Student Handbook

UNIVERSITY OF TORONTO
SCHOOL OF CONTINUING STUDIES

ENGLISH LANGUAGE PROGRAM
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GETTING STARTED AT THE ENGLISH LANGUAGE PROGRAM: TCARD LETTER

You will receive your TCard letter within your first week of classes. This letter allows you to request your student ID (TCard) and connect to university WiFi.

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UNIVERSITY OF TORONTO
SCHOOL OF CONTINUING STUDIES

ENGLISH LANGUAGE PROGRAM

SAMPLE TCARD LETTER

October 11, 2018

STEP #1: Activate UTORid (for online student portal) and for WiFi connection

Visit https://www.utorid.utoronto.ca and follow the instructions to complete the TCard activation process. You will be prompted to create your new password. Note: the UTORid below is your ‘username’, the Secret Activation Key below is your temporary ‘password’. Please create a new password that you will remember.

SCS Student Number: X123456789
Full Name: Joan Smith
UTORid: smaith123456
Secret Activation Key: Query123456
Library Barcode: 123456789101112

Access to University of Toronto email/WIFI services will be suspended when your course ends.

Security: You are responsible for the security of your UTORid. Keep this information in a safe place to prevent unauthorized access.

STEP #2: Obtain a UofT Student Photo Card (TCard)

As a School of Continuing Studies student, you are eligible to obtain a University of Toronto student card, also known as a ‘TCard’. To obtain your card, you must present this electronic letter on your personal device, or bring a print out of this letter, along with one piece of Canadian government issued photo identification or a valid passport to the following TCard Office location:

TCard Office at St. George Campus
Koffler Student Services Centre, (1st floor), around the corner from ‘Second Cup’
214 College Street, Toronto
GETTING STARTED AT THE ENGLISH LANGUAGE PROGRAM

STUDENT ID CARD (TCARD)
To get your TCard, visit the TCard office in the Koffler Student Services Centre, 214 College Street.

• Bring your TCard letter and your passport.
• Your TCard is free (if lost, a replacement will cost $20).
• Your TCard is both your student card and your library card. It is used throughout the University as proof that you are a student.
• Returning students with an existing TCard will automatically have their access and privileges extended.
• For more information, go to tcard.utoronto.ca

TCARD OFFICE HOURS
Mon: 9:00am - 5:00pm
Tues: 9:00am - 6:00pm
Wed: 9:00am - 5:00pm
Thurs: 9:00am - 5:00pm
Fri: 9:00am - 5:00pm
Sat: CLOSED
Sun: CLOSED

Summer Hours (July 1 - Sept 1)
Mon, Wed to Fri: 9:00am - 4:30pm
Tues: 9:00am - 6:00pm

ACTIVATE YOUR UTORID
Activate your UTORid in order to access the U of T WIFI network, email and resources across campus.

1. Go online to: utorid.utoronto.ca and click on “activate” on the left side of the screen.
2. Enter your information: UTORid (you can find your UTORid on your TCard letter);
   Secret Activation Key (this is a temporary password you can find on your TCard letter).
3. Click on “validate” and follow the steps to create a new password.
4. Enter a new password.

UTORONTO EMAIL ACCOUNT
After activating your UTORid, access to your University of Toronto email account will be granted.

w: weblogin.utoronto.ca
• Log in with your UTORid and password.
• Please note, this email account will expire once you have completed your studies at the English Language Program.
GET TO KNOW THE ENGLISH LANGUAGE PROGRAM

WIRELESS INTERNET (UOFIT)

In order to access the UofT wireless network, you must first activate your UTORid (see page 4).

To access the UofT wireless network, follow these steps:

1. Find the “UofT” network in your WiFi settings and click connect.
2. Enter your UTORid and password.
3. Some steps may vary depending upon the device software (Windows, Mac OS X, Android, iOS). Visit [wireless.utoronto.ca] for step by step instructions, specific to your device.

