This handbook can also be found at:
www.studyenglishinusa.com
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WELCOME TO THE ENGLISH LANGUAGE PROGRAM!

Dear Student,

I am pleased to welcome you to the English Language Program (ELP) at the University of North Florida. I know that you will benefit from your experience this semester. In our program, you will improve your English language skills, learn about the American culture, and make many new friends.

Your language learning will be provided by the highly qualified instructors. Our teaching staff is committed to your academic success and will assist you along the way while you are achieving your goals. ELP office staff will provide you with assistance while you are in the United States. Do not hesitate to ask for help or guidance.

At the ELP, you will be submerged in the American university life because our building is located in the heart of UNF campus. We offer after-class activities where you will meet American students. Volunteering and going on field trips to local sites will provide you with more opportunities to use English and let you learn more about the Northeast Florida area. At the ELP, you will meet many students from different countries and make lots of friends who share the same goal – to learn English.

I am sure that the English Language Program will become your home away from home.

Irene Silas
Director
**ELP Philosophy**

Our philosophy is to provide each international student with the opportunity to achieve his or her goals in studying English as a second language and advancing academically and socially.

**ELP Mission**

The English Language Program offers English language learners a course of study in English as a second language by implementing research-based methods. Faculty and staff of the program work with students to help them achieve their goals for both academic and social settings. The mission of ELP is to help assist with learning and support academic advancement of our students by performing the functions and responsibilities listed in the ELP Procedural Manual and UNF Faculty Handbook.

**ELP Vision**

ELP is dedicated to assisting students in learning English as a second language, understanding the American system of higher education, preparing our students to transitioning to a university in the United States, and feeling comfortable in social settings in the United States. It is only through the cooperative efforts and commitment of the staff, the students, and the community, that ELP can play a meaningful role in a person’s life. The Director, Assistant Director, instructors, and the administrative personnel will be helping each student prepare to pursue their degree in the United States and achieve their goals.
Section I

Program Description

The English Language Program (ELP) at the University of North Florida was established in 1997 and over the years has provided thousands of students from different countries of the world with English language instruction. ELP is a part of the International Center and the Division of Student Affairs.

Academic Program
The English Language Program is an intensive program designed to teach various skills of the English language, such as reading, writing, listening, and speaking. The program has 6 levels of instruction: Beginning, High-Beginning, Intermediate, High-Intermediate, Low-Advanced, Advanced, and Pre-University, with a concurrent enrollment option. All the students are in class 22 hours a week except the ones who are enrolled concurrently; those students have a course load of 12 hours as an ELP student and one 3-credit course as a UNF student. The academic program is rigorous to prepare the students for the university better. You will have dedicated and highly qualified instructors to help you learn English effectively.

Cultural Immersion
At the ELP, you will study surrounded by the English language and American culture. Because the ELP is located in the heart of UNF campus, you will be able to meet and interact with average American university students. UNF has an International Center and International Student Associations, which organize many events, and ELP students are always fully involved. Moreover, ELP provides you with extra after class activities where you can practice your spoken English with the native speakers. On Fridays, there are volunteer opportunities at local establishments where you will be able to practice your language skills, learn about American culture, and receive a volunteer certificate at the end of semester. Twice a semester, ELP students go on field trips to Florida and Georgia attractions, such as Universal Studios, Disney World, Seaworld, Alligator Farm, and others.
Staff

**Irene Silas - Director**
Mrs. Silas comes from Minsk, Belarus. She has completed her Law and Master’s in Education degrees before she moved to the United States. Currently she is working on her dissertation in as a part of her Doctor in Education degree. Her career at UNF started in 2006. She taught various subjects at the ELP, mentored teachers, and coordinated activities. Later, she was appointed as Director.

**Jane Braglia – Assistant Director of Operations and Student Services**
Born and raised in Venice, Italy, Ms. Braglia graduated from Ca’ Foscari University, Venice with a major in Chinese Studies. She first worked at Florida Atlantic University in Boca Raton, Florida as the Assistant Program Coordinator for the Study Abroad Office. In 2011, she moved to Jacksonville, Florida. Ms. Braglia holds Master in Higher Education Administration degree from UNF.

**Joy Lee – Assistant Director of Curriculum and Instruction**
Joy Lee is from South Korea and has been at the ELP since 2011. She received a Bachelor’s Degree in Elementary Education and a Master’s Degree in TESOL from University of North Florida. She speaks English as a second language and understands the delight and challenges of living in a new country.

**Juan Carlos Loja - Immigration Specialist**
Mr. Loja was born and raised in Cuenca, Ecuador and moved to Queens, New York at the age of 14. Later, he served in the US Navy. During his last tour in the military in Jacksonville, FL, Mr. Loja immediately felt at home and decided to enroll in UNF where he earned a degree in International Relations. He has been working in the English Language Program and has served as the program’s DSO (Designated School Official) since 2006.

**Michelle Artiga - Administrative Secretary**
Michelle was born and raised in Ponce, Puerto Rico. She lived in California for 16 years before moving to Florida in 2011. She worked at Eisenhower Hospital in Rancho Mirage, California for 13 years as an Executive Secretary of the Surgery Department. She has been working in the English Language Program since 2012.

Faculty

**Lauren Chase Kelly – Instructional Specialist**
Mrs. Kelly is a native of Atlantic Beach, Florida in the northeast Jacksonville area. Lauren has lived in Tallahassee and Chicago, but she is a Florida beach-living enthusiast. She has a Bachelor’s Degree in Creative Writing from Florida State University and a Master’s Degree in Education and TESOL from the University of North Florida. Lauren has been teaching for ten years in various academic settings including five years in an English Language Program.
Part-Time Instructors

Jessica Carroll  Kayla Devenburg  Simon Manses
Jon Murphy  Lorien Anderson  Simona Folisi
Justin Crandall  Michelle Boughan  Stephanie Gallop
Katherine Summers  Militza Garrillo  Susan (Sue) Kniseley-Foy
Kathy Gonzalez  Sarah Kachovec  Susan Osterhues

Student Assistants

Naif Ghabban - from Saudi Arabia
Alena Chizhova - from Russia

Contact Information:

English Language Program at UNF
1 UNF Drive
Jacksonville, FL 32224

Phone: 904-620-4281
Fax: 904-620-4286
Email: elp@unf.edu
Section II
Arriving at the ELP

Welcome and Registration
The week before the semester begins, there are many activities to welcome new students to the English Language Program and help them prepare for their classes. On the first day that you arrive at the ELP, you will be directed by the office staff to register for the semester and to be seated for a comprehensive placement exam.

Placement Testing
All new students to the English Language Program take a standardized placement test in the core skills of English: writing, reading, grammar, listening, and speaking. The results of this test are used to determine what level students are placed in: Level Beginning, 1, 2, 3, 4, or 5. Each student’s score is carefully evaluated in order to place students in the correct level for their skills. Students will be placed in the level that will offer them what they need to improve their English overall in addition to giving them a solid foundation and sufficient preparation for the level of study required in an American university.

Orientation
On the first day of classes, all students will attend an orientation session to finalize paperwork for the semester and receive valuable information about the program and the university. You will attend a meeting that introduces strategies for being a successful student at the ELP, and to help you understand the importance of communication with ELP teachers and staff.

Welcome Event
Following the orientation, there is a welcome event and a barbeque so the new students can meet all the teachers, staff, and returning students. This is the first social activity of the semester and a fun way to get acquainted with everyone in the ELP.

Campus Tour
On the first day, new students will be taken in small groups for a brief tour around the campus. Students will have the opportunity to see some important buildings and landmarks at UNF, as well as visit the UNF bookstore to purchase their textbooks for the semester and the ID office to receive their Osprey1 student identification cards. All students are required to have an Osprey1 card, which they will need to use student facilities such as the Student Wellness Complex (gym), printing services at the library, and to enter student events and activities on campus.

The campus tour given by the ELP is very short, but all students are invited to go on their own walking tour to familiarize themselves with the University of North Florida campus. The University of North Florida is built on a nature preserve and is one of the most beautiful and natural places in Jacksonville. There are also many facilities and events available for students, such as the student union food court, student cafeteria, and game room, as well as many sporting events, concerts, and festivals throughout the year. Please visit http://www.unf.edu/visitorscenter/ to find out more and to get a map of the campus.
Tuition Payments
Tuition payments must be made by the first Friday of class. Students who pay late will have to pay a late payment fee of $50.00. Students who do not make payments may be asked to leave class. No certificates or transcripts will be given to students who have not made registration payments.

Refund Policy
Requests for refunds must be submitted to the office of the English Language Program and must be made in writing before the end of the second week of class. Application fees are non-refundable.

Withdrawal during the first week of class:
- 75% refund of the tuition will be issued if the student withdraws at the end of the first week of classes.

Withdrawal during the second week of class:
- 25% refund of the tuition will be issued if the student withdraws during the second week of classes.

No refunds will be issued after the second week of classes.

NOTE: Additional refund requests may be considered in special circumstances, and will be reviewed on a case-by-case basis.
Section III

General Policies and Procedures

Use of English
Students are required to speak English in class and are encouraged to speak English during breaks and activities. Practicing English in these everyday situations will greatly increase a student’s mastery of the language.

