

# *Student Handbook*



1977

*LADO International Institute*

*School Rules and Regulations*

2013

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## **WELCOME**

Dear New LADO Student,

Welcome to LADO International Institute. You are now entering a new world where you will spend your time studying English, experiencing American culture and traditions, and meeting people from around the world.

Our programs and classes have been designed so that student can achieve their goals of learning English while having fun. The staff at this school is here for you, and we are always available to help. If you have any questions, please ask. If you have any problems, please let us know. We want the LADO experience to be positive for every student.

In order to get the most out of your classes and to improve your English, we recommend the following:

- 1) Come to class every day! If you have too many absences, you may not pass the class.
- 2) Let your teacher know in advance of any planned absences.
- 3) Be on time! Every minute of class is very important, and coming in late is disruptive to both the students and the teachers.
- 4) Do your homework.
- 5) Participate in class discussions. These are important opportunities for you to practice.
- 6) Make up any work that you miss. Ask your teacher what you miss if you are absent.
- 7) Practice your English outside of the classroom.

These are important aspects of learning another language, and we encourage you to become involved in your studies here.

Please take the time to read the following material which we have provided for your information. During your time here, be sure to make use of all the resources available to students.

Best Regards,

The Staff at LADO International Institute

## Who are we?

### **DC CENTER:**

**Director:** Robyn Garfield

[Rgarfield@lado.edu](mailto:Rgarfield@lado.edu)

Monday- Friday 9:30am-2:30pm.

**Assistant Director:** Emi Hutanu

[ehutanu@lado.edu](mailto:ehutanu@lado.edu)

Monday - Thursday 1:00pm- 9:00pm, Saturday 8:30am-2:30pm.

### **Admissions Officers:**

Seydick Ramirez [sramirez@lado.edu](mailto:sramirez@lado.edu) (Spanish)

Monday- Thursday 10:00am- 6:30pm, Saturday 8:30am-2:30pm

Caroline Balikungeri [cbalikungeri@lado.edu](mailto:cbalikungeri@lado.edu) (French, Swahili, Kinyarwanda)

Monday- Friday 8:30am- 4:30pm

### **ARL CENTER:**

**Director:** Katherine Zawitkowski

[kzawitkowski@lado.edu](mailto:kzawitkowski@lado.edu).

Monday- Friday 9:30am-2:30pm.

**Assistant Director:** Jim Doran

[jdoran@lado.edu](mailto:jdoran@lado.edu)

Monday - Thursday 1:00pm- 9:00pm, Saturday 8:30am-2:30pm.

**Saturday Program Coordinator:** Tetiana Shuvalova

[tshuvalova@lado.edu](mailto:tshuvalova@lado.edu)

Saturday 8:30am – 2:30pm (Ukrainian, Russian, Spanish)

### **Admissions Officers:**

Se Yeon Lee [slee@lado.edu](mailto:slee@lado.edu) (Korean)

Monday- Friday 8:30am- 4:30pm

Tatiana Rey [trey@lado.edu](mailto:trey@lado.edu) (Spanish)

Monday-Thursday 8:30am-4:30pm, Saturday 8:30am – 2:30pm

Marcela Soares

**SS CENTER:**

**Director:** Alicia Pease

[apease@lado.edu](mailto:apease@lado.edu).

Monday- Friday 9:30am-2:30pm.

**Assistant Director:** Richard Estanich

[restanich@lado.edu](mailto:restanich@lado.edu)

Monday - Thursday 1:00pm- 9:00pm, Saturday 8:30am-2:30pm.

**Admissions Officers:**

Camila Paula [cpaula@lado.edu](mailto:cpaula@lado.edu) (Portuguese)

Monday- Thursday 10:00am- 6:30pm, Saturday 8:30am-2:30pm

Seheno Reilly [sreilly@lado.edu](mailto:sreilly@lado.edu) (French, Malagasy)

Monday- Friday 8:30am- 4:30pm

Daniel Ramirez [dramirez@lado.edu](mailto:dramirez@lado.edu) (Spanish)

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**MISSION STATEMENT, BELIEFS AND VALUES**

***We help our students realize their dreams by providing high quality English and Teacher Training programs inspired by Dr. Robert Lado's achievements in applied linguistics.***

LADO International Institute's mission statement must be posted in each LADO International Institute center at all times, in an area accessible to customers and employees.

LADO International Institute Statement of Beliefs and Values

As a company, we cultivate and practice the following values: cooperation, respect, teamwork, motivation, positive attitude, accountability, fairness, honesty, professionalism, approachability, and interdependence.

We strive to meet our students' communicative needs by offering classes that focus on all aspects of language.

We offer a variety of programs suited to our students' varying lifestyles.



We incorporate culture in and out of the classroom for we believe that culture is inseparable from language

We believe that individualized attention and student-centered classes in a small group setting is the most effective means to help our students accomplish their goals while accommodating our students' individual learning styles

We believe that quality education should be affordable.

We provide an environment where students feel comfortable and secure by promoting tolerance and appreciation of other people's cultural, ethnic, religious, and language backgrounds.

## **CONTACTING US**

### **Arlington, Virginia**

1550 Wilson Boulevard Garden Level  
Arlington, VA 22209  
United States of America  
Phone: (703) 524-1100  
Fax: (703) 524-7681  
School's email: [arlington@lado.edu](mailto:arlington@lado.edu)



The Arlington Center is located at the intersection of Wilson Boulevard and N. Pierce Street and is directly underneath a restaurant called Café Asia. It is three blocks from the Rosslyn Blue/Orange Line Metro Station. It is located near U.S. Routes 66 and 50, Lee Highway (Route 29), and the George Washington Memorial Parkway.

The following programs are offered at the Arlington, VA Campus: Morning Intensive, Evening Intensive, Morning Semi-Intensive, Evening Semi-Intensive, Saturday, Private Tutorials, Afternoon Workshops, Saturday Workshops.

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### **Washington, DC**

401 9th Street, NW, Suite C100  
Washington, DC 20004  
United States of America  
Phone: (202) 223-0023  
Fax: (202) 337-1118  
School's email: [washingtondc@lado.edu](mailto:washingtondc@lado.edu)

The DC Center is located between E street and D Street. It is two blocks from the

Gallery Place (Yellow and Green Line) Metro Station and a few blocks from China Town Metro Station. It is located near U.S. Route 395.

The following programs are offered at the Washington, DC Campus: Morning Intensive, Evening Semi-Intensive, Saturday, Private Tutorials, Afternoon Workshops.

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### **Silver Spring, Maryland**

1400 Spring Street #250

Silver Spring, MD 20910

United States of America

Phone: (301) 565-5236

Fax: (301) 565-2360

School's email: [silverspring@lado.edu](mailto:silverspring@lado.edu)

The Silver Spring Center is located on the 1400 block of Spring Street Between First and Second Avenues. It is three blocks from the Silver Spring Red Line Metro Station. Major roads near the school are Georgia Av., Colesville Road (route 29) and 16th Street.

The following programs are offered at the Silver Spring, MD Campus: Morning Intensive, Evening Semi-Intensive, Saturday, Private Tutorials, Afternoon Workshops

## **ACCREDITATION**

**ACCET Document 49.1**

**Date Developed: April 1990**

**Date Revised: April 2001/April 2003**

**Pages: 1 of 1**

**Pertinent to: All institutions**



### **NOTICE TO STUDENTS: ACCET COMPLAINT PROCEDURE**

This institution is recognized by the Accrediting Council for Continuing Education & Training (ACCET) as meeting and maintaining certain standards of quality. It is the mutual goal of ACCET and the institution to ensure that educational training programs of quality are provided. When problems arise, students should make every attempt through the formal complaint procedure within the institution to find a fair and reasonable solution.

However, in the event that a student has exercised the channels available within the institution to resolve the problem(s) by way of the institution's formal student complaint procedure, and the problem(s) have not been resolved, the student has the right and is encouraged to take the following steps:



1. Complaints should be in writing and mailed, faxed, or emailed to the ACCET office. Complaints received by phone will be documented, and the complainant will be requested to submit the complaint in writing.

2. The letter of complaint must contain the following:

- a. A detailed description of the problem(s);
- b. The approximate date(s) that the problem(s) occurred;
- c. The full name(s) and title(s) or position(s) of the individual(s) involved in the problem(s), including both institutional staff and/or other students who were involved;
- d. Evidence demonstrating that the institution's complaint procedure was followed prior to contacting ACCET;
- e. The name and mailing address of the complainant; if the complainant specifically requests that anonymity be maintained, ACCET will not reveal his or her name to the institution involved.

3. In addition to the letter of complaint, copies of any relevant supporting documentation should be forwarded to ACCET (e.g., the student's enrollment agreement, the syllabus or course outline, correspondence between the student and the institution).

4. **SEND TO:** ACCET  
CHAIR, COMPLAINT REVIEW COMMITTEE  
1722 N Street, NW  
Washington, DC 20036  
Telephone: (202) 955-1113  
Fax: (202) 955-1118 or (202) 955-5306  
Website: [www.accet.org](http://www.accet.org)

Note: Complainants will receive an acknowledgement of receipt within 15 days.

## COURSE REGISTRATION

LADO International Institute offers a variety of programs suited to different lifestyles.

**Intensive Program** – LADO's Intensive Program is designed for students who want to progress rapidly and see immediate results.

Classes are held four days per week during the day or evening. (Evening classes are held at our Arlington location only, 5 days per week. Each session lasts four weeks.)

**Semi-Intensive Program** – For working students, LADO offers a Semi-Intensive Program. This program allows students to enjoy rapid progress while maintaining a busy lifestyle. Classes for this program are held four days per week in the evenings. Each session lasts eight weeks. (Morning classes are also available at our Arlington VA campus.)

**Saturday Program** – For those students who have irregular or extremely busy schedules, LADO offers a Saturday Program. Classes meet once a week for 8 weeks.



Programs	Days	Times	Session Lengths	Total Hours	Levels Completed
<b>Intensive(Daytime)</b>	<b>Monday through Thursday</b>	<b>9:00 am-1:55 pm</b>	<b>4 weeks</b>	<b>72</b>	<b>1</b>
<b>Intensive(evening)-Arlington Only</b>	<b>Monday through Friday</b>	<b>6:00 pm-9:46 pm</b>	<b>4 weeks</b>	<b>72</b>	<b>1</b>
<b>Semi-Intensive (Morning)</b>	<b>Monday through Thursday</b>	<b>9:00 am-11:30am</b>	<b>8 weeks</b>	<b>72</b>	<b>1</b>
<b>Semi-Intensive (Evening)</b>	<b>Monday through Thursday</b>	<b>6:00 pm-8:30 pm</b>	<b>8 weeks</b>	<b>72</b>	<b>1</b>
<b>Saturday</b>	<b>Saturdays</b>	<b>9:00 am-1:30 pm</b>	<b>8 weeks</b>	<b>36</b>	<b>1</b>

### **Course Catalog**

LADO International Institute has established a comprehensive curriculum to help students of all levels achieve high degrees of proficiency as efficiently and effectively as possible.

