



**Pacific
International
Academy**

Student Handbook 2023



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ABOUT PACIFIC INTERNATIONAL ACADEMY

Pacific International Academy (PIA) has been serving international students since 1997 and is accredited by the Accrediting Council for Continuing Education and Training (ACCET). PIA is located on the campus of Warner Pacific University.

Mission Statement

The overarching intent of Pacific International Academy is to help students achieve their personal goals in English by facilitating the acquisition of language proficiency required in daily communication, higher learning, and the professional world. A core value for the PIA community is providing a student-centered environment that facilitates interpersonal connections, cultural exploration, and service to the community.

Program Description

PIA provides instruction of English as a Second Language to non-native speakers of English who bring to the program a broad array of interests and backgrounds. Throughout their experience at PIA, students are encouraged to seek intellectual and academic growth at school and in the surrounding community.

The curricula are structured to promote basic communication skills in students at lower ability levels and more complex professional and academic skills in students at higher levels. Key grammatical forms are emphasized and integrated across all levels of performance-based courses. In the areas of grammar, reading, writing, speaking, and listening, students learn to apply specific linguistic rules that are presented using various relevant methods.

PIA encourages students to explore English as active learners in a variety of contexts. PIA's programs focus primarily on general and academic English, but significant energy is devoted to coaching students in exploring the cultural norms and expectations of their new environment. Themes of this nature are intentionally folded into class sessions. Further opportunities for cultural adaptation and language acquisition are available through the ESL tutoring center, conversation partner program, weekly conversation forum, service learning, volunteering, guided social activities, and homestay program.

COURSE LIST

Intensive English

PIA has six core levels of Intensive English classes, including English Basics. In each level, students attend courses in reading, writing, grammar, and speaking/listening. The English Basics courses, Introduction to Basic English and Using Basic English, are designed to be mixed-skills. Intensive English is offered on a quarter system, with four 10-week terms per year. Classes are normally held Monday through Thursday, with a total of 20 hours of class per week and 200 hours per term. Within these courses, students improve their English skills and have a chance to study cultural topics and other points of special interest.

The following courses make up Intensive English:

- Introduction to Basic English
- Using Basic English
- Grammar Levels 1-5
- Reading Levels 1-5
- Writing Levels 1-5
- Speaking & Listening Levels 1-5

Supplemental Courses

Service Learning

The Service Learning course prepares students to volunteer in a US nonprofit organization for six weeks. During the course, students discover professional, social, and linguistic skills required in US workplace settings and develop tools to support their volunteer experiences. Additionally, students explore their attitudes toward work, social issues, and volunteering through a series of personal reflections and group work. There are three stages of study for the course, titled Stage One: Preparation and Placement, Stage Two: Introduction to American Workplace Culture, and Stage Three: Nonprofit Service Period. Referring to the Common European Framework of Reference for Languages [CEFR] to describe levels, PIA requires that students have skills at A2 AND B1 levels (or higher)—PIA Level 2 AND Level 3 (or higher).

Community Service

The Community Service course prepares students to volunteer at a US nonprofit organization for several hours throughout a quarter. During the course, students develop professional, cultural, and linguistic skills that they apply during their experience as a volunteer. There are three stages of study for the course, titled Stage One: Preparation and Placement, Stage Two: Introduction to American Workplace Culture, and Stage Three: Community Service. PIA requires that students have skills at low intermediate level (or higher) – A2 on the CEFR / PIA Level 2 (or higher).

GED Preparation

For students who have not completed high school, PIA offers GED preparation classes to help students study for and pass the high school equivalency examinations. PIA requires that students have skills at A2 AND B1 levels (or higher)—PIA Level 2 AND Level 3 (or higher).

Short-term Courses

Experience America and Experience America Accelerated

Experience America (EA) is a four-week interactive culture and language learning course. Experience America Accelerated (EAA) is a three-week course that covers the same objectives. Students engage in action projects at cultural sites of interest throughout the region, supported by classroom learning. Students learn relevant grammar and vocabulary skills that will assist them in studying a variety of cultures and interacting with a range of community members on a regular basis. Reading and writing skills are also used in the classroom in order to help students learn about and reflect on their action project experiences. Students in this course work in small and large groups to complete various tasks inside and outside of the classroom.

Short-term English

The Short-term English courses provide students with engaging cultural experiences in conjunction with targeted language support. These courses can be adapted to meet various goals and draw from Modules A through D of the Short-term English curriculum, with topics ranging from basic survival English to US academics. Through these courses, students explore their areas of interest while improving their English skills and building their confidence in cross-cultural study.

ENROLLMENT AGREEMENT

At the time of application, students sign or electronically agree to an enrollment agreement that outlines the terms and condition of their study at PIA. This agreement is extended if a student enrolls for longer than indicated on their application. Modifications to the terms and conditions are made annually and when needed.

Students will be asked to review and agree to any changes to the terms and conditions through their students account in Campus Axess. For convenience, the current Enrollment Agreement for Intensive English is included below.

Application and Enrollment Terms

Application and Admission: Admission as an F-1 student in the Intensive English program requires: 1) completed application and enrollment agreement; 2) copy of biographical page of passport; 3) financial guarantee; and, 4) payment of \$75 non-refundable application fee. Students in other visa categories may be admitted, subject to approval, and have the same requirements, except a financial guarantee may not be required.

Enrollment and Financial Obligation: This agreement is valid from the starting term indicated on page 1 for the enrollment period indicated on page 1, including any services before or after each term and the duration of homestay. An extension is signed for subsequent terms. The period of financial obligation at PIA is one term, as applicable. PIA will provide an invoice to the agent or student before the start of each term.

Homestay

Homestay Application: Applications are due 30 days before the move-in date. Applicants must provide accurate and complete information. Failure to provide accurate information may result in removal from the program.

Homestay Fee: Payment of a \$350 non-refundable homestay placement fee is required. Homestay Room and Board is \$225 per week, which must be paid directly to PIA. For periods of less than one week, this amount is pro-rated to \$32.14 per night. Students are prohibited from making payments directly to host families.

Payment Terms and Conditions

Due Dates: The application fee is due at the time of application. The homestay placement fee is due 30 days before the move-in date. Tuition and course fees are due the first day of classes. The first homestay room and board fee is due on or before the first day the student moves into homestay. Students must either pay for three months or more upfront or set up a monthly recurring credit card payment. Subsequent payments are due six calendar days before the end of the paid period. Charges for optional services are due when the service is requested. Payments for activities are due by the set deadlines.

Late fees: A \$50 late fee is added to any fee not paid within six calendar days of the due date. An additional \$50 fee is added for each additional week beyond the due date.

Payment Methods: All payments are made either directly to PIA or through PIA partner agencies. Direct payments can be made by credit card (Visa, MasterCard, or Discover), traveler's check (payable to PIA), cash, or bank wire. Receipts are provided electronically.

Refund Policy: All paid tuition and/or course fees, except non-refundable fees, will be refunded to students who do not attend any classes. In the event that a class is canceled by PIA, all tuition and/or course fees paid by the student, including applicable non-refundable fees, will be refunded.

First Period of Financial Obligation: For students who withdraw or are terminated during their first four weeks of classes, PIA will retain tuition and/or course fees applicable to the first four weeks. For students who withdraw or are terminated after their first four weeks of classes, but before the mid-point of classes, when the mid-point is more than 4 weeks after the start of classes, PIA will retain prorated tuition and/or course fees. For students whose withdraw after the mid-point of classes, when the mid-point is more than 4 weeks after the start of classes, PIA will retain all tuition and/or course fees.

Subsequent Periods of Financial Obligation: For students who have completed their first period of financial obligation and who withdraw or are terminated before the mid-point of classes during any subsequent term or session, PIA will retain prorated tuition and/or course fees. For students who withdraw after the mid-point of classes during any subsequent terms, PIA will retain all tuition and/or course fees.

Prorated refunds will be calculated on a weekly basis. PIA will consider a partial week the same as if a whole week were completed, provided the student was present at least one day during the scheduled week. An enrolled student that has attended at least one class during a term or session will be administratively withdrawn from classes by PIA automatically after failure to attend class for 30 calendar days.

Homestay: PIA will refund a prorated portion of any unused prepaid room and board fees with two weeks' advance notice of the date of departure. Prorated refunds are calculated on a nightly basis. Should a student not provide two weeks' notice, fees for the notice period will be deducted from any refund.

Optional Services and Activities: Airport transfers are refundable with 24-hour advance notice of cancellation. Express shipping is only refundable if the service is not used. Tutoring is refundable with 24-hour advance notice of cancellation. Activities are refundable up to the set deadlines.