Food and Drink
Food is not allowed in the classrooms during a class session. Beverages are permitted, but must be carried in covered containers, such as coffee cups with lids, bottles, or cans. Please do not bring open mugs or glasses.

Computer Lab
Food and drinks are not allowed in the computer lab at any time. Student may be held financially responsible for any damages.

Smoking
Florida’s Clean Air Act does not permit smoking inside buildings on campus. Smoking is only allowed outside, but must be done in the designated areas. It is important to dispose of cigarettes butts properly in appropriate containers.

The ELP Office
The ELP office is open Monday through Friday from 8:30 a.m. to 5:00 p.m., expect on holidays. The Students Services and Immigration Specialists are available for appointments daily at the ELP Office. Please contact the office if you have any personal or academic problems. They will answer your questions and give you advice about your studies and life in the U.S.

What can you do in the office?
- Pick up applications
- Ask questions about tuition payment
- Talk about applying for colleges or universities in the U.S.
- Pick up and turn in transfer forms
- Find out about ELP Student Activities
- Request and pick up transcripts, grades, enrollment letters, and participation certificates
- Ask insurance questions
- Meet with advisors about personal problems or complaints

Alcoholic Beverages
The legal drinking age in the United States is 21 in all 50 states, including the state of Florida. There can be strict penalties, including fines and/or time in prison, for under-age drinking.

The University of North Florida prohibits the unlawful possession, use, or distribution of alcohol by students and employees on its property. The possession and consumption of alcoholic beverages are permitted only in approved and designated public areas.
Communication with the ELP: Emails
Students are expected to provide a current e-mail account on their ELP application. This account will be used to communicate time-sensitive information. If students change their e-mail account, it is their responsibility to inform the office. Students should regularly check their accounts to avoid missing information, including mail from teachers and staff.

Student Complaints
Students who have a problem relating to a class are encouraged to talk first with the instructor. If the grievance is not resolved to the student’s satisfaction, the student should discuss the problem with the Student Services Coordinator. Depending on whether the issue is resolved or not, the Student Services Coordinator will bring up the matter to the Assistant Director and/or Director. The student will be notified of the final decision made about the complaint.

Attendance
All students in the UNF English Language Program should know and understand the following attendance policy. Serious academic and immigration consequences can result from students not following the attendance policy of the English Language Program.

- Attendance is recorded daily by all instructors and submitted to the ELP office.
- Students who reach 40 hours of absence will be expelled from the ELP and their student immigration status will be terminated.
- Students who reach 25 hours of absence will be put on attendance probation for the following semester. If students on probation reach 30 hours of absence in their probation semester, they will be expelled from the ELP and their student immigration status will be terminated.
- Being late to a class (being “tardy”) will be recorded as an absence. If you are late and arrive in the first hour of class, you will be recorded as absent for that hour. If you are late and arrive in the second hour of class, you will be recorded as absent for both (2) hours.
- Students should keep track of their own attendance. The ELP will give students warning notices when they are absent for 10 hours, when they are absent for 20 hours, and when they are absent for 30 hours.
Student Behavior/Conduct

English Language Program (ELP) students must adhere to the University of North Florida Student Conduct Code. The Student Conduct Code is designed to promote responsible behavior for all students consistent with the values and welfare of the UNF community.

If infractions occur, a Conduct Charge will be initiated and the following steps will be taken:

1. ELP students will be notified in writing of conduct infractions.
2. The Coordinator of Student Services for the ELP will investigate and interview the student.
3. Collection of evidence and the student statement will be submitted to an ELP Review Board.
4. The Review Board will consist of the ELP Assistant Director, 1 ELP staff person and 1 ELP instructor not directly involved in teaching the student.
5. The Review Board will review the case and make a recommendation for a sanction to the ELP Program Director.
6. Sanctions may include:
   - Reprimand
   - Community service
   - Reflective learning
   - Counseling, if necessary
   - Restitution
   - Disciplinary probation
   - Restrictions
   - Expulsion, including cancelling of the I-20 and dismissal from the ELP
7. The ELP Director will review the decision for sanctions and notify the student.
8. If the student wishes to appeal, he/she must appeal to the Vice President of the University of North Florida.

Initiation of a Conduct Charge may come from a police report, a signed written statement of an individual, or from any information that comes to the attention of the ELP/University about a violation of the Conduct Code and has the potential to impact the safety and well-being of the University community.

A Charge Letter given to any charged student will include sufficient detail to answer the reported charge(s) of violation of the Student Conduct Code, including sources of information that support the charge(s).

Charged students may request a conduct review session with the ELP Coordinator of Student Services to resolve issues, adjust charges, and clarify rights and procedures. It is the student’s responsibility to schedule an appointment for a conduct review within 5 (five) days of receipt of the formal Charge Letter.

Students may waive the conduct review. The conduct review (or hearing, if student chooses to waive the conduct review) must be scheduled within 5 class days from the date on the Charge Letter or at the discretion of the Coordinator of Student Services. Information gathered at the conduct review will be used at the subsequent hearing and can be shared accordingly.

During the conduct review the student may review all materials to be used in his/her case. A hearing appointment will be scheduled at the conclusion of the conduct review (if a conduct review is chosen), and will be no sooner than 3 class days after the conduct review and generally no later than 14 class days after the conduct review at the discretion of the Coordinator of Student Services.
The Hearing Board will consist of the ELP Assistant Director, one ELP staff person and one ELP instructor not directly involved in teaching the student.

After the hearing is concluded, the Hearing Panel will determine whether the charged student should be held “responsible” or “not responsible” for the charges that he or she has been required to answer.

All hearing decisions will be communicated in writing to the charged student and will include the rationale, the hearing decision, and sanctions imposed (if applicable).

If the charged student is found responsible, the ELP Director will determine an appropriate sanction.

**Relationships & Dating**
While you are in the United States, we encourage you to make friends. Cultural norms may vary from culture to culture, so be aware of differences. In American culture, it is acceptable for a man or a woman to invite someone to go out with them (as friends or as partners).

*Examples of typical dates in the United States:* going out for coffee or tea, lunch or dinner, a movie, picnics, bowling, a concert, dancing, sporting events, group dates, etc.

If you pursue a romantic relationship, be sure to take the following precautions:
- Talk with your partner to discuss your comfort levels
- Practice safe sex (use contraception)
- If you are sexually active, you must receive “consent” from your partner, which means that he/she agrees to sexual activity.
- Sexual activity without consent is considered sexual assault or rape by law.
- Paying or getting paid for sexual acts is illegal.

*If you feel uncomfortable or have questions, please let us know!*
Section IV

Classes, Testing, and Placement

Description of Classes
The curriculum at the English Language Program combines the formal acquisition of academic skills with the communicative approach to English language learning. Classes are combined by skills: reading and writing and listening and speaking. Grammar is a separate subject. Students also receive additional practice during Writing and Pronunciation workshops.

Levels of Instruction
There are 6 levels of instruction in the ELP. Students with basic knowledge of English will start at Beginning level. After that, the levels go as follows: High-Beginning (Level 1), Intermediate (Level 2), High-Intermediate (Level 3), Advanced (Level 4), Pre-University (Level 5), Pre-University/Concurrent (Level 5C). In the lower levels, Beginning-Level 3, the students will work on mastering the foundation of the English language learning. Upper levels, Level 4 and 5, are dedicated to advancing for the students’ skills needed for success in an American university. Students who score 470 on PB TOEFL (the test is given at the ELP every semester) before level 5 can take one 3-credit UNF class and study in the ELP part-time.

Placement Tests
Before students start attending classes, they have to take a test and be placed in an appropriate level. Placement testing is very important because it helps the ELP determine every student’s knowledge of English. ELP uses Focus on Grammar Placement Test which includes four components: listening, grammar, close, and reading. This test has three levels and depending on each student’s knowledge of English, he/she may have to take up to three tests for the ELP to determine the appropriate level. In addition, there is a speaking test where ELP instructors determine students’ ability to express their ideas in English. After the students take all the appropriate tests, they will be placed in one of the 6 levels of instruction.

Late Testing
Although we understand that there can be extenuating circumstances, the English Language Program discourages students to take placement tests late. If students come late for testing, they will miss valuable orientation and instruction at the beginning of the semester. The missed days will not be excused.

Level Changes
Sometimes after a level assignment, students believe that they have been placed incorrectly. Although it is a rare occasion, a level change may occur if the instructors of the core subjects (Listening/Speaking, Reading/Writing, and Grammar) at the end of the first week of classes agree that a student may have been placed in a wrong level. To be considered for a level change, students must submit an official “Level Change Request” form. If no such form has been submitted, the student’s needs of level change may not be addressed.
Section V

Academic Requirements

English-Only Policy
While in class, all students are expected to follow the policy of speaking only English. This is for your academic benefit and improvement, but more importantly to have respect for the rest of your classmates who may not share your native language. If you do not follow this policy, your class participation score will drop, which will affect your final grade. Please follow this policy for maximum success in your classes!

