

**LISMA, Inc**

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# **Student Handbook/Catalog**

**2025**

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# LISMA, Inc

## The Purpose of the Student Handbook

The purpose of this handbook is to provide students with information regarding important policies, procedures and resources at LISMA. This handbook is designed strictly for the well-being of the LISMA school community. Therefore, it is the responsibility of all members of the community to become familiar with the statements presented in this Handbook. Every effort has been made to provide current and accurate information in this publication; however, the administration reserves the right to alter, amend, or abolish its rules, regulations or policies at any time. For the most accurate and up-to-date information, please consult our website or any of the staff listed in this Student Handbook.

## Part 1: Mission and Administrators

### Mission Statement

The mission of LISMA is to provide high quality language instruction to help students improve their English language abilities for academic success, career advancement, and everyday social/practical purposes. This is accomplished through educational activities which assist our students in the development of their English listening, speaking, reading, and writing skills.

### Administrators

Minsun Kim – President, Executive Director  
Albert Kim – Director of ESL, Academic Director  
Mia Emmanuel Delbrune – Student Advisor  
**Curriculum Committee--** Minsun Kim  
Albert Kim  
Mary F. Gesualdi  
Janice Hecht  
Robert Palumbo

### About LISMA

LISMA Language Center is an independent private school serving the English Language Learner community. As a private English Language School certified by the NYS Department of Education's Bureau of Proprietary School Supervision, LISMA meets all alternative licensing standards and requirements and is not subject to all of the licensing standards and requirements which are applicable for other types of career schools. To find out more see the official NYS pamphlet *What You Should Know about Certified Schools in the New York State English as a Second Language School Registry*.

<http://www.acces.nysed.gov/common/acces/files/bpss/eslstudentdisclosurepamphlet.pdf> Alternately, a copy of the pamphlet is provided with your enrollment agreement and copies are available posted around the school

## **PART 2. Admission Policies and Procedures**

### **Policies**

The student application process, including the completion of a placement test prior to the class start date, must be completed before a student may be enrolled.

To be eligible for our programs, students must:

- Be a non-native speaker of English
- Be at least 18 years of age
- Provide an official government-issued document as identification (passport, ID, etc.)
- Fulfill all requirements of their visa status (if applicable).

International students are required to provide proof of financial ability before the school can issue an I-20, in compliance with SEVP regulations. Tuition payment is due prior to the start of classes, not as a condition of I-20 issuance. For students who pay tuition and are later unable to attend (for example, due to a visa denial), the school's refund policy, approved by BPSS, will apply.

### **Procedures**

#### **FOR INITIAL STUDENTS (OUTSIDE OF THE U.S.)**

If you live outside of the U.S. and wish to attend LISMA Inc. as an F-1 student, please follow the simple six-step application process below.

##### **STEP 1:**

Complete and submit the Application Form and pay all required fees. A \$100 non-refundable application fee is due at the time of submission.

##### **STEP 2:**

Provide the following documents:

- Copy of passport (valid for at least 6 months)
- Recent proof of funds (e.g., bank statement issued within the last 60 days)

Note: All documents must be in English.

##### **STEP 3:**

Receive your Form I-20 (Initial) and Acceptance Letter from LISMA Inc.

##### **STEP 4:**

Pay the I-901 SEVIS fee and keep the receipt. Then, schedule and pay for your F-1 visa interview at the nearest U.S. Embassy or Consulate.

##### **STEP 5:**

Once your F-1 student visa is approved and you arrive in the U.S., you must report to LISMA Inc. immediately. At that time, you will complete:

- Placement Exam
- Student Orientation
- Enrollment Agreement

##### **STEP 6:**

Begin your studies at LISMA Inc.!

### **FOR CHANGE OF STATUS (COS) STUDENTS (INSIDE THE U.S.)**

If you are currently in the U.S. and wish to attend LISMA Inc. as an F-1 student, please follow the six-step application process below to change your status.

#### **STEP 1:**

Complete and submit the Application Form and pay all required fees. A \$100 non-refundable application fee is due at the time of submission.

