

Mentora ESL Student Handbook 2025

Updated on Monday, July 14th, 2025

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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 BAU-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 studies at BAU-Mentora College a successful and enjoyable experience.

Enjoy your time here!

2. Mission Statement

The mission of Mentora College is to develop our students to have 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 inside 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: Dr. Omari Itomi

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: student_esl@bau.edu

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

4. Mentora College Academic Calendar

Intensive ESL program – Class Options

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

2 Day program:	Tuesday/Wednesday OR Thursday/Friday	8:45 am to 5:45 pm
5 Day Mornings:	Monday through Friday	8:45 am to 12:30 pm
5 Day Afternoons:	Monday through Friday	1:15 pm to 5:00 pm
4 Day Evenings:	Monday through Thursday	5:30 pm to 10:00 pm

Note: All class schedules are subject to availability

Session Starts	Session Ends	Holiday (School Closed)
Winter Sessions		
Monday, January 20, 2025	Friday, February 14, 2025	MLK DAY January 20
Monday, February 17, 2025	Friday, March 14, 2025	PRESIDENT DAY February 17 (floating)
Spring Sessions		
Monday, March 17, 2025	Friday, April 11, 2025	
Monday, April 14, 2025	Friday, May 9, 2025	
Monday, May 12, 2025	Friday, June 6, 2025	MEMORIAL DAY May 26
Summer Sessions		
Monday, June 9, 2025	Friday, July 4, 2025	INDEPENDENCE DAY July 4 JUNETEENTH June 19 (floating)
Monday, July 7, 2025	Friday, August 1, 2025	
Monday, August 4, 2025	Friday, August 29, 2025	
Monday September 1, 2025	Friday, September 26, 2025	LABOR DAY September 1
Fall Sessions		
Monday September 29, 2025	Friday, October 24, 2025	
Monday, October 27, 2025	Friday, November 21, 2025	FALL BREAK November 24 - 28
Monday, December 1, 2025	Friday, January 9, 2026	WINTER BREAK December 22-January 2

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	

The following are floating holidays and students are scheduled to attend class as usual:

- President's day
- Juneteenth

5. Mentora College Administration: Who to ask for assistance.

Director of Mentora College

The Director of Mentora College manages all school operations such as student affairs (course registration, scheduling, complaints, facilities, maintenance, pathway agreements, etc.). The Director also handles all academic issues with teachers, classes, curriculum, course materials, and the general classroom environment. The Director takes all necessary actions to support student success and fulfills 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 Director on the 3rd floor, office 306 or contact the Director by email at oitomi@bau.edu.

Academic Assistant

The Academic Assistant coordinates academic logistics and assists students and teachers with exams, tutorial schedules maintaining students records and providing general support to ensure smooth program operations.

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 U-Pass 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 accommodation. 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.

Administrative Assistants

The Administrative Assistants assist students with information about school programs, enrollment,

and registration during studies at Mentora College. Additionally, the Administrative Assistants 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 Administrative Assistants on the 9th floor or contact at student_esl@bau.edu.

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's 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. You can ask the Administrative Assistants for the complaint form.

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 on the school website or from reception. A resolution may take the form of a warning letter, a verbal or written reprimand or apology, remedial academic assignments, 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 – 626		

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

LEVELS	COURSE TEXTBOOKS	SUPPLEMENTARY MATERIAL
A1	<i>Mentora English 100A/100B/100C</i>	Online technology platforms: BAUHub HFCENTA 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	

BAU - 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.	To enable 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 can speak and express themselves spontaneously, utilizing fluidity and precision, while functioning in academic settings and in specific fields of study.
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9. Examinations

a) Placement Test

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

The placement test is included in the document processing 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 levels of the Mentora ESL 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 matter appropriate for each level.

The Mentora College Academic Team will use the placement Test score to determine the appropriate class 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 in 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.

Consideration is given to students who have taken the IELTS or TOEFL tests and can present their scores. In these cases, students can be placed based on their proven scores from either of these tests.

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

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 situations most 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.