Refund Issuance: If an applicant never attends class, all refunds due will be made within 45 calendar days of the first scheduled day of class or the date of cancellation, whichever is earlier. If a student that has attended a class is due a refund of tuition, the refund will be made within 45 days of the date of notification of withdrawal, administrative withdrawal by PIA, or expulsion. All other refunds are issued within 45 days of the cancellation. Refunds are issued according to the original payment method when possible. For payments made through an agent, PIA is contractually required to issue any refunds to the agent, unless otherwise directed by the agent. For payments made by credit card, any refund due will be processed to the same credit card. For payments made by cash, check/travelers check, or bank wire, a check will be issued to the student. In the event that the student's tuition for the term has not been paid, PIA prorates the amount due, in compliance with the stated refund policy, and collects the amount due from the student or agent. A record of refund calculations is kept in the student's file.

Textbooks: Students are required to purchase their own textbooks each term. If a student must repeat a class, he or she may be required to get a clean copy of the textbook.

Releases

Publicity Rights: PIA students agree to be photographed, videorecorded, or audiorecorded on campus or during school activities off campus. PIA has all publicity and artistic rights to use these materials, students' first names, quotes, and any multimedia shared with PIA in any promotional or published materials.

Release of Liability: PIA's liability to a student for any failure to provide services or a certain level of services shall be limited to the tuition and fees paid by the student for that service. To the fullest extent allowed by law, the student voluntarily waives and releases PIA and its officers, directors, and employees from any and all liability, claims, demands, or actions for any loss, damage, or injury that relates to, arises out of, or is connected to any program provided to the student by PIA, including but not limited to instruction, school activities, volunteering, transportation, and homestay, except in cases of gross negligence or willful misconduct by a PIA employee.

Medical Release: In the event of illness or injury, PIA students grant permission to any appropriate medical authority to examine and treat them, as well as to refer them to outside physicians. PIA students are responsible for purchasing and maintaining health insurance and are responsible for any medical expenses.

Consent to Release: PIA students authorize PIA to release pertinent information to their host family, university, overseas agency, sponsor, family members, emergency contacts provided to PIA, and health insurance representatives.

Policies and Procedures

PIA Rules, Policies, and Procedures: Students shall comply with the rules, policies, and procedures adopted by PIA, including those outlined in the Student Handbook. Such policies, rules, and procedures do not form a contract between PIA and student, do not make any warranties, and may be amended by PIA from time to time. Failure to abide by the rules, policies, and procedures may result in a student being expelled or administratively withdrawn from classes or excluded from homestay, activities, or other PIA programs.

PLACEMENT

Placement Testing

All new Intensive English (IE) students or students in graded stand-alone courses are required to complete placement testing before they are registered for classes. Testing is conducted during mandatory testing and orientation for incoming students and is scheduled before the start of each term/course. Students are placed in the appropriate level based on the results from the CaMLA English Placement Test (EPT), Writing Test, and Speaking Test. When placing students into classes, it is considered best practice to place students into no more than two different levels across subjects. For IE students, moving up to a higher level may be approved based on a student's ability to meet a majority of the performance objectives for a course, as determined by a level confirmation exam during the first week of the term.

If a student leaves PIA for more than two terms, they must be re-tested prior to registration for classes when they return.

Placement for New Students Starting Late (Intensive English)

New students are allowed to start during Week 1 (or Week 6, with prior approval). If they start during Week 6, they are placed one level below the placement as indicated by the placement tests. For example, if they start Week 6 and test into Level 3, they begin their studies in Level 2. Exceptions may be made if a student's scores are in the top part of the range of test scores for a level, in consideration with the student's other class placements. The coursework the student missed before their arrival is not counted in their final grade.

Advancement (for Intensive English courses)

There are two ways for students to advance to a higher level in a course:

1. receive a grade of B- (80%) or better
2. pass a level confirmation exam during the first week of the term

Level Confirmation Testing

Teachers assess skill levels in each class during the first week of the Intensive English term. Teachers may encourage students who display advanced skills in class to take a level confirmation test. Students may also self-select to take level confirmation tests. Students who pass one of these tests, which covers objectives for a particular class level, are considered for advancement to the next level. No recommendations for level changes are considered after the first week of class.

A level confirmation test for a particular skill area may be taken only once while a student attends PIA, unless an exception is recommended by an instructor. Students on probation may not take a level confirmation exam for a

class that they have failed twice unless recommended by an instructor. Level confirmation testing is only available for students who attend the entire term. Note that no level confirmation exams are available for Level 5.

Moving Down

Teachers may recommend that students who display inadequate skills in class move down to a lower level. Students may also request to move down. All requests to move down must be approved by the Academic Manager. In consultation with teachers, the Academic Manager considers academic records and other factors in making the decision. Moves down are only approved in rare situations.

Exit Testing

Intensive English Courses

Students are required to take an exit exam upon leaving the program. The exam is another form of the English Placement Test that they took upon admission. The scores from the exit exams have no effect on any grades achieved at PIA.

Other Courses

For most non-IE courses, exit testing is not required. When necessary, students take another form of the CaMLA EPT, which they took upon admission. The scores from the exit exams have no effect on any grades achieved at PIA.

Class Schedule

Intensive English

Returning students can get class schedules in two ways. One way is to go to the PIA office on the first day of class and receive a copy. Another way is to log in to Campus Axess prior to the first day of class. Registered courses are listed there, with information about class times, rooms, and instructors. New students receive a printed class schedule at orientation, in addition to being able to access their schedule through Campus Axess.

Other Courses

Students in non-IE courses receive a printed class schedule at orientation.

ACADEMIC POLICIES

Attendance

Students are expected to attend all of their classes. Missing even one day of class can cause problems, such as missed course content, quizzes, tests, or homework. Furthermore, as the majority of students at PIA are F-1 visa holders, U.S. immigration law requires that they attend classes full-time and make satisfactory progress in their studies.

An absence is considered missing more than 40% of any given class period. There is no distinction between excused or unexcused absences. Students need to have at least 85% attendance total and at least 80% in each class by the end of the course/term. At the end of a term, if a student's cumulative attendance rate is below 85% total or 80% in any class, they will be placed on probation.

If a student is absent, they are responsible for knowing what happened in class and completing homework and assignments. Sick students need to contact a classmate or their teacher to find out what work they missed. Teachers' contact information is listed in each syllabus.

Tardies

If a student is late to class, returns late from a class break, or leaves class early, they are considered tardy. The total number of missed minutes contributes to a daily total amount of missed time for each class session. If the total number of minutes is less than 40% of the scheduled class time, the student is marked as tardy. Every three instances of being tardy in any one class are counted as one absence for the class.

- 1-39% of the total minutes late for class, late from break, or leaving early = 1 tardy for that class
- 40% or more of the total minutes late, etc. = 1 absence for that class
- 3 tardies = 1 absence for that class

Missed Class Meetings

All students who miss class meetings are responsible for communicating with their teachers and making up classwork or assessments (if allowed). Teachers are not required to accept missed classwork from students, and it may not be possible for students to make up some classwork. In the event that a student is confined to their home due to a medical condition, with adequate notice and documentation, the school may offer the opportunity to join class via videoconference.

Joining In-person Classes Online

Joining classes that are regularly held in person through videoconferencing software is generally not allowed. However, if a student is sick, they may be allowed to join class online if 1) they give the teacher enough warning to prepare and 2) if course content is conducive to online delivery. A student joining an in-person class via Meet/Zoom will still be counted as absent for that day, but this option can help them keep up with the course content.

Final Assessments

Students are expected to complete their classes. Final exams or final projects/presentations usually happen on the last day of class, which is published in the PIA academic calendar or course guide (available on the PIA website, in the office, and at new student orientation).

PIA Policy Regarding Late/Missed Exams: Late work from the first half of the course is not accepted after the midterm grade has been submitted. No late work is accepted after the final grade has been submitted. Midterm and final exams cannot be taken off schedule. The exception is when a legitimate, unexpected situation arises that is outside of a student's control. In such cases, the student needs to contact the Academic Manager. If a late exam is approved, it must be taken at least one day prior to the date that grades are due. Midterm exams cannot be taken early in any case.

Plagiarism and Academic Honesty

Plagiarism is using the ideas, data, or language of another person without specific and proper acknowledgment. Examples: Misrepresenting another's work (paper, lab report, article, or computer work) as one's own original creation and submitting it for an assignment; using someone else's ideas without attribution; failing to cite a reference or to use quotation marks where appropriate. Plagiarism and other forms of academic dishonesty ("cheating") are very serious offenses in American academics and may result in failing an assignment/test, failing a class, being placed on probation, or being expelled from school.