Grading System & Requirements
The following is a chart of the standard grading system in American universities:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>100%</td>
</tr>
<tr>
<td>A</td>
<td>97% - 92%</td>
</tr>
<tr>
<td>A-</td>
<td>89% - 87%</td>
</tr>
<tr>
<td>B+</td>
<td>83% - 82%</td>
</tr>
<tr>
<td>B</td>
<td>80% - 79%</td>
</tr>
<tr>
<td>B-</td>
<td>78% - 77%</td>
</tr>
<tr>
<td>C+</td>
<td>73% - 72%</td>
</tr>
<tr>
<td>C</td>
<td>70% - 69%</td>
</tr>
<tr>
<td>C-</td>
<td>60% - 59%</td>
</tr>
<tr>
<td>D</td>
<td>0% - 59%</td>
</tr>
</tbody>
</table>

Grade descriptors (for individual assignments):
- A+/A: Excellent
- A-/B+: Good
- B/B-: Satisfactory
- C+/C: Minimum grade to pass
- C-/D/F: Unacceptable – not passing

Students will receive grades in the following three ways:
- **Assignments/Tests**: Every major assignment and test will be given letter grade, which will be averaged with all assignment/tests scores throughout the semester to determine the overall course grade.
  - Students are expected to complete all assignments and tests given by their teachers. Failure to complete assignments will result in grades of “F” and will affect the overall final grade in courses.
  - Extra credit and additional assignments are not given by teachers to help improve grades.

- **Progress Reports**: Each student will receive a progress report at the half semester which will reflect their current overall grade in the three courses: reading/writing, listening/speaking, and grammar. Teachers will make comments about how students can improve their English.

- **Final Transcript**: Each student will receive a transcript with their certificate at the end of the semester. The transcript will reflect attendance and final grades for each course taken.
**Level Progression Procedures**

Students who have successfully completed a level of instruction will progress to the following level next semester. Successful completion of a level is constituted by both:

1. Passing each class (65% overall grade or better)
   - Participation
   - Assignments
   - Tests

2. Achieving 2 of 3 of the following for each class:
   - Performance grade (based on tests) of 75% or better in course
   - Teacher recommendation
   - 80% or higher on cumulative exit exams

Students must meet these requirements in all three of their core courses: Reading/Writing, Listening/Speaking, and Grammar.

In progress reports at half semester, students who have failed to comply with all or at least one of the aforementioned requirements will be notified of their possibility of repeating the semester.

Two weeks before the end of the semester, instructors will communicate in writing about the students who are not meeting the aforementioned requirements. The instructors will include test grades as proof. The students who are not passing will receive an explanation about a decision that is made and will have to sign the repeating notice.

Students will not receive a certificate of completion and will be required to repeat their current level of study if they do not meet the requirements for successfully completing a level.

Students may only be permitted to repeat a level 1 time. After failing the same level of instruction, students must find a different school to transfer to or return to their home country. Students who do not make enough progress may be asked to leave the ELP.

**Student Learning Outcomes (SLOs)**

Student Learning Outcomes (SLOs) are what students can expect to have achieved once they have successfully completed a level of study. Within a level of study, there are different SLOs for each course, which build on the SLOs from previous level courses.

(see following pages)
At the end of the semester, students will be able to demonstrate understanding of the following grammatical structures by using them in an appropriate context on a grammar exam:

<table>
<thead>
<tr>
<th>Level</th>
<th>Grammar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning</strong></td>
<td>- Simple present</td>
</tr>
<tr>
<td></td>
<td>- Parts of speech: nouns, adjectives, and prepositions</td>
</tr>
<tr>
<td><strong>1 High-Beginning</strong></td>
<td>- Present tense</td>
</tr>
<tr>
<td></td>
<td>- Past tense</td>
</tr>
<tr>
<td></td>
<td>- Future with <em>be going to</em></td>
</tr>
<tr>
<td></td>
<td>- <em>There</em> + <em>be</em></td>
</tr>
<tr>
<td></td>
<td>- Parts of speech: nouns, adjectives, adverbs, prepositions</td>
</tr>
<tr>
<td><strong>2 Intermediate</strong></td>
<td>- Simple vs. progressive aspects</td>
</tr>
<tr>
<td></td>
<td>- Future forms</td>
</tr>
<tr>
<td></td>
<td>- Modals (present forms)</td>
</tr>
<tr>
<td></td>
<td>- Phrasal verbs</td>
</tr>
<tr>
<td></td>
<td>- Parts of speech: nouns, adjectives, adverbs</td>
</tr>
<tr>
<td><strong>3 High-Intermediate</strong></td>
<td>- Simple vs. progressive aspects</td>
</tr>
<tr>
<td></td>
<td>- Future forms</td>
</tr>
<tr>
<td></td>
<td>- Present perfect</td>
</tr>
<tr>
<td></td>
<td>- Modals (present forms)</td>
</tr>
<tr>
<td></td>
<td>- Adjectives and adverbs</td>
</tr>
<tr>
<td></td>
<td>- Passive voice</td>
</tr>
<tr>
<td></td>
<td>- Adjective clauses</td>
</tr>
<tr>
<td><strong>4 Advanced</strong></td>
<td>- Past perfect</td>
</tr>
<tr>
<td></td>
<td>- Future perfect</td>
</tr>
<tr>
<td></td>
<td>- Passive voice</td>
</tr>
<tr>
<td></td>
<td>- Adjective clauses</td>
</tr>
<tr>
<td></td>
<td>- Modals (present and past forms)</td>
</tr>
<tr>
<td></td>
<td>- Conditionals</td>
</tr>
<tr>
<td></td>
<td>- Gerunds and infinitives</td>
</tr>
<tr>
<td></td>
<td>- Noun clauses</td>
</tr>
<tr>
<td><strong>5 Pre-University</strong></td>
<td>- Usage of all major tenses and aspects</td>
</tr>
<tr>
<td></td>
<td>- Usage of modals</td>
</tr>
<tr>
<td></td>
<td>- Noun clauses</td>
</tr>
<tr>
<td></td>
<td>- Passive voice</td>
</tr>
<tr>
<td></td>
<td>- Conditionals</td>
</tr>
<tr>
<td></td>
<td>- Adjective clauses</td>
</tr>
<tr>
<td></td>
<td>- Adverbial clauses</td>
</tr>
</tbody>
</table>
### Reading/Writing

*At the end of the semester, students will be able to:*

<table>
<thead>
<tr>
<th>Level</th>
<th>Skills</th>
</tr>
</thead>
</table>
| **Beginning** | • Identify the main idea and supporting details of a short paragraph written with simple sentences  
• Scan for specific words in a passage  
• Demonstrate most sound-to-letter correspondences by reading short passages aloud  
• Write sentences  
• Write a brief paragraph  
• Use limited everyday vocabulary with accurate spelling  
• Copy a five-sentence paragraph correctly  
• Demonstrate emerging usage of punctuation at the end of a sentence  
• Demonstrate usage of capitalization rules in writing |
| **1 High-Beginning** | • Identify and demonstrate comprehension of the main ideas and some supporting details of controlled passages  
• Scan for specific information in a passage  
• Skim for and correctly discover the main idea of a passage  
• Write a summary of at least two sentences of the main idea of a reading  
• Write paragraphs with a right and left margin  
• Write paragraphs indenting the first line  
• Write a narrative paragraph with a topic sentence and unity  
• Write a descriptive paragraph with a topic sentence and unity  
• Accurately use periods in written assignments  
• Accurately use and spell everyday vocabulary  
• Uses conjunctions to create compound sentences with connectors  
• Use commas correctly in compound sentences in written assignments |
| **2 Intermediate** | • Use emerging academic vocabulary with accurate spelling  
• Use context clues to approximate the meaning of unknown vocabulary  
• Identify and demonstrate comprehension of the main ideas and some supporting details of simplified passages  
• Scan for specific information in a passage  
• Skim for and correctly discover the main idea of a passage  
• Write paragraphs with an appropriate topic sentence, supporting sentences, and a concluding sentence with unity and coherence  
• Use periods and commas in list in written assignments  
• Use conjunctions to create compound sentences with connectors  
• Use transition words |
<table>
<thead>
<tr>
<th>Stage</th>
<th>Skills</th>
</tr>
</thead>
</table>
| **3 High-Intermediate** | • Identify and demonstrate comprehension of the main ideas and some supporting details of longer academic passages and newspaper articles  
• Scan for specific information in a passage  
• Skim for and correctly discover the main idea of a passage  
• Increase reading speed and reading comprehension  
• Demonstrate usage of academic vocabulary and accurate spelling  
• Follow formatting guidelines according to the APA style guide  
• Demonstrate usage of more complex writing structures  
• Write a brief summary of a simplified academic text  
• Express opinions through writing  
• Write essays which include a general-to-specific introduction, supporting body paragraphs, specific-to-general conclusion, and simple transitions  
• Demonstrate usage of complex punctuation  
• Identify and understand plagiarism  
• Use conjunctions and transitions to create compound and complex sentences |
| **4 Advanced** | • Read and demonstrate comprehension of the main ideas and most supporting details of authentic and academic passages  
• Accurately use academic vocabulary with accurate spelling  
• Use context clues to guess connotative meaning of unknown vocabulary  
• Find academic sources in the library and/or on the Internet  
• Summarize a newspaper article on a social, scientific, political issue or topic  
• Articulate/identify a writer’s purpose and audience in class discussions and on comprehension tests  
• Respond to the work of others by summarizing  
• Integrate evidence and outside support into assignments by paraphrasing  
• Write compositions with appropriate acknowledgment of sources and formatting |
| **5 Pre-University** | • Sophisticated use of academic vocabulary and spelled accurately  
• Demonstrate an understanding of a wide range of academic vocabulary and collocations  
• Read and demonstrate comprehension of the main idea and most supporting details of a text on an unfamiliar topic  
• Synthesize concepts and data from a group of readings or a series of graphs and charts in written assignments  
• Write compositions that make use of the skills of paraphrasing, summarizing, research, citation, analysis, reflection, and synthesis.  
• Improve the use of complex sentence structure, parallelism, and advanced clauses.  
• Follow formatting and citation guidelines according to the APA style guide  
• Paraphrase and summarize the main ideas of several readings on the same topic  
• Find academic resources in the library and on the internet for research paper  
• Demonstrate an understanding of a wide range of academic vocabulary and figurative language  
• Avoid plagiarism through successful paraphrasing and acknowledgment of sources and appropriate citations |
**Listening/Speaking**