IMPORTANT: If you encounter any problems with accessing the wireless network, you can visit the ELP Office. If you need to update your UTORid login credentials (if you forget your password) you will need to visit the Information Commons Desk at Robarts Library:

Robarts Library, 1st Floor
130 St. George St.
t: 416.978.HELP (4357)
e: help.desk@utoronto.ca

COMPUTER LAB (ROOM 4-151)

The Computer Lab is open Monday to Friday from 8:45am to 5:30pm. Please note:

• You cannot download software onto these computers.
• Personal documents must be saved to a USB drive. Information saved to the computer hard drive will be automatically deleted.
• You must provide your own paper for printing.

NOTE: The Computer Room may be closed from time to time due to class workshops or level testing.
GET TO KNOW THE ENGLISH LANGUAGE PROGRAM

THE MAIN OFFICE (ROOM 4-106)
The ELP main office is located in suite 4-106 of the OISE building, 252 Bloor Street West.

MULTI-FAITH PRAYER ROOM (ROOM 4-409)
This is a shared space that students can access anytime during business hours for quiet prayer.

INSTRUCTOR ROOM (ROOM 4-154)
If you are looking for your teacher outside of class time, you can visit the Instructor Room in room 4-154. Knock on the door and someone will assist you.

LOST AND FOUND
If you have lost or misplaced personal property at the school, please visit the mail room on the concourse level.

FOOT WASHING STATIONS
OISE 5th Floor (Men)
OISE 12th Floor (Women)

UNIVERSITY AND COLLEGE APPLICATION SUPPORT
University and College Application Support offers ongoing support and assistance to students interested in applying for university or college.

ONE-ON-ONE APPLICATION SUPPORT
One-on-one application support with an ELP staff member is available to students that have questions regarding their CV/resume, personal statement, or application related documents. For more information regarding this service, visit the main office.

IMPORTANT TIPS
• Know the application deadlines and dates. There are no exceptions for submitting late documents when applying to university and college programs.
• Know the university/college requirements. Certain universities and colleges have higher academic requirements than others. It is important to know the requirements and ensure you meet or exceed them.
• Have a back-up plan. It is always a good idea to apply to more than one university/college. You should consider other options in case you are not admitted to your first choice.
LEARN ENGLISH OUTSIDE OF THE CLASSROOM

SOCIAL ACTIVITIES

We offer many activities, trips, and special events designed to help students practice their English, meet new people, and have fun!

Social activity calendars are released on a monthly basis, with activities offered nearly every day of the week.

w: english.learn.utoronto.ca/student-life

TICKET SELLING

Tickets can be purchased for events in the ELP Office every Tuesday, Wednesday, Thursday, and Friday from 12:30 - 1:30pm. Spaces are limited for all events so make sure you buy your tickets in advance. Cash only.

VOLUNTEER

Volunteering gives students the opportunity to volunteer at community and charitable organizations in Toronto. By volunteering, students can gain new skills, practice speaking English, and meet new people.

Upon completion of volunteer work, students can request a detailed reference letter that summarizes their volunteer contributions.

HOW TO VOLUNTEER

Get involved in volunteer activities by attending the meetings every Wednesday at 5:15pm. Check the activities calendar to find out the meeting room or visit us in the main office.

At volunteer meetings, you can sign up for upcoming events, check your volunteer hours, or request a reference letter.

w: english.learn.utoronto.ca/student-life/volunteer
@ELP STUDENT MAGAZINE
& VISA AND STUDY PERMITS

@ELP STUDENT MAGAZINE AND BLOG

The ELP student magazine, @elp, is published twice per year in April and September. It is available for free from the ELP Office and online at the ELP website.

HOW TO GET INVOLVED

Do you want to become a published writer, practice your English, or show your school spirit? If so, you should contribute to the next issue of @elp and the @elp Blog!

You can contribute to @elp by writing an article, poem, recipe, story, or film review; submit photos and art; or even share your experiences, ideas, or culture. Review archived issues of our student magazines to see what has been featured in the past. We accept articles of all shapes and sizes!

To submit articles for the next issue of @elp or to find out more information, send us an e-mail:

e: learn.english@utoronto.ca

ACCESS PAST ISSUES OF @ELP

Discover the achievements of former ELP students by peeking into past issues. Past issues of @elp, and our former magazine, World of Words (WOW), can be found at the following link:

w: english.learn.utoronto.ca/student-life/elp-magazine

VISA AND STUDY PERMITS

Canadian Immigration and Citizenship
t: 1.888.242.2100
w: cic.gc.ca

IMPORTANT:
The ELP and its staff do not act as legal representatives for any immigration and/or visa-related matters. Students should carefully review information provided by Canadian Immigration and Citizenship.