Grading

In each class, a student's grade is based on a combination of attendance, participation, and class work, which consists of in-class assignments, homework, quizzes, and tests. Based on completion of class requirements, the following grades are given.

A +	(97% - 100%)
A	(93% - 96%)
A -	(90% - 92%)
B +	(87% - 89%)
B	(83% - 86%)
B -	(80% - 82%)
C +	(77% - 79%)
C	(73% - 76%)
C -	(70% - 72%)
D +	(67% - 69%)
D	(63% - 66%)
D -	(60% - 62%)
F	(0% - 59%)

If a student receives a grade of C+ or lower (below 80%), they will need to repeat courses in Intensive English. Some courses carry a grade of Pass or No Pass. To pass, students need a grade of 77% or higher. Students should check the course syllabus for information on their course's grading system.

Students can check their grades by logging in to their Campus Axess account. Final grades are published approximately one week after the end of the course. Students may contact the PIA office for help with accessing their grades.

Repeating Classes

In Intensive English, the maximum number of times a student can take one course is three. It is common that students need more than one term to master the skills in any class. In cases where a student needs more time to progress to the next level, the instructor records a non-passing grade and provides written comments on what the student needs to work on in order to achieve a better grade during the next term. The student then repeats the class to earn a passing grade and advance.

If a student receives a passing grade but would like to retake the class, the student can complete a request form. This request is reviewed by the Academic Manager, who either approves or denies it.

Elective courses may be repeated once without making a request. If the student wants to repeat the course more than once, the Academic Manager must approve the request.

Probation

Intensive English and Probation

The purpose of probation is to alert a student to an issue with conduct, academic progress, and/or attendance. It also is a way to provide feedback and support to resolve the problem.

Code of Conduct Violations

If students receive three or more code of conduct warnings in one term, they will immediately be put on probation or, in extreme instances, expelled. Expulsion is reserved for situations in which the safety or learning of other students is threatened. When students are placed on probation in the middle of a term, probation remains in effect for that term and continues to the following term. If students do not fix the problem by the end of the first term, they may be expelled. Assuming a correction is made in the first term, students remain on

probation for the next term. If the behavior resurfaces in the next term, students will be eligible for expulsion; otherwise, probation ends at the end of this term.

Academic Progress

Per immigration regulations and school expectations, students in Intensive English must make satisfactory progress in their coursework. Each Intensive English course meets for five hours per week for 10 weeks. Grades are determined based on the grade categories listed on the syllabus for each course, including In-class Work/Homework, Quizzes/Tests, and Midterm/Final Exams at a minimum. Students who meet the objectives for a particular course with 80% or greater accuracy will move to the next level for that course.

However, it is expected that, due to linguistic or other factors, students may need more than 10 weeks to meet the objectives of a course. In cases where a student needs more time to progress to the next level, the instructor records a non-passing grade and provides written comments on what the student needs to work on in order to achieve a better grade during the next term. Students are expected to master the skills needed to advance in no more than three terms in total, though in some exceptional situations students may be allowed to take a class four times (see details below). Students who fail the same one or more courses for two consecutive terms are put on probation, and the Academic Manager issues a probation form, which includes a study contract. The terms of the study contract may include attending free weekly tutoring sessions and/or student success workshops. Students must agree to the terms of a study contract as a condition of their probation status. If they do not satisfy the conditions of the study contract, they may be asked to leave the school.

In instances when a student is making progress in some courses (two attempts permissible) but has failed a course three times, that student may be permitted to attempt the course a fourth and final time given the following conditions:

- the student is meeting attendance requirements.
- there is consensus among faculty that the student is making an effort, is improving in this skill, and could benefit from a fourth attempt.
- the student has met the terms of study contracts.

Probation ends when the student has progressed in the class(es) which triggered probation.

Attendance

Per immigration regulations and school expectations, students must comply with PIA's attendance policy. At the end of a term, students who violate the attendance policy will be placed on probation for the following term. During that term, students are expected to comply with the attendance policy. Students who do not meet PIA's attendance benchmarks after being on attendance probation for one term are eligible for expulsion. Expulsion is recommended for students who 1) do not adhere to the attendance policy and 2) have failed more than 50 percent of their classes during the probationary term. Faculty recommendations are taken into consideration, and students who have demonstrated a measurable change in their attendance and/or academic performance may be given a subsequent term on probation. A second probationary term is recommended for students who are making academic progress in more than 50 percent of their classes. After the second probationary term, if students have not adhered to the attendance policy, they will be expelled from the program. Attendance probation ends after students have completed a term with satisfactory attendance percentages.

Probation Student Study Contracts

If a student is on academic probation because they failed a class twice, they must agree to the terms of a study contract as a condition of their probation status. If they do not satisfy the conditions of the study contract, they

may be asked to leave the school. The terms of the study contract may include attending weekly tutoring sessions and student success skill workshops.

Expulsion

Probationary students who engage in behaviors that would otherwise lead to probation will be at risk of expulsion. For example, a student on attendance probation who fails a class for the second time in two terms would be at risk of expulsion. When considering whether a student will be expelled, the Academic Manager will evaluate overall academic performance, feedback from instructors, and academic and/or attendance trends.

Students' visa statuses are not affected by probation, but if students are expelled, they may be terminated in SEVIS. Students who are asked to leave the program may file an appeal within one week of the expulsion decision. The appeal should consist of a letter to the Academic Manager explaining why they should be re-admitted to the school. Letters of recommendation from PIA teachers are also considered at this point. All decisions relating to the appeal are made within one week of receiving the appeal and within two weeks of the expulsion decision. Students are notified via email.

Students Returning Late

Intensive English

All returning students are expected to attend classes beginning the first day of courses. All students must attend classes by the beginning of the second week, or they are not allowed to enroll or register. Students are considered absent for any missed class days.

Probation Students: Re-enrollment

Probationary status remains on a student's record if they leave the program while on probation. If they were on or would have been on probation when they left PIA, wish to re-enroll, and are accepted back into the program, they will continue to be on probation.

Proficiency Examinations

In-house achievement examinations are in the form of midterm and final tests, papers, and projects. These are held in class within the class' normal duration and are given significant weight in the grading criteria stated in each syllabus.

Certificates

If students complete their classes in good academic standing, they can receive a Certificate of Completion from PIA for the highest level where they passed all four classes. Otherwise, students receive a Certificate of Attendance for the highest level they attended.

PIA Referral

If students are interested in matriculating into a program at one of PIA's local partner universities, colleges, or other institutions, they may use completion of certain levels of Intensive English courses as proof of English proficiency. To learn more, students can talk to the Academic Manager.

Electronics in the Classroom

Generally, cell phones and other electronic devices must be silenced and put away during class time, but exceptions may be made at the discretion of the instructor. Students should seek their instructor's permission to use their devices as dictionaries/translators.

Inclement Weather Class Cancellation

In the winter, there may be snowy or icy weather. If road conditions or the campus are unsafe, classes are canceled for all or part of the day. PIA follows Warner Pacific University's decision about campus closure. If the campus is closed, PIA notifies students via email. PIA also provides this information to the local news stations. PIA classes may move online temporarily if the campus is closed. If so, students receive instructions from their teachers or the Academic Manager via email.

Textbooks

Students are responsible for purchasing the required textbooks every term. Students may purchase their textbooks through Campus Axess, and PIA will order and deliver the books for the student. Alternatively, students may order their textbooks directly from the publisher or from an online retailer like Amazon. For students in online courses, the option to order textbooks through Campus Axess is not possible. However, for these students, e-texts are allowed. Students can check the website's Textbooks page for more information: <https://www.piaschools.edu/life-in-portland/student-life/textbooks/>.

Students need to buy textbooks by the first week of class. If students come to class without the proper materials, they may be asked to leave by the instructor. The instructor can determine if a used book with excessive writing in it is unusable and ask a student to get a clean copy of the text. Failure to comply with this policy may result in academic warnings.

Some short-term courses do not require a textbook. In those courses, teachers provide students with class materials, and it is the students' responsibility to organize them and bring them to class.

Student Records

An electronic file is maintained for each student attending PIA. All necessary admissions, immigration, and academic documents (such as I-20s, proof of financial resources, and records of academic performance) are kept in this file. All information contained in this file is confidential and available only to authorized personnel. A student may review the information in their file in the presence of the Director or Academic Manager.

Grade Reports and Transcripts

Students can request a copy of grade reports or official transcripts through the PIA office. Electronic copies can be sent at no cost. Paper copies are available, but students are responsible for mailing costs (if applicable). Student grades are also available through Campus Axess.