#### **STEP 2:**

Provide the following documents:

- Copy of passport (valid for at least 6 months)
- Copy of current visa
- Copy of I-94 (most recent)
- Recent proof of funds (e.g., bank statement issued within the last 60 days)

Note: All documents must be in English.

#### **STEP 3:**

Receive your Form I-20 (COS) and Acceptance Letter from LISMA Inc.

#### **STEP 4:**

Pay the I-901 SEVIS fee and keep the receipt. Next, file all required documents with USCIS to change your status.

#### **STEP 5:**

Once your F-1 student status is approved and you receive your I-797 Notice of Action, you must report to LISMA Inc. immediately. At that time, you will complete:

- Placement Exam
- Student Orientation
- Enrollment Agreement

#### **STEP 6:**

Begin your studies at LISMA Inc.!

### **FOR TRANSFER STUDENTS**

If you currently reside in the U.S. as an F-1 student and wish to transfer to LISMA Inc., please follow the five-step application process below.

#### **STEP 1:**

Complete and submit the Application Form and pay all required fees. A \$100 non-refundable application fee is due at the time of submission.

#### **STEP 2:**

Provide the following documents:

- Copy of passport (valid for at least 6 months)
- Copy of current visa
- Copy of I-94 (most recent)
- Copies of all former Forms I-20

- Recent proof of funds (e.g., bank statement issued within the last 60 days)

Note: All documents must be in English.

STEP 3:

Receive an Acceptance Letter and Transfer Form from LISMA Inc. and submit both to your current school.

STEP 4:

After your transfer is processed, report to LISMA Inc. immediately to complete registration. At that time, you will complete:

- Placement Exam
- Student Orientation
- Enrollment Agreement

STEP 5:

Begin your studies at LISMA Inc.!

### **FOR DOMESTIC U.S. STUDENTS**

If you live in the U.S. as a lawful permanent resident or citizen, please follow the five-step application process below.

STEP 1:

Complete and submit the Application Form and pay all required fees. A \$100 non-refundable application fee is due at the time of submission.

STEP 2:

Provide the following documents:

- Copy of U.S. passport (valid for at least 6 months) or Green Card
- Copy of Driver's License

Note: All documents must be in English.

STEP 3:

Receive an Acceptance Letter from LISMA Inc.

STEP 4:

Report to LISMA Inc. to complete registration. At that time, you will complete:

- Placement Exam
- Student Orientation
- Enrollment Agreement

STEP 5:

Begin your studies at LISMA Inc.!

### **Registration**

First time registrants are required to participate in a student orientation program, which will review all registration policies at LISMA Inc. At that time students will also meet with a student agent. Students are to register for class as soon as they are eligible to do so. Following an advisement session for each

student, a placement exam is given. The exam will be scored in accordance with the Pearson guidelines and placement will be determined.

### **Tuition and Fees**

Student tuition and fees are due before the start of classes and these charges are clearly outlined in the school's enrollment agreement. Students are liable for the full amount of tuition.

#### **\*Payment Plan**

Students may qualify for the installment payment plan with the approval of the ESL Director. Students must adhere to the payment schedule or the plan will be rescinded and payment in full will be required. There will be an installment plan surcharge added to the student's monthly payment statements.

### **Refund of Tuition fees and other charges**

Once students have received their bill, they are responsible for submitting their payment by the payment due date that is printed on the tuition statement.

A. A student who cancels within 7 days of signing the enrollment agreement receives a full tuition refund with the exception of the non-refundable registration fee of \$ 100.

B. Thereafter, a student will be liable for:

1. The non-refundable registration fee plus
2. The cost of any textbook or supplies accepted, plus
3. Tuition liability as of the student's last date of physical attendance.

Total tuition liability is limited to the term during which the student withdrew or was terminated and any previous terms completed. The refund schedule is provided below.

### **Refund Schedule**

#### **● First Term**

| If termination occurs:            | School will keep: |
|-----------------------------------|-------------------|
| Prior to or during the first week | 0%                |
| During the second week            | 20%               |
| During the third week             | 35%               |
| During the fourth week            | 50%               |
| During the fifth week             | 70%               |
| After the fifth week              | 100%              |

In case of course closure due to insufficient registrants; 100% tuition will be refunded.

