

# Mentora ESL Student Handbook

# 2026

*Updated on Monday, January 05<sup>th</sup>, 2026*

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## 1. General information

### 1.1 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!

## 1.2 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.

## 1.3 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, 9<sup>th</sup> 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](mailto:student_esl@bau.edu)

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

## 1.4 Mentora College Academic Calendar

### Intensive ESL program – Class Options

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

2 Day program:	Tuesday/Wednesday <u>OR</u> 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)
Monday, January 12, 2026	Friday, February 6, 2026	MLK DAY January 19
Monday, February 9, 2026	Friday, March 6, 2026	
Monday, March 9, 2026	Friday, April 3, 2026	
Monday, April 6, 2026	Friday, May 1, 2026	
Monday, May 4, 2026	Friday, May 29, 2026	MEMORIAL DAY May 25
Monday, June 1, 2026	Friday, June 26, 2026	
Monday, June 29, 2026	Friday, July 24, 2026	INDEPENDENCE DAY July 4
Monday, July 27, 2026	Friday, August 21, 2026	
Monday August 24, 2026	Friday, September 18, 2026	LABOR DAY September 7
Monday September 21, 2026	Friday, October 16, 2026	
Monday, October 19, 2026	Friday, November 13, 2026	
Monday, November 16, 2026	Friday, December 18, 2026	FALL BREAK November 23 – 27
Monday, December 21, 2026	Friday, January 29, 2027	WINTER BREAK December 21-January 1

**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 in real life situations.

**b. Weekly Schedule**

CLASS TIMES		
SESSIONS	DAYS	TIMES
<b>Morning Class</b>	Monday-Friday	8:45 AM – 12:30 PM
<b>Afternoon Class</b>	Monday-Friday	1:15 PM – 5:00 PM
<b>Evening Class</b>	Monday-Thursday	5:45 AM – 10:00 PM
<b>Two-Day Class</b>	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

**1.5 Mentora College Administration: Who to ask for assistance.**

**a. 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 3<sup>rd</sup> floor, office 306 or contact the Director by email at [oitomi@bau.edu](mailto:oitomi@bau.edu).

**b. 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.

**c. 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 7<sup>th</sup> 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 always carry your card with you. 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](mailto: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 9<sup>th</sup> floor, office 906.

**d. Administrative Assistants**

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

and registration during studies at Mentora College. Additionally, the Administrative Assistants process student requests for any official letters or certificates, issue ID's, accept doctor's notes, monitor student travel plans, and oversee student 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](mailto:student_esl@bau.edu).

### **1.6 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](https://www.facebook.com/bau_dc) and/or [@mentoracollege](https://www.facebook.com/mentoracollege).

## **2. Registration & Enrollment Policy**

All students are required to complete their registration before the first week of classes, regardless of their class schedule (morning, afternoon, or evening). Class modules begin every four (4) weeks or according to the official academic calendar.

Before registering for classes, students must log in to [my.bau.edu](https://my.bau.edu) using their institutional email address (example: [name@stu.bau.edu](mailto:name@stu.bau.edu)) and Outlook credentials to review, confirm, and electronically sign their Enrollment Agreement. This step is required for every class module and must be completed before class registration.

To complete registration, students must follow these steps:

1. Log in to [my.bau.edu](https://my.bau.edu) using their institutional email address and Outlook credentials.
2. Review, confirm, and sign the Enrollment Agreement for the current class module.
3. Enroll themselves in the system.
4. Select their classes/modules.
5. Complete payment through MyBAU.
6. Confirm their registration after payment is completed.

Once registration and payment are successfully completed and verified, students will have access to their class schedule through MyBAU, which includes:

- Course name
- Classroom number
- Instructor information

Students who fail to complete registration before the first week of classes are responsible for contacting or visiting the school prior to the start of classes. Failure to register and enroll on time may result in delayed class placement and may negatively affect the student's attendance record.

For technical assistance related to MyBAU, students should contact [mybau@bau.edu](mailto:mybau@bau.edu).