Upon registration, each student completes a placement evaluation to determine his or her proficiency in English. The LADO program includes eight levels of English instruction, followed by a variety of upper-level electives, including TOEFL® test preparation.

The following course outline describes some of the topics that are studied at each level of LADO curriculum.

**Pre-level One** – Pre-Level One is ideal for students who do not know the alphabet or who find LADO’s Level One too difficult. Students speak, read, write and listen in everyday English contexts.

**Level One** – Students develop basic conversational English for activities like shopping and ordering in restaurants, as well as learn how to read and write simple passages. They also learn seven difficult English sounds and basic English grammar.

**Level Two** – Students have conversations about the past and the future. They learn vocabulary to describe time and common places like the subway and the workplace. Students learn to read and write about simple plans and memories, and to pronounce eight difficult English sounds.

**Level Three** – Students learn how to participate in more complex conversations. They learn to describe things and ask questions about them. They also learn vocabulary about hobbies and free time and learn to read and write longer, more difficult compositions. Students also learn to pronounce and distinguish among ten difficult English sounds.

**Level Four** – Students begin to use and understand more complicated sentences with various clauses and basic tenses. The students' language becomes more idiomatic and fluent, and their vocabularies increase. The size and complexity of the passages that the students can read and write increases. Students learn to pronounce among ten difficult English sounds.

**Level Five** – Students begin to use and understand more of the nuances of the language, including less common constructions and vocabulary. The passages they can read and write become longer and more complex, and their pronunciation becomes more fluid, despite difficult clusters and unusual sounds. Students also learn to understand faster and more fluently spoken English.

**Level Six** – Students built on what they have learned in the previous five levels, further increasing the complexity of the structures they can use and understand, as well as the size of their vocabularies, the rate of speech they can understand, and the variety of topics they can address.

**Level Seven** – One half of this class is dedicated to improving the students' reading and writing skills, while the other half focuses on listening and speaking. Grammar skills and vocabulary are refined in each half. The composition section concentrates on various standard English composition style and correct composition techniques. The conversation section concentrates on making student speaking styles more natural and idiomatic, while giving students ample time to practice what they have learned.

**Level Eight** – Level Eight is patterned after, and is an extension of, Level Seven. Composition Skills are further refined, vocabulary is expanded, grammar and structure are polished, and the students are given more time to practice what they have learned.

**Level Nine**- Level Nine continues to use an integrated approach and material to focus on all four language skills. Reading and writing skills are further refined: the focus has moved beyond the paragraph level to the essay level. Vocabulary is expanded, grammar and structure are polished, and the students are given more time to practice what they have learned. Oral skills are also further refined: students begin to synthesize information from multiple listening exercises, and also from their own experiences.

**Level Ten** – Level Ten is a continuation of Level Nine; this level finished the material which was started in Level Nine. Through an integrated approach and materials, students continue to practice and refine all language skills (reading, writing, listening and speaking), while reviewing grammar and pronunciation and further developing critical thinking skills. Students' essays are further developed, and students receive additional

practice in synthesizing and supporting ideas, as well as developing oral presentation skills.

### **Upper Elective Levels**

After completing Level Ten, students may choose among a variety of upper-level electives to continue their progress in English. Students may choose classes based on their individual needs and goals.

**Advanced Grammar** – Divided in two parts, Advanced Grammar uses lively explanations and enjoyable activities to help students refine English Grammar usage. This class is perfect for students who want to write and speak with fewer grammatical errors or to improve their scores on the grammar sections of standardized tests.

**Advanced Listening** – Divided in two sections, this class is intended for those students who have difficulties with aural comprehension. Advanced Listening teachers use audio and video cassettes in addition to comprehensive explanations designed to clarify the differences between the written and spoken language.

**American Literature** – Literature is commonly thought to be highest from any language. LADO's literature class not only familiarizes students with some of the best writing from the English-speaking world, but also improves each student's vocabulary, as well as his or her reading, writing, listening and speaking skills. It is perfect choice for the students who want to explore the richness of the language they have decided to study. (*Semi-Intensive Program only*)

**Advanced Reading** – Students improve their reading skills and vocabularies and have plenty of time to practice their listening, writing and conversational skills. These goals are achieved by reading short articles, participating in meaningful discussions, and writing compositions while paying careful attention to new vocabulary. (*Intensive Program only*)

**Business English** – This course provides integrated training in speaking, listening and writing skills using common business contexts. Students participate in role-playing and task-oriented business activities that they are likely to encounter in an office meeting. During the first three weeks, students learn and practice English-related administration and organization. During the final week, students work on a substantive marketing project. Throughout the course, the students will acquire business vocabulary and review basic grammar. (*Intensive Program only*)

**Current Events** – Students will read daily articles from famous national U.S. newspapers, discuss them in groups, and write related compositions. The teacher directs the conversations, corrects student errors, and answers student questions. Students expand their vocabularies, improve their speaking, listening and writing skills, and learn about the American press.

**Diversity of American Culture** – One of Dr. Lado's most important contributions to the field of language learning was pointing out that language is inseparable from culture. Students in this two-part class learn the values and customs behind American English

through the use of readings, films, and discussion. In the process, they improve their vocabularies, as well as listening, speaking, reading and writing skills. (*Intensive Program only*)

**Foreign Accent Reduction and Conversation** – This course is designed specifically for foreign accent reduction and to instruct the non-native English speaker in the pronunciation of standard American English. Students will be able to communicate more effectively in an English-speaking environment through extensive practice in identifying and producing the vowel and consonant sounds of standard American English as well as intonation and syllable stress.

**Preparation for the TOEFL® Test** – Divided in two parts, the LADO TOEFL® preparation course provides students with comprehensive training in all, areas covered by this essential American university entrance examination. The LADO TOEFL® preparation course features the most up-to-date, realistic practice tests and cooperative learning strategies led by some of the most experienced teachers in the field.

**Public Speaking** – Speaking in public, especially in a second language, can be a difficult experience. This class, however, makes the students more confident when delivering business presentations, academic lectures and other spoken presentations in English. Concentrating on presentation, delivery, question and answer sessions and self-evaluation, this class not only enables students to give effective presentations, but also improves their abilities to understand presentations given by others. (*Intensive Program only*)

#### **Additional Resources**

In addition to its regular programs, LADO International Institute offers Afternoon Workshop and Tutorials.

Each Afternoon Workshop focuses on one of the following areas:

- Conversation
- Grammar
- Pronunciation
- Business English

#### **Tuition and Fees**

	<u>Morning Intensive</u>	<u>Evening Intensive</u>	<u>Morning Semi-Intensive</u>	<u>Evening Semi-Intensive</u>	<u>Saturday</u>
<b>Locations</b>	Washington, DC Silver Spring,	Arlington, VA	Arlington, VA	Washington, DC Silver Spring,	Washington, DC Silver

	MD Arlington, VA			MD Arlington, VA	Spring, MD Arlington, VA
<b>Days and Times</b>	Monday through Thursday 9:00 AM-1:55 PM	Monday through Friday 6:00 PM-9:46 PM	Monday through Thursday 9:00 AM-11:30 AM	Monday through Thursday 6:00 PM-8:30 PM	Saturdays Only 9:00 AM-1:30 PM
<b>Weeks per Session</b>	4	5	8	8	8
<b>Days per Session</b>	16	20	29	29	8
<b>Hours per Session</b>	72	72	72	72	36
<b>F-1 Visa</b>	Yes	Yes	No	No	No
<b>Registration Fee</b>	\$65	\$65	\$65	\$65	\$65
<b>Tuition per Session</b>	\$695	\$595	\$520	\$520	\$240

Special rates are set with the approval of the CEO. If a student believes that he/she qualifies for a special tuition rate, he/she should inform an admissions officer. Students may not receive more than one type of reduction in tuition at a time. Student discounts do not apply to workshops and tutorials.

**Special Rates:**

1. Group Discounts

Groups of ten or more new students are eligible to receive a **10%** tuition discount for the entire time they study at LADO, provided the group was previously formed for reasons other than receiving a discount on tuition at LADO. In order to receive this discount, all members of the group must:

- a. Enroll together, or be registered by the same person.

- b. enroll for the same program and the same session
- c. present an official letter on letterhead paper from the head of their organization listing the name of each student in the group;
- d. Present valid, signed photo identification proving that they are the individuals referred to in the aforementioned letter.

## 2. Repeat Tuition

Students are eligible for a **30%** tuition discount, if they are required to repeat a course due to not having met LADO's academic requirements. This tuition discount applies to the Intensive, Semi-Intensive, and Saturday programs. To obtain this discount, the student must have:

- a. attended all classes
- b. completed all in-class assignments
- c. completed all homework assignments
- d. taken all required examinations for the course

Teachers are required to inform a Center Manager if one of their students meets the above-mentioned criteria. The Center Manager, based on the documentation presented by the student's teacher, will then make the necessary determination to either grant or deny said discount. All documentation supporting the Center Manager's decision must be kept in the student's file. A student can only receive the repeat tuition once per student per level.

## 3. Relocated Students

If a student accepts LADO's offer to relocate to another Center because there is no room for the student to attend classes at the Center that he or she chose, the student will be eligible for a ten percent (**10%**) relocation discount. The student must begin the enrollment process prior to the first day of registration to be eligible for this discount.

## 4. Program Changes

If a student chooses to enroll in a different program because the class the student has registered for will not open in his or her program, the student will be eligible for a ten percent (**10%**) discount in the new program the student is changing to. The students must meet the following conditions in order to be eligible to receive this discount:

- a) The student must have paid tuition in the old program at least one day prior to the change of program.
- b) The class the student originally enrolled in is cancelled or closed by LADO.
- c) The student must enroll in the new program by the last day of registration in the new program.

## 5. LADO Shareholder's Sponsored Student

A student referred to LADO by a LADO Shareholder is eligible to receive a **10%** tuition discount for courses taken at LADO in the Morning Intensive Program, or a **20%** tuition discount for courses in the Semi-Intensive Program, Evening Intensive Program, and Saturday Program. This discount is available for the first session that the student studies at LADO.

