



Student Handbook

2024

Updated on Tuesday, June 25, 2024

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1. Introduction

Dear Students,

Welcome to Mentora College!

Mentora College strongly advises you to take the time to read our entire Student Handbook. It contains very important information about our school and its policies. Mentora College reserves the right to change any of its policies at any time. Students are responsible for checking the Admissions Desk, bulletin boards, and the Mentora College website. It is important to be present in class to receive announcements regarding any new information and changed policies.

Our entire staff will be more than happy to answer and address any questions or concerns you may have regarding the content of this handbook. Our ultimate goal is to make your stay at Mentora College a successful and enjoyable experience.

Enjoy your time here!

2. Mission Statement

The mission of Mentora College is to develop in our students the creative minds and ethical spirits needed to contribute wisdom, compassion, and leadership to a global society. Through rigorous English language study, effective educators lead our students through a challenging curriculum and inspire them to take responsibility for their own learning. We are committed to the highest standards of academic excellence. We dedicate ourselves to sustaining an institute where faculty, staff, and students represent diverse, international cultures and experiences, thus supporting the development of personal knowledge, attitudes, and skills essential for lifelong learning.

Program Goals

- *to assist students in acquiring proficiency levels required for their studies and the business world*
- *to develop learner autonomy in students using Information and Communication Technology (ICT) tools both in and outside of class*
- *to help students understand global issues through exposure to global themes and to encourage them to think critically and use the language when discussing these issues*
- *to equip students with the right tools through collaborative tasks and projects both in and out of the classroom*

3. Mentora College General Information

Owner and Chairman: Mr. Enver Yücel

President: Dr. Sinem Vatanartiran

Director: Amгаа Tserenchimed

Academic Director: Seth G. Read

Address: Mentora College
1510 H Street, NW, 9th floor,
Office: 910
Washington, D.C. 20005
Fax: (202) 677 – 7529
Phone: (202) 644-7200

Website: <https://bau.edu/non-degree-programs/mentora-college/>

Email: admissions_esl@bau.edu

Business Hours: **Monday – Friday** **8:30AM – 5:30PM**

4. Mentora College Academic Calendar

Registration: \$125 – Registration is a one-time-only fee

ESL Program:

Morning:	Monday through Friday	8:45 am to 12:30 pm
Afternoon:	Monday through Friday	1:15 pm to 5:00 pm
Evening:	Monday through Thursday	5:30 pm to 10:00 pm

2D ESL Program:

Tuesday/Wednesday <u>OR</u> Thursday/Friday	8:45 am to 5:45 pm
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Session Starts	Session Ends	Holiday (School Closed)
Winter Sessions		
Tuesday, January 2, 2024	Friday, January 26, 2024	MLK DAY January 15
Monday, January 29, 2024	Friday, February 23, 2024	
Spring Sessions		
Monday, February 26, 2024	Friday, March 22, 2024	
Monday, March 25, 2024	Friday, April 19, 2024	
Monday, April 22, 2024	Friday, May 17, 2024	
Summer Sessions		
Monday, May 20, 2024	Friday, June 14, 2024	MEMORIAL DAY May 27
Monday, June 17, 2024	Friday, July 12, 2024	INDEPENDENCE DAY July 4
Monday, July 15, 2024	Friday, August 9, 2024	
Monday August 12, 2024	Friday, September 6, 2024	LABOR DAY September 2
Fall Sessions		
Monday September 9, 2024	Friday, October 4, 2024	
Monday, October 7, 2024	Friday, November 1, 2024	
Monday, November 4, 2024	Friday, December 6, 2024	FALL BREAK November 25 – 29
Monday, December 9, 2024	Friday, January 17, 2025	WINTER BREAK December 23 – January 3

a) About our ESL Program

Mentora College offers intensive English Courses from A1 to C2 levels for international students who would like to learn and/or improve their level of English in accordance with the Common European Framework (CEFR). Each course consists of eighteen (18) hours of instruction per week for four (4) weeks including examinations. In addition to in-class lessons, students venture outside the school on field trips to engage with real life situations.

b) Weekly Schedule

CLASS TIMES		
SESSIONS	DAYS	TIMES
Morning Class	Monday-Friday	8:45 AM – 12:30 PM
Afternoon Class	Monday-Friday	1:15 PM – 5:00 PM
Evening Class	Monday-Thursday	5:45 AM – 10:00 PM
Two-Day Class	Tuesday & Wednesday	8:45 AM – 5:45 PM
	Thursday & Friday	8:45 AM – 5:45 PM

c) Holidays

Mentora College is closed for the following national holidays:

✓ New Year’s Day	✓ Labor Day
✓ Martin Luther King Day	✓ Thanksgiving Day
✓ Memorial Day	✓ Christmas Day
✓ Independence Day	

5. Mentora College Administration: Who To Go To For...? Assistance

Director of Mentora College

The Director of Mentora College manages all school operations such as student affairs (admission, enrollment, complaints, facilities, maintenance, pathway agreements, etc.). If you have any questions or concerns, you can meet with the Director on the 9th floor, office 908.