### 3. Academics

#### 3.1. 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		
<b>A1</b>	100A	100B	100C
<b>A2</b>	200A	200B	200C
<b>B1</b>	300A	300B	300C
<b>B2</b>	400A	400B	400C
<b>C1</b>	500A	500B	500C
<b>C2</b>	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
<b>A1</b>	<i>Mentora English 100A/100B/100C</i>	Online technology platforms: BAUHub
<b>A2</b>	<i>Mentora English 200A/200B/200C</i>	HFCENTA
<b>B1</b>	<i>Mentora English 300A/300B/300C</i>	Kahoot
<b>B2</b>	<i>Mentora English 400A/400B/400C</i>	Quizziz
<b>C1</b>	<i>Keynote Advanced</i>	
<b>C2</b>	Varies depending on the course content	

BAU - MENTORA ESL COURSE GOALS					
<b>A1</b>	<b>A2</b>	<b>B1</b>	<b>B2</b>	<b>C1</b>	<b>C2</b>
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	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

and speaking in a simple way.					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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### **3.2. Placement Test**

Before starting courses in the Mentora ESL program, 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
<b>A1</b>	100A	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.
	100B	Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
	100C	
<b>A2</b>	200A	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.
	200B	
	200C	
<b>B1</b>	300A	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.
	300B	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.
	300C	
<b>B2</b>	400A	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.
	400B	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.
	400C	
<b>C1</b>	500A	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.
	500B	
	500C	
<b>C2</b>	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 is committed to supporting students in achieving academic success. While not all levels and schedules are available at all times, every effort is made to place students in an appropriate class.

Students are expected to attend the class assigned to them. However, if a student has a scheduling

conflict or other extenuating circumstances, they may request:

- A change to a lower level (up to two levels down), or
- A change to a different class schedule, which may be used for review and reinforcement.

Requests to move to a higher level are only considered in special cases, such as emergencies and/or after passing a proficiency exam for the level below the one requested.

To change their class, students must submit a Change of Class Request through the MyBAU portal. For the current class module, requests must be submitted during the first week of the module. For an upcoming class module, requests may be submitted during the last week of the previous module.

In the request, students must clearly explain whether the change is for a schedule or level and provide the reason for the request. All Change of Class Requests are reviewed by the Director of the program who makes the final decision. Submission of a request does not guarantee approval.

### **3.3. Level Exams**

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

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

#### **Weekly Progress Checks (10%):**

There are 3 Weekly Progress Checks quizzes.

- Quiz 1 assesses the first week's grammar and vocabulary knowledge.
- Quiz 2 is a speaking quiz where students work on a speaking task in the form of an individual presentation or a 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 intermediate and advanced 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.

### **3.4. 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 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 support students by offering weekly tutorials in addition to the 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.

#### **Failure: 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.

### **3.5. 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 makeup exam upon consideration on a case-by-case basis.

It is the student's responsibility to seek permission to take a makeup exam. All makeup 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 makeup 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.

### **3.6. 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 retake the module exam because they are unsatisfied with the results on the exam.

### **3.7. 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.

### **3.8. 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.

### **3.9. 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 students acknowledge 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 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.

### 3.10. 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 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.
3. Teachers are required to record attendance in the current Student Information System.
4. Students may not be absent for more than 20% of the total class time during one (1) Module.
5. 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.
6. 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

7. If attendance or tardiness becomes a problem, a consultation between the teacher and the student will be arranged to remedy the situation.
8. 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.

9. 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.
10. Late arrivals, early departures, and/or absences while on Attendance Probation will result in the termination of the students' I-20.
11. 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.

### **3.11. 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.

### **3.12. 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. Please refer to section 10. Appendix: School Behavior Protocols.

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 always be worn 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.

### **3.13. 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.

## **4. Student Services & Campus Life**

### **4.1. 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.

### **4.2. 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.

### **4.3. 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.

#### **4.4. 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.

### **5. Administrative Policies**

#### **5.1. Time-Off**

This policy outlines guidelines for taking time off while maintaining F1 status. It ensures that students comply with federal and school regulations regarding enrollment and authorized breaks, balancing academic responsibilities with personal needs.