Only one student at a time may be sponsored by a given LADO shareholder. To obtain this discount, the student is required to:

- a. present a letter from a LADO shareholder
- b. present valid, signed photo identification

## 6. Religious Orders

Students who are full-time employees of religious institutions may receive a **30%** reduction in tuition for the entire amount of time that they study in a regular program at LADO. For the purposes of this discount, a religious institution is defined as one whose employees are qualified to obtain R-1 visas and/or who are considered tax exempt religious organizations by the IRS. To be eligible for this discount, students must: 1) demonstrate that the nature of their job (more than 50% of their time at work) mainly involves conducting religious ceremonies or activities; 2) be employed on a full-time basis (30 or more hours per week), although a full-time religious worker who is on a study vacation may be eligible for this reduced tuition rate.

To receive this discount, students must show the admissions officers the following documentation:

- An original letter (not a photocopy or a faxed copy) on the group's letterhead and signed by his or her supervisor indicating a) the student's full-time employee status at such organization and b) the nature of the student's job in terms of conducting religious work.
- A photo ID matching the information in the preceding paragraph.

## 7. International Rescue Committee (IRC) / FiestaDC

LADO has agreed to allocate space for refugees from the International Rescue Committee (IRC) and students referred by FiestaDC to enroll in the Semi-Intensive, free of charge, provided that the minimum and maximum enrollment requirements have been met as stipulated per class. In addition, LADO has established a limit of one student for each IRC and FiestaDC as the maximum number of students who may be eligible for this discount at LADO at any given time.

The minimum enrollment requirement is the minimum number of students LADO needs to have enrolled to have a class. The minimum number of students used to determine the minimum enrollment requirement does not include refugees from IRC or students participating in FiestaDC programs. The maximum enrollment requirement is the maximum number of students LADO can have in a class. Refugees from the IRC and students participating in FiestaDC programs may not enter any LADO class which already has a maximum number of students.

Eligible students from these organizations must present the following upon enrollment:

- a. An official letter on letterhead paper from the appropriate official of their organization. (only original letter accepted)
  - b. a valid, signed photo identification
- Students from these organizations may then take the placement tests and register free of charge.
  - LADO administrative staff members will place IRC and FiestaDC students' names on a waiting list in order of registration.
  - Students will be contacted as space allows.
  - FiestaDC and IRC students are otherwise subject to the same rules and regulations as other LADO students.



#### 8. Embassies, Consular Offices, and International Organizations

LADO offers a **10%** discount on tuition in any of its regular programs to employees and immediate family members of employees from the following organizations:

- Embassies or Consular Offices of foreign countries in the United States
- The World Bank
- The International Monetary Fund (IMF)
- Inter-American Development Bank (IBD)
- Organization of American States (OAS)
- Pan-American Health Organization (PAHO)
- Afghanistan Retraining Initiative for Self-Employment (ARISE)
- National Endowment for Democracy (NED)

For employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

- An original letter (not a photocopy or a faxed copy) on the organization's letterhead and signed by his or her supervisor indicating the student's full-time employee status at such organization.
- Photo ID matching the information in the preceding paragraph.

For immediate family members of employees of the organizations mentioned above to receive this discount, students must show the admissions officers the following documentation:

All the items required for employees, and valid, signed photo identification proving that they are immediate family members of an eligible employee as mentioned in the preceding paragraphs.

#### 9. Au Pairs

Any au pair holding a J-1 visa and attending a Student Exchange Program offered by an accredited agency authorized by SEVIS to issue the DS-2019 form (formerly IAP-66) is entitled to receive a **10%** discount in any of LADO's regular programs.

**Exception:** In case an au pair holding a J-1 visa LADO changes his or her visa status to F-1, the original discount will be discontinued beginning in the session immediately after the F-1 approval notice is posted in SEVIS.

In order to receive the au pair discount, the student must present an original letter (not a photocopy or a faxed copy) on the Au Pair agency's official letterhead signed by an authorized officer indicating the student is currently participating in their au pair program upon registration.

#### 10. Coupons and Referral Bonuses

LADO may offer, from time to time, promotional coupons and/or referral bonuses, which entitle the bearer to a reduced tuition rate for the first session for which the student enrolls. Coupons and referral forms are distributed through many different advertising channels. These coupons must be approved by the CEO, circulated by the corporate office to the administrators of each center to be affected, and kept on file. Only one coupon per student per session is valid.

#### 11. Institutional Contracts

LADO may sign contracts with individual companies, government agencies, embassies, and other organizations. This policy may be superseded by those institutional contracts. Contract information is kept at the corporate office. LADO schools have received a binder from the corporate office listing and/or including all institutional contracts to be kept at each center. LADO will update contract lists as they become available.

## **Payment Methods**

LADO accepts the following payment methods from students and customers:

1. Cash: LADO accepts U.S. currency only.
2. Checks: LADO accepts personal, certified or company bank checks. All checks must be from U.S. banks in the Federal Reserve System. If the check is from a sponsor or company, *THE STUDENT'S NAME MUST BE LISTED IN THE MEMO SECTION*. LADO does not accept any temporary or starter checks. LADO will only issue I-20 documents paid for by check after 10 business days from the payment date.
3. Travelers Checks: LADO accepts Travelers Checks from U.S. banks or major credit card companies, such as American Express and Citibank.
4. LADO accepts money orders in US dollars drawn on US banks. LADO does not accept Money Orders in U.S. dollars drawn on non-U.S. banks.
5. Major credit and debit cards: LADO accepts Visa, MasterCard, American Express, and Discover.
6. Wire transfers: LADO accepts wire transfers in U.S. dollars. Payee must pay all transaction fees, regardless of whether the wire transfer is incoming or outgoing ( as in the case of a refund sent to the student by LADO)

**Note:** For the purpose of preparing the Daily Cash Reports, LADO processes money orders and travelers checks above as checks.

## **Cancelation and Refund**

### **General Conditions**

- In all cases, the refund due is based on the refund schedule below and the student's current balance as calculated on refund forms.
- Refunds are available within 30 (thirty) calendar days from the documented drop date.
- No refunds will be issued after 12 months from the latter of either the date the original payment was made to LADO or the last day the student drop-out date. An exception will be made for F-1 students who notify LADO within 12 months and request a new I-20. For these students, the 12-month period will start from their

most recent I-20 issue date. This also applies for students whose applications for a change to F-1 visa status (COS) are denied. Students must present their original USCIS *Form I-797 - Notice of Action* showing their denial at the time they are requesting their refund. For students applying for a COS, the 12-month period will start from the date of the *Form I-797 - Notice of Action*

### **72-Hour Rescission Period Before Student Starts Class**

Students may rescind the **Application/Enrollment Agreement** (AEA) within 72 hours of signing the contract and obtain a full refund of all the money paid to LADO for registration and tuition. Refunds will be made to the applicant, as long as the student has not actually attended classes. The purpose of this 72-hour “cooling-off” period is to give the student a chance to void his/her contract with LADO within three business days before the contract begins without any penalties. However, once the student starts attending class the contract is enforced and cannot be voided by the student. The 72-hour cooling-off period starts when the student signs the agreement, and does not include Saturdays, Sundays, legal holidays, or days when LADO is closed. This 72-hour period before services is accepted by the customer is required by District of Columbia law.

However, once a student begins attending class, the student cancels the 72-hour rescission period regardless of when the AEA was signed. LADO will consider this an acceptance of the agreement and a waiver of the 72-hour rescission period, and therefore the registration fee will become non-refundable even if the student drops out of the program within 72 hours of signing the AEA. The same principle applies to any tuition paid by the student if the student withdraws within the 72-hour rescission period. Students who drop out of class during the 72-hour period after signing the AEA are subject to the tuition refund provisions set forth below.

Refunds will be issued to the student within 30 calendar days of rescission of the agreement.

### **After the 72-Hour Rescission Period Before Student Starts Class**

#### **Registration Fee**

**a)** After the 72-hour rescission period, or if the student starts taking classes even within the 72-hour period which began when s/he signed the Application/Enrollment Agreement, the \$50.00 registration fee becomes non-refundable. The TEFL Certificate requires a \$100.00 registration fee, \$50.00 of which becomes non-refundable after the 72-hour rescission period. The remaining \$50.00 is refundable to the trainee.

**b)** However, if a class is cancelled by LADO subsequent to a student’s enrollment, LADO will refund the registration fee if this is the student’s first session.

**c)** If a student is rejected for enrollment by LADO, or if the U.S. Government rejects a student’s visa application, a full refund of all monies paid to LADO for registration and tuition will be made to the applicant. Fees paid to the U.S. Government, courier fees, and other applicable fees

paid to LADO are non-refundable. F-1 visa applicants are required to submit their requests for a refund in written form.

### **Other Fees**

Courier fees, as well as other administrative processing fees, such as rush processing fees, charged by LADO to its students, are non-refundable under any circumstances. All other fees charged by LADO to its students, with the exception of the \$50.00 registration fee within the 72-hour rescission period, are non-refundable, as long as these fees do not exceed \$350.00 when added to the non-refundable registration fee.

### **Tuition**

#### ***a) Course Cancellations***

If a student's scheduled course is cancelled by LADO subsequent to the student's enrollment, LADO will refund all tuition fees paid by the student for the cancelled class.

For the purpose of cancellations described in this section, all refunds due will be made within thirty (30) calendar days of the first scheduled day of class.

#### ***b) Cancellations for "no-shows"***

When a student cancels his/her scheduled course, the student will receive a full tuition refund provided the student: 1) has not entered classes; and 2) cancels by the end of the registration period.

F-1 students who enter the U.S. on a LADO I-20 and do not complete the minimum study requirement as stated in Policy 4.5, F-1 Student Policies, must pay LADO an early withdrawal fee as stated in Policy 6.8, Fee Schedule. For more details regarding refunds for F-1 students, please refer to section 6.0 below, Refund Policy for F-1 Students

#### ***c) Cancellations after Registration Period. Automatic Drop for Excessive Absences***

I. In order to receive a refund after the registration period begins, the student must notify LADO verbally or in writing of his/her wish to withdraw from a course (for F-1 students, a written notice is required)

II. In order to process any refund request, the student's documented drop date of enrollment must be calculated: the student's documented drop date of enrollment is the date when the student requests the refund per the preceding paragraph.

Refunds are calculated based and on a prorated number of classes attended using session weeks. A session week begins on the first day of scheduled classes for any given program. Session weeks are not to be confused with calendar weeks. The prorated amount will be determined by the ratio of the number of weeks or lessons in series of instruction completed by the student to the total number of weeks of instruction offered. Any portion of a week's attendance by a student will be considered a full week's attendance for the purpose of this section. No part of the tuition will be refunded after 75% of the session has been completed by the end of the session week.

III. In all cases, the refund due is based on the refund schedule below. The student's current balance is calculated on refund forms using the student's documented drop date.