Policy Exceptions

Recognizing that there are numerous factors that may affect a student's academic course of study, PIA allows students to request an exception to certain policies. Examples of appropriate factors include emergency surgeries, hospitalization, or bereavement. Examples of inappropriate factors include extended vacation, appointments, or voluntary early departure. Students should petition the Director or the Academic Manager for exceptions. Documentation may be requested.

STUDENT HEALTH

Health Insurance

Healthcare in the United States

The U.S. does not have a national healthcare system. This means that students **must pay** for all of the medical care that they receive, including doctor and hospital visits and medications. They can either pay directly for the full cost of these services, which can be extremely expensive, or purchase private health insurance, which greatly reduces the cost of their medical bills.

To view a video by International Student Insurance (ISI) that provides an overview of the U.S. healthcare system, visit: <http://www.internationalstudentinsurance.com/explained/us-healthcare-system-video.php>.

Health Insurance Coverage

The U.S. government does not impose specific requirements for health insurance policy coverage for students on F-1 visas. However, PIA strongly recommends that students purchase a policy that is adequate to provide coverage to handle any major illness or injury.

The following provides an overview of the suggested minimal levels¹ of coverage that students should purchase:

Medical benefits per accident or illness	\$100,000
Medical evacuation	\$50,000
Repatriation of remains	\$25,000
Maximum deductible per illness of accident	\$500

It can be challenging to understand insurance policies because of the specialized terminology used. For a detailed explanation of some of the key terms, visit:

<http://www.internationalstudentinsurance.com/explained/important-insurance-terms.php>.

Cost of Health Insurance Policies

The price of a student's health insurance plan depends on their age and the level of coverage that they select. It can range from \$40 to \$150 or more per month.

The deductible is the amount that the student pays to access medical services using their insurance policy. There are usually two different deductibles, one for office visits (lower) and one for emergency room visits (higher). With a plan that is less expensive, the student would generally pay a higher amount for medical services (higher deductible), whereas with a more expensive plan, they would pay a lower amount for medical services (lower deductible).

No matter what insurance plan a student purchases, they will need to bring a credit card or cash to pay for medical services in case of accident or illness while in the U.S. They should have at least the amount of the highest deductible available for payment.

Selecting a Health Insurance Policy

PIA students are responsible for purchasing their own health insurance and can select any health insurance provider. It is better to purchase health insurance before they travel to the U.S. so that they are covered as soon as they enter the country. If they have not purchased health insurance before their arrival, PIA can assist them to purchase health insurance during orientation.

If a student has applied to PIA through their university or an agency, these parties may have a preferred health insurance policy and be able to assist the student in purchasing health insurance. Otherwise, the student may select: 1) one of the health insurance providers listed here, all of which are global partners of NAFSA: Association of International Educators²; 2) a travel insurance policy sold in their home country; or 3) any other health insurance that will cover them in the U.S.

¹ These levels are based on the U.S. State Department's mandatory health insurance requirements for students on a J-1 visa, which set reasonable standards for other visa categories [22 CFR 62.14].

² See <https://www.nafsa.org/findresources/Default.aspx?id=8823>.

To ensure that the health insurance provider that the student selects is reputable, the policy should be underwritten by an insurance carrier with: an A.M. Best rating of “A-” or above; a McGraw Hill Financial/Standard & Poor’s Claims-paying Ability rating of “A-” or above; a Weiss Research, Inc. rating of “B+” or above; a Fitch Ratings, Inc. rating of “A-” or above; or a Moody’s Investor Services rating of “A3” or above.³ All of the health insurance providers listed here meet these standards.

It is important to consider any pre-existing medical conditions that the student may have, as these are often not covered. In addition, preventative care, maternity care, and dental services are often not covered. Many plans are not available for spouses or dependents. If any of these coverages are important for their situation, PIA can help them to identify a health insurance policy that meets their needs.

Health Insurance Providers

The following lists some of the optional health insurance plans that students may select from, all of which meet the recommended coverage levels and ratings. It is important to review all aspects of the plan and determine which health insurance best meets their personal needs.

➤ International Student Insurance (ISI)

The “Student Secure” international health insurance plan offers four levels of coverage (smart, budget, select, and elite). ISI provides a video about that plan at:

<https://www.internationalstudentinsurance.com/explained/student-health-insurance-video.php>.

- To view the prices for the different levels:
<https://www.internationalstudentinsurance.com/student-health-insurance/premiums.php>.
- To view the benefits for the different levels:
<https://www.internationalstudentinsurance.com/student-health-insurance/benefits.php>.
- To purchase this plan, visit:
<https://www.internationalstudentinsurance.com/student-health-insurance/apply/>.

For students accompanied by their spouse and/or children, ISI offers the “Atlas Travel” international medical insurance plan. The plan is available for students and non-students and includes coverage for two children up to ten years of age per plan purchased. A video about the plan is available at:

<https://www.internationalstudentinsurance.com/explained/travel-medical-insurance-ideo.php>.

- To view details on the plan levels, prices, benefits and to purchase this plan, visit:
<https://www.internationalstudentinsurance.com/travel-medical-insurance/>.

➤ ISO Insurance

There are four plans available through ISO offering different levels of coverage (Compass Gold, Compass Silver, ISO Med, and Shield 500). To view the details of the plans and to purchase a plan, visit:

https://www.isoa.org/Pacific_International_Academy.

➤ iNext International Insurance

There are three plans available through iNext offering different levels of coverage (iNext Essential, iNext Scholar, and iNext Scholar Plus). To view the details of the plans and to purchase a plan, visit:

<http://www.inext.com/plans/travel-to-usa/>.

³ These criteria are based on the U.S. State Department’s mandatory health insurance requirements for students on a J-1 visa, which set reasonable standards for other visa categories [22 CFR 62.14].

Medical Services without Health Insurance

If a student does not purchase health insurance while in the U.S., they must ensure that they have adequate funds available to pay for any medical care that they require. No one anticipates getting sick or injured, but it happens and can have significant costs. The student is responsible for paying all of their medical bills.

- For a minor illness or injury, students can visit any of the local Zoom Care locations. The cost for a basic office visit is \$165-\$250 and an urgent appointment with laboratory tests is \$299 or more.
- For an emergency room visit, costs can vary from \$150-\$3,000 or more.⁴ Laboratory tests, X-rays, and medications can add additional costs.
- For an injury, such as a broken arm, the cost can be \$48,000 or more. Appendicitis can cost over \$60,000, and a major illness or accident can cost over \$150,000.
- Please note the above costs are estimates. You can find accurate and up-to-date pricing online.

By purchasing health insurance, students are protecting themselves from potential medical bills of thousands of dollars for unexpected circumstances. If they do not purchase health insurance, they should have a plan for how they would pay for their medical bills if they become seriously ill or injured.

Vision and Dental Care

Health insurance does not usually cover dental or vision care, except for medical injuries or illness. Students should be sure to read the details of their policy if they think they will need access to dental or vision care. If they will need to visit a dentist or an optometrist, they should prepare to pay for these services directly without insurance.

Know Health Insurance Procedures

Every health insurance provider has its own procedures for using their health insurance coverage. In many cases, students can provide the policy information to the medical offices, and they will send the bill directly to the insurance company. In some cases, students will send the medical bills to the insurance company and they will make the payments, and in others students will pay the bill and then submit a claim for reimbursement.

Most health insurance providers have a preferred network of doctors and hospitals they want policyholders to visit for medical services. By using the preferred services, students may be able to save money because the insurance company has negotiated discounts or save time because the process of using the health insurance is simpler.

It will be easier to use their health insurance if students have the following information easily available:

- Health insurance policy document – This should include a policy number, dates of coverage, and their name. PIA will copy this during orientation so PIA staff can help students if they need medical services.
- Health insurance policy details, instructions, and claim forms – These should provide information about how to access services using their insurance policy. Often, helpful electronic or paper documents are provided when students purchase a plan.
- Contact information for their insurance provider – There should be a U.S. phone number for their provider. PIA can help students call when they need assistance with their insurance.

⁴ See <http://health.costhelper.com/emergency-room.html>.

Medical Care

If students need emergency medical care, they should call 911.