Academic Director

The Academic Director handles all academic issues with teachers, classes, curriculum, course materials, and the general classroom environment. The Academic Director takes all necessary actions to support the students' success and fulfill their expectations in language learning by overseeing the delivery of the program, gathering feedback from students and teachers, and conducting class observations, etc. You can meet with the Academic Director on the 3rd floor, office 306.

Student Services

The Student Service Department assists students with information about career services, student housing, health insurance/mental health services, student activities and field trips, Diversity, Equity & Inclusion (DEI), I-20 updates, and UPass information. You can meet the Student Service Director on the 7th floor, office 713.

[Health Insurance](#)

Mentora College recommends obtaining adequate health insurance for your stay in the US, as healthcare and prescription medicine can be very expensive. Without health insurance, if you get injured or sick, you will have to pay for expenses out-of-pocket. Mentora College can assist you in obtaining a health insurance plan geared specifically towards international students. Remember that health insurance in the US does not cover preexisting conditions until after you've had the insurance for at least one (1) year. If you do decide to purchase health insurance, remember to carry your card with you at all times. Please see the Student Services office for more information.

[Housing Services](#)

Mentora College offers limited housing services. We are aware of the difficulties that students face when trying to arrange accommodations. Therefore, we help our students by providing them with assistance according to their needs. Any student who signs up for Mentora housing will be required to abide by the Mentora College housing policies. For more information, please contact the school or StudentHousing@bau.edu

In addition to our housing options, our staff can also give limited help in locating private accommodations for students. However, Mentora College takes no responsibility for locating housing for students. Students should seek out housing options before arriving.

[Designated School Official \(DSO\)](#)

The DSO handles all immigration matters, including handling your I-20, communication with USCIS and SEVP, and student immigration documents. If you have any questions or concerns about any of these, you can meet with the DSO on the 9th floor, office 906.

Student Admissions Officers

The Student Admissions Officers assist students with information about school programs, enrollment, acceptance to the school, registration and payments upon entry to Mentora College. Additionally, the Students Admissions Officers process students' requests for any official letters or certificates, issue ID's, accept doctor's notes, monitor student travel plans, and oversee students' attendance. If you have any questions or concerns about any of these, you can meet with the Admissions Officers on the 9th floor, office 910.

6. Communication

Mentora College uses email to communicate with students. As a Mentora College student, please make sure you have a current email address that you regularly check. Information about your class placement, conflict resolutions, school events, school closings, and many other things will frequently be emailed to you. It is important to read those emails. Additional information regarding various events is also posted on our social media: @bau_dc and/or @mentoracollege.

7. Student Complaints

It is Mentora College policy to attempt to resolve problems quickly and fairly. There will be no retaliation or ill-treatment towards any person submitting a complaint. Any school-related problems should be brought to the attention of the administration as soon as they arise. Mentora staff is encouraged to resolve complaints and issues promptly and with discretion. Please see <https://bau.edu/student-complaints/> for the information and to get a complaint form or ask the Admissions officers.

Types of complaints:

1. **Academic complaints** are those a student or a teacher may have relating to student or teacher conduct, academic integrity or policy, or anything else pertaining to the academic structure of the school. These complaints must be brought directly to the Academic Director.
2. **Administrative complaints** may be lodged by students, faculty, or staff about non-academic issues such as services, admissions, etc. These complaints are taken to the Director.

The complaint form is available from reception. A resolution may take the form of a warning letter, a verbal or written reprimand or apology, remedial academic assignments or professional training, or other.

Documentation and confidentiality

If a complaint is made against a faculty or staff member, it will be filed in the member’s personnel file. To maintain confidentiality, complaints against students will be kept secure in the Directors’ office not in the student’s file. Instead, a notice of complaint will be stored in the file omitting the nature of the complaint.

8. Levels, Courses, and Course Goals

There are 6 levels from A1 to C2 and apart from C2, which offers advanced elective courses such as *Advanced Speaking, Academic Essay Writing, New Age Media*, etc., all levels from A1 to C1 are comprised of three sessions as follows:

CEFR LEVELS	MENTORA COLLEGE LEVELS		
A1	100A	100B	100C
A2	200A	200B	200C
B1	300A	300B	300C
B2	400A	400B	400C
C1	500A	500B	500C
C2	600 – 625		

The materials used in each level are stated below and students must purchase their books before their sessions begin.