IV. All refunds will be paid within thirty (30) calendar days from the date LADO receives notification of the student's request to withdraw from a course (see *documented drop date* in the next section). For F-1 students, the 30-day processing period begins on the date the Center Manager signs the refund request form. The Center Manager's signature is LADO's acknowledgment that all the requirements for the student to obtain a refund have been met by the student.

#### ***d) Student Drops Out of Course without Notifying LADO***

I. LADO makes the determination that a student has automatically dropped out of a class session due to excessive absences if the student misses one-half of the session in consecutive absences without notice of withdrawal to LADO. This would be after the eighth (8<sup>th</sup>) consecutive absence without notice in the Intensive Program, the fourteenth (14<sup>th</sup>) consecutive absence without notice in the Semi-Intensive Program, the fourth (4<sup>th</sup>) consecutive absence without notice in the Saturday Program. The date LADO makes this determination (the 10<sup>th</sup>, 16<sup>th</sup> or 4<sup>th</sup> day, consecutive absence respectively) is the student's documented drop date for that session.

II. Refunds are calculated based on the student's documented drop date of enrollment and on the proportion of classes attended on a week-by-week basis. For example, in the Intensive Program, LADO refunds 75% of the tuition if the student's termination date of enrollment is within the first week of classes, 50% of the tuition if the student's termination date of enrollment is in the second week, 25% of the tuition if the student's termination date of enrollment is in the third week, and no tuition for the fourth week. Please see the refund schedule below.

#### **REFUND SCHEDULE**

**Intensive (Morning)** (4-week program, 4 classes per week, 16 days of class per session):

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes (the first four classes), 75% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes (the second four classes), 50% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes (the third four classes), 25% of the tuition paid will be refunded.

No tuition refund applies during the 4<sup>th</sup> scheduled week of classes (after the 12<sup>th</sup> scheduled class), since 75% or more of the program is completed in the fourth week of class.

**Intensive (Evening)** (4-week program, 5 classes per week, 20 days of class per session, **Arlington Center only**):

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes (between the 1<sup>st</sup> and the 5<sup>th</sup> scheduled class), 75% of the tuition paid will be refunded.

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes (between the 6<sup>th</sup> and the 10<sup>th</sup> scheduled class), 50% of the tuition paid will be refunded.

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes (between the 11<sup>th</sup> and the 15<sup>th</sup> scheduled class), 25% of the tuition paid will be refunded.

No tuition refund applies on or any time after the day of the 15<sup>th</sup> scheduled class.

**Semi-Intensive, Morning and Evening** (8-week program, 4 classes per week, 29 classes per session):

***a) Schedule A: For Students Who Have Paid Full Tuition***

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes, 87.5% of the tuition paid will be refunded (7/8 of tuition).

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes, 75% of the tuition paid will be refunded (6/8 of tuition).

If a student cancels any day within the 3<sup>rd</sup> scheduled week of classes, 62.5% of the tuition paid will be refunded (5/8 of tuition).

If a student cancels any day within the 4<sup>th</sup> scheduled week of classes, 50% of the tuition paid will be refunded (4/8 of tuition).

If a student cancels any day within the 5<sup>th</sup> scheduled week of classes, 37.5% of the tuition paid will be refunded (3/8 of tuition).

No tuition refund applies on or any time after the 21<sup>st</sup> scheduled class.

***b) Schedule B: For Students Who Have Made Half-session Payments***

If a student cancels any day within the 1<sup>st</sup> scheduled week of classes of the first half of the program, 75% of the tuition paid will be refunded (3/4 of tuition paid).

If a student cancels any day within the 2<sup>nd</sup> scheduled week of classes of the first half of the program, 50% of the tuition paid will be refunded (2/4 of tuition paid).

No tuition refund applies on or any time after the day of the 9<sup>th</sup> scheduled class.

**Saturday** (8-week program, 1 class per week, 8 classes per session):

***a) Schedule A: For Students Who Have Paid Full Tuition***

If a student cancels after the 1<sup>st</sup> scheduled Saturday of classes, 87.5% of the tuition paid will be refunded (7/8 of tuition).

If a student cancels after the 2<sup>nd</sup> scheduled Saturday of classes, 75% of the tuition paid will be refunded (6/8 of tuition).

If a student cancels after the 3<sup>rd</sup> scheduled Saturday of classes, 62.5% of the tuition paid will be refunded (5/8 of tuition).

If a student cancels after the 4<sup>th</sup> scheduled Saturday of classes, 50% of the tuition paid will be refunded (4/8 of tuition).

If a student cancels after the 5<sup>th</sup> scheduled Saturday of classes, 37.5% of the tuition paid will be refunded (3/8 of tuition).

No tuition refund applies on or any time after the day of the 6<sup>th</sup> scheduled class.

***b) Schedule B: For Students Who Have Made Half-session Payments***

If a student cancels after the 1<sup>st</sup> scheduled Saturday of classes of either the first or second half of the program, 75% of the paid tuition will be refunded (3/4 of one month's tuition).

If a student cancels after the 2<sup>nd</sup> scheduled Saturday of classes of either the first or second half of the program, 50% of the paid tuition will be refunded (2/4 of one month's tuition).

No tuition refund applies on or any time after the day of the 3<sup>rd</sup> scheduled class.

**Afternoon/Evening Workshops** (3 weeks, 2 classes per week, 6 classes per session):

Refunds of tuition from any elective workshops are calculated based on the prorated weekly rates as in the other programs:

If a student cancels any time within the first scheduled week of classes, 66.7% of paid tuition (2/3 of tuition) will be refunded

If a student cancels any time within the second scheduled week of classes, 33.3% of paid tuition (1/3 of tuition) will be refunded

No tuition refund applies on or any time after the day of the 5<sup>th</sup> scheduled class.

**Saturday Workshops** (4 weeks, one class per week, 4 classes per session):

Refunds of tuition from any elective workshops are calculated applying proportional rates as in the other programs, as follows:

If a student cancels any time within the first scheduled class, 75% of paid tuition (3/4 of tuition) will be refunded.

If a student cancels any time within the second scheduled class, 50% of paid tuition (2/4 of tuition) will be refunded.

No tuition refund applies on or any time after the day of the 3<sup>rd</sup> scheduled class.

**TUTORIAL/PRIVATE CLASSES**

72-Hour Rescission Period

The student may cancel the agreement for tutorial/private classes within 72 hours of signing the AEA for a full refund, unless the tutorial lessons have started. After that time period, the registration fee is not refundable.

#### Cancellation after Rescission Period

**a)** Changes in tutorial class schedules must be made through the admissions officers. If the student cancels a tutorial class at least 24 hours in advance, there will be no charge for the cancelled class. This applies even when the cancelled class is rescheduled for a later date.

**b)** If the student cancels with less than 24 hour's notice, the student will be charged for the entire length of the missed or scheduled class, even if the student made a partial cancellation.

#### Classes Missed Without Notice

If the student misses the class without rescheduling or cancelling it, he/she will be charged for the class. At this point, LADO will notify both the student and the teacher that the class has been suspended until the student contacts the admissions officer to resume or terminate scheduled classes. If the student does not inform LADO within 15 days of his/her intention to resume classes, LADO will automatically terminate the class and will issue a refund for the remaining unused tutorial hours.

#### REFUND POLICY FOR F-1 STUDENTS

In the case of non-immigrant alien students who possess F-1 (student) visas, the following refund policy applies:

- For initial I-20s issued by LADO, students must submit a returned original Form I-20 or a letter from the U.S. consulate explaining said rejection to accompany the student's written request for a refund. For Change of Status rejections, LADO's administrative staff must verify denial in SEVIS as a step in the school refund process request prior to submitting the refund request to corporate accounting.
- F-1 students must submit a written request for their refunds.
- After the F-1 student signs the enrollment agreement, his/her refund will follow the same policy as those students in the AM or PM Intensive Programs.

Students cancelling prior to the start of scheduled classes or never attend class:

**a)** Students applying for a student visa whose I-20 has been rejected will be refunded the two-month advance payment in full. This statement does not apply to students already studying at LADO who apply for a change of status and whose application is rejected.

**b)** Students who have been issued an initial LADO I-20 and who have not submitted their initial I-20 to the U.S. consular office abroad for processing because they decided not to study at LADO, will receive a full refund for their paid tuition, but they will not be eligible for a refund of the \$50 registration fee. The same rule applies for students who apply for a



Change of Status through LADO, receive approval from USCIS, and decide not to attend classes at LADO.

**c)** Students who enter the U.S on a LADO I-20 and never attend class at LADO must be charged the early withdrawal fee.

**d)** The 72-hour rescission period is applicable in all cases.

If the student has been registered in the school by his/her U.S. sponsor, agent, proxy, guardian, or representative, a refund will be made to this person upon proof of payment and identification within 30 (thirty) calendar days.

Any refund concerning rejected I-20s will require proof of rejection.

Applicants or their sponsors must notify LADO of their rejected F-1 visa application in writing and provide proof of rejection within 12 months of the original I-20 issue date to qualify for a refund. After the 12-month period, no refunds will be issued. If LADO has issued more than one I-20 to the same student (e.g., replacement I-20, visa interview deferred by U.S. consulate), the 12-month period must be calculated beginning on the date of the most recent I-20 issued by LADO.

LADO will only issue refunds to the original payer on file. Payers who would like to designate another person to receive their refund must submit a request in writing to LADO upon applying for a refund. This letter must be attached to the LADO Refund Request form and submitted to the accounting department for processing.

## **LADO CULTURAL ORIENTATION**

### **INTRODUCTION**

Welcome to the United States! And welcome to the Washington Metropolitan Area: Maryland, Virginia, and Washington, DC. At LADO International Institute, you will learn English as a Second Language and adapt to a new culture.

This packet contains guidelines on what to expect during your stay in the Washington Metropolitan Area. This information is a general overview of US culture. Keep in mind that this resource is only one way to learn about life in the Washington Metropolitan Area. Observing, talking, and participating in activities with Americans can also help you learn and experience the culture.



### **JET LAG**

Did you travel from far away? Well, if so, you may feel sick for a few days because your body will need time to adjust to the new time zone. For a week or so, depending on the distance you have traveled, you may feel disoriented and sleepy. But don't worry, your eating and

sleeping patterns will soon be back to normal. If this condition persists, feel free to contact your teacher or administrative staff member so he/she may help you.

## **CULTURE**

What is US culture? Can we learn?

First, to understand any culture, we must look beneath the surface. Tourists see what is “above the surface” (for example, clothing, food, and games), but a person who lives and experiences a culture over time will learn more.