VISA TIPS:

• Extend early. If your visa is expiring soon (less than two months), begin the extension application immediately.

• Know the rules. There are many rules, policies, applications, and even permits that students need to be aware of. It is essential to understand the rules that apply to you.

• Check the expiry date of your passport. Citizenship and Immigration Canada cannot extend documents beyond the expiry date of your passport. Ensure that your passport is valid before applying for a visa, permit extension, or change of status.
GET TO KNOW THE UNIVERSITY OF TORONTO

LIBRARIES
With your TCard, you can gain access to all U of T libraries.

Check library.utoronto.ca for a full directory of libraries at U of T. Bring your TCard to access resources such as:

- Study spaces and computer terminals.
- Print, scan, and photocopy documents by placing money on the cash chip of your TCard.
- Browse the Robarts’ collection and even borrow books. You can borrow up to 20 books at a time, but you must return them after two weeks or face a fine.
- Borrow films, music CDs, or video games from the Media Commons audiovisual library on the 3rd floor.

ATHLETIC CENTRE/ GOLDRING CENTRE
t: 416.978.3436
w: physical.utoronto.ca
COST: $320.00 (plus HST) for four months
With one membership, you can enjoy access to two athletic facilities on campus: the Athletic Centre and the Goldring Centre. Your membership includes access to an Olympic-size swimming pool and indoor basketball, squash, and tennis courts.

To join the Athletic Centre, bring your Confirmation of Registration and your TCard to the membership registration desk.

HART HOUSE FITNESS CENTRE
t: 416.978.2452
w: harthouse.utoronto.ca
COST: $105.00 (plus HST) per month or $190.00 (plus HST) for four months
Hart House is an athletics centre with a pool, indoor track, three squash courts, a dance studio, and gymnasium.

To join Hart House, bring your Confirmation of Registration and your TCard to the membership registration desk on the 1st floor.
GET TO KNOW
THE UNIVERSITY OF TORONTO

SCHOOL OF CONTINUING STUDIES (SCS)
158 St. George Street
w: learn.utoronto.ca
The School of Continuing Studies (SCS) can assist with course inquiries and registration.

CENTRE FOR INTERNATIONAL EXPERIENCE (CIE)
Cumberland House, 33 St. George Street
w: studentlife.utoronto.ca/cie
The Centre for International Experience (CIE) offers a wide variety of services and activities for international students studying at U of T.

ENROLMENT SERVICES
172 St. George Street
w: future.utoronto.ca
Located across from St. George subway station, Enrolment Services can help you if you are interested in applying to undergraduate programs at U of T.

SCHOOL OF GRADUATE STUDIES (SGS)
63-65 St. George Street
w: sgs.utoronto.ca
Any student interested in graduate studies at U of T, should visit the School of Graduate Studies (SGS). SGS will direct you to your department and program of interest.

INFORMATION COMMONS
Robarts Library, 130 St. George Street
w: help.ic.utoronto.ca/
Get help and support for tech services such as email access, password changes, etc. The Information Commons also offers discounts to ELP students with TCards on many types of computer software.

BOOKSTORE AND COMPUTER SHOP
214 College Street
w: uoftbookstore.com
Located in the Koffler Student Services Centre, the Bookstore and Computer Shop offers U of T merchandise, cell phones, computers, laptops, software, and more.

PARKING SERVICES
1 Spadina Crescent
w: transportation.utoronto.ca
Student parking permits are available on a monthly or seasonal basis. Contact Parking Services for rates and information.

SNOW LINE
t: 416.978.SNOW (7669)
If there is a big snow storm or another major emergency, call the Snow Line, or visit the U of T website (utoronto.ca) to check the status of campus closures.
GET TO KNOW THE UNIVERSITY OF TORONTO

FAMILY CARE OFFICE
214 College Street (Main Floor)
w: familycare.utoronto.ca

The Family Care Office offers support to students with family responsibilities including peer support, childcare information, parenting advice, elder care resources, and more.