Application fees & class material fees are non-refundable and will not be included in the refund calculation. Failure to notify the ESL Director in writing of withdrawal may result in a delay of a refund due, pursuant to section 5002 of the NYS Education Law.

## **PART 3. Academic Calendar and Policies**

### **Spring 2025 Academic Calendar**

**1/27 Mon.** Orientation

**3/3 – 3/8** Midterm Exam Review Week

**3/10– 3/15** Midterm Exams

**3/17 – 3/22** Current Issues

**4/7 – 4/12** The American Week

**4/21 – 4/26** Spring Break- School is closed

**5/5 – 5/10** Final Exam Review Week

**5/12 – 5/17** Final Exams

\*Total 15 weeks, 270 hours.

### **Fall 2025 Academic Calendar**

**8/25 Mon.** Orientation \* All students must attend

**9/29 – 10/4** Midterm Exam Review Week

**10/6 – 10/11** Midterm Exams

**10/13 – 10/18** Current Issues

**11/3 – 11/8** The American Week

**11/24 – 11/29** Thanksgiving Recess-School is closed

**12/1 – 12/6** Final Exam Review Week

**12/8 – 12/13** Final Exams

\*Total 15 weeks, 270 hours

### **Course of Study (270 hours each)**

| <b>Level</b>                 | <b>Speaking</b> | <b>Listening</b> | <b>Reading</b> | <b>Writing</b> |
|------------------------------|-----------------|------------------|----------------|----------------|
| <b>Basic Level I</b>         | S 101           | L 101            | R 101          | W 101          |
| <b>Basic Level II</b>        | S 201           | L 201            | R 201          | W 201          |
| <b>Intermediate Level I</b>  | S 301           | L 301            | R 301          | W 301          |
| <b>Intermediate Level II</b> | S 401           | L 401            | R 401          | W 401          |
| <b>Advanced I</b>            | S 501           | L 501            | R 501          | W 501          |
| <b>Advanced II</b>           | S 601           | L 601            | R 601          | W 601          |
| <b>TOEFL</b>                 | S 701           | L 701            | R 701          | W 701          |

### **Student Placement Exam**

Initial student placement is determined by the placement test provided by **Pearson Education**, this institution's core text series. This is given prior to the start of the semester. Faculty will assess the student during the first week of class to make sure that placement is correct. There are very few instances where a student's level needs to be changed; therefore, the school deems the test to be not only valid but also reliable.

## Advancement

Advancement into the next level is based on the following:

- A passing final grade of C- or higher

The final grade is accumulated by the following:

- 40% final exam
- 40% midterm exam
- 10% quizzes
- 10% homework assignments

Academic Evaluation Scale:

|    |        |    |       |    |       |    |       |   |            |
|----|--------|----|-------|----|-------|----|-------|---|------------|
| A+ | 97-100 | B+ | 87-89 | C+ | 77-79 | D+ | 67-69 | F | Below 60   |
| A  | 93-96  | B  | 83-86 | C  | 73-76 | D  | 63-66 | I | Incomplete |
| A- | 90-91  | B- | 80-82 | C- | 70-72 | D- | 60-62 | W | Withdraw   |

## Program Completion

Each course is considered an independent program. A student who passes and would be eligible to take a program at a more advanced level or for different language acquisition goals according to their needs is considered to have completed his or her program.

Completion of the course of study is determined by passing the highest level that satisfies the student's needs. Students come to the school with different needs and goals; some are for practical, others for social and still others are for college or career purposes. The school is very concerned with what the student wants to get out of the program.

## Transfer

A student may desire to transfer to another school. LISMA allows students to transfer out:

1. At any time if the student has been accepted into an academic (not ESL) program at an accredited college or university.
2. Between semesters if and only if:
  - a. The student has completed a full-time program,
  - b. The student has maintained 80% attendance for the duration of the semester prior to transferring,
  - c. The student has earned a passing grade in the semester prior to transferring, and
  - d. The student requests a transfer out at least two weeks before the end of the semester.

These regulations are non-negotiable. Any student who does not register for the next term or complete the transfer procedure above, will be considered to have withdrawn from the school.