LEVELS	COURSE TEXTBOOKS	SUPPLEMENTARY MATERIAL
A1	<i>Mentora English 100A/100B/100C</i>	Online technology platforms: BAUHub HF CENTA Kahoot Quizziz
A2	<i>Mentora English 200A/200B/200C</i>	
B1	<i>Mentora English 300A/300B/300C</i>	
B2	<i>Mentora English 400A/400B/400C</i>	
C1	<i>Keynote Advanced</i>	
C2	Varies depending on the course content	

MENTORA ESL COURSE GOALS					
A1	A2	B1	B2	C1	C2
to equip students with basic grammar and vocabulary tools that will help them to understand short simple texts in written and spoken form and to communicate through writing and speaking in a simple way.	to enable students to improve their basic language skills to a level at which learners can utilize these skills to function in familiar contexts.	to enable students to improve their basic language skills to a level where they may function independently in a range of contexts both in spoken and written forms.	to enable students to improve their language skills to a level at which the learner can utilize these skills to function independently in a range of contexts.	The goal of this course is for students to broaden their language skills to a level at which they can utilize these skills to function independently in an academic or professional setting.	To equip students with the necessary language skills, vocabulary, and grammar which support the comprehension of various accents without difficulty. Students can read almost all forms of the language with ease, be able to communicate effortlessly, and write complex texts. Students are able to speak and express themselves spontaneously, utilizing fluidity and precision, while functioning in academic settings and in specific fields of study.

9. Examinations

a) Placement Test

Before starting courses in Mentora College, the students are required to sit for the **Mentora College Placement Test** in order to be placed into their appropriate level classes. The Placement Test evaluates each student's grammar, vocabulary, reading, and writing skills. The time allotted for the test is 120 minutes.

The levels of the Mentora College program are described in accordance with the Common European Framework Reference (CEFR) scale and our assignments, assessments, texts, and materials align with themes and subject matters appropriate for each level.

Initial placement in our curriculum is determined by our placement test which is included in the registration fee. New students must arrive at school at least **three** business days before the start of class in order to register and take our placement test.

The Mentora College Academic Team will use the placement Test score to determine the appropriate class level for the student (please see the next page for the CEFR level descriptions). If the student does not take the placement test at least three business days before their start date, there is no guarantee that the student will be placed into the appropriate level. Sometimes there are not enough students to open a class, in which case a student will be placed in the closest level with the student's consent.

An exemption is given to students who have taken the IELTS or TOEFL tests and can present Mentora College with their scores. In these cases, students can be placed based on their proven scores in either of these tests.

CEFR LEVEL INFORMATION

CEFR LEVEL	IEP LEVELS	DESCRIPTION
A1	100A 100B 100C	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce him/herself and others and can ask and answer questions about personal details such as where he/she lives, people he/she knows and things he/she has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
A2	200A 200B 200C	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
B1	300A 300B 300C	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst travelling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes & ambitions and briefly give reasons and explanations for opinions and plans.
B2	400A 400B 400C	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in his/her field of specialization. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
C1	500A 500B 500C	Can understand a wide range of demanding, longer texts, and recognize implicit meaning. Can express him/herself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing a controlled use of organizational patterns, connectors and cohesive devices.
C2	Advanced Electives	Can understand with ease virtually everything heard or read. Can summarize information from different spoken and written sources, reconstructing arguments, and accounts in a coherent presentation. Can express him/herself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.

While Mentora College **may** ask students to put their preference on their application for class schedule, this is **not a guarantee**. Mentora College will do everything possible to place students in their preferred times. However, if there are no openings or a class is not available, **students will be placed based on their appropriate level, not based on their preferred time schedule.**

Retaking the placement test: In order to retake the placement test, students must first get the Academic or School Director’s approval and pay the Placement Test Fee. The decision to allow a student to retake the test will be handled on a case-by-case basis.

Change of Class Procedure

To change their class students must do so **by the third day of the session**. If the student wishes to move to a different level, the student must fill out a Change of Class Request Form from the Admissions Officers. A student must produce a written reason for wanting to change his or her class. All Change of Class Request Forms will be given to the Director and Academic Director for consideration. Following this, the directors will meet with the student to determine if a class level change is appropriate. The Director of Mentora College and Academic Director will then either approve or deny the request in conjunction with the Academic Team’s recommendation. Approvals may be picked up from the Admissions Officers.

b) Level Exams

The progress of learners is measured through the following assessment tools:

ASSESSMENT TOOLS	BREAKDOWN
WEEKLY PROGRESS CHECKS	
Quiz 1: Grammar & Vocabulary	10%
Quiz 2: Speaking (Collaborative Task)	
Quiz 3: Writing	
End of Level Writing Exam	20%
End of Level Speaking Exam	20%
End of Level Module Exam	50%
TOTAL	100%
PASSING GRADE	70

Weekly Progress Checks (10%):

There are 3 Weekly Progress Checks quizzes.

- **Quiz 1** assesses the first week’s grammar and vocabulary knowledge of the students.
- **Quiz 2** is a speaking quiz where students work on a speaking task (collaborative task) in pairs or groups around a week before the exam. They present them in the classroom according to the procedures, criteria, and target grammar and vocabulary of the course.
- **Quiz 3** is a writing quiz and students write about the topics given according to the target grammar and vocabulary of the course.