*At the end of the semester, students will be able to:*

<table>
<thead>
<tr>
<th>Level</th>
<th>Ability Details</th>
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</table>
| **Beginning** | • Identify and list ordinal and cardinal numbers  
• List the days of the week and the months of the year  
• Present personal information such as names, addresses, telephone numbers, nationalities, and majors/professions  
• Respond to simple yes/no and *wh*- questions with simple response  
• Identify the past/present/future tense of verbs used in a short, highly contextualized spoken passage  
• Distinguish between singular and plural nouns in a short, highly contextualized spoken passage  
• Identify basic prepositions in a short, highly contextualized spoken passage |
| **High-Beginning 1** | • Make simple requests related to their daily lives in the U.S.  
• Recall common, idiomatic expressions  
• Use simple prepositions of place correctly  
• Ask and respond to directions  
• Understand and articulate the main ideas of a short informal passage  
• Take notes on a short, information presentation on a familiar topic or on a biographical or experiential topic  
• Give a short, informal presentation on a biographical or experiential topic in class using the past and present tenses  
• Show an increasing mastery of the pronunciation rules for past tense form, final –*ed*, and plural and third person final –*s* |
| **Intermediate 2** | • Understand and articulate the main idea of a short passage on a familiar topic  
• Take notes on a short passage on a familiar topic  
• Summarize a short passage on a familiar topic in their own words  
• Understand of idiomatic expressions in quizzes throughout the term  
• Understand of common phrasal verbs throughout the term  
• How to ask questions and make requests politely  
• Leave a message on the phone  
• Respond to directions in a phone message  
• Give a short, formal presentation  
• Reproduce the past tense form, final –*ed*, and plural and third person final –*s* correctly |
<table>
<thead>
<tr>
<th>Level</th>
<th>Course Level</th>
<th>Course Content</th>
</tr>
</thead>
</table>
| 3     | High-Intermediate | • Understand and articulate the main idea and supporting details of a short academic passage modified for English language learners  
• Take notes on a short academic presentation  
• Respond and participate in a class discussion  
• Summarize the main points of a TV newscast, interview or television program with reasonable accuracy  
• Understand of idiomatic expressions in quizzes throughout the term  
• Understand of common phrasal verbs throughout the term  
• Give short planned academic presentations  
• Give a short impromptu speeches  
• Reproduce reduced forms of function words |
| 4     | Advanced      | • Understand and articulate the main idea and most details of a brief academic lecture  
• Take notes on a brief academic lecture  
• Lead a class discussion on a controversial and/or academic topic, encouraging equal participation from all students  
• Participate and interact in academic debates  
• Give presentations showing evidence of research, providing proper written or spoken citations, and using notes without interrupting the flow of speech  
• Describe and use visual aids appropriately in presentation, including charts, tables, handouts, and multimedia  
• Solicit comments and participate in discussion on the presentation  
• Recognize and modify own pronunciation and intonation problem  
• Understand verbal cues in speaker attitude and tone (e.g., sarcasm, humor, sincerity)  
• Understand the concepts of phrasing, blending, and linking  
• Use more advanced idiomatic and informal expressions |
| 5     | Pre-University | • Understand and articulate the main ideas and nearly all supporting details and implied meaning of an academic lecture  
• Take notes on an academic lecture  
• Give academic presentations with two specific academic source references  
• Solicit comments and discussion on an academic presentation  
• Participate and interact in academic debates  
• Understand verbal cues in speaker attitude and tone (e.g., sarcasm, humor, sincerity, and neutrality)  
• Recognize and modify own problems in pronunciation so that the student can be readily understood by native speakers  
• Use advanced idiomatic and informal expressions |
Exit Exams
In the final week of the semester, students will take an exit exam in each of their courses: Reading/Writing, Listening/Speaking, and Grammar. On these exams, students will demonstrate mastery of the Student Learning Outcomes for their level. The score they receive on each exam will help determine whether or not they have met the requirements for passing their current level. As mentioned in the Level Progression Procedures, students must pass each course as well as achieve 2 of 3 additional requirements, one of which is a grade of 80% on the course exit exam. Failure to attend and take the exit exams may prevent students from passing their current level if they are unable to meet the other requirements for passing the level.

Books
Students should have required textbooks for each course they are taking. These textbooks can be found in the University of North Florida bookstore, and must be purchased by the end of the first week of classes. Used or heavily-marked books are not acceptable. Sharing books is not permitted.

Spring 2015 Booklist

<table>
<thead>
<tr>
<th>Beginning Level</th>
<th>Publisher</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grammar Explorer 1: Split Edition A</strong></td>
<td>Heinle/Cengage</td>
<td>9781111350970</td>
</tr>
<tr>
<td><strong>Pathways: Reading, Writing, &amp; Critical Thinking (Foundations)</strong></td>
<td>Heinle/Cengage</td>
<td>9781285450575</td>
</tr>
<tr>
<td><strong>Pathways: Listening, Speaking, &amp; Critical Thinking (Foundations)</strong></td>
<td>Heinle/Cengage</td>
<td>9781285176215</td>
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</table>

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Publisher</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Focus on Grammar 1 (Student Book and Workbook)</strong></td>
<td>Pearson</td>
<td>9780132862264</td>
</tr>
<tr>
<td><strong>Pathways: Reading, Writing, &amp; Critical Thinking 1</strong></td>
<td>Heinle/Cengage</td>
<td>9781133317111</td>
</tr>
<tr>
<td><strong>Pathways: Listening, Speaking, &amp; Critical Thinking 1</strong></td>
<td>Heinle/Cengage</td>
<td>978111350369</td>
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<th>Publisher</th>
<th>ISBN</th>
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<tbody>
<tr>
<td><strong>Focus on Grammar 2 (Student Book and Workbook)</strong></td>
<td>Pearson</td>
<td>9780132861809</td>
</tr>
<tr>
<td><strong>Pathways: Reading, Writing, &amp; Critical Thinking 2</strong></td>
<td>Heinle/Cengage</td>
<td>9781133317081</td>
</tr>
<tr>
<td><strong>Pathways: Listening, Speaking, &amp; Critical Thinking 2</strong></td>
<td>Heinle/Cengage</td>
<td>978111398637</td>
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<tr>
<th>Level 3</th>
<th>Publisher</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Focus on Grammar 3 (Student Book and Workbook)</strong></td>
<td>Pearson</td>
<td>9780132862295</td>
</tr>
<tr>
<td><strong>Pathways: Reading, Writing, &amp; Critical Thinking 3</strong></td>
<td>Heinle/Cengage</td>
<td>9781133317104</td>
</tr>
<tr>
<td><strong>Pathways: Listening, Speaking, &amp; Critical Thinking 3</strong></td>
<td>Heinle/Cengage</td>
<td>9781111398651</td>
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</tbody>
</table>
### Level 4

<table>
<thead>
<tr>
<th>Book Title</th>
<th>Publisher</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Focus on Grammar 4 (Student Book and Workbook)</em></td>
<td>Pearson</td>
<td>9780132862356</td>
</tr>
<tr>
<td><em>Pathways: Reading, Writing, &amp; Critical Thinking 4</em></td>
<td>Heinle/Cengage</td>
<td>9781133316862</td>
</tr>
<tr>
<td><em>Pathways: Listening, Speaking, &amp; Critical Thinking 4</em></td>
<td>Heinle/Cengage</td>
<td>97811111347796</td>
</tr>
<tr>
<td><em>Longman Preparation Course for the TOEFL Test: IBT</em> and Answer Key Second Edition*</td>
<td>Pearson/Longman</td>
<td>0-13-205690-9</td>
</tr>
</tbody>
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### Level 5

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<tr>
<th>Book Title</th>
<th>Publisher</th>
<th>ISBN</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Focus on Grammar 5 (Student Book and Workbook)</em></td>
<td>Pearson</td>
<td>978-0132862424</td>
</tr>
<tr>
<td><em>New Directions, 2nd ed.</em></td>
<td>Cambridge</td>
<td>978-0521541725</td>
</tr>
<tr>
<td><em>Lecture Ready, 2nd ed.</em></td>
<td>Oxford</td>
<td>978-0194417297</td>
</tr>
<tr>
<td><em>A Whole New Mind</em></td>
<td>Riverhead Trade/Penguin</td>
<td>978-1594481710</td>
</tr>
</tbody>
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### Classroom Participation

Participation in class is part of your grade in your ELP classes, as well as part of the grading requirements in many university classes in the United States. Appropriate classroom participation includes:

- Coming to class prepared with books, paper and pens or pencils. Teachers may ask unprepared students to leave class;
- Completing all assignments in a timely manner;
- Turning off cell phones and other electronic devices that are not being used for class purposes;
- Working respectfully with classmates and in groups when asked to;
- Raising your hand to ask questions or respond to your teacher’s questions;
- Speaking only English in class!