ANTI-RACISM AND CULTURAL DIVERSITY OFFICE
215 Huron Street, Room 603
w: antiracism.utoronto.ca

This office offers programming, information, advice and confidential process for handling complaints of harassment or discrimination based on race, ancestry, place of origin, colour, ethnic origin, citizenship, or religion.

VARSITY SPORTS
416.978.3443
w: varsityblues.ca

Show your school spirit by cheering on U of T’s athletes!

SEXUAL HARASSMENT OFFICE
215 Huron Street, 6th Floor, Suite 603
t: 416-978-3908
w: sho.utoronto.ca

The Sexual Harassment Office provides information, advice, and a confidential process for handling complaints of harassment based on sex, sexual orientation, gender identity, or gender expression.

SEXUAL AND GENDER DIVERSITY OFFICE
21 Sussex Avenue, Suite 416-417
t: 416-946-5624
w: sgdo.utoronto.ca

Provides education and support on issues of sexual and gender diversity, working to address discrimination and facilitate connections for lesbian, gay, bisexual, transexual, or queer students, staff, and faculty.

NONA MACDONALD VISITOR’S CENTRE
25 King’s College Circle
t: 416-978-5000
w: future.utoronto.ca

An excellent source of information about the University. You can find pamphlets, brochures and posters, as well as sign up for a free campus tour.
Students who have registered and paid for health insurance with the ELP, are covered by Guard.Me Health Insurance. Guard.Me policy cards are handed out in class during the first week.

The Guard.Me health insurance plan covers emergency health conditions that first occur after your coverage period begins. Guard.Me insurance will not cover routine doctor’s visits, or treatments.

ELP students that are citizens or permanent residents of Canada and have provincial health insurance (for example, OHIP) are eligible for a refund of their health insurance fee. Requests for refunds should be done within the first week of class in the main office.

GUARD.ME CLAIM FORMS

If you have paid for prescribed medication, or medical attention, you will need to complete a claim form in order to process a reimbursement. You must complete the form yourself and send the original receipts to the insurance company. Claim forms are available online [guard.me], or in the main office.

KEEP.ME.SAFE

Students covered by Guard.Me health insurance have access to international student support through the Keep.Me.Safe program. Students can contact international student support advisers (available in multiple languages) by mobile and web chat, phone, or video chat. Advisers are available 24/7 and can help students with a range of issues such as adapting to new cultures, being successful at school, stress, sadness, loneliness, and more. Download the free “My SSP” app today.

ADDITIONAL HEALTH INSURANCE AND INSURANCE FOR DEPENDANTS

We recommend that you buy “gap” health insurance for the period between your courses or at the end of your course if you plan to stay in Toronto. If you need to purchase ‘gap insurance’ or insurance for your dependants, please visit the ELP Office for more information.

COUNSELLING AND PSYCHOLOGICAL SERVICES

Koffler Student Services Centre
214 College Street Room 111
t: 416.978.8070

Counselling and Psychological Services offers students short-term individual counselling, psychotherapy, workshops, and psychiatric medication services.
MEDICAL EMERGENCIES
In case of a medical emergency, call 911. A medical emergency is a serious injury or illness requiring immediate medical attention.

WALK-IN CLINICS
If you have a health concern that is not an emergency, you can visit a ‘walk-in clinic’ to see a doctor. The following walk-in clinics are meant as suggestions only. For a comprehensive list of walk-in clinics available around Toronto, or to find a clinic close to you, visit:
w: health.gov.on.ca

DOWNTOWN DOCTORS
WALK-IN MEDICAL CENTRE
720 Spadina Avenue, Suite 418
t: 416.929.1530

GHS MEDICAL
481 Bloor Street West, Second Floor
t: 416.928.0217

COLLEGE CARE WALK-IN CLINIC
351 College Street
t: 416.915.9285

ROYAL CARE MEDICAL CENTRE
295 College Street
t: 416.925.5511

HOW TO FIND A FAMILY DOCTOR
You can register with a local doctor and make an appointment by visiting [cpso.on.ca]. Click on ‘Find a Doctor’ and search by gender, language, and location using ‘Advanced Search’. Click on a doctor listed and their profile will indicate if they are accepting new patients and which languages are spoken.