### **CHARACTERISTICS OF AMERICAN CULTURE**

#### **Pace of Life in the City**

You may observe that Americans who live in the city are always in a rush and appear to be under stress. They could be hurrying to get somewhere or impatiently waiting for a meal. At first, this may seem rude, but remember not to take it personally. The farther outside the city you go, the slower the pace will become.

Success is sometimes measured by the amount of money and possessions a person has. Most Americans work extremely hard at their jobs.

Lost in the rush?

If you become lost on the street or in a shopping mall, don't worry. Just look for a police officer or security guard. Approach the person and say, “Excuse me, can you help me? I am lost.” Then, you can explain to him/her that you are new to this country.

#### **Transportation**

Most Americans have their own car, or have access to a car they can share with someone else. Bicycles are used for short trips, but automobiles are the preferred type of transportation. In the Washington Metropolitan Area, mass transportation (bus, subway, and taxi) is easy to use.

**Washington Metropolitan Area Transit Authority** - [www.wmata.com](http://www.wmata.com)

#### **Communication**

##### **Eye Contact**

Americans maintain eye contact when speaking, but, the contact should not be too intense. Intense eye contact can be interpreted as a means of intimidation or expression of romantic interest. The pattern is to establish eye contact and then periodically look to the side before returning to contact.

## **Body Language**

Body language is used in varying degrees. For example: touch is limited, unless you have close relationships with the other people with whom you are communicating. Americans generally interact on a verbal basis. Touching another's face, leg or hand can sometimes be viewed as offensive, forward, or rude. In a professional environment, it can be interpreted as sexual harassment. Casual touching is often used to show sympathy.

## **Volume of Voice**

When in public, the volume of voice should be low. Loud speaking can mean a lack of professionalism and anger. Furthermore, loud speaking is seen as an invasion of someone's personal space. When a person speaks, the voice should not carry further than the boundaries of the room in which they are, or the hearing range of people with whom they are conversing.

## **Silence**

Silence can be uncomfortable for Americans. You will find that Americans will try to rush in and fill a gap by saying something.

## **Telephone/Answering Machine**

Due to the busy American way of life, people often rely on both cell phones and voice messages to keep in touch with friends. These days, with the addition of computers, e-mail and text messaging may also be used as a form of communications. Furthermore, people live far distances from each other, so drop-bys and dinners in the evening are usually difficult for most Americans. Technology has become a necessary aid for Americans.

## **Health Care**

People living in the United States must be covered by health/medical insurance to receive medical care. Without health/medical insurance, the price of medical care is *very* expensive. It is *very important* that you be insured. The US does not have socialized health care. Lado International Institute has brochures on insurance plans to help you choose the best plan for you. Please see an Admissions officer for assistance.

## **Legal System**

Laws are enforced in the United States. Laws created by the US judicial system are to be obeyed by all. The term "juvenile delinquent" is used as the name for a person under the age of 18 who disobeys the law. Furthermore, the parents or legal guardians of a juvenile delinquent will be held accountable for his/her unlawful behavior.

## **Legal rights for minorities**

In the US, there are many laws that guarantee the equal treatment of minorities. This protection extends from a person's personal life to their professional life.

## **Environmental Laws**

“Littering” (dumping trash on public property) can result in a fine. Often, while walking through a neighborhood, one may see a sign which says “\$500.00 fine for littering.” Use trashcans to get rid of garbage.

## **Policeman**

Be careful when a police officer stops you.

Here are some important tips:

1. Remain calm, stand still and do not make any sudden movements.
2. When speaking, say, “Yes, officer”, “No, officer.”
3. Obey all the policemen’s commands immediately and only do what the policeman instructs you to do.
4. If you don’t understand what a policeman is saying, say, “Excuse me, but I don’t speak English.”
5. Remember that you do have rights.

## **Professional Agreements**

Agreements are not legally binding with a handshake or a simple, “I give you my word.” Only signed written contracts are binding. When you enter a business venture, you have to sign a contract. Personal relationships or family ties are less likely to influence professional decision. It is important to talk to a knowledgeable professional before signing a document. When you sign a document, make sure you understand everything stated and implied. If possible, have a professional translate the document into your native language before you sign your name.

## **Negotiation**

Americans prefer dealing with problems and conflicts directly. If there has been a misunderstanding between two people they will usually discuss it directly instead of having a third party intervene. “Saving face” or avoiding conflict is not as important in the United States as in many other nations. Americans like to “get down to business and solve a problem as soon as possible. Furthermore, it is not considered impolite or disrespectful to refuse a request. Logic, honesty, and tact are key in negotiating with Americans.

## **Informality**

Although American informality is well known, many interpret it as a lack of respect when they first encounter it, especially in the business world. Sometimes, there is an immediate use of a person’s first name. Furthermore, do not be surprised when Americans don’t greet one another with a handshake, hug, or kiss. Usually, a casual “hi” or “how are you doing?” or “hello” takes the place of a physical gesture and means the same. When Americans are

leaving a party or conversation, they generally wave a cheery “good-bye” or say something informal such as “well, see you tomorrow” or “so long”.

### **Personal Space**

When standing in crowded places, such as the subway, with strangers, Americans care not comfortable being face to face. When communicating, people stand two to three feet apart from each other and physical gestures may or may not be used.

### **Time**

Americans often operate on a specific schedule. Punctuality is important and people are expected to be on time for appointments, classes, and formal social events. Lateness is not polite. If you are late, you should call the hosts and let him/her know that you will be delayed, so you don't insult the host.

### **Hygiene**

Cleanliness is important in the United States. Americans are very conscious of body odors and use a variety of toiletries such as shampoos, perfumes, deodorants, and mouthwashes. They generally bathe and change their clothes daily. Americans tend to react negatively toward people with strong body odors.

### **Dress**

People's choice in clothing will depend on the season (summer, spring, fall or winter) and environment (professional vs. leisure). A professional atmosphere means you will need to dress conservatively. For example, many women wear a suit with stockings and closed-toe shoes. Many men wear a coat and tie. Don't be surprised, though, if you see well-dressed businesswomen wearing sneakers when they are coming to and from work.

Americans value comfort. Everyday dress is appropriate for most visits to peoples' homes. You may want to dress more formally when attending a holiday dinner or cultural event, such as a symphony concert or theater performance. If you do not know what to wear, ask your teacher or an American friend. When in doubt, conservative attire is often the best choice.

Since the Washington, DC Metropolitan Area is predominately conservative, some Americans may be offended by revealing attire. In certain situations, such as participation in outdoor sports activities, attending a picnic or going out dancing to a nightclub, revealing attire is permitted. However, in class, a teacher may confront students who wear revealing clothing because this type of clothing can be distracting to students in a classroom setting.

### **Friendship**

Most Americans are “friendly,” but this does not necessarily mean that they want a “friendship.” It is important to avoid misunderstandings by learning the signals of a growing friendship. For example, you will often hear people saying, “Hi, how are you doing?” Sometimes this is just a polite phrase rather than a question. Americans tend to be selective

with whom they consider a “friend” versus someone they just consider an “acquaintance” (i.e., colleague or classmate).

Here is a list of suggestions for meeting American people:

1. Participate in extracurricular activities at Lado (student organizations, volunteer at fairs...etc.)
2. Join a cultural association - Washington DC has plenty. The best thing to do when adjusting to a new culture is to find people from your home (e.g., Arab-American Association, Spanish American Association, etc.)
3. Explore the possibility of joining a church, temple, or mosque. The US is a land of many religions. (Buddhism, Hinduism, Christianity, Judaism, Islam, etc.)
4. Get involved with an interest group outside of school (e.g., music, theater, dance, sports – cycling, hiking, rock climbing, etc.)
5. Review the “Weekend” section of the Washington Post ([www.washingtonpost.com](http://www.washingtonpost.com)) and the City Paper ([www.washingtoncitypaper.com](http://www.washingtoncitypaper.com)) for listings of activities.

Americans are highly mobile, moving from one job to another and from city to city. Therefore, you may find it difficult to become deeply involved with an American.

A few reminders when befriending an American

- a. Americans are very protective of their privacy and their personal property
- b. It is wise to call before visiting; knock on closed doors before entering a room; avoid questions about a person’s salary or age.
- c. Use “please” and “thank you” in instances such as a compliment, appreciation of help or when someone pays for you.

## **Family Life**

### **Household Tasks**

Some men do a large amount of housework. Often, depending on the schedules of both the husband and the wife, household chores are divided between them as well as any children they may have. Furthermore, it is rare, but not unheard of that some American fathers may stay home and take care of the children while the mother works.

### **Child Care**

Due to the busy schedules of most Americans, babysitters, Au Pairs, day care centers, and summer camps are popular ways to obtain supervision for one’s child. If you need supervision for your children, be sure to research your options carefully.

### **Elderly Care**

Nursing homes are a popular means of caring for the elderly. Some people prefer to hire individual caretakers/nurses to care for their elderly relatives. Other Americans take care of their elders at home.

## **Meals**

- a) Breakfast: This is the first meal of the day and usually the smallest. Common foods served during breakfast are cereal, pancakes, bread, fruit, eggs, yogurt, ham, and bacon. Beverages may include juice, coffee, or tea.
- b) Lunch: This is the second meal of the day. A typical lunch break for an American is one hour or less. Sometimes, Americans bring bag lunches to work, which may consist of frozen foods (which they heat up or “nuke” in a microwave), sandwiches, fruit, chips, or vegetables. For dessert, cookies, cakes, or chocolate is usually brought. Any non-alcoholic beverage is appropriate to drink. Consumption of alcohol, unless formally approved by your boss, is forbidden in all work places.
- c) Dinner: This is the last meal of the day and usually informal and relaxed. All ages, sexes, and even pets may be eating in the same room at the same time. The wife, usually, but not always, prepares the meal. Dishes are passed around the table for people to serve themselves, or the food may already be served. Americans do not always eat at the dinner table. They may eat in the living room while watching TV or outside on the porch. When the meal is over, plates are taken into the kitchen. If you leave food over on your plate, you may want to give an explanation so you do not insult the cook. Finally, it is important to remember that slurping, burping, or any other noises while eating are impolite and connote lack of manners.

## **Religion**

Religion is generally a personal matter for most Americans. Most people in the US are Christians (86%). The Constitution and the Bill of Rights are based in part on Christian ethics. The constitution, however, dictates that the church and State remain separate. Jews, Muslims, Buddhists, and other non-Christian religions have substantial memberships in the United States. Furthermore, there are many Americans who do not believe in God.

## **Classroom Teachers**

A teacher’s style of instruction will vary from one to the other. Participation in class is very important to LADO teachers, who include participation as a percentage in figuring out a student’s final grade. Finally, some teachers may allow you to address them by their first name.