PIA staff members are available to assist students in making an appointment to visit a doctor and can provide transportation to their appointment as needed. Come to the PIA main office for assistance. If they would like to make an appointment to see a doctor, the following urgent care clinics are close to the PIA campus:

<p>ZoomCare – Hawthorne 3325 SE Hawthorne Blvd. Portland, OR 97214 <i>Phone:</i> (503) 684-8252</p> <p><i>Hours:</i> Mon-Fri: 7:00am – 12:00am Weekends: 9:00am – 6:00pm <i>Website:</i> www.zoomcare.com</p>	<p>Columbia Clinic Urgent Care 8122 SE Tibbets St. Portland, OR 97206 <i>Phone:</i> (503) 980-4824</p> <p><i>Hours:</i> Mon-Fri: 8:00am – 6:30pm Sat: 8:00am – 4:00pm Sun: 9:00am – 3:00pm <i>Website:</i> www.columbiaclinic.com</p>	<p>Cascadia Behavioral Health Care 4212 SE Division St., #100 Portland, OR 97206 <i>Phone:</i> (503) 988-4888</p> <p><i>Hours:</i> Mon-Sun: 7:00am – 10:00pm <i>Website:</i> www.cascadiabhc.org</p>
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CONDUCT

Harassment

PIA does not tolerate any form of harassment, including harassment on the basis of age, gender, race, religion, disability, or sexual orientation. If a student feels that another student or staff/faculty member is harassing them, they should contact the Director or another trusted staff member immediately.

Student Code of Conduct

PIA is a place for students to learn in a safe and supportive environment. To achieve an inclusive, respectful school climate, students should follow principles of positive behavior.

- Practice academic honesty: turn in work that reflects one's own ideas and effort.
- Be truthful: provide accurate information to teachers, administrators, and other school affiliates.
- Respect others: act and speak respectfully to everyone associated with PIA—staff, host families, teachers, students, etc.
- Contribute to a positive learning environment: participate in classes in ways that are productive and culturally appropriate in American classrooms.
- Take care of and use school facilities and resources appropriately: maintain school facilities, both physical and internet-based. Use wisdom and discretion when using computers, the internet, and social media.
- Follow the law: comply with local, state, and federal laws. Obey the campus drug and alcohol policy.
- Be peaceful and safe: resolve conflicts peacefully and contribute to a safe school environment.

Addressing Misconduct

Violations of the student code of conduct will typically result in the following steps: verbal warning, unsatisfactory progress report, code of conduct warning, probation (and possible expulsion). Steps of this process may be skipped for major violations.

Code of Conduct Warnings

Instructors give code of conduct warnings if students do not follow the school's code of conduct. The code of conduct warning says what the problem is and provides steps to correct the problem. If students receive three or more warnings in one term, they may be at risk of probation or asked to leave the school (expulsion). The Academic Manager will review each case and determine the student's academic status and any further actions.

If a student receives three warnings in a term, the student can be placed on probation immediately, and probation will be in effect for the current and following term. If the student does not fix the problem by the end of the term, the student may be expelled.

Alcohol and Drug Use

The possession or use of alcohol by students on campus is prohibited. Also, the legal age for drinking alcohol in the U.S. is 21. If a student is under the age of 21 and found with alcohol, they may be subject to a reprimand or legal action (such as a ticket or fine).

As of July 1, 2015, recreational marijuana is legal in Oregon. However, it is still illegal according to the U.S. government. The possession or use of marijuana and other drugs is prohibited on campus.

Smoking

Smoking cigarettes is not allowed on the campus of Warner Pacific University. Students are also expected to follow the laws regarding smoking; it is illegal for anyone under the age of 21 to buy or use tobacco in Oregon.

Weapons

The possession of weapons on the campus of Warner Pacific University is prohibited. In this case, "weapon" is defined as anything that is designed for causing death, incapacitation, or serious injury. Violations of this policy should be reported to the Campus Safety Office by dialing extension 2127 or 503-250-1730.

Computer Use

Students are able to use the computers on campus. With this privilege comes the responsibility to use computers in compliance with Warner Pacific University policies. Computers cannot be used for: harassment, the use, possession, or distribution of pornography, plagiarism, copyright infringement, or any other violation of WPU policy. Violations may result in disciplinary action, including expulsion.

Student Complaints

If a student has a complaint or issue they would like to raise, they may contact the Director or Academic Manager by appointment. This meeting can be kept confidential if requested. In a situation where a student does not feel that their concern has been addressed by PIA, they can contact PIA's accreditor, ACCET, by using this link: <https://app.smartsheet.com/b/form/2d67c6ec58924a05b25ec8513cb615f5>. Furthermore, students comment on and rate PIA's courses, services, and instructors at the end of each term through evaluation forms.

Service Courses and Code of Conduct Warnings

Students enrolled in Service Learning or Community Service are expected to represent themselves and PIA professionally and respectfully. A student who receives more than one Code of Conduct warning related to a

service course may be deemed ineligible for volunteer service. This decision will be made by the Service Learning and Volunteering Coordinator and the Academic Manager. If the student is deemed ineligible to volunteer, he or she will be allowed to write an appeal letter. The letter will be reviewed by the Service Learning and Volunteering Coordinator and the Academic Manager within two school days and a final decision about volunteer service eligibility will be made.

IMMIGRATION REGULATIONS

The following summary of immigration rules and regulations is provided to give F-1 students basic information about their nonimmigrant visa status. It is the student's responsibility to know and follow the regulations under which they may study, work, or stay in the U.S.

The Director or Admissions and Services Coordinator are the PIA immigration advisors. If students have any questions about their visa status, they should speak with an immigration advisor. Friends and family may want to help, but they may not know exactly the details of matters relating to a student's status and rules governing their stay in the U.S.

Important Documents

Passport

A passport is an international travel document issued by a government. It is required that students maintain a valid passport at all times. If a student's passport is due to expire within the next six months, they should see an advisor and plan to request an extension from their government's consulate or embassy in the U.S.

If a student's U.S. visa is still valid and they are being issued a new passport, they should request the return of their expired passport. By keeping the passports together, the valid visa can be used for re-entry into the U.S. Otherwise, they will need to apply for a new visa the next time they leave the country.

Visa

This is a stamp or seal placed in the passport by a U.S. consular officer abroad. The visa notes the purpose of a student's visit, the last date they can enter the U.S., and how many entries are allowed. The visa is a permit to enter the United States. The visa does not indicate how long a student is permitted to stay, and a visa does not have to be valid in order for a student to remain in the United States. If a student transfers schools, they do not need to apply for a new visa. If the visa expires while they are in the U.S. and they travel outside of the U.S., they will need to apply for a new visa to re-enter the U.S. A visa can only be obtained at a U.S. consulate or embassy outside the U.S.

Form I-20

The Form I-20 "Certificate of Eligibility for Nonimmigrant (F-1) Student Status" is issued to a student when they are accepted to a school. It is used to apply for an F-1 visa at the American Consulate or Embassy in their country and is then presented to the immigration officer at the port of entry when they arrive in the U.S. The officer scans the form and returns it to them at their point of entry. Students should keep their I-20s with their passports at all times. Important details on the Form I-20:

- | | |
|---------------------------|--|
| School Name | This is the school that the student must attend in the U.S. A student is able to transfer schools but will be issued a new I-20 with the name of their new school. |
| Program Start Date | This is the start of the student's program. It is the first day that they are required to report to campus. |

Session Start Date This is the first day of classes.

Program End Date This is the last date of a student's program. PIA issues I-20s for 3, 6, or 12 months, depending on a student's plans and financial guarantee. If a student requires more time to complete the program, they must request an extension before the program end date. A new financial guarantee is required.

Duration of Status

When a student enters the U.S., the immigration officer should stamp their passport and write 'D/S'. This stands for duration of status. This means that the student is permitted to stay in the U.S. as long as they remain in status. Each student is responsible for staying in status while studying at PIA.

Student and Exchange Visitor Information System (SEVIS)

PIA is required to maintain records on its F-1 students and report this information to the U.S. government at regular intervals. This information is communicated to the U.S. Department of Homeland Security through a computer-based program called the Student and Exchange Visitor Information System (SEVIS).

Maintaining Student Status

A student's failure to maintain their nonimmigrant visa status can result in serious immigration problems, which could lead to deportation from the U.S. or problems if they return to the U.S. at a later time. In order to stay in status, they must do the following:

- Maintain the validity of their passport at all times.
- Attend the school that has issued the valid I-20.
- Register for and complete a full-time course of study each term (students should talk to a PIA immigration advisor regarding any applicable vacation term or reduced course load).
- Keep their I-20 valid at all times. If a student needs to extend the duration of their I-20, they must request an extension before the program end date.
- Not accept unauthorized employment. All off-campus employment must be pre-authorized by the Department of Homeland Security.
- Report any change in their contact information, including physical address (the address where they actually live), email address, phone number, and home country address within 10 days to the PIA office.
- Make satisfactory academic progress.

