground floor of EMU)

Your UO ID is a 9-digit number you will use to log into Duckweb. It is often called your 9 5 number (95*****). You will keep this number the entire time you are a student at the UO.

2. DuckWeb: Access your account at duckweb.uoregon.edu

Duckweb is the student account information system for UO students. Use your UO ID # and your 6-digit Personal Access Code (PAC) to access your DuckWeb account. On your DuckWeb account, you may:

- Sign the revolving charge agreement.
- Change your preferred name (nick name).
- Sign up for UO alerts.
- Apply for residence halls (dorms).
- Register for UO classes.
- View and pay tuition, fees, and UO charges.

3. DuckID: Claim your DuckID at duckid.uoregon.edu

Your DuckID is the first part of your email address, DuckID@uoregon.edu. Your DuckID is your username for UO webmail and the campus Wi-Fi network "UO Secure." Use your Duck ID to log into Canvas.

4. Password: duckid.uoregon.edu

Use the password of your DuckID when you log into campus Wi-Fi called "UO Secure", webmail, and Canvas. You must change your password every 6 months.

5. UO webmail: webmail.uoregon.edu

UO e-mail is your official e-mail for communicating with your teachers, advisors, and campus programs. Check your UO email every day.


6. Wi Fi: Use the wifi network called "UO Secure."

7. Canvas: canvas.uoregon.edu/

Canvas is the online learning management system at the University of Oregon. Your teachers use Canvas to give you homework, readings, videos, class notes, and feedback. Make sure to check Canvas every day.

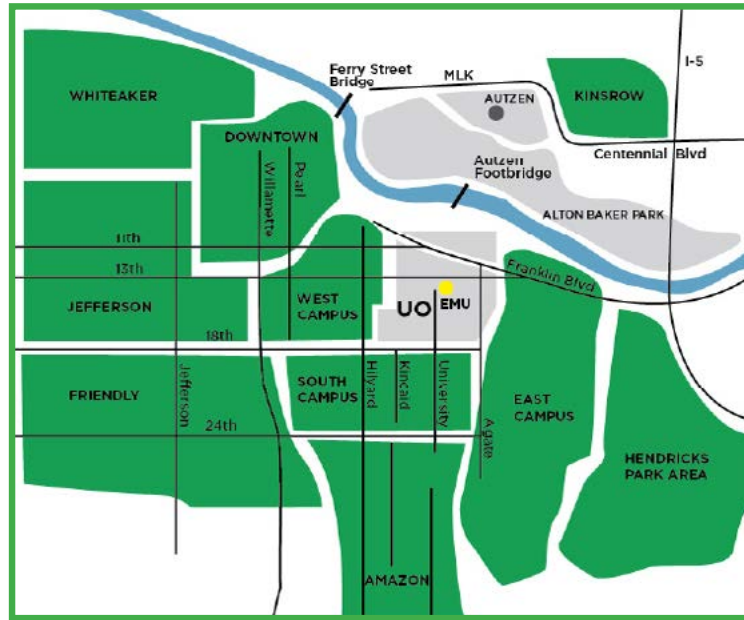


Tech Help Desk
151 McKenzie Hall
Hours: 8am to 5 pm, M-F
Phone: (541) 346-HELP (4357)
techdesk@uoregon.edu

Having Problems with your Computer?

Go to Mckenzie Hall.

aei

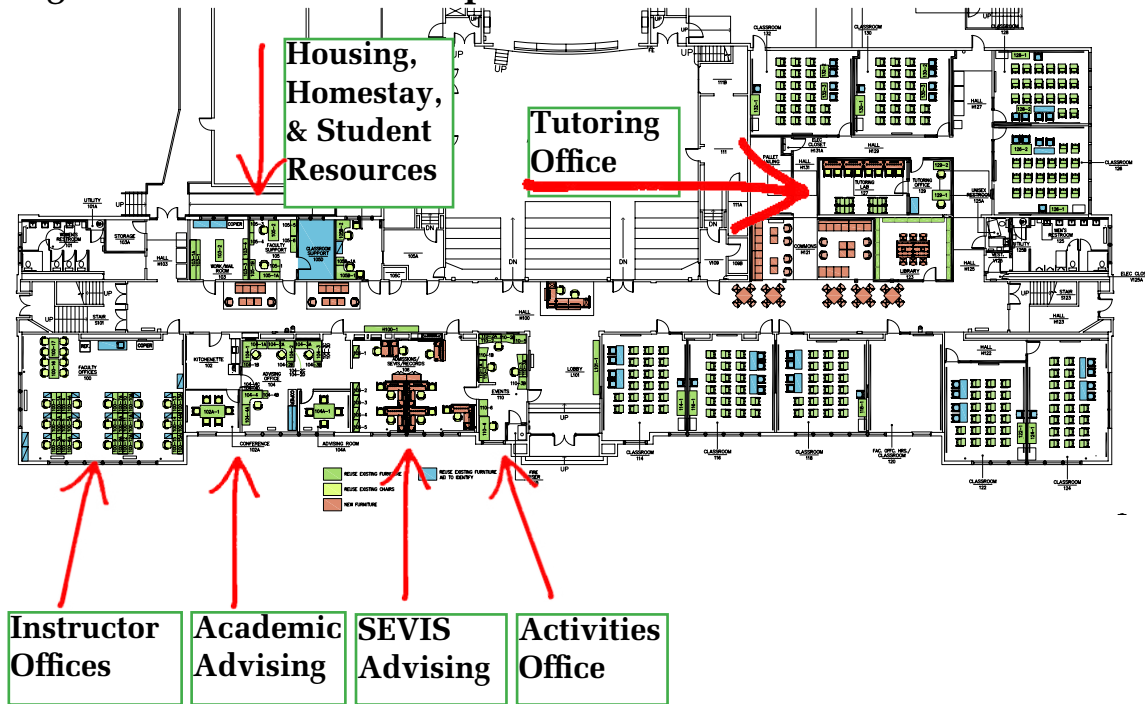
Eugene Neighborhood Map



NO TOBACCO or SMOKING
anywhere on the UO campus.