Retaking the placement test: To retake the placement test, students must first get the ESL 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

Mentora aims to give students the support they need to be successful and reach their goals. While Mentora is only sometimes able to offer all levels in every schedule, we work to ensure that each student is offered enrollment in an appropriate level.

Students sometimes have scheduling conflicts and are unable to attend their level in the schedule that is offered. Even though students are strongly encouraged to come to their assigned class in the provided schedule, when there are extenuating circumstances, students are able to request to study in a lower level (maximum 2 levels down) or to study with a different class schedule which acts as a review and reinforcement.

A student may only qualify to request a change of class for a higher level in special cases, when emergencies arise and/or after taking a proficiency exam that precedes the level they are requesting.

To change their class, students must do so by filling out a Change of Class Request Form by the third day of a 4-week class module. All Change of Class Request Forms will be given to the ESL Director for consideration and final approval.

b) Level Exams

For 100A – 500C levels, the progress of learners is measured through the following assessment tools:

ASSESSMENT TOOLS	BREAKDOWN
WEEKLY PROGRESS CHECKS Quiz 1: Grammar & Vocabulary Quiz 2: Speaking (Collaborative Task) Quiz 3: Writing	10%
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 beginning levels, students answer selected questions individually; in upper levels, students usually discuss a topic in pairs or small groups and/or give a presentation on a topic.
- 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%): Students demonstrate knowledge of grammar, vocabulary, reading, and listening taught during the class module.

The 600 levels are assessed depending on the course content.

c) Achievement Scale and Its Interpretation

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.

Average Pass: Overall grade: 70-80

Your performance is of a satisfactory nature. Your grades and achievement demonstrate sufficient achievement of the level objectives 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.

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 may be given a Conditional Pass with supplemental requirements. 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 weekly tutorials 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 can pass the level.

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.

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 most of the assessments for the course. As your grades clearly 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.

d) Important Rules about the Exams

Students are expected to arrive to their exams by 9:00 am EST. Students will be allowed to enter the exam up until 9:30 am. However, the instructor will not repeat any portions of the exam that

have already been administered.

- **What happens if a student arrives late to the exam?**

Students who arrive after 9:30 am EST will not be permitted to take the exam on the regularly scheduled examination date, and they will receive a grade of zero for the exam.

- **Who assesses the students and when are the formal assessments?**

All exams are graded and recorded by the student's teacher.

All exams are conducted in the final week of the class.

Students are required to take the exam with their teacher in their assigned classroom and schedule.

- **What happens if a student misses an exam?**

Students are not automatically granted an opportunity to make up a missed exam. However, whether eligible or not, a student may meet with the Director.

With the consent of the Director of Mentora College, a student may take a make up exam upon consideration on a case-by-case basis.

It is the student's responsibility to seek permission to take a make up exam. All make up exams will be administered on the following Monday by 9:00 am EST before the student can be enrolled in the next class module.

All students are required to be on time for the make up exam.

- **What happens if the student believes they were graded unfairly?**

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.

Students may not retake an exam because they are unsatisfied with their results.

e) Make-up Exams

With the consent of the Director of Mentora College, a student may make up the module exam on a case-by-case basis. If eligible, a make-up fee of \$45 per exam may be charged. Students may not make up the module exam because they are unsatisfied with the results on the exam.

f) Student Progress (SAP) Policy

Mentora College defines Satisfactory Academic Progress (SAP) as receiving 70% passing score 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 module to see the students' progress before they sit for summative assessment tools (End of Level Exams) implemented in the last week of each class module.
- Teachers encourage the students to attend tutorial classes offered on Mondays.

g) Conditional Pass (CP)

- After students have completed all parts of the exam, on the last day of the class module their final grades are calculated. Teachers compile reports for each student and take note of students who reached a borderline pass (grade 65%-69%).
- Students who are unable to achieve a passing final grade of 70%, will be reviewed by the academic team. The academic team will review the student's records and decide if a student can receive a Conditional Pass (CP).
- Students who receive a CP will be promoted to the next level and offered the opportunity to attend tutorial classes and/or complete supplementary assignments. These assignments give the student an opportunity to demonstrate that they have mastered the necessary material and can be successful in the next level.

h) For Students Who Fail to Show Satisfactory Progress

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

Students who do not pass the class and have a final grade of less than 65% will be required to repeat the level. These students will be recommended to participate in the peer mentor and/or tutorial programs for additional academic support as well.