## ESL Course of Study Goal and Purpose by Level

## **Basic Level I** (Total Hours: 270 hours/semester)

### COURSE GOALS AND PURPOSES:

The primary goal of the course is to promote English language competency for personal purposes, applying learned and rehearsed English to real-life situations. The emphasis is on literacy and communication skills that result in the student functioning in school and society as rapidly as possible. The secondary goal of this course is to complete all the basic levels to move up to the next level. This course is designed around the competency-based model of instruction. The content covered in this course focuses on understanding through the areas of fundamental listening, speaking, reading, writing, language function, language form, and cultural literacy. After this level of instruction, students can organize and produce learned and rehearsed spoken language fluently in routine and familiar situation with familiar audience; can listen and understand simple phrases and sentences in highly structured settings with frequent opportunity for repetition; read common sight words, and understand sentence level reading; can independently accomplish simple and structured reading activities in a range of comfortable and familiar settings; can write simple sentences using familiar words and phrases to describe familiar objects, events, and experiences; using simple punctuation, and can demonstrate some control of basic grammar and spelling. A high level of support is provided. For English language learners, level of ease and confidence in using English may low, even in familiar contexts.

## **Basic Level II** (Total Hours: 270 hrs/semester)

### COURSE GOALS AND PURPOSES:

The goal of the course is to promote English language competency for personal purposes, applying learned and rehearsed English to real-life situations. The emphasis is on communication skills that result in the student functioning in school and society as rapidly as possible. The secondary goal of this course is to complete this level to move up to the next level. This course is designed around the competency-based model of instruction. The content covered in this course will focus on understanding through the areas of fundamental listening, speaking, reading, writing, language function, language form, and cultural literacy. After this course, students can speak short utterances in familiar settings with familiar audiences and ask simple questions related to survival needs and simple social interchanges; can listen for structured and well-defined purposes related to maintaining personal conversations , acquiring information, or completing basic transactions with support of repetitions and slow rate of speech; can read and comprehend words in small blocks of simple text slowly but easily to independently accomplish simple, well-defined, and structured activities in familiar contexts when vocabulary is controlled; can write several simple sentences with a great effort to accomplish writing activities in familiar settings using simple punctuations. For English language learners, level of ease using English is growing but varies depending on the level of familiarity with the audience and purpose and the stressfulness of the context.

## **Intermediate Level I** (Total Hours: 270 hrs/semester)

### COURSE GOALS AND PURPOSES:

The primary goal of the course is to promote English language competency for personal, social, and educational purposes, applying English to real-life situations. An integrated skills format allows reading, grammar, speaking/listening, and writing activities to be combined using the more intensive life skill themes. The secondary goal of this course is to complete this level to move up to the next level. This course is designed around the competency-based model of instruction. After this course, students can express basic needs fluently and accurately in familiar settings with one or more familiar listeners, engage in social conversations, and monitor comprehension; can listen to basic content related to personal background information, everyday transactions, and common routine tasks in a stable manner;

can read and comprehend sentences and even a few paragraphs of simple text to accomplish simple, well-defined, and structured reading activities in a range of comfortable and familiar settings; can write short, structured sentences and even a paragraph on familiar topics with some effort to complete writing activities in a few comfortable and familiar settings with control of basic grammar structures, spelling, and punctuation. A moderate level of support is provided. English language learners display growing comfort using English in simple interactions and social situations but may be less at ease in more complex and/or stressful contexts.

## **Intermediate II** (Total Hours: 270 hrs/semester)

### COURSE GOALS AND PURPOSE:

The primary goal of the course is to promote English language competency for personal, social, and professional purposes applying English to real-life situations even in broader social interactions such as workplaces. An integrated skills format allows reading, grammar, speaking/listening, and writing activities to be combined using the more intensive life skill themes. The secondary goal of this course is to complete this level to move up to the next level. This course is designed around the competency-based model of instruction. After this course, students can speak fluently and accurately in less familiar settings when provided with some support; can comprehend relatively unstructured conversations and presentation of moderate length and not adjusted audio material for English learners; can quickly and accurately read and comprehend even a few pages of simple text to independently accomplish well-defined and structured reading activities; can write simple narrative, informative, or expressive texts of a few short paragraphs with some effort but with fewer errors; can independently complete various types of writing activities. Appropriate strategies (e.g., finding meanings or purposes, appropriate reading strategies, context clues, inference skills, and self-proofreading) are developed to become more competent English learners. English language learners display growing comfort in communicating with native speakers in various interactions and social situations.