##### **5.1.1. Time off Eligibility.**

To comply with U.S. SEVIS regulations, F-1 students are eligible to take up to one full session (three modules) of authorized Time Off per calendar year (12 months). Due to Mentora ESL course models and SEVIS regulations, students are not permitted to take Time Off in the middle of a session. Students should also note that Time Off is NOT cumulative.

###### **i) First Time Off Period**

F-1 students become eligible for their first Time Off period after successfully completing six (6) consecutive academic modules, equivalent to two (2) full academic sessions. Once eligible, Time Off must be taken in the next immediately consecutive module or session, and students

may choose one of the following options:

- Take one (1) module of Time Off, which must be Module 1 of the next session, or
- Take one full session (three consecutive modules) of Time Off, beginning with Module 1 of the next session.

Students may not complete one or more modules of a session and then begin Time Off later within that same session.

### **ii) Subsequent Time Off Periods**

After returning from their first approved Time Off period, students may become eligible for additional Time Off after completing the required three (3) or six (6) consecutive study modules, as applicable. Time Off must be taken in the next immediately consecutive module or session, and students may choose one of the following options:

- Take one (1) module of Time Off, after completing three (3) consecutive study modules. The Time Off must be taken as Module 1 of the next session, or
- Take one full session (three consecutive modules) of Time Off, after completing six (6) consecutive study modules. The Time Off must begin with Module 1 of the next session.

*All Time Off periods remain subject to a maximum of three (3) Time Off modules within any 12-month period.*

### **Student Standing Requirement**

To be eligible for Time Off, students must be in good standing, which includes:

- Good academic standing
- Good attendance
- Good financial standing

### **Important Notes**

- Time Off eligibility is based on continuous enrollment and successful academic progress.
- All Time Off requests are subject to administrative review and approval.
- Students are encouraged to plan their Time Off periods carefully to maintain F-1 status compliance.
- For the purposes of this policy, “consecutive modules” refer to modules completed in uninterrupted academic sessions, excluding any module during which the student was on a medically excused absence or had an approved reduced course load.

#### **5.1.2. Time off requirements**

To request Time Off, F-1 students must complete the following steps through their MyBAU student account:

1. Complete the Time Off Request form in MyBAU.
2. If planning to travel outside the country during Time Off:
  - First, obtain approval for your Time Off.

- Then submit an Out of Country Request through MyBAU.
- Upload any required supporting documents (e.g., round-trip tickets).

3. Submit all forms and documents before the deadline (see Section 5.1.3).
4. Wait 2–4 business days after the deadline for approval from the administrative team.
5. Upon confirmation of your request, pay the Time Off Fee (see Section 6.4) via MyBAU.

*Students may request a vacation for up to 3 consecutive modules, depending on their eligibility. Please note that Time-Off/vacation requests are subject to administrative approval and are not automatically granted.*

#### **5.1.3. Time Off request deadlines**

<b>Class module start date</b>	<b>Deadline to submit Time off request and required documents.</b>
January 12 <sup>th</sup> 2026	January 30 <sup>th</sup> 2026
February 9 <sup>th</sup> 2026	February 27 <sup>th</sup> 2026
March 9 <sup>th</sup> 2026	March 27 <sup>th</sup> 2026
April 6 <sup>th</sup> 2026	April 24 <sup>th</sup> 2026
May 4 <sup>th</sup> 2026	May 22 <sup>nd</sup> 2026
June 1 <sup>st</sup> 2026	June 19 <sup>th</sup> 2026
June 29 <sup>th</sup> 2026	July 17 <sup>th</sup> 2026
July 27 <sup>th</sup> 2026	August 14 <sup>th</sup> 2026
August 24 <sup>th</sup> 2026	September 11 <sup>th</sup> 2026
September 21 <sup>st</sup> 2026	October 9 <sup>th</sup> 2026
October 19 <sup>th</sup> 2026	November 6 <sup>th</sup> 2026
November 16 <sup>th</sup> 2026	December 11 <sup>th</sup> 2026
December 21 <sup>st</sup> 2026	January 22 <sup>nd</sup> 2027

#### **5.1.4. Approval Criteria and Conditions**

To approve a Time Off Request, the Director of Mentora College will consider that the student is in good standing, which means you must have:

- Good Academic standing
- Good attendance
- Good financial standing
- No types of probation

#### **5.1.5. If a time off request is denied.**

If a time off request is denied the student must immediately enroll in the following module.