- **What happens if the student fails a second time?**

To ensure satisfactory academic progress, a student who fails the same level consecutively will be **required** to attend Monday tutorials and/or complete additional assignments in addition to re-taking the level.

Additionally, these students must meet with the Director to go over their academic record. At the conclusion of this meeting, the student will receive a remediation plan in which the student acknowledges that they are aware of and accept the recommendations and decisions of the Academic Team.

- **What happens if a student fails a module three times consecutively?**

Students who have failed a class three times, attended tutorial classes, and have been offered all additional support, need to meet with the Director and will be placed on Academic Probation. Failure to pass the class module for the fourth time will lead to termination due to "Failure to Maintain Status".

- **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 in the student's file.

i) 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 and are also provided by email after registration.
2. One aspect of good academic standing requires the presence of students for a minimum of 80% of each module (4-week class module). Therefore, attendance is **mandatory**.

Teachers are required to record attendance in the current Student Information System.

Students may not be absent for more than 20% of the total class time during one (1) Module.

An attendance warning letter will be issued by email to the students when they reach up to 10% - 20% of their absences, and the student will receive a Termination Notice when a student exceeds the allowed number of absences.

Being late to class or leaving class early is included in the absence calculation. All students are expected to arrive at class on time. Tardiness is disruptive to both the instructor and other students. 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
10%-20%	=Warning letter
Over 20%	= Termination

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
10%-20%	=Warning letter
Over 20%	= Termination

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
3 Lates	= 1/5 Absence
10%-20%	=Warning letter
Over 20%	= Termination

3. If attendance or tardiness becomes a problem, a consultation between the teacher and the student will be arranged to remedy the situation.
4. Students may not be absent more than 20% of the total class time during one (1) class module 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. For situations such as short-term illness, emergencies, or personal matters, please note, that students are expected to use allowed absences for this. However, for long-term illness (more than 2 days), serious injuries or emergencies students must provide a valid medical excuse that can be confirmed, in writing, by their doctor.
5. The ONLY excused absence accepted by the U.S. 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 NOT accepted.
6. Late arrivals, early departures, and/or absences while on Attendance Probation will result in the termination of the students' I-20.
7. A book is required for each class Module. If the student does not have a book by the 4th day of the class Module, the teacher will mark the student absent for the days the student appears in class without the book.

10. Mentora Plagiarism and Cheating Policy

Mentora 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 or cheating include, but are not limited to:

- Cutting and pasting an internet source
- No in-text citations
- No bibliography provided
- Copying another student's work
- Communicating answers during exams/ quizzes
- Re-using your own or another student's work from a previous class
- Using AI programs like ChatGPT, perplexity, etc.

1st Offense: If cheating, the student will receive up to 2 verbal warnings by the teacher before they are removed from the class. Students will receive 0% on their exam/quiz.

If plagiarism, the student will be given another chance to do the assignment under the supervision of the teacher. The resubmission will be scored at a maximum grade of 50%

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

3rd Offense: The student will receive a zero (0) and face termination of the student's I-20 Form. Teachers and the Academic team will properly document all offenses 1-3. Teachers will be responsible for writing an incident report and the Academic team will follow up with the warning

or probation letters prepared.

Plagiarism and Cheating are NOT tolerated at Mentora College, and any cases will be handled swiftly and seriously.

11. 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.

a. Dress code:

Students are expected to dress in a manner that is respectful, neat, and suitable for an academic environment. While the university welcomes cultural diversity and personal expression, clothing should be appropriate for learning spaces, promote professionalism, and not disrupt the educational process. Find below some general guidance:

- Clothing should be clean, in good condition, and free of offensive images or text.
- Attire should be modest and comfortable but respectful of a multicultural learning environment. Avoid extremely revealing clothing (e.g., excessively short shorts, low-cut tops, or sheer materials) unless culturally appropriate or part of specific academic settings (e.g., art, fashion, or performance courses).
- Traditional or religious garments are welcomed and respected, provided they meet safety requirements where applicable.
- Shoes or sandals must be worn at all times on campus, unless specified by activity (e.g., dance classes).

b. Behavior Expectations

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.

c. Student housing

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

12. 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.