## **Advanced I** (Total Hours: 270 hrs/semester)

### COURSE GOALS AND PURPOSE:

The primary goal of the course is to promote English language competency for social, professional, academic purposes, applying English to real-life situations. The emphasis is on reading, writing, and learning to learn skills for the academic context. An integrated skills format allows reading, grammar, speaking/listening, and writing activities to be combined using the life and academic themes. The secondary goal of this course is to complete this level to move up to the next level. This course is designed around the competency-based model of instruction. After this course, students can speak fluently in familiar or less familiar settings with less support, and utterance can be generally understood by unsupportive, unskilled listeners; can understand most English language communication at less adjusted speed and often can function successfully (with some support) in adult academic classrooms with native English speakers; can read and comprehend multiple pages with a variety of texts at an appropriate pace to independently analyze and accomplish reading activities with more authentic materials; can write a few well-structured paragraphs with less hesitation that include the stability of punctuation and grammar structures and can edit and revise to improve communication. Appropriate strategies (e.g., finding meanings or purposes, appropriate reading strategies, context clues, inference skills, and self-proofreading) are developed to become more competent English learners. English language learners display comfort in communicating with native speakers in various interactions and social situations.

## **Advanced II** (Total Hours: 270 hrs/semester)

### COURSE GOALS and PURPOSE:

The primary goal of the course is to promote English language competency for academic and professional purposes, applying English to university or workplace settings. The emphasis is on reading, writing, and learning to learn skills for the academic context. The secondary goal of this course is to complete all the courses. This course is designed around the competency-based model of instruction. The content covered in this course will focus on understanding and applying English through the areas of listening, speaking, reading, writing, language function, language form, and cultural literacy, and current events. After this course, students can speak fluently and accurately in most setting with unfamiliar audiences when provided with minimal support; can functions independently in most social and work situations and comprehend relatively complex and unstructured conversations or presentations requiring the integration and summary of several data sources or media with limited need for guidance and repetitions; can comprehend most English language occurred at normal speed and often can function successfully with native English speakers outside of school; can read a variety of challenging texts in a variety of authentic settings such as newspaper and novel; can write coherent steps or well-constructed paragraphs for varied purposes related to professional and academic fields with the mastery of punctuation, grammar structures, self-proofread, and revise to improve communication. Appropriate strategies (e.g., finding meanings or purposes, appropriate reading strategies, context clues, inference skills, and self-proofreading) are developed to become competent English learners. English language learners display great comfort in communicating with native speakers in various interactions and social situations.

### **TOEFL** (Total Hours: 270 hrs/semester)

#### Course Goals and Purpose

The TOEFL Program is designed to teach the language skills and test-taking strategies needed to achieve a competitive score on the reading, writing, listening, and speaking segments of the TOEFL iBT. Students will take practice TOEFL tests to become familiar with the exam. They will then analyze results to find areas to improve using the skills learned. The program includes: test taking strategies for a successful score on the TOEFL Exam, TOEFL level vocabulary in context and Intensive work on listening, speaking, reading, and writing skills. To be admitted into the class, prospective students must be have successfully completed level 6 (Advanced II). A TOEFL placement test will be administered to determine a student's strengths and weaknesses

## **PART 4. Student Expectations Policies**

### **Student Registration**

First time registrants are required to participate in a student orientation program, which will review all registration policies at LISMA. At that time, they will also meet with a Student Agent to thoroughly review the process of entering the United States for the purpose of studying. An introduction to living in the United States and places of importance in the surrounding areas are also discussed.

Students should register for classes as soon as they are eligible to do so. Following an advisement session, a placement exam is given. It will be graded by a qualified teacher on staff and placement will be determined.