**Tips for being prepared for class:**

- Be on time for every class.
- Ask your classmates and teachers what you have missed if you are absent, and make up work that has been missed.
- Turn in your work on time.
- Take notes if your teacher is writing on the board. This will help you understand and remember the lesson better.
- Study a little every night. Don’t try to learn everything the night before a test.
- Form study groups with your classmates to help one another.
- Go to after-class activities and tutoring. If you want to speak English better, it’s the best place to practice.

**Note:** Class participation is a significant part of your grade in each class. Sleeping or using electronics during class is considered to be non-participation. Your grade will be affected by continuing this behavior.
Academic Integrity (Avoiding Plagiarism and Cheating)
The U.S. standards for academic honesty and for avoiding plagiarism apply in every course in the ELP. Students must understand and follow University of North Florida’s specific policies, including the following:

Claiming One’s Own Work
Each student is honor-bound to submit under his or her name or signature only his or her own work; to fully acknowledge his or her use of any information, ideas, or other matter belonging to someone else, and to properly document the source in question; and to offer for credit only that work which he or she has completed in relation to the current course.

Violations of Academic Integrity
Under this heading, the University of North Florida Student Handbook identifies several types of violations; these include but are not limited to:

- cheating;
- fabricating and falsifying information or citations;
- submitting the same work for credit in more than one course;
- plagiarizing;
- providing another student with access to one’s own work to submit under this person’s name or signature;
- destroying, stealing, or making inaccessible library or other academic resource material;
- helping or attempting to help another person commit an act of academic dishonesty.

If a student is caught cheating or plagiarizing in the ELP, the following may occur:

- First offense: the student will receive a verbal warning from the instructor.
- Second offense: the student receives a written warning from the instructor and grade of F.
- Third offense: the student is dismissed from the program and has to return to his/her country.

Because these standards may be quite different from those in your country, you will need to pay close attention as they are presented and discussed in class. You are expected to document any sources you use, and to turn in your own work, unedited by anyone else, even for grammar errors.

Concurrent Enrollment and UNF
When students reach Level 5 in the English Language Program, they may have the opportunity to be concurrently enrolled in a course related to their major or English composition at the University of North Florida. This is not a guaranteed component of Level 5, nor does it guarantee admission to the University of North Florida. It is a privilege for students who meet the requirements and successfully complete the course in addition to their regular classes at the English Language Program.

Students who are interested in concurrent enrollment must:

- Be a candidate for Level 5 by successfully completing Level 4
- Be recommended by their teachers in the ELP
- Score 490 on the PB TOEFL test given in the ELP once a semester
  - Or score 470 on the PB TOEFL and have a teacher recommendation

In order to receive a certificate of completion for the ELP at the end of the semester, concurrently-enrolled students must not only meet the requirements for Level 5, but also pass their UNF course with a grade of C or above and bring a copy of the transcript to the ELP office once they have completed the UNF course.
Communication
Students and teachers communicate about course expectations and grades in various ways. In the United States, students are responsible for approaching teachers if they have questions about the class or do not understand what is expected of them. Here are some common methods of communication you can expect to have:

- **Syllabus**: All teachers provide their students with a copy of a syllabus and tentative course outline for the semester. The syllabus provides students with information about the course materials, assignments, grading procedures, and general course policies.

- **Email**: University students are expected to have consistent access to a working email account. Teachers commonly email students about changes in the schedule and to give feedback on assignments. Students may email teachers with any questions that they have, but teachers and students are not obligated to immediately respond during late night or early morning hours. Please check your email in the morning and in the evening to ensure that you have received all messages from your teacher.

- **Class Website**: Every teacher has their own website that has a copy of the syllabus, a tentative course schedule, and other important course information. In addition to writing homework assignments on the board in class, teachers often post homework assignments and additional information about them online. Please check your teacher’s class website daily.

- **Appointments**: You may make appointments to meet with your teacher outside of class to discuss any concerns or questions that you have. Your teacher may not have the same schedule as you do, so please make appointments with your teacher rather than coming to the office and asking for your teacher at the last minute. It may not be appropriate to ask your teacher for extra help at the beginning or end of class if your teacher is setting up for the lesson or needs to leave to attend a meeting or other class. Your teachers are always happy to help you, so please be considerate of their schedules and time in order to receive the maximum benefit.
Section VI

ELP Student Activities

ELP provides students with additional after-class activities.

Hang Out Activities: During these activities, the students will play games and converse in English. These activities are a good way to improve your speaking fluency in a relaxing way.

Language Partners Speaking Club: Every Thursday after class UNF students come and join ELP students. This activity is a great way to practice English with native speakers, learn about American culture, and make new friends.

Field trips, volunteer activities and other fun activities
ELP offers 2 field trips to local Florida attractions each semester. In addition, the ELP offers volunteer activities which are a great way to learn more about American culture and life-style while practicing English. Moreover, you will receive a volunteer certificate at the end of the semester and use these experiences to enhance your resume. Check your semester calendar to see what is offered.
Section VII

ELP Awards and Certificates

There are several special awards and certificates that are given out each semester in the English Language Program. At the end-of-semester ceremony, certificates for these honors will be given to students who meet the following requirements:

**Student of the Week**
Every week of the semester, the faculty and staff of the ELP select a student of the week. This student must:
- Have good attendance
- Have satisfactory grades and language progress
- Have good classroom behavior
- Regularly attend after-class activities including volunteer activities
- Show good citizenship to others in and out of the ELP
- Speak English regularly while in school

This student will also receive recognition on the wall outside of the front office for the week in which they have been chosen.

**Perfect Attendance**
This is given to students who have not missed or been late to any classes in the semester.

**ELP Scholarships**
The ELP gives out monetary scholarships to several students at the end of the semester. These recipients are chosen by the administration and office staff. In order for a student to receive this scholarship, they must:
- Have completed two semesters of instruction
- Submit an application, essay, and recommendation letter
- Be re-enrolled for the next consecutive semester
- Have good attendance and classwork
- Have good classroom behavior
- Regularly attend after-class activities including volunteer activities
- Show good citizenship to others in and out of the ELP
- Speak English regularly while in school

**Volunteer Awards**
This is given to students who have volunteered at one or more ELP volunteer activities on or off campus.

**Outstanding Academic Achievement**
This is given to students who have a grade of “A” in all classes of the semester.

**Inspirations Writing Awards**
During the semester, students will be given a writing topic in class on a specific theme for the semester. Teachers will submit several students’ writing to the office for consideration. The administration and office staff will chose one student per level for the most creative and outstanding composition.
**Student of the Semester**
This is the most prestigious award given by the ELP each semester. This student is selected by the teacher and administration as the most outstanding students in several categories throughout the entire semester. This student must:
- Have good attendance
- Have good grades and language progress
- Have good classroom behavior
- Regularly attend after-class activities including volunteer activities
- Show good citizenship to others in and out of the ELP
- Speak English regularly while in school
- Be a role model for other students

This student will receive recognition on the wall outside of the front office for the entire semester after they have been chosen. This student will also become the ELP Student Club chairperson for the next consecutive semester.
Immigration

Immigration regulations are important for students with the F-1 student visa.

Full-Time Status
Students who have an F-1 Visa must comply with the United States Immigration rules and regulations in order to keep the student status in the United States. As a student, you are expected to attend school as it is determined by the ELP attendance policies. With your F-1 status, you are not eligible to be enrolled part-time.

Passport
Students should keep passports in current status and apply for a renewal of the passport 6 months before its expiration. Students will not be permitted to enter the United States without a current passport.

I-20
The I-20 is a legal document that allows students to study in the United States. Each I-20 has a number that identifies a student. Students must have a current I-20 to enter the United States and to transfer to another institution.

Visa Expiration
- Students may have a single-entry or multiple-entry visa to come the U.S. As a student, F-1 visa shall be used when entering the United States. The expiration date on the visa is not important while students are in the U.S. as long as their I-20 is not expired.
- If a student travels home, and the VISA expired while you were a student, you must get a new visa before you come back to the U.S.
- Students need to remember their I-20’s expiration date. They should ask for an I-20 extension one month before the expiration date.
- Students must report a change of address or phone number within 10 days of any change.
- Students must report any changes of their immigration status to the ELP.