#### **5.1.6. If a time off request is approved:**

1. Students are required to complete the Time-off fee **by the last day of the current module.**
2. Students who miss the deadline to complete the Time-off fee, will lose the opportunity to take Time-Off in the current session. Immediately, they must enroll in the following

module. Therefore, the tuition fee must be complete immediately in order to register in class.

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

#### **5.1.7. Time-Off Fee**

The Time-Off Fee is calculated as 50% of the tuition for each module taken as Time Off, plus the tuition deposit for one (1) module, which must be paid in advance. The deposit will be credited toward tuition when the student returns from their approved Time Off period.

### **5.2. Transferring Out**

As an F-1 student, you may transfer to another institution in the U.S. if you wish to continue your studies at a different institution. However, there are specific eligibility requirements and procedures that must be followed to ensure your transfer is compliant with both school and federal regulations. This section outlines the steps you need to take.

#### **5.2.1. Transfer out Eligibility:**

To be eligible to transfer to another institution, you must meet the following requirements:

1. Complete your initial session (first 3 modules) at Mentora College.
2. Be in good standing, which means you must have:
  - Good Academic standing
  - Good attendance
  - Good financial standing
3. Not be in a Time Off period (you must be actively enrolled in classes).
4. Maintain your F-1 status:
  - You must follow all school and federal regulations.
  - You must continue attending classes until your transfer release date.
  - If you don't maintain your F-1 status or fail to follow proper procedures, you may lose eligibility to transfer in Active status.

#### **5.2.2. Required documents.**

Students requesting a Transfer Out must submit their request through their MyBAU student account by completing the Transfer Out Request section. Students are required to complete all requested personal information and upload the required supporting documentation directly within the system:

- A completed Transfer Out Request submitted through MyBAU
- An official acceptance letter from the new institution
- A Transfer Out Verification Form from the new institution (if applicable)

All required documents must be uploaded at the time of submission. Incomplete or late submissions may delay processing and may be subject to a Late Document Processing Fee. For more information, see the Deadline for Transferring Out section.

### 5.2.3. Deadlines for Transferring out.

All students must submit all required documents for Transferring out before the deadline of the current class module they are attending. The dates are specified in the following table:

Class modules start date	Deadline to submit Transfer out request and required documents
January 12 <sup>th</sup> 2026	January 23 <sup>rd</sup> 2026
February 9 <sup>th</sup> 2026	February 20 <sup>th</sup> 2026
March 9 <sup>th</sup> 2026	March 20 <sup>th</sup> 2026
April 6 <sup>th</sup> 2026	April 17 <sup>th</sup> 2026
May 4 <sup>th</sup> 2026	May 15 <sup>th</sup> 2026
June 1 <sup>st</sup> 2026	June 12 <sup>th</sup> 2026
June 29 <sup>th</sup> 2026	July 10 <sup>th</sup> 2026
July 27 <sup>th</sup> 2026	August 7 <sup>th</sup> 2026
August 24 <sup>th</sup> 2026	September 4 <sup>th</sup> 2026
September 21 <sup>st</sup> 2026	October 2 <sup>nd</sup> 2026
October 19 <sup>th</sup> 2026	October 30 <sup>th</sup> 2026
November 16 <sup>th</sup> 2026	December 4 <sup>th</sup> 2026
December 21 <sup>st</sup> 2026	January 15 <sup>th</sup> 2027

***No exceptions will be made. If a student misses the deadline the student is required to:***

- Register and complete one additional class module or
- Complete a “Late Document Processing Fee” equal to \$640.