### **Registration for classes**

Students are to register for classes as soon as they are eligible to do so with the assistance of a Student Agent. Before registering for the first time, all students participate in an orientation, which includes an academic advising session. During this session, a complete overview of the enrollment and registration process is provided. The enrollment agreement is carefully reviewed with each student. The enrollment agreement contains information relevant to registration, hours of school operation, cost of the program, course schedule, attendance policy, leave of absence information, withdrawal policies, graduation information and program refunds. This document also contains grading system for the school. If the student has very limited English language skills, there school provides a person who can clearly explain the process in their native tongue.

Continuing students must register in person, before the start of the next session.

## **Attendance**

All students must maintain a minimum of 80% attendance in order to pass each level of instruction.

Students are expected to attend classes for the number of hours for which they have enrolled.

If a student will be absent due to illness or academic hardship for an extended time, the student should speak with an agent.

For international students, if an international student's attendance falls below 80%, the PDSO will conduct a conversation with the student, informing him/her that low attendance could jeopardize his/her visa status. If the student's attendance remains low, a warning letter will be issued. If a student continues to demonstrate an inability to meet the school's expectations, the PDSO will consider termination of the student's SEVIS record.

For short term illnesses, a medical note can be provided as proof that you had a legitimate absence from class. That does not change your obligation to have a total of 18 hours of instruction per week or to be responsible for the work that you missed in class. Any class missed must be made up regardless of medical note.

## **Leave of Absence**

A Leave of Absence may be granted if the reason is determined to be valid by school officials. A written request for a leave must be submitted prior to the leave of absence. A leave of absence cannot exceed thirty (30) days. Only one leave of absence may be granted to a student in any 12-month period. For F-1 students, any reduction below full-time, absence from classes, or time away must be authorized by the DSO under a Reduced Course Load (academic difficulty, medical condition, or final-term completion), or processed as Authorized Early Withdrawal with timely departure. A general 'leave of absence' does not preserve F-1 status.

## **Vacation (I-20 Students)**

For F-1 students who intend to take vacations, an F-1 student is eligible for an annual vacation only after completing one full academic year (two semesters/three quarters) of full-time study. To remain in status, the student must plan to enroll in the following term.

The vacation term follows the school's official academic calendar. Students may not independently choose vacation periods outside of these dates. Typically, the vacation period occurs during the summer semester (June–August), unless otherwise defined in the academic calendar. During their designated vacation term, students are not required to enroll. However, they must enroll full-time in the following

semester. Students may remain in the U.S. during their vacation as long as they maintain valid F-1 status.

Exceptions (e.g., medical leave or reduced course load) require PDSO authorization and supporting documentation in accordance with SEVP regulations.

The PDSO records the approved vacation in the student's SEVIS record and maintains supporting documentation in the student's academic file.

## **Re-Admission**

Any student who has withdrawn from the school and desires re-admission must sign a new enrollment agreement for the hours remaining to complete the program. The student will be retested to determine his/her level of proficiency. Any tuition due to the school will be determined and payment must be arranged before re-admittance. Students will be charged the hourly rate for the hours that they need to complete the program. Students will be permitted to re-enter at the discretion of the Executive Director and after a careful review of their academic records. A student requesting re-admittance after failing to maintain satisfactory progress will not be admitted for one grading period. If reinstated as a regular student, he or she will be placed on academic probation until at least the following grading period.

## **Examinations**

Students will be given tests and quizzes throughout each term as well as a midterm and final.

## **Completion of Program**

A student must have completed all required courses, passed each level of proficiency, attended at least eighty percent (80%) of class hours offered, and satisfied all financial obligations before he or she is eligible to graduate. The school awards a certificate of completion for all programs.

## **Report Card**

Report cards provide Academic Grade, Proficiency Level Evaluation and Teacher Comments.

All students have the right to appeal the grade and explain his/her ESL needs and receive support from their teachers or the Academic Director.

## **Grade Appeals**

If a student feels that a grade that they have been given in a particular course is unfair, the student should write a written appeal stating the course, grade, and the grade they feel they have earned. This document should be given to the Academic Director, who will arrange a meeting with the faculty member, Student Agent, and student to resolve the issue.