Break/Vacation
Students must attend two (2) full consecutive semesters before asking for a break or vacation in the United States. If you wish to take a break/vacation before you complete 2 full consecutive semesters, you have to leave the United States. If you leave the United States for more than 5 months, you must request a new I-20.

No vacation will be given to students who complete the program (after the completion of level 5). The students will have to leave the country or transfer to another school within 60 days of the program completion date.

Travel Outside the United States
If students travel outside the United States during a break in studies, they must have the third page of the I-20 signed before the intended travel time. If the I-20 is not signed, they may not be able to reenter.
Documents
Students will be required to show a passport, visa, and an I-20 at the entry inspections. A customs officer may also ask to see the Affidavit of Support.
➢ If you have a problem at the airport, contact the ELP.

Employment
• F-1 students may not work off campus.
• F-1 students may work on campus up to 20 hours/week. Students must present a letter of intended employment to the ELP office. The ELP office will assist with the application for the social security card.
• Social security cards are not issued to students who are not working.

Transferring to Another School
If you wish to transfer or change your school, you must report the change to the ELP office. You must apply to the new school and get an acceptance letter before you can be transferred. Bring the acceptance letter and the transfer form from the new school to the ELP office.
Section IX

Health and Safety

Immunizations
It is mandatory for UNF students to have 2 injections of MMR. If you brought your injection record, you may not have to get new injections. The injection record must be accompanied by an English translation. The ELP will make an appointment for you to get your injections at the UNF Health Clinic or you may go to your own doctor.

Medical Health Insurance
F-1 students must have medical health insurance or buy a student insurance policy before attending ELP classes. If you don’t have medical insurance, you must buy a medical health insurance on line for 4 months. The office will help you purchasing the health insurance and print the card.

To begin classes at the English Language Program at the University of North Florida, students must have Medical/Health Insurance. You can purchase the Medical/Health Insurance at:
- http://travelinsure.com
  - Click on “Products” at the top of the page and then “Student Health Insurance”.
  - Click on “Study USA-HealthCare Preferred ENROLL NOW” to start the process.
- https://www.isoa.org/#plans
  - Once you start filling out the information on “Find Insurance Plan”, remember to pick the “Platinum Select”

If you have a different International Medical/Health Insurance purchased in your home country, please have your Health Insurance filled out the “International Student Health Insurance Compliance Form”, which can be found at http://www.unf.edu/search.aspx?cof=FORID%3A10&ie=UTF-8&q=compliance+form&sa=Go&siteurl=www.unf.edu%2F&ref=&ss=2313j465553j15 and bring it on the day of the placement test together with your Medical/Health Insurance.

Remember, the coverage must be from the Placement Test day to the beginning of the following semester.

If the student does not provide us with proof of insurance during the placement test, the student will be asked to leave the class until the health insurance is purchased.

UNF Campus Health Clinic
The Health Clinic on Campus provides students medical services for minor health issues at no charges, unless the students need some specific tests. Only students may use this service – no family members may use this service. The ELP office will make appointments at the clinic, which is only open from 9:00 AM - 5:00 PM, Monday through Friday.
**Doctors and Walk-In Clinic/Urgent Care Clinic**

There are many doctors in the Jacksonville area. Before going to any doctor make sure the doctor is covered by your insurance company. Generally your insurance covers only 80% of your costs, so you have to pay for the other 20%. Emergency rooms at hospitals are for emergencies only. Keep in mind that healthcare in the United States is very expensive. In general, health insurance does not cover dental appointments.

Walk-In Clinic/Urgent Care Clinic provide from basic medical services to more serious illnesses and injuries services that do not require a visit to the emergency room. They offer extended hours and weekend services. *Here is a list of some clinics located near UNF:*

<table>
<thead>
<tr>
<th>Urgent Care</th>
<th>Urgent Care</th>
<th>Crucial Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>13460 Beach Blvd, Unit 1</td>
<td>8705 Perimeter Park Blvd, Ste 2</td>
<td>11048 Baymeadows Road,</td>
</tr>
<tr>
<td>Jacksonville, FL 32224</td>
<td>Jacksonville, FL 32216</td>
<td>Jacksonville, FL 32256</td>
</tr>
</tbody>
</table>

**Pharmacies and Medications**

Common pharmacies in Jacksonville are Walgreens and CVC Pharmacy. Other pharmacies can be found in supermarket chains or department stores, such as Publix, Winn Dixie, Walmart, and Target. If a doctor prescribes a student a medication, the student can take the prescription and their insurance card to the nearest pharmacy to get it filled.

Some medications are available without prescription; those medications are called “over-the-counter” or OTC. You do not need to see a doctor to buy this kind of medication. However, if you are not sure which medication to take, you can consult a doctor or a pharmacist.

**Driver’s License**

To drive a car in the United States, you must have a valid driving license and car insurance. If you have an international driving license from your country, you can drive with it for only 60 days since your arrival.

In order to obtain a Florida Driver’s License, you need to go the Florida Division of Motor Vehicles (DMV) with the following documents:

- Passport/Visa
- I-20
- I-94
- Utility bill/rental agreement or lease
- Two address documents

The closest DMV office is the Tax Collector’s office - Hogan’s Corner Branch at 7120 Hogan Rd, Jacksonville, FL 32216

**Drinking and Driving**

In the United States, the drinking age is 21; it is illegal to drink if you are under that age even if it is legal in your native country. In addition, drinking and driving is illegal and is prosecuted by law.

If you are going out and plan on drinking alcohol, you should think of a way to get home. Many Americans either have a “designated driver (DD),” who is a non-drinking friend and drives everyone home afterwards, or hire a taxi. Some taxi services are Checker Cab (phone (904) 345-3333) and A-team...
Taxi (phone (904) 443-7100). Moreover, students can download cell phone applications for taxi services such as Uber and Lyft for their phones.

**Personal Safety**
Most areas in Jacksonville are safe. However, you need to be careful about your surroundings. Students should always keep track of their belongings (cell-phones, laptops, bags, etc.). We recommend that students not carry their passport and I-20 daily to prevent loss. International students should obey the United States rules and regulations.

**Hurricanes**
Hurricane season in Florida is from June to November. Hurricanes can be very dangerous. If there is a hurricane expected in our area, you will hear about it on the news and be notified by the UNF alert system. You should follow the guidelines for hurricane preparedness at the State of Florida website: [http://www.stateofflorida.com/articles/hurricane-preparedness-guide.aspx](http://www.stateofflorida.com/articles/hurricane-preparedness-guide.aspx).

**Smoking**
UNF, just like many other universities in the United States, will become a non-smoking campus in the fall 2015. Until then, students are **only** permitted to smoke in specially designated smoking areas and 25 feet away from buildings. Students should use cigarette receptacles to dispose of butts. Littering is prohibited and may lead to a fine.
Section X

Student Services

ID Card
The Osprey 1Card is the official identification card of UNF and is required for access to essential campus services, such as the Student Wellness Complex, the game room, and other sports and special events. ELP students will receive an Osprey1Card during the first week of class.

Recreation
UNF has a variety of recreational facilities. The Student Wellness Complex is an exceptional facility with a fitness center, a 34-foot climbing wall, and an indoor track. Across from the Student Wellness Complex, the UNF Arena has basketball, indoor soccer and volleyball courts. In addition, near the I-295 entrance to campus, students can find the Osprey Challenge Course (rope course) and several nature trails. In order to take advantage of all these facilities, students need to show their Osprey1Card.

Game Room
The Game Room is located in the Student Union (Building 58). It offers pool (billiards), ping pong, video games, board games and card games, Wi-Fi internet connection and TVs. In order to use any of these services, students must show their Osprey1Card.

Thomas G. Carpenter Library
The UNF library is located in building 12, right next to Starbucks. At the library, students can borrow books and movies, study alone, or study with classmates in a group study room. The library has also computers and printers. In order to use the computers and printers, students must enter their student n-number, which is located on their Osprey1Card. Printing costs a small fee, which students can load on their Osprey1Card.

Dining
UNF has many dining locations throughout campus:
- The Osprey Café, building 16, is UNF’s main dining facility with an all-you-can-eat buffets.
- The Student Union, building 58, offers The Boathouse with a classic American food, Quiznos Subs, Coyote Jack’s Grill, and Papa John’s Pizza.
- The Alumni Square offers Chick-fil-A, Chop’d & Wrap’d, Outtakes and Starbucks.
- At the Osprey Clubhouse, Pita Pit offers pita choices, sandwiches, salads and snacks.

Parking
Parking services is located in Building 52. A UNF parking permit is required in all parking lots and garages on campus. A daily parking permit costs $5.00. Students are allowed to purchase a “Blue” annual permit for Garage 44 or a “Gray” annual permit for lot 14/18/53 only. These can be purchased by semester or for an entire year at varying prices.
Transportation
UNF’s “Osprey Connector” is the university’s free shuttle system that provides convenient transportation around campus and to the St. Johns Town Center when UNF classes are in session. The Jacksonville Transportation authority (JTA) offers a bus service for UNF Campus. The JTA R5 or SS6 bus will take you to the mall for $1.50, at 50 minutes past the hour (1:50, 2:50, etc.) on weekdays between 7 a.m. to 8 p.m.