End of Level Exams (90%):

- End of Level **Speaking Exam** (20%): In lower levels students are asked to answer questions that they draw in turns; in upper levels, students usually discuss about a topic twice or make a presentation on a topic given.
- End of Level **Writing Exam** (20%): Students write about a topic in accordance with the instructions given and the writing format they were taught.
- End of Level **Module Exam** (50%): It checks the grammar, vocabulary, reading, and listening.

c) Achievement Scale and Its Interpretation

Level Achievement Scale **Interpretation**

Incomplete:

Overall grade: 20 and below

Your grades fail to show any attempt to meet the necessary requirements and, due to lack of attendance, you did not take the majority of the assessments for the course. As your grades clearly does not indicate even a basic grasp of the level objectives, you will need to repeat the same level. You can only gain the necessary knowledge and skills upon repeating the level if you attend classes regularly, study hard, and make use of all the support systems the program provides you.

Fail:

Overall grade: 21-64

Your grades fail to show any evidence of the achievement of the level objectives to continue to the next level. As your grades do not indicate even a basic grasp of the level objectives, you will need to repeat the same level. You can only gain the necessary knowledge and skills upon repeating the level if you attend classes regularly, study hard, and make use of all the support systems the program provides you.

Borderline Pass:

Overall grade: 65-69

You have partially achieved the objectives of the course. Although your final exam grade is not a pass grade, you may be allowed to move on to the next level due to your efforts and your performance within the term. You will be given a supplemental test. Your grades indicate that you have the potential to be successful in achieving the objectives of the new level and we will be supporting you by providing you one-to-one tutorials each week in addition to your regular program. If you attend classes regularly, study hard and make use of all the support systems the program provides you, you can pass the level.

Average Pass:

Overall grade: 70-80

Your performance is of a satisfactory nature. Your grades and achievement demonstrate sufficient achievement of the level objectives in order to continue to the next level. Your grades indicate that you can be successful in achieving the objectives of the new level if you attend classes regularly, study hard and make use of all the support systems the program provides you.

Merit Pass:

Overall grade: Above 80

Your grades and achievement demonstrate a strong achievement of the level objectives, a high level of attainment, and full readiness to continue to the next level. Your success is a promising sign that you will be highly successful in achieving the objectives of the new level if you complete all the course requirements.

d) Student Progress (SAP) Policy

Mentora College defines SAP as receiving a passing grade, of at least 70% in a class. Students need to show that they have mastered the necessary skills to be successful in the next level.

Mentora College strives to provide students with the necessary tools to achieve academic goals. There are two ways in which the school helps ensure students are able to show SAP.

- Weekly Progress Check Quizzes are administered throughout each session and it helps see the students' progress before they sit for summative assessment tools (End of Level Exams) implemented in the last week of each session.
- Teachers encourage the students to attend tutorial classes offered all day on Mondays.

e) Individualized Supplementary Test for Extra Credit (SAP)

- After students have completed all parts of the exam, on the last day of the session their final grades are calculated. Teachers compile reports for each student and takes note of students who were unable to reach a grade of 70%
- Students, who are unable to achieve a passing final grade of 70%, will be reviewed by the academic team to assess the students' progress in order to maintain SAP.
- Students who receive between a 65-69% final grade are eligible for and will be offered the opportunity to complete an individualized supplementary test which is called "SAP". If they choose to accept, this assessment will be designed by their teacher to focus on areas from the *Listening, Reading and Language Use* part of the exam that the students struggled with. These assessments give the students an opportunity to demonstrate that they have mastered the necessary material to pass the class and be placed in the next level.

f) For Students Who Fail to Show Satisfactory Progress

What happens if a student has less than a 65%?

Students who do not pass the class and have a final grade of less than 65%, will not be eligible for the extra credit opportunities and will be required to repeat the level. These students will be recommended to participate in the peer mentor program for additional academic support as well.

What happens if the student fails a second time?

In order to ensure satisfactory academic progress, a student fails the same level consecutively, and again does not achieve the 65-69% final to qualify for the supplemental extra credit, will be **required** to attend Monday tutorials and complete additional assignments in addition to re-taking the level.

Additionally, these students must meet with the Academic Director to go over their academic record. At the conclusion of this meeting the student will also receive the Satisfactory Academic Progress Acknowledgment form, in which the students acknowledge that they are aware of and accept the recommendations and decisions of the Academic Team.

What happens if a student fails a class three times – failing to show SAP?

Students who have failed a class three times, attended the private tutoring classes, and have been offered all additional support, need to meet with the Academic Director and **will** be recommended to transfer out to another language program if they do not show effort to improve their study habits.

Where will the records of all actions to ensure SAP be kept?

All records of the results and evidence of any action taken to ensure satisfactory academic progress will be kept digitally.

g) Make-up Exams

With the consent of the Academic Director or the Director of Mentora College, a student may make up the test if they meet the following conditions:

- If the student misses the test due to illness from school and can provide a doctor's note
- If special conditions affected the test day, such as a family emergency or disruption of the test.