Termination for Non-Attendance

A PIA student on an F-1 visa shall have their I-20 terminated in SEVIS for gross violations of PIA's attendance policies that result in the student not attending a full-time course of study. In all cases, PIA will make multiple attempts to contact the student and explain the severity of the situation prior to taking action. The following cases shall result in termination:

- A student in initial status (new student, including transfers) who has entered the US but fails to report to PIA by the first day of week two of a term is considered to be a no-show and subject to termination.
- A student in active status enrolled in the current term (new or returning who has attended at least one class in the term) who fails to attend at least one meeting of a class (or classes) during the first two weeks or is absent from all meetings of a class for 30 calendar days is considered to be enrolled less than full time and is subject to termination.

- A student in active status enrolled in the current term (new or returning who has attended at least one class in the term) who fails to attend all classes for 30 calendar days without approval is considered to have withdrawn without authorization and is subject to termination.

Upon termination, PIA will email the student about their status termination and instruct them of the requirement to depart the US immediately. A record of communications with the student will be uploaded to the student's account.

Maximum Time at PIA

It is expected that a student will complete their studies at PIA within twelve terms of study. If they have not completed Level 5 within twelve terms, they may be asked to find a new school.

End of Program/Grace Period

When a student completes their studies with PIA, they have 60 days to leave the U.S., apply for a change of status, or transfer to another school. This only applies if they complete the term in good standing with PIA. If they withdraw early, they have 15 days to leave the U.S. If their record is terminated for any reason other than authorized early withdrawal, then they are required to leave the U.S. immediately.

Reduced Course Load

A student on an F-1 visa may request to have a reduced course load at PIA for three reasons: academic difficulty, medical conditions, and completion of course of study.

Academic Difficulty

A student is permitted to have a reduced course load due to initial difficulty with the English language or reading requirements, unfamiliarity with US teaching methods, or improper course level placement. This is only available during the student's first term. The student must stay enrolled in at least two classes for the duration of the term. To request a reduced course load for academic difficulty, the student must complete a request form in the main office, which is reviewed by a (P)DSO for approval. Approval must be received before the student is permitted to withdraw from any class.

Medical Conditions

A student is permitted to have a reduced course load (or if necessary, no course load) due to a temporary illness or medical condition for a period of time not to exceed 12 months. To request a reduced course load for medical reasons, a student must complete a request form in the main office and provide medical documentation from a licensed medical doctor, doctor of osteopathy, or licensed clinical psychologist to substantiate the illness or condition. The paperwork should indicate the amount of time the student can study and the duration of the period covered. The request for a reduced course load for illness or medical conditions is reviewed by a (P)DSO for approval. Approval must be received before the student is permitted to withdraw from any classes.

Completion of Program

A student is permitted to have a reduced course load in their final term of study only if fewer than four courses are required to complete the program. This applies only to students that are enrolled in the highest level of the program (Level 5) and have already completed one or more of the required Level 5 classes. PIA policies allow for students to repeat Level 5 classes one time after passing, unless it would be the third time that they would be taking a course. In rare circumstances, a (P)DSO may approve an additional term of enrollment.

There are two acceptable scenarios for a student to reduce their course load for completion of program. A student must first determine whether they want to take advantage of the repeating option. First, a student may

reduce their course load to complete their remaining Level 5 classes for the first time. Second, a student may reduce their course load to complete Level 5 classes for the second time. In both cases, a student is not eligible to continue studying with PIA after the term with the reduced course load.

If a student fails a class while on reduced course load for completion of study, a DSO may authorize the student to take another term with a reduced course load in order to retake the class only if they have not previously completed the course successfully. If the student fails the class again, it is not possible to authorize another reduced course load term.

To request a reduced course for completion of program, the student must complete a request form in the main office, which will be reviewed by the Academic Manager and a DSO for approval. Approval must be made before the student is permitted to withdraw from any class.

Vacation/Temporary Leave of Absence

A student on an F-1 visa is required to be enrolled full time in classes and to be making academic progress. After completing an academic year of study (three terms at PIA), a student may request to take a vacation period for one term, as long as they have not completed the PIA program. If a student believes they are eligible for a vacation term, they should speak with a PIA immigration advisor before making any plans. In order to take a vacation term, the following is required:

1. They must complete three terms of study with PIA. If they transferred from another school, PIA may include their time at another school in determining their eligibility. In such cases, proof of full-time enrollment at the other school is required.
2. They must complete a "Vacation/Temporary Leave of Absence Request" form and submit it to a PIA immigration advisor at least a week before the start of the term they are requesting to take vacation.
3. Their "Vacation/Temporary Leave of Absence Request" form must be approved and signed by a PIA immigration advisor before the start of their vacation term. If their vacation is not approved before the start of the term, they are required to attend classes.

If a student is not eligible for a vacation term but needs to return to their home country for a period of up to five months, they may request a temporary leave of absence. If approved, PIA will terminate their record in SEVIS for "Authorized Early Withdrawal," which does not negatively impact their immigration record. When they are ready to return, PIA will request for SEVIS to re-activate their record. In order to request a temporary leave of absence, the following is required:

1. The student must complete a "Vacation/Temporary Leave of Absence Request" form and submit it to a PIA immigration advisor before they depart the U.S.
2. They must provide a copy of their flight itinerary showing that they are leaving the U.S. within 15 days of the request.
3. Their "Vacation/Temporary Leave of Absence Request" must be approved and signed by a PIA immigration advisor before the student departs the U.S.
4. They must have an immigration advisor sign the back of their I-20 before they depart the U.S.
5. They must contact PIA at least one month before they plan to return to the U.S. to request that their record be re-activated in SEVIS. PIA will notify them when their record has been re-activated. They should not attempt to re-enter the U.S. before their record is re-activated.

If a student intends to leave the U.S. for a period of more than 5 months, they are not eligible for a temporary leave of absence. Their SEVIS record will be ended when they complete their studies at PIA, and they will have

60 days to depart the U.S. If they withdraw during a term, they will have 15 days to depart the U.S. They can apply to return to PIA as long as they have not completed the program (all Level 5 classes). If they decide to return to PIA, they will need to complete the following:

1. Complete the PIA application process and be re-admitted.
2. Receive a new I-20 from PIA, pay their SEVIS fee, and apply for a new U.S. visa.

Service Learning Vacation/Extensions

Students enrolled in the Service Learning course volunteer after completing their studies at PIA. The volunteer period follows their full-time study at PIA. After completing their Service Learning volunteering, F-1 students are not able to return to PIA to study. If they wish to extend their study, they should discuss their plans with an academic advisor before they commit to a volunteer assignment, and they should get approval to postpone their volunteering until they have concluded all of their PIA classes.

Travel Abroad

If a student plans to travel outside of the U.S., they need to be sure that they have the proper documentation to re-enter the U.S. They must have a PIA immigration advisor sign the back of their I-20 before they exit the U.S. In order to re-enter, they will need the following:

1. A valid passport,
2. a valid U.S. visa, and
3. their current I-20 signed by a PIA immigration advisor within the past 6 months. It must be valid (not expired).

They must also make sure that they have the required visa or documentation for entry into any country they will visit or transit.

SUPPORT SERVICES

Conversation Partners and Conversation Forum

PIA offers students opportunities to practice their English and meet new people. The conversation partner program matches interested students with volunteers from the local community who meet weekly for one hour for informal discussions. The program is on a first-come, first-served basis and is free. Students can sign up in the main office or by talking to a staff member. The conversation forum is a weekly meeting after school that is hosted by a PIA staff member and sometimes attended by Warner Pacific University students and staff members. Each forum has a specific theme, such as manners, dining, or relationships, that the participants discuss in a relaxed environment. All students are welcome to drop in for the forum. Signing up is not required.

Tutoring

The ESL Tutoring Center is a free resource for all PIA students. They can get help with English-language issues like grammar, pronunciation, writing, and reading. They can also get answers to specific questions, get help with classes, or simply explore new areas of English with a professional tutor. Thirty-minute appointments are offered during weeks 2 through 9 on the main floor of Egtvedt Hall. Students can sign up for appointments online at <https://www.piaschools.edu/learn-english/tutoring-center>.

Appointment Policy

Making Appointments

- Appointments are made using the Tutoring Center webpage, located on the PIA website under Study Support.
- Students can sign up for an appointment up to 12 days beforehand.
- Students may sign up for only one appointment per week.

Attending Appointments

- Appointments are held on the main floor of Egtvedt Hall in common areas (e.g., the cafeteria or Student Life Center).
- If a student is more than 5 minutes late, they could lose the appointment.