## **Classroom Etiquette**

At LADO, you are not allowed to sit with your feet up on the desk or chair, eat, drink, answer a cellular phone, listen to an iPod or music player or sleep in the classroom. At LADO International Institute, these show a lack of respect toward your teacher and your classmates.

## **Plagiarism and Cheating**

Plagiarism is the use of another’s words or ideas in writing without acknowledgement of the source. In the US, this is not acceptable unless the source is clearly documented. Plagiarism is considered a serious offense and can result in the expulsion of a student from a school. In some cases, legal action may be taken. If you, or someone else you know, do not

know how to properly document information, don't hesitate to ask for assistance from a teacher or administrative staff member.

Please see LADO policy on Academic Integrity for the consequences of plagiarism and cheating.

### **Leisure Activities**

Leisure time is often devoted to activities such as sports, exercise, or other hobbies.

### **Alcohol and Smoking**

When purchasing alcoholic beverages, you will need a driver's license or passport. You must be at least 21 years old to drink alcohol. Drinking outside the boundaries of your home, a restaurant, or bar is illegal. If you are found drinking on the street or at a park, you may be fined or arrested.

Places of business or leisure may have signs posted that will state that smoking is not allowed or designated to certain areas. Generally, smoking is not tolerated indoors. It is important that you are aware of these laws and abide by them, or you could be fined.

### Tips on adapting to a New Culture

1. Keep a journal of thoughts and feelings about the similarities and differences of your culture with that of the United States. Feel free to discuss them with both Americans and individuals from your own country. You may be surprised at what you learn. Here are a few guidelines:
  - a. Describe this situation, what does it mean to you?
  - b. Try to find other similar instances of this situation and then think about how you may change your reaction to fit what is culturally accepted.
  - c. Test your new behavior and evaluate how it works.
  - d. Re-assess and decide how you can apply what you have learned the next time you find yourself in a similar situation.
2. Talk to a Lado teacher or a person from your own country that has lived here in the US for a while. All of these individuals are excellent resources.

*Remember: Don't be shy or afraid to ask questions: there are many other international students who have the same questions.*

What else can you do to make yourself at ease in your new home?

- a. Read a book and rent a video in your own language.
- b. Make a traditional meal from your country.
- c. Keep in touch with your best friend back home.
- d. Keep a journal of the strangeness you are observing and imagine what your friends back home will think when you return home and tell your stories to them.
- e. Take a walk for some quiet reflection.



Remember that your nervousness isn't your fault. It results from being in an unfamiliar environment. Also, you don't have to renounce your own culture to experience another one, just adjust to what feels comfortable. The important thing is to be open-minded and patient.

## ATTENDANCE AND GRADING

In order to maintain its high academic standards, LADO has set a strict policy for student attendance, successful completion of a level, and student grades.



### Attendance

#### General:

As regular attendance in class is a crucial part of the learning process, LADO encourages students to attend every class. Though students will not be suspended or removed from class for unsatisfactory attendance, **any student missing the following number of days cannot pass to the next level or receive Continuing Education Units for class completion:**

- In the Intensive Program, students may not miss more than 3 days of class per session.
- In the Semi-Intensive Program, students may not miss more than 5 days of class per session.
- In the Saturday Program, students may not miss more than 2 days of class per session.
- In the Afternoon Workshop Program, students may not miss more than 2 days of class per session.
- In the Saturday Workshop Program, students may not miss more than 1 day of class per session.

#### F-1 Students:

**Because of immigration law, F-1 students may only miss class for illness or other medical conditions.**

#### **Late-Entry Students:**

If an exception has been made to allow a student to register and enter a class after the Last Day of Registration, the days the student has missed will be counted as absences. Students who miss the first classes of the programs, as outlined below, will not be allowed to attend class until the beginning of the next program session:

<b>Intensive Program</b>	miss the first 3 days of class.
<b>Semi-Intensive Program</b>	miss the first 4 days of class.
<b>Saturday Program</b>	miss the first 3 days of class.
<b>Afternoon Workshop Program</b>	miss the first 2 days of class
<b>Saturday Workshop Program</b>	miss the first 2 days of class

**Medical Absences:**

*A student who is absent for medical reasons may be allowed to pass to the next level if:*

- All of the student's absences are due to a medical reason;
- He/she provides a note from his/her doctor\*\*;
- He/she has missed no more than 5 days in the Intensive Program, 8 days in the Semi-Intensive Program, and 3 days in the Saturday and Spanish programs;
- He/she takes all quizzes and exams and achieves the minimum scores required to pass to the next level.

\*\*The medical note from the doctor must be attached to the Student Evaluation Report for that session and kept in the student's file.

**Tardiness:**

LADO defines tardy as entering an assigned class after the bell has rung.

All students are expected to respect the scheduled class hours.

- In the Intensive and Semi-Intensive Programs, one absence will be recorded each time a student is tardy four times.
- In the Saturday Programs, one absence will be recorded each time a student is tardy two times.

**Automatic Drop-outs:**

Any student who, without giving proper notice, misses the following number of days per program will be automatically dropped from the course and will not pass to the next level. The student's payment record will be reviewed, and an automatic refund issued, as applicable:

- 10 consecutive days of an Intensive course
- 16 consecutive days of a Semi-Intensive course
- 4 consecutive days of a Saturday course
- 4 consecutive days of a Spanish course

**Grading and Course Completion, Levels 1-10 (ESL/EFL)****General:**

All student grades (with the exception of TOEFL preparation grades) are expressed as percentage grades. Letter or other grades are not acceptable.

**Successful completion:** The following criteria determine successful completion of a Level 1 - 10 course:

- Adequate attendance (See 1.1, above);
- Satisfactory completion of homework assignments;
- At least a 70% score on the written and oral final exams; and
- At least a 70% final grade, as determined by the formulae listed below:

**Levels 1 – 6, ESL/EFL Programs:** Intensive & Semi- Intensive Programs Saturday Program

Class participation:	10%	15%
Homework	10%	15%
Oral final exam:	30%	25%
Written mid-term or quiz:	20%	20%
Written final:	30%	25%

**Levels 7-10 (ESL/EFL Programs)**

	Intensive & Semi- Intensive Programs	Saturday A	Saturday B
Class Participation & Homework	10%	10%	10%
Reading Midterm	10%	10%	10%

	Intensive & Semi- Intensive Programs	Saturday A	Saturday B
Class Participation & Homework	10%	10%	10%
Midterm Exam	20%	20%	20%
Midterm Exam II	20%	20%	20%
Final Exam I	25%	25%	25%

Final Exam II	n/a	25%	n/a
Final Oral Presentation	25%	n/a	25%

"Class participation" includes punctuality, oral participation in class, and commitment to studies. "Homework" pertains to those compositions or other written assignments that are *handed in & graded*.

**Re-scheduling Exams:**

Students are expected to report to midterms, oral finals, and written final exams as scheduled. If a student cannot take exams on the scheduled date, he/she must pay \$20 in order to take it on another date, subject to prior agreement of the teacher and the Center Manager. A student may take the final exams early with the permission of the teacher, provided the student's absence on exam days does not exceed the maximum number of days he/she is allowed to miss and still pass the course. Rescheduled tests must be taken outside of the regular class schedule if the student is enrolled in that session. Students may not take rescheduled exams during their class time. (Policy 7.8 - Standard Course Sequence)

**Passing Grades:**

Students cannot pass to the next level without obtaining a score of 70% on final and oral exams.

**Note:** All student grades are expressed as percentage grades. Letter or other grades are not acceptable.

**ACADEMIC INTEGRITY AND STUDENT CONDUCT**

Maintaining the highest level of academic integrity is the concern of every student and teacher at LADO. Academic dishonesty is unacceptable in all its forms. Academic dishonesty includes, but is not limited to the following:



- Cheating on examinations; copying another student's work or allowing your work to be copied; using unauthorized notes during an exam.
- Plagiarism: presenting the work of another as your own on a paper, exam, or other assignment. Explicit acknowledgment (meaning footnotes or endnotes) must be given for the use of another person's ideas or language.
- The classroom instructor determines whether an act of academic dishonesty or misconduct has occurred. The penalty for academic dishonesty is a zero grade on the assignment, paper, or exam. Repeated or serious misconduct must be reported to the

Center Manager, who may impose additional sanctions, including failure of the course or dismissal from the school.

LADO's policy on student conduct is based on the standards of good behavior in the community and society at large. Offensive actions or language toward a teacher or other students are unacceptable behavior. Although LADO has no special dress code for students, attire that would be unacceptable in public is also grounds for correction at LADO at the Director/TEFL Program Coordinator's discretion.

If a student's behavior is deemed unacceptable, the student will be warned or, if violation of general and/or legal standards of behavior is sufficiently severe, the student may be dismissed at once and his/her actions reported to the proper authorities. Readmission is possible upon evidence that the behavior has been corrected and will not recur in the judgment of the director and the parties involved. Student dismissal for possession, distribution, or use of illegal drugs is final and not open to readmission.

## **F-1 STUDENT POLICIES**

**Notes:** For the purpose of this policy, the expressions "student" and "F-1 student" are used interchangeably; IP=Intensive Program; MIP=Morning Intensive Program; EIP=Evening Intensive Program.



### **Reporting Requirements**

F-1 Students must report to LADO as soon as they arrive in the U.S. and must start taking classes on the date stated on their I-20. Students who fail to report to LADO or fail to enroll and start attending classes by the end of registration, will lose their status unless their absence can be excused for medical reasons.

### **Application Requirements**

All F-1 students must:

- Complete and sign the LADO Application/Enrollment Agreement (AEA)
- Provide financial information as stated in LADO's F-1 Application Requirements and F-1 Change of Status Application Requirements handouts.

### **Minimum Study Requirement**

F-1 students must study at LADO for a minimum of three consecutive Intensive Program sessions. Students who fail to meet this requirement will be charged an early withdrawal fee as established in Policy 6.8, Fee Schedule.

Students who enter the U.S. on a LADO I-20 and decide not to take any classes at LADO for any reason other than a medical excuse are subject to pay the early withdrawal fee.

Students who come to LADO to take one or two sessions and then leave the U.S. in compliance with federal immigration law and *without transferring to any other school in the U.S. before leaving the U.S.* are not subject to this requirement.

LADO staff members must explain to students upon registration that this is LADO's institutional policy and not Federal Law.

The Minimum Study requirement is also available for review on the LADO website and on LADO's Application/Enrollment Agreement.

Students who pre-arrange their study plans with LADO upon registration to study at LADO for fewer than three sessions *for academic reasons* (the student takes the August session but is expected to start classes at a Institute in September) *and travel reasons* (the student is in the U.S. for incidental study or must leave the country for an unforeseen reason) may be exempt from the minimum study requirement.