Eligibility for these conditions is to be decided by the management. Students are not automatically granted a make-up but may meet with the Academic Director to determine whether they are eligible. If eligible, a make-up fee of \$45 per exam will be charged.

Students *may not* make-up the final exam because they are unsatisfied with the results on the exam.

h) Important Rules about the Exams

What happens if a student arrives late to the exam?

1. If a student arrives less than 30 minutes late to the exam, they may sit for the regularly scheduled exam. However, the student is not eligible to take the make-up exam. The Teacher will not play the listening section again for the late student. If a student is more than 30 minutes late for an exam, they may not sit for the exam and will receive a grade of zero.

Who assess the students and when are the formal assessments?

1. All exams are graded and recorded by the student's teacher.
2. All exams are conducted in the final week of the class.
3. Students are required to take the exam with their teacher in their assigned classroom and schedule.

What happens if a student misses an exam?

1. Students are not automatically granted an opportunity to make-up a missed exam. However, whether eligible or not, a student may meet with the Academic Director.
2. With the consent of the Academic Director and the Director of Mentora College, a student may make up an exam **only** if they have a doctor's note. Exceptions to this rule are made if there is a valid emergency and will be considered on a case-by-case basis and students may be asked to pay a Make-up Exam Fee.
3. It is the student's responsibility to seek permission to take a late exam – all late exams must be completed before the student can be enrolled for the next session.

What happens if the student believes they were graded unfairly?

1. Students who believe they were graded unfairly need to fill out an Exam Review Request and submit it to the Admissions team. Upon receiving the request, the Academic Director will choose a member of the Academic Team to review the exam.
2. Students **may not** retake an exam because they are unsatisfied with their results.

10. Class Attendance Policies

1. Students are expected to come to class on time and be prepared each day. The class schedules (*e.g.*, lesson start, end, and break times) are found on the walls of the classrooms.
2. If attendance or tardiness becomes a problem, a consultation between the teacher and the student will be arranged to remedy the situation.
3. Students may not be absent more than 20% of the total class time during one (1) session unless they have a valid medical excuse that can be confirmed, in writing, by their doctor. Being late to class or leaving early is included in the absence calculation. The following policy applies to lateness and absences:

5 Day AM/AFT Classes:

15 minutes late for the first lesson	= 1 Late
Returning 10 min. late from break	= 1 Late
Missing more than 15 min. of any lesson	= 1/3 Absence
3 Lates	= 1/3 Absence
4 Absences	= Warning Letter
5 Absences	= Probation

4 Day PM Classes:

15 minutes late for the first lesson	= 1 Late
Returning 10 min. late from break	= 1 Late
Missing more than 15 min. of any lesson	= 1/3 Absence
3 Lates	= 1/3 Absence
3 Absences	= Warning Letter
4 Absences	= Probation

Intensive 2 Day Program:

15 minutes late for the first lesson	= 1 Late
Returning 10 min. late from break	= 1 Late
Missing more than 15 min. of any lesson	= 1/5 Absence
2 Lates	= 1/5 Absence
1 Absence	= Warning Letter
2 Absences	= Probation

4. The ONLY excused absence accepted by the US government is an official note from a licensed doctor. An official note from a doctor must be provided within 48-hours of returning to school. Notes provided more than 48-hours after returning from school are accepted.
5. A probation letter will be given to the student when a student exceeds the allowed number of absences depending on the schedule in which they are enrolled.
6. Any additional late arrivals, early departures, and/or absences while on Attendance Probation will result in the termination of the students' I-20 from Mentora College.

11. Mentora Plagiarism Policy

Mentora College holds its students to high standards of academic honesty. Students are expected to submit original work using their own ideas and words. Examples of plagiarism include, but are not limited to:

- Cutting and pasting an Internet source
- No in-text citations
- No bibliography provided
- Copying another student's work
- Re-using work from a previous class
- Use of ChatGPT or other artificial intelligence

1st Offense: The student will lose 50% of their assignment grade. The student will be given another chance to do the assignment under the supervision of the teacher. The original grade and the make-up grade will then be averaged together and applied to the student's grade for the class.

2nd Offense: The student will receive a zero (0) and a warning letter for Academic Performance. The student will be placed on probation.

3rd Offense: The student will receive a zero (0) and face termination of his/her I-20 Form.

***ESL 600 class explicitly teaches the rules of plagiarism, therefore, instances of plagiarism in this class will be considered more seriously by the teacher.

12. No Cheating Policy

1st Offense: Verbal Warning – Student will be given up to 2 verbal warnings by the teacher before they are removed from the class. Student will receive 0% on their exam.

2nd Offense: Student will receive 0% on their exam along with a written warning letter from the Academic team.

3rd Offense: Student will receive 0% and their I-20 will be terminated.

All offenses will be properly documented by teachers and the admissions. Teachers will be responsible for writing an incident report and Admissions will follow up with the warning letters prepared by the Academic Team.