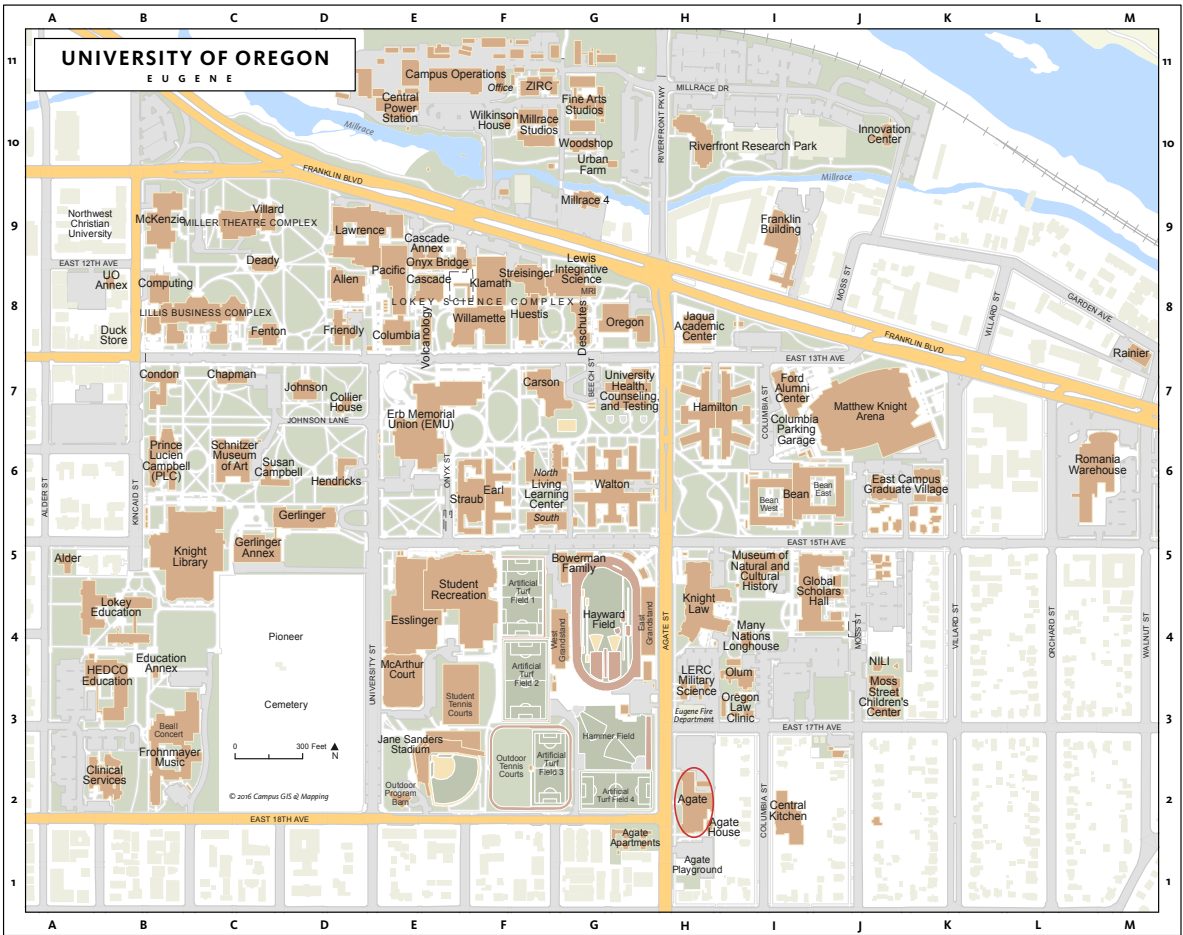


Agate Hall First Floor Map



IEP Calendar of Important Dates

Fall 2017	
September 22-26	Orientation
September 22	Tuition and fees due
September 27	Registration day
September 28	Classes start
November 23-26	No School Thanksgiving Holiday
December 1	Last day of classes
Winter 2018	
January 5-9	Orientation
January 5	Tuition and fees due
January 10	Registration day
January 11	Classes start
January 15	No School Dr. Martin Luther King Jr. Day
March 16	Last day of classes
Spring 2018	
March 30-April 3	Orientation
March 30	Tuition and fees due
April 4	Registration day
April 5	Classes start
May 29	No School Memorial Day
June 8	Last day of classes
Summer 2018	
June 22-26	Orientation
June 22	Tuition and fees due
June 27	Registration day
June 28	Classes start
July 4	No School Independence Day
Aug 31	Last day of classes



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