*This Late Document Processing Fee may apply to all students who submit required documents or complete administrative processes after the stated deadlines. This fee accounts for the additional time and resources required to manually handle and reconcile late submissions outside of the standard processing timeline. Timely compliance with deadlines helps the university serve all students more efficiently and fairly.*

### 5.2.4. Transferring out before completing first session (first 3 modules)

All new students must study their first session (first 3 modules) to be eligible to transfer out. If a student is willing to transfer before completing their first session the student must complete all transfer out documents and pay the “Administrative Services Fee”. *This fee reflects the administrative time and resources required to process early withdrawals, including coordination with internal departments and external institutions. Completing at least one full session ensures smoother transitions and helps maintain the integrity of academic and administrative planning.*

### 5.2.5. Transferring out after Time off.

All students who return from time-off must register and complete one full session (3 modules) before they are eligible to transfer in active status to another institution. If a student decides not to register or to withdraw before completing all 3 modules, they must pay an “Administrative Services Fee”, complete all required documents and follow all transfer out steps. *This fee reflects*

*the administrative time and resources required to process early withdrawals, including coordination with internal departments and external institutions. Completing at least one full session ensures smoother transitions and helps maintain the integrity of academic and administrative planning.*

### **5.3. 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 sent 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.

## **6. Financial information**

### **6.1. Tuition and Enrollment Policy**

Each class module consists of 4 weeks of class and has a fixed tuition and enrollment fee. These must be paid in full prior to the start of the module in order to secure a student's place in class. Students who fail to make payment by the deadline will not be enrolled in the upcoming module until payment is received.

To avoid delays or missed classes, students are strongly encouraged to complete their payment no later than the fourth week of the current module, ensuring timely registration for the next module. Late registration may result in unexcused absences and could lead to termination notices in accordance with school policy.

*It is important to understand the difference between tuition, mandatory fees, and deposits:*

- **Tuition:** The cost of instruction per module (typically every 4 weeks).
- **Mandatory Fees:** Additional charges required for student services, materials, or administrative processing.
- **Deposit:** A payment held by the school to secure enrollment, typically made at the time of admission or in advance for a future module. A deposit is not considered tuition unless the student successfully registers for the intended module.

### **Who Pays a Deposit?**

- New students must pay a deposit upon initial enrollment.
- Continuing students who pay in advance for future sessions may have a portion of that payment held as a deposit for upcoming modules.

Deposits for future sessions will only be applied toward tuition and fees once the student completes registration for that specific module. Deposits are valid only for the intended module and are not automatically credited without formal registration. Deposits are non-refundable and cannot be transferred or used to pay other fees, materials, or other charges.

### **6.2. Tuition Payment Plans**

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.

### **6.3. Late Fee Policy.**

A late fee may be applied to any payments received after the first week of the new class module.

### **6.4. Tuition and Fees**

DESCRIPTION	PRICE
<b>Application/Admissions Fees ( Non-refundable)</b>	
Document Processing Fee	\$125
One module of Tuition and Mandatory fees F-1(Tuition, course materials fee and student services fee)	\$620
One module of Tuition and Mandatory fees Non F-1(Tuition, course materials fee and student services fee)	\$520
Deferral Fee	\$45
<b>Mandatory Module fee</b>	
ESL Tuition (F1 students)	\$550
ESL Tuition (Non-F1)	\$450
Student Services Fee	\$30
ESL Course Materials Fee	\$40
<b>Mandatory One-Time Fee (Non-Refundable)</b>	
Student ID Card Fee	\$20
<b>As-applicable Fees (Non- Refundable)</b>	
Late Tuition Payment Fee	\$80
International Postage and Shipping	\$130

<i>(there is an additional service fee for sensitive documents)</i>	
Domestic Postage and Shipping	\$85
<i>(there is an additional service fee for sensitive documents)</i>	
English Proficiency Test Fee	\$45
Make-up Exam Fee	\$45
Airport Pick-Up	\$150
Time-off/Vacation fee	50% tuition per module + 1 module tuition deposit
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 Document Processing Fee	\$640
Administrative Services Fee	\$1,650
Administrative Cancellation Fee	\$150
Administrative Fee (Degree to ESL)	\$500

## 6.5. Payment Guidelines and Methods

Payment deadlines are set by the administration and must be followed to ensure continued enrollment and access to classes. Financial responsibilities include tuition, security deposits (for dorms), accommodation fees, materials, and any other charges.