The Director or Assistant Director makes the determination as to whether an individual student is eligible for an exception to the minimum study requirement.

The Director or Assistant Director must document any exceptions to this requirement and place a note in the student file and on the student transcript.

### **Academic Year**

LADO International Institute defines its academic year for F-1 students as nine Intensive Program sessions.

### **Maintaining Student Status**

Students must comply with school policies and procedures, as well as immigration regulations, in order to maintain their status. Students who have any pending financial obligations of any kind with LADO by the time LADO releases their records in SEVIS in order to transfer to another school will be declared out of status. Additionally, LADO may take action by sending the student's unpaid accounts to a collection agency.

#### *Passports*

Students must ensure that they their passports are valid at all times while studying at LADO.

#### *On-Campus Employment*

F-1 students must be in good academic, financial, and immigration standing to be eligible for work on campus. F-1 students working at LADO who fail to meet their financial obligations with LADO or otherwise fail to keep their F-1 status must be terminated by their immediate supervisor as of the date of their loss of status.

### *Off-Campus Employment*

Off-campus employment is only available to LADO students upon receipt of a USCIS EAD and an approval Notice of Action to their application for off-campus employment under Severe Economic Hardship. Documented off-campus work without a work authorization is cause for immediate loss of status for F-1 students. LADO students are not eligible for Optional Practical Training (OPT) or Curricular Practical Training (CPT).

### *F-1 Student Responsibilities*

LADO makes a good faith effort to keep its students informed of F-1 regulations and any changes to them as they happen by posting these changes on its website, school bulletin boards, and conducting F-1 student orientation sessions regularly for its intensive English programs. However, students are ultimately responsible for maintaining their F-1 status.

### *Absences*

Students may only be absent from class due to illness. As a general rule, the DSO will require a doctor's note from any student missing one or more classes; however, the DSO has the discretion to determine if a student in a particular circumstance does not need to submit a doctor's note to LADO. In these cases, the DSO must document the reason why the student's obligation to submit a doctor's note was waived.

Center Managers must warn F-1 students with a warning letter if they have three absences by the 9<sup>th</sup> day of the Morning Intensive program or by the 11<sup>th</sup> day of the Evening Intensive Program. The letter must be signed by the student and the Center Manager and be placed in the student's file.

The first letter is provided as a warning to the student in order to remind the student of the attendance policy. If the student's attendance warrants a second letter, s/he will be on probation with the understanding that if the student continues to have unsatisfactory attendance, s/he will be terminated. If the student's attendance continues to violate policy, his or her visa status with LADO will be terminated. Students who have more than five (5) absences per session may be terminated with or without any warnings due to the excessive nature of their absences.

Pregnant students may only take medical leave when ordered by a doctor insofar as the student's absences fall under *Medical Leave* (see below).

Other absences, such as taking care of an ill dependent (F-2), roommate, friend, or other people who may need the student's attention are not justified and are considered unexcused absences which could result in probation or termination.

### *Satisfactory Academic Progress*

Students must continue to make satisfactory academic progress while studying at LADO. An F-1 student who fails a course and must repeat due to poor academic performance will be given a warning letter by the Director or Assistant Director which puts them on academic probation. If the student fails to pass the same class a second time, the Director must meet

with the student and notify them in writing that his/her visa will be terminated for failure to make academic progress. Exceptions or appeals to this policy must be submitted to the Academic Coordinator in writing within three days of the last day of class.

### **Vacation While in the United States**

The rationale for F-1 student vacation while in the United States is that students who stay at LADO for a full calendar year must take classes for the equivalent of a full academic year as defined above. Because LADO's IP sessions are only four weeks long and many students do not stay at LADO for a full academic year, LADO has chosen to prorate student vacation based on their length of study at LADO. This system ensures that LADO students comply with both immigration and LADO's requirements.

F-1 students accrue one Intensive Program session's worth of vacation after taking three consecutive sessions in either the Morning Intensive Program (MIP) or the Evening Intensive Program (EIP).

Students taking unauthorized vacation will lose their F-1 status with LADO.

Students in the MIP and students who have transferred between programs must take a minimum of nine Intensive Program sessions per calendar year. Students may not take vacation in the United States exceeding 90 calendar days per year, including inter-program transfers. F-1 students may not take more than three sessions off per calendar year except in the case when LADO does not offer the class the student has registered for. Whenever this situation occurs, the students must be offered other options, such as transferring to another school, another intensive program within LADO, or taking workshops and tutorials.

Students involuntarily taking one session off because the class they were registered for did not open or closed due to lack of minimum enrollment are still eligible to take up to 90 calendar days of vacation per twelve-month period; however, any session that these students take off due to lack of enrollment will be deducted from their annual vacation.

### **Leaving the United States**

Students may have an absence from the United States for no longer than 5 months as determined by USCIS, and they must provide a flight itinerary which demonstrates their exit from the United States. Students who leave the United States and have the intention of returning must provide documentation of a return ticket or indication of a specific start date (Change of Status form, email, etc); otherwise, their SEVIS record will be cancelled after 60 days from their last session end date. All documentation indicating the students' return must be kept in the student file.

### **Medical Leave**

F-1 students may take a medical leave of absence when a medical condition documented by a physician is present. The DSO, upon review of the medical documentation provided by the doctor's office or hospital, will decide whether the student is eligible for a reduction in the



course load from 20 to 10 hours a week in the Semi-Intensive Program or a medical leave of absence. A medical leave of absence may not exceed twelve calendar months.

### **Course Load Reduction**

F-1 students may only reduce their course load under medical conditions referred to in the *Medical Leave* section above. Under no circumstances may students under a reduced course load study for fewer than 10 clock hours per week.

F-1 students may not reduce their course load due to academic reasons.

### **Student Transfers**

#### Transfers within LADO

##### *Inter-School Transfers*

Students who transfer from an MIP at one LADO school to an MIP at another LADO school must follow SEVIS procedures.

##### *Inter-Program Transfers*

Students may voluntarily transfer only once between the MIP and the EIP or vice versa within one academic year. The only exception to this rule is when an F-1 student enrolls in a class that does not open due to lack of minimum enrollment and the student takes the option to transfer from the MIP to the EIP or vice versa. These transfers do not count towards the one-transfer-per-year maximum per student. F-1 students transferring from the MIP to the EIP or vice versa must enroll in the next available session for the program the student is transferring into. As for student vacation, the days in between inter-program transfers do not count towards the 90 calendar days of vacation allowed to each student per calendar year.

#### Transferring to LADO from another School

Students must present a transfer letter or a transfer-in form (provided by LADO), signed by the DSO of their former school, confirming that the student acted in accordance with USCIS regulations at the former school. Students transferring from another school who are out of status must apply for reinstatement to F-1 status concurrently with their application for studies at LADO.

Students who are transferring from other schools must present their passports, I-94 forms, and I-20 forms; copies of these will be placed in their files. In-transfer students must pay the \$65.00 registration fee and one month of intensive program tuition for their application to be processed by LADO. Students transferring from other schools are not required to submit copies of their financial documents. For additional registration procedures for transferring students, see the Admissions Officer Handbook.

## Transfers from LADO to Other Schools

Students may transfer to another school at any given time, as long as they have completed the three-session minimum study requirement (see section “3. Minimum Study Requirement” above). Students must comply with immigration regulations and school policy in order to transfer out of LADO International Institute in good standing (see *Maintaining Student Status* above).

Students who transfer before completing their third consecutive session at LADO will incur an early withdrawal fee per Policy 6.8, *Fee Schedule*. LADO administrative staff must post this charge immediately whenever a student requests a transfer to another school prior to completing his or her Minimum Study Requirement. LADO must receive payment in full for this fee and any other financial obligations incurred by the student prior to LADO’s posting of the student’s transfer in SEVIS. The student will be put out of status by the school DSO whenever the student has an outstanding balance with LADO by the date the student transfer is posted in SEVIS, except when the student was under medical leave as described in *Medical Leave* above.

The Director may waive this requirement only when LADO had previously approved a student request of a waiver of this fee upon applying for a student visa or transferring to LADO. The Minimum Study Requirement may not be waived under any circumstances except documented medical reasons once the student has entered training at LADO.

### *Transfer-out Procedure*

Students are strongly encouraged to make transfer plans at least 90 days in advance of their last day at LADO.

Students must communicate their intention to transfer out of LADO to a LADO administrative staff member on or before their last day of class at LADO. Students who fail to reenroll in the next available session at LADO or fail to communicate their intention to transfer in a timely manner will be put out of status by the DSO within 24 hours from the end of the registration period for the session the student failed to reenroll for.

Whenever an F-1 student is transferring out of LADO, the student’s start date at the new school must not exceed 60 days from the student’s last day at LADO. In other words, students must continue to study at LADO until 60 days or less from their start date at the new school to keep their F-1 status. Students who transfer out of LADO after the 60<sup>th</sup> day following their last day of class at LADO will do so as out-of-status. LADO reserves the right to make exceptions to this policy on a case by case basis.

### **Length of Program and Program Extensions**

Students who apply for an I-20 application are given a period of 18 months to complete their program at LADO International Institute. If the student needs more time to complete their program, an extension request must be filed with the Center Manager and approved by the Academic Coordinator. The Center Manager must complete a Recommendation for Extension

of Study Form and submit it to the Academic Coordinator along with the student's transcript and last Student Evaluation form.

## **Communications**

### *F-1 Student Orientation*

The Director or the Center Manager (CM) in charge of the MIP or EIP must conduct F-1 student orientation once per session. The CM conducting F-1 student orientation must record the F-1 student orientation's date, program, program start and end dates, the topics covered during the orientation session, and the name of the employee conducting orientation on the form provided. The CM must take student attendance and file the attendance sheet in the Orientation Binder for the MIP or EIP as appropriate. The attendance sheet must include the orientation session date and the names and signatures of the students who attended the event. The F-1 Student Orientation Packet must include a copy of this policy.

New F-1 students must receive notice at registration of the requirement to attend an F-1 Student Orientation session. New F-1 students who fail to attend student orientation during their first session at LADO must be notified in writing of this requirement by LADO and attend the next student orientation session.

## **Visa Requirements**

LADO International Institute does not require a student visa for casual or incidental study in its ESL/EFL programs. However, if the student's primary purpose for being in the U.S. is language study, the student must apply for a student visa prior to enrolling at LADO International Institute.

LADO does not require proof of identity for enrollment in any of its programs, with the exception of student visa holders and applicants. F-1 students must enroll and study in LADO's MIP or EIP at all times, except in case of illness for current students as stated in the *Medical Leave* section above.

## **LADO SERVICES**

### **Bookstore**

The Institute bookstore has all the books and materials you need for your course.