13. 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 one session (3 modules) and be in good standing (not on any probation). This kind of transfer is called "In Status" and to be eligible, students must follow 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 session (3 modules) must pay an Early Transfer Out Fee that is equal to 1 session tuition fee (3 modules). This fee only needs to be paid for students who have not completed the initial session (3 modules). The amount required to be paid is subject to change based on the modules the student has completed.
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 Acceptance letter from the transfer in school and the Mentora transfer form before the last week of the current module. Students who request to transfer to another school after the deadline communicated by Administration must pay a Late Transfer Fee that is equal to the amount of the fee of 1 module.
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 returning from time-off. All students must study 1 complete session (3 modules) after returning from time-off to be eligible to transfer out "In-Status".
 - Students who wish to Transfer-out immediately must pay an amount equivalent to

one session's tuition (3 modules).

- If a student completes one to two modules after returning from Time-off, they will be required to pay the fee for the uncompleted modules in the current session.
5. To be eligible to transfer out, 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 Transfer out" at any time, please speak with the administrative team or the Director of Mentora College.

14. Time-Off

To comply with US SEVIS regulations, a student is eligible to take 1 session (3 class modules) of time-off after twenty-six (26) consecutive weeks of study. However, due to Mentora ESL course models, students are not permitted to take time-off before completing an entire session (3 modules).

1. A student may request time-off once they have studied 6 consecutive modules (if you started studying during the July to December sessions). If the request is approved, the student will be allowed to take time-off for one (1) session equivalent to 3 modules. Time-off is NOT cumulative.
2. A student may request time-off once they have studied 9 consecutive modules (if you started studying during the January to June sessions). If the request is approved, the student will be allowed for one (1) session equivalent to 3 modules. Time-off is **NOT** cumulative.
3. If a student is allowed to take time off but chooses to delay their start date, they might not be able to use the full time-off session (3 modules). This depends on the academic schedule and available dates, or the student must wait until the end of the current session (3 modules) to reapply for the full Time-off session (3 modules)

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

- Academic standing. A student must be in compliance with Mentora's attendance, behavior and academic policy.
- Financial standing.

If a time off request is approved:

1. Students are required to complete the Time-off fee by the deadline, no later than the last day of the current module.
2. Students who miss the deadline to complete the Time-off fee, will be denied and must be

enrolled in the following module. Therefore, the tuition fee must be complete immediately in order to register in class. The student is eligible to reapply for Time-off the next module; however, they will only be eligible for the 2 remaining modules.

3. A student may choose to wait until the end of the current session (3 modules) to reapply for the full Time-off session (3 modules)

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

15. Tuition and Books

Payment due dates:

- a. Tuition for the **following class module** is due on the fourth week of the current class module. Students who do not pay by this date will not be enrolled in class for the next module until payment is received in full.

*Remember, it is the student's responsibility to make sure payment is **processed** before the new class module starts. Failure to register on time will lead to absences and possible termination notices.*

- b. Students are allowed to discuss a payment plan with the Finance department of Mentora College. The payment plan for the following class module should be set up before the end of the current class module.
- c. A late fee may be applied to any payments received after the first week of the new class module.

16. Tuition and Fees

DESCRIPTION	PRICE
Application/Admissions Fees (Non-refundable)	
Document Processing Fee	\$125
One module of Tuition and Mandatory fees (Tuition, course materials fee and student services fee)	\$640
Deferral Fee	\$45
Mandatory Module fee	
ESL Tuition (F1 students)	\$590
ESL Tuition (Non-F1)	\$430
Student Services Fee	\$20
ESL Course Materials Fee	\$30