13. Student Conduct Policies

Mentora students will not discriminate against any other student based on race, gender,

religion, nationality, or sexual orientation. Such behavior, either in the classroom or in student dormitories, will result in a warning letter being issued.

While Mentora College respects students' right to self-expression, students at Mentora are expected to dress appropriately for the learning environment.

Students are expected to be courteous and respectful to fellow classmates and instructors. Students who are consistently disruptive in class and/or to teachers will receive a written warning. If the situation does not improve, their I-20 can be terminated. This decision will be made on a case-by-case basis.

Students who reside in Mentora College housing are required to abide by all housing policies. Misconduct in student housing will be treated with the same seriousness as misconduct in the school building.

Students may be *immediately terminated* from the program under the following circumstances:

- Failure to enroll and register for each session on time.
- Failure to meet F1 attendance requirements.
- Intentional damage to Mentora College property or other students' property
- Failure to show academic progress.
- Disruptive, insulting, and/or offensive behavior to other students, teachers, or members of the administrative staff
- Any act of violence

14. Academic Field Trips

At Mentora College, we encourage our teachers to take students on field trips that are relevant to the material they are learning or that provide students with an opportunity to practice acquired language skills. For each of these trips, students are expected to sign a waiver acknowledging that Mentora College is not responsible for any damages that may occur while participating in the field trip. Teacher-led field trips will vary from class to class and teacher to teacher.

15. Transferring Out

1. Students who would like to transfer their academic records to another school should have studied at Mentora College for a minimum of three sessions and be in good standing (not on probation). This kind of transfer is called “In Status” and, to be eligible, students must abide by all school and federal regulations, including being in good academic, attendance, and financial standing. Please note that this does not pertain to your immigration record.
2. Students wishing to transfer out before finishing their initial three sessions (three months) must pay an Early Withdrawal Fee that is equal to three months’ tuition. This fee only needs to be paid for students who have not completed the initial three sessions (three months). The due amount required to be paid is subject to change based on which session the student wishes to transfer out.
3. Students wishing to transfer to another school must inform Mentora College administration before the last week of the current session in correspondence with the deadline communicated by administration. This means that Mentora College must receive the student’s letter of acceptance and transfer form from the transfer in school before the last week of the current session in correspondence with the deadline communicated by administration. Students who request to transfer to another school after the deadline communicated by administration must pay a Late Transfer Fee that is equal to their tuition for 1 session (1 month).
4. Students must be currently attending class to transfer their academic records. They may not transfer “in-status” while taking time off or immediately after coming back from time-off. **All students must study one complete session (1 month) after coming back from time-off to be eligible to transfer out or pay an amount equivalent to one session’s (1 month) tuition if they wish to transfer immediately after coming back from time-off to be transferred out “in-status”.** All students returning from a time-off and wish to transfer out, **must** pay an amount equivalent to 1 session (1 month’s) tuition OR they **must** complete 1 full session to be transferred out.
5. To be eligible to transfer, you must consistently maintain F-1 status and follow the correct transfer procedures. To maintain your status at your current school, you must continue attending all your classes while you are waiting to transfer. For an F-1 student, that is until your transfer release date. Your transfer release date is the day on which the Designated School Official (DSO), at your current school, transfers responsibility for your Student and Exchange Visitor Information System (SEVIS) record to your new school.

Students are expected to understand the Transfer Out policy. If you have any questions about this policy and/or terms: “In Status,” “Terminated,” or “Early Withdrawal” at any time, please speak with the Admissions Officers or Director of Mentora College.

16. Time Off

To comply with US SEVIS regulations, a student is eligible to take time off after twenty-six (26) consecutive weeks of study.

1. A student may request time off once they have studied twenty-six (26) consecutive weeks. If the request is approved, the student will be allowed for one (1) session equivalent to four (4) weeks off. Time-off is **NOT** cumulative.
2. Time Off does not roll over/cannot be saved up and therefore students are only able to take off up to four (4) weeks.

To approve a Time Off Request, the Director of Mentora College will consider:

- Be in good standing and in compliance with Mentora's attendance and academic policy.
- To Be in good financial standing.

Students enrolled in the ESL program must submit a Time Off Request Form to the admissions team by the end of the 3rd week of their current session in correspondence with the deadline communicated by administration.

17. Tuition and Books

1. Payment due dates
 - a. F1 Students: Tuition for the **following session** is due on the fourth week of the current session. Students who do not pay by this date will not be enrolled in class for the next session until payment is received in full.
 - b. Students are allowed to discuss a payment plan with the Director of Mentora College, and they will pay a late fee. The payment plan for the following session should be also set up before the end of the current session.
 - c. Non F1 Students: Tuition is due on or before the first day of classes. There is no late fee, but students may not enter class until all tuition is paid. Students are welcomed to pay in advance to reserve a place in a class.