### **Computer Lab**

LADO's Computer Lab operates computer laboratories for student use. There's no password needed. LADO also offers free WiFi.



### **Free Tutorial Classes**

Lado Tutorials are offered to students who cannot attend regularly scheduled classes or who want extra help outside of class. These special sessions are scheduled individually for the student's convenience with experienced and qualified teachers.

### **TOEFL Exam**

All three LADO centers are authorized TOEFL testing centers. Students register on line with the IBT testing center and can request a LADO testing site. TOEFL tests are administered on Fridays and Saturdays at the LADO centers. For further information please contact LADO International Institute or the IBT.

### **Student ID**

LADO provides student IDs. For more information ask the Admission Officers at your center.

### **Students With Disabilities**

LADO International Institute does not discriminate or deny access to an otherwise qualified disabled student on the basis of disability.

### **Graduation Certificates**

LADO will issue a certificate upon request at the end of the student's last course at LADO. Certificates are specific to each program and indicate the length, class, and date of each session.

## **HOUSING**

Sometimes, it is the little details that make you feel at home when you are not. Our attention to detail ensures that upon your arrival, your individual requirements have been met. LADO International Institute partners with Just Like Home to provide comfortable housing for its students. Our homestay program was designed to make you feel at home while you are away from home. You may choose from the following homestay package.

### **Our Homestay Package includes the following:**

- Private bedroom
- Private or shared bath
- Internet access
- Access to television and telephone
- Safe and clean home environment
- Laundry facility in the home
- Study and quiet areas
- Convenient and reliable public transportation (30-60 minute commute)



- Neighborhood tour and orientation
- Caring and friendly host family
- Airport pick up (optional -- extra cost)
- Three meal plan options: (Bed & Breakfast, Deluxe and Supreme) - see below

<b>STANDARD HOMESTAY TABLE - WASHINGTON DC</b>			
<b>Options</b>	<b>Meals</b>	<b>Rates (4 weeks)</b>	<b>Rates (Daily - less than 4 weeks)</b>
Bed & Breakfast	Breakfast 7 days a week	\$775.00	\$38.00
Deluxe	Breakfast 7 days per week. Dinner 4 days per week (Monday - Thursday)	\$900.00	\$46.00
Supreme	Breakfast and Dinner 7 days per week	\$975.00	\$51.00

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**Our Executive Homestay Package includes the following:**

- Private bedroom with private or shared bath
- High Speed Internet Access
- Cable TV
- Access to television
- Safe and clean home environment
- Laundry facility in the home
- Study and quiet areas
- Convenient and reliable public transportation (15 – 30 minute commute by bus/train)
- Neighborhood tour and orientation
- Caring and friendly host family
- Airport pick up (optional -- extra cost)
- Three Meal Plan Options: (Bed & Breakfast, Deluxe and Supreme) - see below

<b>EXECUTIVE HOMESTAY TABLE ** - WASHINGTON DC</b>			
<b>Options</b>	<b>Meals</b>	<b>Rates (4 weeks)</b>	<b>Rates (Daily - less than 4 weeks)</b>
Bed & Breakfast	Breakfast 7 days a week	\$875.00	\$42.00
Deluxe	Breakfast 7 days per week. Dinner 4 days per week (Monday - Thursday)	\$1,000.00	\$50.00
Supreme	Breakfast and Dinner 7 days per week	\$1,075.00	\$54.00

\*\* The Executive Homestay rates may be higher depending on the home and amenities.

Our Bed and Breakfast meal plan option is typically designed for university students who participate in the university's meal plan. On a limited basis, kitchen privileges may be available in some homes.

Homestay fees are based on a four-week/28-day cycle and should be paid directly to Just Like Home on the first day of your arrival. Acceptable forms of homestay fees are traveler checks, bank drafts and money order.

There is a cancellation fee of 50% of the homestay rate chosen plus placement fee for all confirmed homestays that are not cancelled at least 2 weeks prior to arriving. A homestay is considered confirmed once the confirmation email has been sent.

### **Homestay Placement/Application Fee**

Just Like Home charges a one-time, non-refundable placement/application fee of \$195.00 USD, which is paid before placement. This fee covers your:

- Application processing
- Services that we perform for your placement as well as those services performed throughout your stay, including careful screening of families, appropriate placement that matches your requirements and conditions, moving to another accommodation if necessary and 24-hour, seven days per week support.

(Note: If you are outside of the Washington DC area, this fee is charged at the time of placement; however, if you are in the DC area and request to visit the homes, the placement fee will be required at the time the appointments are scheduled since it will require someone showing you the homes).

We accept credit card (MasterCard, Visa or American Express), bank draft or wire transfer for the payment of your placement/application fee.

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**Our Roommate/Shared Housing includes the following:**

- Furnished, Private Bedroom
- Local Telephone Service and Television
- Laundry Facility
- Safe and Clean Home Environment (all homes are pre-approved)
- Easy Access to Convenient and Reliable Public Transportation
- Desk/work Area in Room
- Access to Computer with Internet (optional)
- Linen and Towels

Washington DC	Maryland	Virginia
From \$800	From \$750	From \$750

**Shared Housing Placement/Application Fee**

Just Like Home charges a one-time, non-refundable placement/application fee of \$100.00 USD. (Note: this fee is charged after your accommodation has been finalized; however, if you are in the DC area and request to visit the properties, the placement fee will be required at the time the appointments are scheduled). Your placement/application fee covers your:

- Application processing
- Services that we perform for your placement as well as those services performed throughout your stay, including periodic follow-ups, moving to another accommodation within the first two weeks if necessary. Our responsive and friendly staff will provide you with unlimited support throughout your stay.

**(Note:** If you are outside of the Washington DC area, this fee is charged after you have viewed the photos and made a selection; however, if you are in the DC area and request to visit the properties, the placement fee will be required at the time the appointments are scheduled since it will require someone showing you the properties).

There is a cancellation fee of 50% of first month’s rent plus the placement fee for all confirmed housing at least 2 weeks prior to arriving. Housing is considered confirmed once the confirmation email has been sent.

We accept credit card (MasterCard, Visa or American Express), bank draft or wire transfer for the payment of your placement/application fee.

## LADO GRADUATION

### Are you leaving Lado? **IF YES.....**

1. See the admission officers for the exit meeting.
2. Fill out the pre-departure questionnaire.



### Do you need an official Transcript? **IF YES.....**

1. See the admission officers at the front desk for the exit meeting.
2. Fill out the pre-departure questionnaire.
3. Fill out the student request form.

### Do you need an official Lado Certificate? **IF YES.....**

1. See the admission officers at the front desk for the exit meeting.
2. Fill out the pre-departure questionnaire.
3. Fill out the student request form.
4. Take the Michigan Test.

❖ *This procedure **must** be followed for the students to receive their academic documents.*



# Metro Map

## M System Map

MetroOpenDoors.com  
 Customer Information Services: 800.527.4229  
 TTY Phone: 202.691.2785

- ### Legend
- Red Line • Glenmont to Shady Grove
  - Orange Line • New Carrollton to Vienna/Fairfax-GMU
  - Blue Line • Franconia-Springfield to Largo Town Center
  - Green Line • Branch Avenue to Greenbelt
  - Yellow Line • Huntington to Fort Totten



- No Smoking
- No Eating or Drinking
- No Animals (except service animals)
- No Audio (without headphones)
- No Litter or Spitting
- No Dangerous or Flammable Items

**Free Health Care Clinics  
in the DC Area**

Mary Center

2333 Ontario Road NW  
Washington DC 20009  
(202) 483-8196

508 Kennedy Street NW  
Washington DC 20011  
(202) 545-6600

**Unity Health Care Inc.**

**Upper Cardozo Center**

3020 14<sup>th</sup> Street NW  
Washington DC 20018  
(202) 745-4300

**Friendship Place**

4713 Wisconsin Avenue NW  
Washington DC 20016  
(202) 364-1419

**Brentwood Square Center**

1201 Brentwood Road NE  
Washington DC 20018  
(202) 832-8818

**Walker-Jones Center**

40 Patterson Street NE  
Washington DC 20002  
(202) 354-1120

**Columbia Road Health Services, Inc .**

1660 Columbia Road NW  
Washington DC 20009  
(202) 328-3717

**Community of Hope**

1414 Girard Street NW  
Washington DC 20009  
(202) 232-7356

**La Clinica del Pueblo**

2831 15<sup>th</sup> Street NW  
Washington DC 20009  
(202) 448-2810

**Community Clinic**

15850 Crabbs Branch Way  
Rockville MD 20855  
(301) 340-7525

**Arlington Free Clinic**

2921 11<sup>th</sup> Street South  
Arlington VA 22204  
(703) 979-1425

## Listing of Local Institute and University

NAME OF ACADEMIC INSTITUTION	ADMISSIONS	WEBSITE
American University	202-885-6000	<a href="http://www.american.edu">www.american.edu</a>
Bowie State Institute	301-860-4000	<a href="http://www.bowiestate.edu">www.bowiestate.edu</a>
Catholic University	202-319-5305	<a href="http://www.cua.edu">www.cua.edu</a>
Institute of Southern Maryland	301-934-2251	<a href="http://www.csmd.edu">www.csmd.edu</a>
George Mason University	703-993-2400	<a href="http://www.gmu.edu">www.gmu.edu</a>
George Washington University	202-994-6040	<a href="http://www.gwu.edu">www.gwu.edu</a>
Georgetown University	202-687-3600	<a href="http://www.georgetown.edu">www.georgetown.edu</a>
Howard University	202-806-2763	<a href="http://www.howard.edu">www.howard.edu</a>
The Johns Hopkins University	410-516-8171	<a href="http://www.jhu.edu">www.jhu.edu</a>
Marymount University	703-284-1500	<a href="http://www.marymount.edu">www.marymount.edu</a>
Montgomery Institute	240-567-5000	<a href="http://www.mc.cc.md.us">www.mc.cc.md.us</a>
Northern Virginia Community Institute	703-845-6333	<a href="http://www.nv.cc.va.us">www.nv.cc.va.us</a>
Prince Georges Community Institute	301-322-0075	<a href="http://www.pg.cc.md.us">www.pg.cc.md.us</a>
Strayer University	202-408-2400	<a href="http://www.strayer.edu">www.strayer.edu</a>
University of the District of Columbia	202-274-6093	<a href="http://www.udc.edu">www.udc.edu</a>
University of Maryland at Institute Park	301-314-8385	<a href="http://www.umcp.umd.edu">www.umcp.umd.edu</a>
<b>INSTITUTE RANKING WEBSITES</b>		
U.S. News Online		<a href="http://www.usnews.com">www.usnews.com</a>
Princeton Review		<a href="http://www.review.com">www.review.com</a>