Canceling or Changing Appointments

- Students may cancel or change an appointment up to two days before the scheduled time.
- If a student needs to cancel or change an appointment less than two days before the scheduled time, the student should contact the Academic Manager directly.
- If a student misses more than one appointment without notifying the Academic Manager, that student may not sign up for another appointment without permission from the Academic Manager.

Drop-in Appointments

Normally, a student can sign up for one 30-minute tutoring session each week. Beyond this allowance, a student can "drop in" if the tutor on duty does not have an appointment during a scheduled appointment time. There is no limit to the number of drop-in meetings a student can have each week.

Additional Tutoring

If students want extra professional help in a specific area, they may request a private tutor. Tutors are drawn from the PIA teaching staff as well as a qualified tutor list. Tutoring costs \$50 per hour. All appointments must be cancelled no later than 24 hours before the tutoring session or the student will be charged the fee for the full tutoring session.

HOUSING

Apartments

PIA offers an apartment placement service for students that would like assistance in arranging an apartment. For this placement fee, PIA will identify available apartments, take the student to view the apartment, and assist the student in completing the application process with the property manager. More information on renting an apartment is available on the PIA website at <https://www.piaschools.edu/housing/apartments/>.

Homestay

PIA offers a homestay program for its students, which provides them with the opportunity to live with a local family. This option is only available to individual students; PIA cannot accommodate couples or families in homestay. All families are carefully screened by PIA before the placement of student.

Homestay Policies for Students

General Policies

1. All PIA host families complete a screening process prior to hosting, which includes a background check for family members 18 years of age or older and a home visit by PIA staff.

2. PIA host families reflect the diversity of the local area. PIA welcomes qualified families regardless of age, gender, color, race, national origin, religion, marital status, disability, veteran status, or sexual orientation. Students must be open to living with hosts of all backgrounds.
3. Student placement requests are taken into consideration when matching students with host families, but requests cannot be guaranteed.
4. Before traveling, students are provided a host family profile that includes the host family's address, contact information, basic details about family members and pets, the smoking policy, and transportation information. Students can email their hosts an introduction.
5. Students are provided a single, private bedroom with a door and storage for clothing and personal items. For high school groups, two or three students may share a bedroom but will have their own beds.
6. Students are provided access to a study space. This may be a desk in the bedroom or a shared table in a common area.
7. Students will have access to a private or shared bathroom, household facilities (kitchen/laundry), and basic supplies. Hosts may have time limits on the use of bathroom facilities and common areas and will inform students about their expectations.
8. All homestays are required to have WiFi access available in the student's bedroom.
9. Host families provide students with three meals per day. Breakfast and lunch are generally self-service, which means that students prepare the meals themselves with ingredients purchased by the host. Dinners are generally prepared meals, which may be meals cooked by the host, purchased from a restaurant, or frozen meals. Students may need to prepare or heat up their own dinner at times.
10. Host families must maintain a safe, caring, and comfortable living environment. Hosts provide students some support and conversation opportunities but are not required to be home every evening, help students with homework, or drive students to various activities.
11. Common areas of the home shall be clean, orderly, and free of strong odors.
12. No smoking is allowed inside of homes. A small number of host families allow students to smoke outside of their home.
13. Students who speak the same language are not placed in the same home except for temporary situations or with special approval. For high school groups, students may be placed in groups of two or three students from the same school who speak the same language.
14. Students should not be asked to sign any contracts or leases with the host family. This includes rental agreements, cell phone agreements, gym memberships, etc.
15. PIA provides students with a survey each term or course to collect feedback on the homestay experience. Responses are not shared with families, but PIA will follow up with students to discuss any significant issues raised.

Basic Responsibilities

16. Students are expected to follow the host's house rules and respect the host family's schedule and lifestyle. If students find any house rule to be unreasonable, they should discuss it with the host family and/or PIA.
17. Students must act and speak respectfully with host families, comply with local, state, and federal laws, and resolve conflicts peacefully, in line with the PIA Code of Conduct.
18. Students should help with some daily chores, such as basic cleaning. Host families will tell students what housework they are required to do. Students are not required to babysit the host's children, do all of the housework, or cook all the meals.
19. Students must respect their host's house and belongings and be careful not to cause any unreasonable damage. If students cause unreasonable damage, they should find a solution with their host directly. Students are financially responsible for the repairs or replacement.

20. Students must be able to communicate with their host family by phone when outside of the home for their safety. Most families will only communicate with students by phone call or SMS (chat apps such as LINE and KAKAO are rarely used in the US and cannot be required of hosts). A US cell phone/SIM card is strongly recommended and can be arranged through PIA for a low cost.

Transportation

21. Students should expect travel times of up to 75 minutes to and from campus on public transportation, including wait times, transfers, and walking. This time may be increased for special cases. Host families may drive students to the bus stop or to campus if the home is not located near a bus stop.
22. Students must buy their own bus passes, except when provided by PIA (high school groups only). Host families cannot charge students for transportation.
23. For high school programs, students using public transportation to commute to campus must travel together with their roommates and must travel directly to school and back only. High school students are not permitted to use public transportation for any other reason unless accompanied by their host family.

Homestay Fee and Refund

24. Students must pay for every night in homestay. If a student stays beyond the duration of a course that included homestay, an additional fee for the extra night(s) is required.
25. Payment terms and conditions, including the refund policy, are included in the enrollment agreement attached to the program/homestay application.
26. PIA requires students to continue to pay homestay fees during vacation periods unless they completely move out of homestay. Students that move out of homestay cannot hold their room and will need to re-apply to homestay and pay a new homestay placement fee for a new placement after the vacation period.
27. Students are prohibited from making payments directly to the host family. All payments must be made through PIA.
28. Host families cannot require any additional payments from students to cover basic meals and household supplies. Students are expected to pay for special items that they request beyond host families' normal shopping. For example, if a student asks to shop at grocery store to buy specific items for themselves, the student will need to pay for those items as long as the host is providing the required meals.
29. Students are not responsible for paying for household utilities, such as electricity, water, internet, cable, and telephone.
30. Students may be able to continue their homestay after they graduate from PIA if continuing at a partner college or university. The homestay fee will continue to be paid through PIA.

Move-out, Change, and Continuation in Homestay

31. Students are expected to discuss any homestay concerns they have with their host family. If students are unable to communicate with their host family about an issue or are unsure how to address a problem, they should talk to PIA staff. PIA will provide support to find a solution. The host or PIA should be the first point of contact for all homestay issues.
32. Host family changes are very limited and determined only by PIA. Before a change is considered, PIA will help students and hosts to take steps to improve the situation. Placement changes are only made after PIA has determined that efforts to fix the issue have been exhausted and determined that no resolution to the problem is possible. The only exceptions are for policy violations by the host family or personal emergencies as determined by PIA.
33. In cases when homestay changes have been approved, students should expect to wait two weeks before moving to a new placement.
34. Students are prohibited from arranging to move homestay directly with a host family. All placements must be arranged through PIA.

35. Students who violate the PIA homestay policies and/or the Code of Conduct may be removed from their homestay placement and, at the discretion of the Director, may be removed from the PIA homestay program completely. In such cases, students are responsible for arranging alternate accommodations.

Addressing Homestay Issues

There is often an adjustment period for new students and host families living together. Students are encouraged to talk as much as possible with their new host family to ask questions about the family's rules and expectations to avoid any misunderstandings. Communication is very important in building a new relationship with the host family and students should try to talk to their host family about any concerns they have at homestay.

Students are also encouraged to come and talk to PIA staff members about their concerns. PIA will offer support by explaining cultural differences, offering suggestions on how to discuss the concerns with the host family, and assisting with communication as needed. Students should be prepared to discuss any problems with their host family directly in most cases. Students should only request a change in placement after they have attempted to resolve the problem with their host family, unless they feel unsafe in the home. In cases where a student feels unsafe, they should immediately contact PIA for support and intervention.

WARNER PACIFIC UNIVERSITY SERVICES

Dining Services

The dining hall (cafeteria) in Egtvedt Hall is open daily (except during WPU's summer term and vacation breaks). Salad, soup, sandwiches, pizza, desserts, and a variety of hot foods are available. The cafeteria is open daily for breakfast, lunch, and dinner hours. The campus coffee shop, Tabor Grind, is also open daily (except during WPU's summer term and vacation breaks).

The dining hall rules are listed below:

1. All meals must be consumed in the dining hall during posted meal periods.
2. All cups, dishes, silverware, and other utensils must remain in the dining hall.
3. Shirts and shoes are required for service.
 - a. Student ID cards are required for service and can only be used by the person the card was issued to.