18. Fees

DESCRIPTION	PRICE
Application/Admissions Fees (non-refundable)	
Document Processing Fee	\$125
Tuition and Mandatory Fees (including Tuition Deposit, Books, and Service Fee)	\$640
Mandatory Fees	
Student Services Fee	\$20
Mandatory One-Time Fee	
Student ID Card Fee	\$18
As-applicable Fees	
Late Payment Fee	\$40
International Postage and Shipping (there is an additional service fee for sensitive documents)	\$130
Domestic Postage and Shipping (there is an additional service fee for sensitive documents)	\$65
English Proficiency Test Fee	\$45
Airport Pick-Up	\$150
Time-off/Vacation	\$320
Certificate Fee (Mentora ESL)	\$100
Transcript Fee	\$10
Student ID Replacement	\$18
Returned Check Fee	\$35
Program-Specific Administrative Fee (BESL)	\$1,260
Youth Program Fee	subject to change

19. Financial Obligations

Payment deadlines will be established by the administration. Financial obligations include tuition, security deposits (dorms), accommodation fees, books, and other obligations defined by the administration.

20. Refund Policy

Student refunds are issued only by check directly to the person or organization that originally paid, or to a third party authorized by the payer. Notification of Cancellation and/or Refund Requests can be given in person or mailed to 1510 H Street, NW, Suite 150, Washington, DC 20005. Refund processing may take up to 45 business days after initial submission of the Refund Request Form. The school is not required to honor a refund request submitted ninety (90) days after payment is received.

In accordance with Title 5-A8119 of the D.C. Regulations governing Postsecondary Non- Degree Schools under OSSE, our Cancellation and Refund Policy is as follows:

a) Visa Denied

All fees and tuition paid excluding the one-time registration fee and courier fee are fully refundable if a student is denied their visa by the US Government after the receipt of an I-20. If a student wishes to reapply, Mentora can hold their payment. If a student cannot submit a refund request within the ninety-day requirement upon visa denial, Mentora may, but is not obligated to, waive its refund policy.

b) Student Decides to Rescind Their Application

Students have seventy-two (72) hours (three (3) business days, excluding weekends and holidays) of signing the Admission and Enrollment Agreement to request a refund. Everything paid, excluding the one-time-only registration fee, is fully refundable within seventy-two (72) hours.

c) Terminated I20

If a student's I20 is terminated, no refunds will be issued.

d) Student Withdrawal from Class

If a student withdraws from a class before classes begin, the student will be liable for an administrative fee of \$100.00 or 20% of the tuition, whichever is less, and the balance of the tuition will be refunded. After a scheduled session has begun, the student will be charged an administrative fee of \$100 or 5% of the tuition, whichever is less, and the tuition will be refunded according to the schedule shown below. Registration fees, courier fees, and books are not refundable.

1st Week	80% Refund	2nd Week	50% Refund
3rd Week	No Refund	4th Week	No Refund

21. Computer Lab

The computer lab is provided free of charge to all students enrolled at Mentora College. Students are given unlimited access to the computer lab between 8:00 am and 10:30 pm Monday to Friday with the exception of times when a teacher or the administration has the lab specifically reserved. Many students use the computer lab as a place for quiet study. The following rules pertain to the use of the computer lab:

1. Students should respect the rights of others and not engage in loud conversations or noisy activities.
2. Please turn cellular telephone ringers off while in the computer lab. If you need to make or take a call, please go outside.

3. Students should keep the computer room clean by cleaning up any messes that are made.
4. Students should not eat or drink in the computer room.

22.Extra-Curricular Activities

Information on field trips can be found on the Mentora College website and on bulletin boards around the school. Alternatively, students can contact the Director of Student Services in person, by phone, or via email.

Students are responsible for acting in a respectful and polite manner while they are on any official Mentora College field trips. This is true whether they are with their teachers or with Mentora College administrative staff. Any Mentora College conduct policies that are broken while on an official Mentora College field trip will be treated as if they were broken at Mentora College and handled accordingly.

23.Transportation

Washington, D.C. has some of the best public transportation in the country. There is an extensive Metro and bus system. Washington, DC is served by three international airports: BWI, IAD, and DCA. DCA is the closest airport to Mentora, but most international flights arrive at IAD.

Cars are available to rent, but can be quite expensive, especially for drivers under 25. If you plan to drive while you are in the United States, there are a couple of things to know:

- Before leaving your home country, you will need to get an international driver's license and/or a certified translation of your home country's driver's license into English.
- If you decide to buy a car while in the United States, you will need to get a driver's license for the state in which you reside. You cannot use your international driver's license if you own a car.
- If you plan to drive while in the United States, please familiarize yourself with the rules of driving. Traffic and parking laws are strictly enforced. For more information visit <http://www.dmv.state.va.us/webdoc/pdf/dmv39.pdf>

24.Emergency School Closing

Should the school close for an emergency due to weather or some other unforeseen event, students will be notified in the following ways:

- An email will be sent from the Admissions Staff to all students on the day
- Updates will be made to all Mentora social media sites, including Facebook, Instagram, and Twitter

- An announcement will be posted on the Mentora College website (<https://bau.edu/non-degree-programs/mentora-college/mentora-college/>)
- If the school is to close for a weather event, the school follows closures based on the US Federal Government

The school will reopen the next school day unless an additional closing announcement is made.