Students can make payments using the following methods:

- **Online Payment:** Pay securely through our Mentora BAU website at <https://my.bau.edu/mentora/make-payment>. Please have your student ID ready to complete the transaction.
- **Zelle:** Send payments to the email address [zelle@bau.edu](mailto:zelle@bau.edu). Please include your full name and student ID in the payment notes.
- **Wire Transfer:** Please refer to the appendixes section for detailed wire transfer instructions, including bank account information and reference details.
- **Cash:** Payments can be made in person at the Mentora College Finance Office, located in Room 901 on campus. Please bring your student ID for proper processing.
- **Check:** Made payable to "Mentora" with the student's ID number written on the front. Previously endorsed checks are not accepted. Checks must be payable in US dollars with an intermediary bank in the U.S. Checks may be mailed to Mentora or hand delivered to the Finance Office.

If you have any questions about payment methods or need assistance, please contact the Finance Office directly.

## 6.6. Discounts and Promotions

Mentora College may offer occasional discounts for early registration, multi-session payments, or

promotional events. These discounts must be applied at the time of payment and cannot be retroactively granted. Contact the admissions office to learn about current offers.

*Important: All tuition and fee payments are part of the registration process and must be completed on time to avoid delays in receiving your schedule.*

#### **6.6.1. Effective September 1, 2025 – Tuition and Payment Plan Option**

##### **1. Single Module Payments**

Pay tuition on a module-by-module basis at the standard rate for F-1 students of \$550 per module, plus mandatory fees.

##### **2. Three-Module Deposit (5% Discount)**

Pay three modules' tuition in advance and receive a 5% discount. This reduces the tuition to \$522.50 per module. The discounted rate applies for the three-module enrollment period. For F-1 students, the total tuition for 3 modules: \$1,567.50 + mandatory fees.

##### **3. Six-Module Deposit (50% Off 7th Month)**

Pay six modules' tuition in advance and receive a 50% discount on the 7th module. F-1 Students will pay \$3,300 + Mandatory fees upfront for six modules, and when enrolling in the 7th module, they will only pay \$275.

#### **6.7. 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 chooses to withdraw from a class on or before the first week of the module, an Administrative Cancellation Fee of \$150 will be applied.
- If a student withdraws after the first week of the module, no refund will be issued.

Please note:

- *This policy applies to students who voluntarily withdraw and is not related to school transfers.*
- *The withdrawal must be formally communicated in writing to the administrative office.*
- *Fees and Deposits are non-refundable.*

1 <sup>st</sup> Week	75% Refund	2 <sup>nd</sup> Week	No Refund
3 <sup>rd</sup> Week	No Refund	4 <sup>th</sup> Week	No Refund

**e. Deposit and Fees.**

All deposits and fees are non-refundable.

## 7. 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.

## 8. 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:

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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:

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***DO NOT WRITE BELOW THIS LINE***

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**Resolution:**

## 9. 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.

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Signature

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Date

## 10. Appendix: Wire Transfer information

### MAINSTREET BANK

#### Foreign Incoming Wire Instructions

##### SSI – Standard Settlement Instructions

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Currency	Currency Name	Currency Code
US Dollar	US Dollar FED	USD

Remit currency as follows:

**Bank SWIFT:** COMHUS33

**Bank Name:** MainStreet Bank

**Bank Address:** 10089 Fairfax Blvd. Fairfax, VA 22030

**Account Number:** 2010156994

**Routing Number:** 056009246

**ABA:** 056009246

**Beneficial Name:** Bay Atlantic University

**Beneficial Address:** 1510 H ST NW Ste 150 Washington, DC 20005