TELEHEALTH ONTARIO
t: 416.929.1900
If you have a health concern that is not an emergency, you can call Telehealth Ontario, a free and confidential phone service where you can get health advice or general health information from a registered nurse.
STUDENT HOMESTAY SERVICES (SHS)
497 Oriole Parkway
t: 416.480.0678
w: homestayservices.ca
If you are interested in living with a Canadian host family, visit the SHS website to find application forms and rates.

CANADA HOMESTAY NETWORK (CHN)
t: 416.926.0355 ext. 2014
w: canadahomestaynetwork.ca
If you are interested in living with a Canadian host family, visit the CHN website to find application forms and rates.

RENTING AN APARTMENT
To rent an apartment in Toronto, landlords typically require a long-term commitment (12 months) and payment for the first and last months’ rent. It is important to always visit an apartment before signing a lease or transferring payment.

To search for available apartments in Toronto, the following websites can help:
- gottarent.com
- rentseeker.ca
- 4rent.ca
- viewit.ca

OFF-CAMPUS RESIDENCE OPTIONS
There are a number of residence facilities in downtown Toronto that are not owned or operated by the University of Toronto. These residences vary in location, quality, and cost. The residence facilities are all located close to campus and all are easily accessible by TTC. They operate like many U of T residences, offering single and double rooms, meal plans, kitchen facilities, and gym facilities.

TARTU STUDENT RESIDENCE
310 Bloor Street West
t: 416.925.2295
w: tartucollege.ca
Located steps away from the ELP, Tartu is a co-ed residence that offers single and double occupancy rooms. Please note, outside of the summer months, availability may be limited.

PARKSIDE STUDENT RESIDENCE
111 Carlton Street
t: 437.800.1490
w: live-parkside.com
Located near College and Yonge Street, Parkside Student Residence offers newly renovated suites, fully-furnished single and double occupancy rooms, as well as a fitness centre, and social lounge.
TRAVEL AND TRANSPORTATION

TORONTO TRANSIT COMMISSION (TTC)
t: 416.393.4636
w: ttc.ca

Subways, buses, and streetcars in Toronto are owned and operated by the TTC. The TTC is the most cost effective way to travel around the city. Save money travelling on the TTC by purchasing weekly or monthly passes.

Please note that students studying at the ELP are not eligible for the discounted Post-Secondary Students Metropass. For more information, visit the main office.
UNIVERSITY OF TORONTO CAMPUS SAFETY

CAMPUS POLICE

t: 416.978.2222  
w: campuspolice.utoronto.ca

The University of Toronto has its own police force and its own emergency line. Call them to report urgent on-campus matters such as theft, trespassing, suspicious persons, and excessive noise.

WALKSMART

t: 416.978.7233

Walksmart escorts are available at any time from any building on St. George Campus.

EMERGENCY TELEPHONES

Emergency telephones are available in the OISE Building at the elevators on each level of the building. These phones can be used to dial 911 for fire, medical or police emergencies, as well as OISE Security (416.978.3636) and Campus Police (416.978.2222).

FIRE PROCEDURE

In the event of a fire alarm, evacuate the building using the nearest fire exit (do not use the elevators) and leave the building.

DIAL 911

In the event of an emergency, you can contact police, fire, and medical help by dialing 911 on your phone.

UNIVERSITY OF TORONTO EMERGENCY ALERTS

w: alert.utoronto.ca

A University of Toronto Emergency Alert allows the University to contact students and employees by phone during an emergency. If you would like to receive emergency messages on your phone, please follow the link posted above.

UNIVERSITY OF TORONTO COMMUNITY SAFETY OFFICE

t: 416.978.1485  
w: communitysafety.utoronto.ca

The Community Safety Office responds to students, staff, and faculty members of the University of Toronto community who have personal safety concerns.