25. Important Rules Regarding F1 Status

Penalties for failing to follow the rules will result in loss of F-1 status and all related benefits and privileges and could lead to removal (deportation) from the US. The Student Handbook is designed to make sure you are aware of your responsibilities as a student at Mentora College. You are expected to know and follow all the rules all the time. Following the rules is your responsibility.

The DSO is your source of information and advice regarding your F-1 status while studying at Mentora College. We are here to provide you with the best information available, but ***you are responsible*** for following the rules of F-1 non-immigrant student status. Please read each section carefully and **keep this handbook for future reference.**

1. All students must also abide by all United States Citizenship and Immigration Services (USCIS) and Mentora College rules and regulations to maintain their visa status.
2. An Early Withdrawal Fee, equivalent to one session's tuition, applies to students who withdraw from their course before the end of their first quarter. A quarter is defined as 12 weeks of classes (3 sessions). Withdrawal may adversely affect a student's F1 status.
3. Students who return to their home country after a quarter (three sessions), in compliance with immigration law and without transferring to another institution, are not subject to the Early Withdrawal Fee. Students must inform Mentora College of their decision before returning.
4. Students returning to their home country must provide Mentora College with an e-ticket or other proof of departure.
5. Students **must** contact Mentora College within three days after their arrival to the United States.
6. It is **illegal** to work off-campus without official permission from the DSO and from USCIS.
7. Students must immediately notify Mentora College and the DSO of any change of address, phone number, or email address. Changes can be given to the Admissions Officers.

26. Receipt of Mentora Student Handbook

I, _____ certify that I have received a copy of the Mentora Student Handbook. I understand that I am responsible for reading the handbook and understanding the school policies. I also understand that if I have any questions, I can ask the Mentora Staff at any point.

By signing this document, I acknowledge that I am solely responsible for adhering to the rules and policies at Mentora, and accept any repercussions my actions may have

Student Name

Student Signature and Date

27. Appendix: Student Complaints Form



Mentora College
1510 H Street NW,
Washington, D.C. 20005

+1 (202) 644-7200
info@mentoracollege.edu
www.mentoracollege.edu

Mentora College Complaint Form

Name: _____

Date: _____

Current Class: _____

Nature of your complaint: Academic Administrative Student Life other

Please briefly describe your complaint in your own words:

Have you asked for help in resolving this issue before? If so, whom did you contact for help? Please write a brief description of what was done:

DO NOT WRITE BELOW THIS LINE

Resolution:

28. Appendix: School Behavior Protocols

1. Students are expected to come to class on time and be prepared with books and writing materials each day. Students who consistently arrive without books and writing materials will be sent home to retrieve said materials and marked absent until they return. Class schedules are as outlined in the student handbook and on notices posted throughout the school
2. No student will discriminate against any other student based on race, gender, religion, nationality or sexual orientation.
3. No vaping in class or in the building, doing so could lead to legal consequences, including I-20 termination. Students under the age of 21 are not permitted to smoke or vape. Smoking or vaping should be done 200 feet away from the Mentora College building. Please do not throw cigarette butts/ends on the sidewalk, please put them in a trash can.
4. Students who are outside of the classroom for up to and exceeding 15 minutes continuously, during class time, will be marked absent.
5. Students may be immediately terminated for any of the above reasons as well as the following:
 - Failure to meet F-1 attendance requirements
 - Intentional damage to Mentora College property or other students' property
 - Failure to show academic progress (failing three classes)
 - Disruptive, insulting and/or offensive behavior to other students, teachers or members of the administrative staff including, but not limited to:
 - Vaping/smoking in classrooms
 - Excessive use of perfume in classroom
 - Eating in classroom
 - Use of make-up in classroom
 - Use of cell phones and any other electronic devices for non-classroom related activities
 - Any act of violence
 - Constant use of languages outside of English
 - Plagiarism, use of AI, and other forms of academic dishonesty

The following disciplinary steps will be taken in the event of disruptive behavior during class times:

1. Teacher gives 2 verbal warnings
2. If actions continue, the student must meet the Academic Director who issues a written Behavior Warning.
3. If the student continues to misbehave, they will be terminated.

Appropriate behavior for an educational environment is expected from all students, for more details, please see complete Student Handbook.

I, _____, certify that I have received a copy of the Mentora School Behavior Protocols and it has been explained to me. I also understand that if I have any questions I can ask Mentora staff at any point.

By signing this document, I acknowledge that I am solely responsible for adhering to the rules and policies at Mentora and accept any repercussions my actions may have.

Signature

Date