University Police Department (UPD)
UPD is the police department that operates within the university, located in building 41. It offers numerous services for UNF students:
- Non-Emergency: (904) 620-2800
- Records & Reports: (904) 620-2367
- Lost & Found: (904) 620-2389

In case of emergency, dial 911 or locate the nearest Code Blue Emergency Phones located throughout campus.

UPS Store
The UPS store is located in Alumni Square. It offers domestic and international shipping through UPS and the traditional US postal service.

ATMs
ATMs machines are located in Alumni Square right next to the UPS store. At the ATMs machines you can withdraw money from your bank account including a bank account from your country.

UNF Bookstore
The bookstore is located in the Student Union building. At the bookstore, students can purchase their textbooks and buy other books, school supplies, UNF apparel, and gifts.

Cashier’s Office
The cashier’s office is located in building 53, suite 2800. This is where students pay tuition by check or cash. No credit cards are accepted in person; this is only an online service.

Housing and Residence Life
The Department of Housing and Residence Life offers accommodations for those students who wish to live on campus. UNF Housing offers different living accommodations. For prices, please visit the Housing Office in building 14B.

The Disability Resource Center (DRC)
This center assists students with disabilities at UNF. Some services are provided for students with the following disabilities such as blindness, deafness, speech disabilities, and other diagnosed disabilities. The DRC is located in building 57.
Section XI

Living in the United States and Jacksonville

Culture Shock

Culture shock is a common experience for anyone who has moved from their home to a new country or culture. It is normal for students to feel this shock: being homesick, nervous, shy, confused, or upset in a new place, especially when the customs and rules in the new place are completely different from home. Even though this is a normal feeling, we understand that almost all students will experience it, and we want to help you feel at home in this new place. If you are ever unsure about what the correct thing to do is in the United States, or you just want to talk to someone about how you are feeling, come to the ELP office and tell us. We are here to give you a smile, a hug, and some friendly advice. We have helped many students overcome this feeling of shock, and we are here to help you on your new journey in the United States!

American Culture

When experiencing a new culture, it is common to make mistakes – sometimes making mistakes is the best way to really learn! However, we have several suggestions for you to help make some points of American culture more understandable.

Eating in Restaurants: Here are some common phrases you may hear when you visit a restaurant:
When you enter the restaurant:
“**How many people/how many in your party?**”

At American restaurants, you will never be turned away! However, there can be a wait time for the table. This question is usually asked to find out how many people will be at your table. If you go to a restaurant with two of your friends, you will answer “three”. Next, they will ask you your name – you may give your first name or your family name, whichever is easier. After giving your name, you will wait in a waiting area or outside the restaurant until your name and the number of people in your party (group) is called, so when you hear “(your name), party of three!” it’s time for you to go in and enjoy your meal.

After you have finished your main meal:
“**Would you care for some dessert or coffee?**”
“**Anything else today?**”
“**Take your time, whenever you are ready.**”

In the United States, waiters and waitresses (servers) make most of their money on tips because their salaries are traditionally low. The more tables they serve, the more money they make. Therefore, it is important for you to know that there is a certain amount of time for you to eat and leave the restaurant, leaving your table for others who are waiting. Americans “know” how long is long enough, so there is usually no need to pressure them. However, questions such as “Anything else today?” are polite ways to ask if you need anything else to complete your stay and that you should be ending your meal soon. A server will only ask you this after you have had your food at the table for longer than 45 minutes-1 hour. All of the above behavior may seem strange to you depending on the area of the world you are from. For example, in Europe you may stay in a restaurant as long as you like and no one will ever ask you to leave. In fact, it is common for diners to enjoy two-hour dinners without even getting a single comment from a server. Unlike the United States, waiters in that part of the world are paid employees of a restaurant and tips are rare.
When it looks like you have finished eating:

"Would you like me to wrap that up for you?"

Another American custom is to take home whatever food is left. If you did not manage to eat all the food on your plate and you want to take it home, you may say, “Could I have a box?” The server may bring you a box to the table, or take your plate and wrap it for you in the kitchen. It is not necessary to take everything home, and you should leave anything you do not want at the table when you leave.

If you need the server to come to your table, be careful not to shout at them or snap your fingers. This is very rude in American culture. You should hold up your hand no higher than the top of your head, smile and make eye contact with your server or another employee, and simply say, “Excuse me.” Here are some questions you may need to ask your server:

"May I have a ____________, please?” (asking for an extra napkin, utensil, new drink, etc.)

“Does this dish have ________ in it? I am allergic/I cannot eat this.” (if you can become sick from some food or have a religious reason not to eat something, tell your server)

“May I have the check, please?” (when you are ready to pay for your meal)

**Tipping culture:** This is a very important part of American culture, and you are expected to tip in many situations. Americans don’t see the tip as an extra cost, but expect it when considering the final total of their service, much like the addition of taxes. If you are unhappy with your service, it is not considered correct to forget the tip but instead to make a formal complaint to a manager or owner of the business. If Americans are unhappy with service, they simply do not use the service again in the future! Here are the common situations for tipping and the amount you should give:

- Restaurants (with a server who takes your order from the table and brings you food and drink): 15-20% of your bill; + more if you stay at the table for more than 2 hours
- Restaurants (with no server and you order at the counter, like Starbucks, Panera, etc.): 10%
- Food delivery (to your house/apartment): 10-15%, more in bad weather
- Fast food: no tip
- Grocery stores: no tip
- Spas/salons (hair, nails, massage, etc.): 15-20%
- Taxis: 10-20%
- Valet parking: $1-$5 (if an attendant drives your car and parks it for you)
- Hotels: $1-$5 for anyone who carries your bags to your room, calls a taxi/car service for you, parks your car, makes a reservation at a restaurant or attractive, and for housekeepers

Note: Many inexpensive hotels do not carry bags to your room or make reservations/calls for you. Only more expensive hotels offer these types of services.

**Greeting and hugging:** Americans do not usually hug or kiss people who are not family or very close friends. A first introduction will include a handshake, but after this, people who know each other will smile and say hello, but not touch each other. In business or an interview, it is very appropriate to shake hands at the beginning and end of a meeting. Americans do not usually stand close to one another in a big room, even if they are friends or at a party. You should watch how Americans are standing or sitting with each other in every situation and copy their body language.
Smiling and eye contact: Americans will often smile and say hello when they make eye contact with strangers, but will not continue a conversation after this. This is normal behavior in the United States. It is acceptable to ask strangers for directions or help finding a place, and most Americans will be happy to talk with you for about a minute. They will generally not continue the conversation after giving you the information you are looking for. Some Americans are comfortable talking with strangers, but if you notice that they are looking away from you or turning their body away from you, they are politely trying to end the conversation. It is always acceptable to say “Thank you” and “Have a nice day” to end a conversation, even if you do not walk away from each other.

Visiting an American home: During your time in the United States, you may be invited over to visit an American family. Here is some useful information for your visit:

- **Invitations:** Invitations can be informal or formal.
  - Informal invitations
    These can be either in person, by phone, or by email. Your new American friend may approach you and say the following:
    “Jose, how would you like to join my parents and me for dinner on Friday?”
    “Sara, I’m having a party on Friday night. Would you like to come?”
    You may respond with:
    “I’d love to come. What time should I be there” or
    “I’m so sorry, I can’t make it because _______. Next time!”
  - Formal written invitations
    Sometimes Americans will send you an invitation that says RSVP. This is a polite form in French (“Respondez s’il vous plaît”), which means please respond, and you should do so as soon as possible. If you do not respond to an invitation that says RSVP, Americans usually assume that you cannot come. However, even if you cannot come, it is still polite to let your friend know.

- **Punctuality:** In general, you should arrive a few minutes before the scheduled time. Try not to be late! If you think that you are going to be late, it is customary to call, apologize, and tell your host what time you expect to arrive.

- **Attire:** For a dinner invitation, you do not need to wear formal clothing, but you shouldn’t wear a t-shirt. If you are not sure what to wear, ask. It is a common question.

- **Gifts:** In general, Americans do not expect fancy gifts from their guests. When visiting someone’s home for dinner, it is custom to bring small sweets or flowers. A small souvenir from your country is also appropriate and appreciated, but it is not necessary.

- **Meal times:** Even though there are some restaurants in the United States that serve all kinds of food and all times during the day, the schedule at home is generally the same for most Americans. Here are typical meal times for an American family:
  - Breakfast: between 7:00 and 8:00 am; a very short time before work or school.
  - Lunch: between 11:00 to 1:00 pm, for no longer than one hour.
  - Dinner: between 6:00 and 8:00 pm; it can be up to one hour or longer.
• Taboos (things you should not discuss): Until you know someone very well, Americans can be uncomfortable talking about:
  o Age (especially women)
  o Weight
  o Money (salary, rent, how much they spent on an item)
  o Politics (including religion)

• Cleanliness: Since ideas about cleanliness differ from culture to culture, it is necessary that international students be aware of the minimum level of cleanliness accepted by many Americans. Especially since it is warmer in Florida than other places in the U.S., Floridians have even higher expectations. Here are a few helpful tips that you should try to follow so that everyone is comfortable:
  o In Florida, people usually wear cotton clothing and light materials. They wash these clothes almost every time after wearing them.
  o Americans shower every day, and some Floridians shower more than once a day, especially if they go to the gym or stay outside for a long time.
  o Americans use deodorant/anti-perspirant to avoid body odor and are very embarrassed if someone can smell their body odor. In addition to deodorant, some Americans use perfume or cologne. This is acceptable, but many Americans are sensitive to strong perfumes and do not expect to smell someone else’s perfume unless they are sitting very close to that person. Doctors’ offices often ask you not to wear perfume or cologne on your visit out of respect for the staff and other patients.