ONTARIO PHOTO CARD

w. ontario.ca/government/ontario-photo-card

If you intend to study at the ELP for an extended period of time, you should consider getting an Ontario Photo Card. This is available from Service Ontario for a small fee and will allow you to provide official identification, without carrying around your passport.
The following policies are in place to ensure the equitable assessment of all English Language Program students. Furthermore, these policies, which may be developed or revised from time to time, aim to limit disruption to the teaching and learning environment.

**WITHDRAWAL POLICY**

Students must notify the ELP Office of their intention to withdraw as soon as possible. Requests to withdraw from a course must be made in writing. Please refer to the current registration form for a complete schedule of refunds.

**Note:** Refund payments are made to the original payors only. Refunds are not transferable.

**COURSE TRANSFERS & CHANGES**

Your full tuition can be transferred to any other session within one year of the original registration if you do not receive your study permit/visa in time for the course for which you have applied OR your plans change. Please submit written notice before the last date for refund (see the Schedule for Refunds chart).

You can change from one course to another if:

- The course you are registered for does not meet your needs or your plans change and;
- You speak with a Program Coordinator and get signed permission and;
  - You do so by the last date for withdrawal with refund

**PROFICIENCY TESTING**

The first day of the term is dedicated to the placement testing of all new ELP students. The scores determine each student’s level and allow the main office to organize the students into classes. Please note that requests to move to other classes and/or level will only be considered in extenuating circumstances.

**LEVEL PROGRESSION**

Returning students from the previous one or two terms will be assessed and placed into levels based on final results from the previous session. Returning students with final results from a previous session should not participate in the Proficiency Testing in the beginning of the term (with the exception of English Plus students who will be required to attend Proficiency Testing). Any student who has been away from Academic English two terms or more (six months or more) will be required to take a placement test.
ACADEMIC INTEGRITY
w: academicintegrity.utoronto.ca

The Office of Teaching Advancement has issued a series of publications on Student Rights & Responsibilities to assist students in identifying appropriate academic behaviour at the University of Toronto. These publications can be found on their website:

POLICY ON ATTENDANCE

In addition to meeting the academic requirements as set out by each of the courses, students must maintain a minimum attendance of 80% of all classes. Failure to do so will result in a student’s automatic failure in the course for which he or she is enrolled.

Should a student require an accommodation due to a legitimate reason, he/she should speak to the Coordinator in the main office. Students may find the need to leave Toronto for a period of time during their course. Students should consult with the Coordinator in the main office immediately to discuss how this may affect their overall attendance for that term and their possible options.

When students are late for class, the instructor will record it; three documented cases of lateness will result in one absence on the attendance sheet.

COURSE OUTLINES

The ELP Office establishes the course content and grading scheme of each of the courses. As such, course outlines are pre-determined and the course outlines will be reviewed by your instructor at the beginning of each course.

POLICY ON MISSING COURSEWORK OR ASSESSMENTS

Students are expected to be present for all assessments (including the final exam) and coursework as outlined in the course syllabus, including but not limited to class participation and presentations. Should health concerns or extenuating personal circumstances arise that may adversely affect performance, students should request accommodation from the Program Coordinator immediately (preferably two weeks before the assessment) with supporting documentation. Students who fail to communicate their request for an accommodation will receive an automatic zero for the assessment. If appropriate documentation has been received and approval is granted, the student will be informed of the next steps.
RELIGIOUS OBSERVANCES
The ELP abides by the University’s policy on Scheduling of Classes and Examination and Other Accommodations for Religious Observances. The ELP will make every effort to provide accommodations for students who observe religious holy days. Since religious observances are known in advance, it is the student’s responsibility to alert the instructor and to request accommodation. Typically, students should do so at the beginning of a program when the course deliverables are discussed. For a complete description of the policy, please refer to:

w: governingcouncil.utoronto.ca/policies/religious.htm

REQUEST FOR GRADE REVIEW
Upon receiving your Grade Report and/or Certificate, you may submit a Request for Grade Review form to the ELP Office should you believe there to be a grading discrepancy. You will be asked to justify your request in writing, citing specific examples on why you believe your request should be reviewed. All Grade Reviews will be administered by the ELP Office and the appropriate instructor will be consulted. In certain circumstances, an additional assessor may be asked to conduct an independent re-assessment. At the conclusion of the review, the ELP Office will inform you of the result.