Library

The Otto F. Linn Library is available for student use, and students have access to materials available at the library. Students can check out books, videos, or other resources with their student ID card. All materials must be returned by the date specified by the library at the time of borrowing. Students are responsible for paying fines for late fees, missing materials, etc. Loan information can be found in the student's My Account on the library webpage (<https://library.warnerpacific.edu/>).

Computers

Computers are available to students in various locations around campus. In addition to a computer lab in the gym building, students can access computers in the library, in the Student Life Center, and in classrooms. Some computers are connected to printers. The computers are intended for class-related work. Students found to be abusing computer lab privileges may have their privileges revoked.

WiFi

Wireless internet is available throughout the campus. The password is "4thecity!"

Recreation and Fitness Center

The Recreation and Fitness Center is located on the ground floor of the C. C. Perry Gymnasium. Amenities include a lounge, a pool, ping pong tables, a communal TV with cable and a DVD player, wireless internet, vending machines, and a fitness center. The fitness center is not supervised, so students use the equipment at their own risk. Students are expected to follow the fitness center policies, listed below.

- Must sign in/out each time they use the facility
- No swearing or derogatory language
- Must wear appropriate workout attire, including a shirt and closed toe shoes
- iPods, MP3 players, personal radios, etc. must be used with headphones during workouts – no music can be played over speakers
- Personal belongings should be placed in a locker or outside the fitness center
- Do not move equipment from its area
- No dropping of weights
- Bars must be unloaded and weights put back in the proper spot after use
- All equipment must be returned to appropriate racks when finished
- Spotters or safety bars must be used at all times with barbell pressing exercises
- Safety bars must be used at all times when squatting
- Wipe down machines and benches after use with provided wipes
- Report all injuries and equipment irregularities to the Director of Athletics or Sports Medicine staff

Campus Safety

The Office of Campus Safety is located in the Campus Safety House on the corner of SE Division St. and 70th Ave. The 24-hour phone number is 503-250-1730. The officers work to protect the people and property on campus. Everyone is encouraged to be aware of their surroundings at all times and to report suspicious people or activities to Campus Safety. At night, it is best to travel in groups of two or more. If traveling in a group is not possible, the officer on duty is available to escort community members on campus. To prevent thefts, do not leave valuable items visible in vehicles or unattended in common areas.

All incidents of theft, threats, accidents, etc. should be reported to Campus Safety promptly. If necessary, an officer will assist students in filing a police report. PIA staff members can also help with this. In case of an emergency, students should dial 911 first and then call Campus Safety after police have been notified.

In case of a fire, follow these steps:

1. Open curtains
2. Close windows and doors
3. Activate fire alarm system
4. Leave building by nearest door
5. Summon help / call 911
6. Notify Campus Safety

TRANSPORTATION

Public Transportation

The Portland area has a good transportation system called TriMet, with buses, streetcars, and a light rail network. The website for TriMet is www.trimet.org. Before their first day on campus, students should learn how to get to and from campus on public transportation. The TriMet journey planner can provide the best route to take. Students can use this service at trimet.org/ride/m/planner_form.html. If they have data service on their phone or are connected to WiFi, they can also visit this website to check the fastest route when they are ready to transit.

Portland buses do not announce the bus stops. Riders can ask the driver to let them know when they get to their stop so they can get off the bus at the correct location. It is recommended that students practice getting to campus by bus before the testing and orientation day so that they are prepared to arrive on time.

Bus to Campus

The Warner Pacific campus is well connected to public transportation. Immediately in front of the campus there is a stop for bus line FX2, which goes along Division Street (with many popular restaurants and shops) to downtown Portland and runs every 15 minutes. It also connects to all TriMet MAX train lines to reach nearly anywhere in Portland. Students can also walk to bus stops for the 72 bus line, which connects to the Clackamas Town Center shopping mall and north Portland.

The bus stop to downtown (bus line FX2) is **Stop ID #1482** (corner of SE Division Street and 68th Avenue). They can check the time that the next bus will depart by sending a text message/SMS to 27299 and entering the Stop ID # in the message, online at <https://trimet.org/home/>, or by using the “TriMet Tickets” app for their phone. If they are taking bus line FX2 from downtown to campus, they should get off at **Stop ID #14226** (corner of SE Division Street and 67th Avenue).

Fares

There are a number of ways to purchase tickets or passes to use public transportation, and the costs are the same no matter how tickets are purchased. The prices for using public transportation are:

2-Hour	\$2.50
1-Day	\$5.00
Monthly	\$100.00

Hop Card

TriMet tickets are available through a prepaid “hop card,” which can be purchased at locations throughout Portland, including Safeway and Fred Meyer grocery stores. They can find the closest location by entering their address on this site: myhopcard.com/home/#/get-card.

The card costs \$3. Students then pre-load money on the card and scan the card every time they enter a TriMet vehicle. The cost of their ticket will be charged when they scan their card and the cost will be adjusted based on their usage. They will never be charged more than \$100 per month, which is the cost of a monthly pass. They can reload their card online (using a credit card) or at many retail locations (using cash or a credit card).

An electronic “hop card” can be purchased on their phone through the “Hop Fastpass” app. With this app, they can use their credit card to purchase an electronic “hop card” and then tap their phone to use public transportation. They must have an active data/Internet connection on their phone when they board the bus to use the electronic card; they cannot use a screenshot.

Paper Tickets

Students can also purchase 2.5-hour or 1-day tickets on the bus using exact cash (no change is given) or at many retail locations. To buy a ticket on the bus, students need to:

1. Insert \$2.50 or \$5 using exact bills and coins into the fare box and tell the driver that they are buying a 2.5-hour or 1-day ticket.
2. Take their ticket from the ticket printer.
3. When they transfer or travel later in the day with a 1-day ticket, show the ticket to the driver and have a seat. They do not need to put it in the machine.
4. If they purchased a 2.5-hour ticket or a day pass from a retailer (an unvalidated ticket), they should put it in the fare box and tell the driver that they have a 2.5-hour or 1-day pass. Then they take their validated ticket from the ticket printer.

Parking on Campus

Vehicles on campus must be registered with Campus Safety and have a current parking permit hanging from the rearview mirror. Permits can be purchased in the Office of Student Life for \$65 per semester. Parking for students is available beside the C. C. Perry Gymnasium or below Egtvedt Hall and McGuire Auditorium, Schlatter Chapel, and the library, as well as on the west side of 68th Avenue. Students are not allowed to park in the A. F. Gray parking lot or in any other spaces on campus marked as reserved for faculty/staff or visitors. Vehicles parked incorrectly will be ticketed. Five or more tickets can result in loss of parking privileges. Vehicles parked in No Parking zones, handicapped spaces, or fire lanes may be impounded at the owner’s expense.

Below are the parking rules:

- Drivers must have minimum liability insurance and register the car with Campus Safety.
- The parking permit must be displayed properly.
- The maximum speed on campus is 15 miles per hour (24 kilometers per hour).
- Parking lots are not to be used for vehicle repair.
- Undrivable vehicles must be removed from the lot.
- Designated fire lanes cannot be occupied or blocked.
- Parking is not allowed on the east side of 66th and 68th Avenues.
- Use only one parking space per car.
- Warner Pacific University tickets are payable in the Office of Student Financial Services.

PIA CONTACTS

The PIA main office (AF Gray 300) is generally open Monday to Friday, 8:00am to 4:00pm. Staff members are always available to assist students during these hours in the office, or they can call **503-699-6310**.

Name	Position	Contact
Rahi Ghazimorad	Director	rahi@piaschools.edu Line ID: rahig
Brandon Kurtz	Academic Manager	brandon@piaschools.edu
Miwako Murakami	Program Coordinator	miwako@piaschools.edu
Rita Tanios	Activities Coordinator	rita@piaschools.edu

The PIA emergency phone can be contacted for assistance 24 hours per day, in case of an emergency. If police, medical, or fire help is urgently needed, call 911 before contacting PIA.

PIA Emergency Phone:

Call or Text: (503) 999-5012

Line ID: piaschools

Kakao ID: piaschools

Appendix 1: Photo Use Policy

Photo Release Alert

While you are a student at Pacific International Academy, you agree to be photographed, videorecorded, or audiorecorded on the Warner Pacific University campus or during an outing or an activity. These materials may be used for promotional and marketing purposes.

If you request NOT to have your likeness (picture, video or sound) used, please make such a request in writing, by filling out the form below and returning it to the PIA office.

Opt Out

Please do not use my likeness (picture, video or sound) for WPU or PIA archival, promotional, or marketing purposes.

Name: _____
(please print clearly)

Email address: _____

Date: _____