Jacksonville
There are many events in Jacksonville, but you usually need to find your own transportation to get to them. Check out http://jacksonville.eventguide.com/ to see a list of annual events.

• Parks/Museums
There are many parks in Jacksonville for picnics and a relaxing afternoon. Check out http://attractions.uptake.com/parks/florida/jacksonville/867047088.html to find a park to visit.
Downtown Jacksonville/Riverside has several museums:
  o Cummer Museum of Art and Gardens – free on Tuesdays
  o Museum of Contemporary Art (MOCA Jax) – free for UNF students
  o Museum of Science and History (MOSH) – free on some days

• Fruit and Vegetable Markets
Market Days @ UNF: Wednesday in the plaza by the Student Union
  o Riverside Arts Market: Saturday from 10:00am-4:00pm
  o Beaches Green Market: Saturday from 2:00pm-5:00pm
  o Jacksonville Farmers Market: Every day from dawn to dusk

• Beaches
Jacksonville has three main beaches: Atlantic Beach, Neptune Beach, and Jacksonville Beach. It is about a 15-minute drive from UNF. There are many restaurants, parks, and shops at the beaches. During warmer months, you can rent bicycles, kayaks, beach chairs, umbrellas, and other things to enjoy your trip at the beach. Check out http://www.visitjacksonville.com/things-to-do/water-activities/beach-activities/ for more information about this area of Jacksonville.
Apartments
Most students will need to find housing arrangements off campus. The most common short-term living arrangements are apartments. The ELP can give suggestions to students, but does not make the arrangements for students – every student is responsible for finding their own apartment.

Finding the apartment:
• Students should try to make an appointment to see an apartment before coming to the US. Search an apartment company’s website to make sure they have the type of apartment you are looking for.
• If you do not make appointments before coming to the US, it may take a week or longer to find a place.
• Most apartments require a one-year contract. If you move before the end of this contract, you may still be responsible for paying the rent until the end of the contract.
• Signing the lease: You must sign a lease to live in an apartment. Since this is a legal contract, there are specific laws regarding leases. Here is some basic vocabulary and information about leases in Florida:
  o EVICTION - Legal proceeding by which a landlord can force a tenant to move out
  o FLORIDA RESIDENTIAL LANDLORD AND TENANT ACT - A 1973 Florida statute designed to make landlords and tenants compromise when they have a problem and settle their disputes without going to court. If differences cannot be resolved, the law provides the means through which the legal system can be used to solve the problem
  o FORFEITURE - Giving up your security deposit when you fail to meet your lease obligations
  o HOUSING-AUTHORITY - City or county agency set up to uphold building and housing codes
  o LANDLORD (LESSOR) - Person owning the house or apartment you have rented
  o LEASE - Legal agreement between you and the landlord which lists all of the obligations and restrictions on your occupancy
  o RENT - Payment for the use of property, usually made on a monthly basis
  o SECURITY DEPOSIT - Money deposited in advance by a tenant on a rental agreement
  o SUBLET (SUBLEASE) - When you rent your apartment or house to someone else and you continue to pay the landlord
  o TENANT (LESSEE) - Person renting the house or apartment

The landlord may enter the dwelling unit at any time necessary to protect or preserve the premises under the following circumstances:
1. With the tenant's consent;
2. In the case of an emergency;
3. When consent has been unreasonably withheld by the tenant;
   or
4. If the legal presumption for abandonment has occurred, the landlord shall not abuse his right of access nor use it to harass the tenant. (Florida Statute 83.51)
Protect yourself and do not do these things when entering an agreement to live in an apartment:

- Renting without a written lease
- Signing a lease with blank spaces
- Not reading the small print in the lease
- Renting damaged property
- Assuming responsibility for repairs and maintenance
- Subletting (giving someone else your apartment)
- Breaking the lease, thus losing security deposit
- Failure to purchase rental insurance
- Signing an open-ended lease (allows landlord to show apartment while you are still living there)
- Overlooking lease cancellation clause (buyer is found and the lease is canceled)
- Signing a lease which includes “waiver” provisions (eviction at whim of landlord)
- Giving landlord unlimited access to your rental unit
- Making improvements that the landlord may have the right to keep

Utilities and insurance: In most American apartments, your monthly rent payment does not include insurance (which is required), utilities (electricity) or TV/internet access. You must call these companies separately, make an account with your name, and give confirmation numbers to the property manager of your apartment.

- Renter’s insurance: CSI-College Student Insurance (www.collegestudentinsurance.com)
- Utilities: JEA (904) 665-6000
- TV/Internet: Comcast (http://www.comcast.com/locations/florida/jacksonville.html)

Please note that ELP/UNF does not recommend any properties. You must contact the property for an appointment to view an apartment.

Here are some common properties where UNF students live:

**The Club at Town Center**
www.theclubattowncenter.com
3737 St Johns Bluff Road
Jacksonville, FL 32224
Phone: (904) 642-6045

**The North Beach on Kernan**
www.northbeachonkernan.com
12193 Kernan Lake Dr.
Jacksonville, FL 32246
Phone: (904) 997-6060

This is not a complete list of properties in the area. You can conduct your own search online: http://www.apartmentfinder.com/Florida/Jacksonville-Apartments

**Banking**

Students should open an American bank account so that they can receive a debit card to use as payment in stores. A debit card looks like a credit card, but when you use it, the money is automatically taken out of your bank account. Americans usually do not carry a lot of cash with them, but instead use debit cards. If you lose your debit card, the bank can cancel the card and send you a new one; if you lose your cash, you will not get it back.
Debit cards can also be used to take cash from ATMs (automatic machines) and to take “cash back” from grocery and pharmacies, such as Publix, Walmart, or CVS. ATMs are located inside and outside of banks, in most grocery stores, and on campus at UNF. You should use the ATM for your specific bank (Wells Fargo, Bank of America, Community First Credit Union, etc.) – if you use an ATM for a different bank, you may have to pay a small fee ($5-10). Do not visit ATMs alone late at night. If you need cash at night, go inside a building or to a grocery store or a pharmacy. In many big stores, when you buy something, they will ask you if you want “cash back” with your purchase. You do not have to take cash back, but if you do, it will be taken out of your bank account just like an ATM.

**United States Postal Service (USPS)**

USPS is the government agency that sends mail in the United States and to other countries. They have many buildings for customers to visit during the day, called the post office. At the post office, you can:

- Mail letters and packages
- Buy envelopes, boxes, and mailing supplies
- Buy stamps

Every letter sent in the United States must have a stamp in the upper right corner. If your letter is larger than a couple pieces of paper, or you are sending a package or box, you will have to pay extra to mail this item. You will need to go to the post office and wait in line for an attendant who will weigh your item and tell you how much it costs to mail your item. If you want to send your item express (more quickly), you will have to pay extra.

If you have never sent a letter to someone in the U.S. or another country, this is the way you need to address the envelope:

```
Your name  
Address
City/State/Zip code

Name (person you are writing to) 
Address
City/State/Country/Zip code
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**Laundry and Dry-cleaning**

Americans commonly do their laundry inside their house – most apartments come with machines that wash and dry clothes. Americans use the dryer machine or hang their clothes inside their house to dry. If you live in an apartment and hang your clothes outside to dry, you will receive a notice from the front office to put your clothes inside.

If you have special clothing, such as a nice dress, suit, or special fabric, you can take your clothes to a dry cleaning service. This service will cost from $5-$25 per piece of clothing, depending on the material and what type of item it is. You can also take heavy bedding, pillows, or clothing that needs to be repaired to the dry cleaners.
Shopping
The closest large shopping area to UNF is the St. Johns Town Center. It is less than a mile from the entrance, and the UNF shuttle or Jacksonville bus can take you there. There are many shops and restaurants at the Town Center. Check out http://www.simon.com/mall/st-johns-town-center/stores for a list of stores and map of the Town Center.

Here are common places you will need to go shopping:
- Grocery stores: you can buy fresh food and other items from Publix, Target, or Wal-Mart. Wal-Mart is not located at the Town Center, but many students will visit Wal-Mart for lower prices.
- Department stores: Target and Wal-Mart sell groceries as well as things that you need for your home, such as furniture, bathroom and kitchen supplies, and clothing.
- Specialty stores: The Town Center has popular stores such as Best Buy (electronics), Barnes and Noble (bookstore), and Staples (office/school supplies), as well as many popular American brand stores to buy clothing and gifts.