PRIVACY POLICY: NOTICE OF COLLECTION
The University of Toronto respects your privacy. Personal information that you provide to the University is collected pursuant to section 2(14) of the University of Toronto Act, 1971. It is collected for the purpose of administering admissions, registrations, academic programs, university related student activities, activities of student societies, financial assistance and awards, graduation and university advancement, and for the purpose of statistical reporting to government. At all times it will be protected in accordance with the Freedom of Information and Protection of Privacy Act. If you have questions, please refer to [www.utoronto.ca/privacy] or contact the University Freedom of Information and Protection of Privacy Coordinator at 416.946.7303, McMurrich Building, room 201, 12 Queen’s Park Crescent Walk, Toronto, ON, M5S 1A8.
The ELP is a place where students from all over the world come to study, learn and grow in a safe, cooperative, and respectful environment. With this in mind, we want to share with you our Student Code of Conduct to remind you of how we can protect one another and our school from harm.

The ELP provides an atmosphere of diversity, dignity, and equality. Students of the ELP are expected to behave in an appropriate manner. By registering in this program, students agree to abide by the ELP Student Code of Conduct and by all Canadian laws. The ELP has a right to hold students accountable for their behaviour and respond with consequences which may include the removal of students from the school.

PLAGIARISM

• Work submitted for assignments must be your own. If you are using the ideas of others in your written work please see information regarding plagiarism at [www.writing.utoronto.ca/advice/using-sources/how-not-to-plagiarize]

• Guidelines for properly citing your sources can be referenced at the ‘Writing at the University of Toronto’ website at [www.writing.utoronto.ca/advice/using-sources/documentation]

ACADEMIC BEHAVIOUR

Students are expected to contribute to a positive learning environment by:

• Not cheating, not plagiarizing, and by not helping another person to be dishonest.

• Speaking English at all times in the classroom, in the building, and around the University.

• Attending class, being on time, and by following classroom rules set by the instructors.

• Taking mid-class breaks only for the period set by the instructor.

• Participating in activities and completing all homework given by instructors.

• Avoiding disruptive behaviour in class, such as chatting and sleeping.

• Avoiding inappropriate use of technology in class such as talking on cell phones or texting.

• Informing instructors or ELP staff of serious concerns, issues, or problems.
SOCIAL BEHAVIOUR

Students are expected to behave in an appropriate manner towards other people by:

- Respecting and treating everyone fairly, regardless of race, religion, place of origin, colour, citizenship, gender, sexual orientation, age, marital status, or handicap.
- Not endangering the health or safety of another person.
- Not threatening another person with damage to his or her property.
- Not threatening another person verbally, physically, or sexually.
- Not assaulting another person verbally, physically, or sexually.

BEHAVIOUR TOWARDS PROPERTY

Students are expected to respect all property by:

- Not taking, destroying, defacing, or damaging property belonging to the University of Toronto.
- Not taking, destroying, defacing, or damaging property that is not her or his own.
- Putting all garbage in the appropriate garbage and recycling bins.
- Not smoking (including e-cigarettes), except in designated outdoor areas, and by discarding cigarette butts in ashtrays and appropriate receptacles.

STOP CAMPUS THEFT

Students should never leave valuables unattended while studying or attending classes at the University of Toronto.
INSTRUCTOR AND COURSE EVALUATIONS

It is the School’s and the ELP’s policy to conduct a formal instructor and course evaluation upon the completion of a course. The set of questions asked is meant to provide confidential feedback on the course content, organization, and the effectiveness of the instructor’s teaching. The data provides the ELP Office with the ability to refine and develop future programs. Please note that course evaluation results are released to instructors after final grades are approved and released to students.

The results of these evaluations are also used in determining the annual SCS Instructor Award for Excellence in Teaching, which recognizes an instructor’s extraordinary contribution to the School and its students.

STUDENT TESTIMONIALS

At the ELP, we love to hear feedback from current and former students. Share your experiences at the ELP by filling out a Student Testimonial Form. Forms are available online at the following link:

w: english.learn.utoronto.ca/student-life/former-students/