Mandatory One-Time Fee (Non-Refundable)	
Student ID Card Fee	\$20
As-applicable Fees (Non- Refundable)	
Late Tuition Payment Fee	\$80
International Postage and Shipping <i>(there is an additional service fee for sensitive documents)</i>	\$130
Domestic Postage and Shipping <i>(there is an additional service fee for sensitive documents)</i>	\$85
English Proficiency Test Fee	\$45
Make-up Exam Fee	\$45
Airport Pick-Up	\$150
Time-off/Vacation fee	\$650
Certificate Fee	\$100
Transcript Fee	\$20
Student ID Replacement	\$20
U-pass Fee	\$150
Returned Check Fee	\$35
Program-Specific Administrative Fee (BESL)	\$1,460
BESL Shipment Fee	\$55
Late Transfer Out Fee	\$550
Early Transfer out Fee <i>The amount required to be paid is subject to change based on the modules the student has completed)</i>	Case-by-case basis
Administrative Cancellation Fee (before first week of class)	\$100 or 20% of tuition
Administrative Cancellation Fee (During first week of class)	\$100 and 20% of tuition
Administrative Fee (Degree to ESL)	\$500

17. 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.

18. 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

The paid tuition excluding all additional fees is 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 (90) days requirement upon visa denial, Mentora may, but is not obligated to, waive its refund policy.

b) Student Decides to Rescind Their Application

Students have 72 hours (three (3) business days, excluding weekends and holidays) after signing the Admission and Enrollment Agreement to request a refund. Paid tuition excluding all fees is fully refundable within 45 business days after initial submission of the Refund Request Form.

c) Terminated I20

If a student's I-20 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 Cancellation Fee of \$100.00 or 20% of the tuition, whichever is less, and the balance of the tuition will be refunded. If a student withdraws during the first week of scheduled classes, the student will be charged an Administrative Cancellation Fee of \$100 and 25% of the tuition. All tuition and fees are non-refundable after the first week of scheduled classes (last business day of the first week by 5:00 pm EST).

Note: Students who have paid in advance for a full session (12 weeks of classes) will receive a refund based on the 4-week class schedule. If a student withdraws on or before the first week of any 4-week class schedule. The refund will be calculated based on how many full 4-week periods are left after the withdrawal.

1 st Week	75% Refund	2 nd Week	No Refund
3 rd Week	No Refund	4 th Week	No Refund

19. Study Rooms/Skills Lab.

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

1. Students should respect the rights of others and not engage in loud conversations or noisy activities.

2. Students should silence their phones while in the study rooms /skills lab. If they need to make or take a call, they should go outside.
3. Students should keep the study rooms /skills lab clean by cleaning up any messes that are made.
4. Students should not eat or drink in the study rooms/skills lab.

20.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.

21.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 drive 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>
- **Scooters and bikes are not permitted in the building.** This is because it stains the carpets and floors and, sometimes, nicks the walls. You may secure your scooter or bike to one of the bike racks in front of the building. If you need a lock, you can purchase one. If you are seen with your scooter or bike in the building, you will be fined \$50 for every infraction.

22.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 Administrative Staff to all students on or before the day of closing.

- Updates will be made to all Mentora social media sites, including Facebook, Instagram, and X (Formerly Twitter).
- An announcement will be posted on the Mentora College website (<https://bau.edu/mentora-esl/>)
- If the school is close for a weather event, the school follows closures based on the US Federal Government

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

23. Important Rules Regarding F1 Status

Penalties for failing to follow the rules will result in loss of F-1 status, all related benefits, privileges, and could possibly 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 session. A session is defined as 12 weeks of classes (3 modules). Withdrawal may adversely affect a student's F1 status.
3. Students who return to their home country after a session (12 weeks), 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 Administrative Officers.

24.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

25.Appendix: Student Complaints Form

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:

26. 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, vape, or drink any alcoholic beverages.** Smoking or vaping should be done 200 feet away from the Mentora College building. Do not throw cigarette butts/ends on the sidewalk, they must be put out in the designated areas.
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 modules)
 - 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
 - Eating in the classroom
 - Use of cell phones and any other electronic devices for non-class-related activities
 - Any act of violence
 - While we value linguistic diversity, frequent use of non-English languages in class may impact effective communication and participation
 - 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 with the 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 the complete Student Handbook.

I, _____, certify that I have received a copy of the Mentora School Behavior Protocols, and they have 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