## **Incomplete**

If circumstances beyond the student's control inhibit the student's ability to complete the work for a course on time, the student is responsible for informing the instructor of the circumstances immediately. At the discretion of the instructor or Academic Director, a temporary report of I (Incomplete) maybe assigned, signifying that the student has been granted additional time to complete the requirements for the course. After granting an "I", the Academic Director will set a date for the completion of requirements. The date will be no later than four weeks after the grade has been granted.

## **Withdrawal**

A mark of "W" is recorded when a student withdraws from a course after the first ten days of classes.

## Academic Progress and Course Repetition Policy – F-1 Students

- Students may repeat the same ESL level a maximum of **two times**.
- The maximum time to complete the full ESL program is **150% of the published program length**.
- Students who fail to progress within these limits may be dismissed from the program.
- For F-1 visa students, dismissal due to lack of academic progress will result in **termination of the SEVIS record** for "failure to maintain status."
- Appeals may be made to the Academic Director with supporting documentation (e.g., medical evidence).

## Course Policies

1. Late work: Students are expected to complete all missed class and homework assignments should they be absent from class. They will be penalized for any missed assignments.
2. Professionalism: Students are expected to act in a courteous and professional manner at all times and should be respectful of their classmates' views and opinions at all times. Cell phones are to be kept on vibrate and students are to leave the classroom in a quiet manner, so as not to disturb others, should they need to make or receive a phone call.

## Student Responsibilities in the Classroom

Students are expected to:

- Attend classes regularly unless other arrangements are made (see Leave of Absence)
- Arrive for class on time and leave the classroom only at the end of the class
- Engage in class discussions and activities when appropriate
- Exhibit classroom behavior that is not disruptive to the learning environment
- Keep all electronic devices off or on vibrate mode during classes

## Course Responsibilities

Students are expected to:

- Observe the requirements for the course
- Obtain and understand the course syllabus
- Adhere to one of the four schedules offered by the school except in the case of pre-approved make-up classes
- Keep up with the course work and take all scheduled examinations
- Address any conflicts in the syllabus and the exam schedule as soon as possible
- Review all graded material and seek help if/when necessary
- Notify the instructor of any disabilities that might interfere with the completion of the course work
- Fairly and thoughtfully complete the course evaluation form

## Academic Progress

Students are expected to take an active part in assessing their academic progress each semester, and to monitor the progress completion of their graduation requirements. They are expected to:

- Review academic policies and procedures described in the current bulletins
- Know the graduation requirements
- Maintain personal copies of tentative plans, progress reports, general educational material until after graduation

## **Interactions with Faculty, Instructors, and other Students**

Students are expected to:

- Understand the concept of academic honesty and adhere to its principles
- Be respectful and polite to all instructors and other students
- Be familiar with and abide by the school's sexual harassment policy
- Consult this manual for all other aspects of student conduct both in and out of the classroom

## **Academic Advising**

Academic advising involves exploring the student's personal, academic, and career goals. It is designed to develop each student's program choice. Agents explain academic regulations, help students select courses and plan their program. Agents are available on a walk-in basis and by appointment.

## **Student Educational Records**

The Federal Family Educational Records and Privacy Act of 1974, sets requirements designed to protect the privacy of students concerning their records maintained by the campus. FERPA affords students certain rights with respect to their educational records. These rights include:

The right to inspect and review the student's educational records within 45 days of the request for access;  
The right to request an amendment to the student's education records that the student believes is inaccurate or misleading.

The right to consent to disclosures of personally identifiable information contained in the student's educational records, except to the extent that FERPA authorizes disclosure without consent to school officials with legitimate educational interests, including but not limited to administrative, academic, or support personnel (including law enforcement and health services); LISMA Inc. attorneys, auditors, or collection agents; or assisting another school official in performing his/her tasks. The school will disclose educational records without consent to officials of another school in which a student seeks or intends to enroll.

The right to file a complaint with the U.S. Department of Education concerning alleged failures to comply with regulations. The office's address is:

Family Policy Compliance Office  
U.S. Department of Education  
Washington, D.C. 20202

In addition, LISMA Inc. is authorized to release "Directory Information" concerning students. "Directory Information" includes: student's name, address (including email), telephone numbers, date and place of birth, major field of study, class likenesses used in publications, dates of attendance, degrees/diplomas and awards and previous institutions attended.

## **Address Validation**

Students must notify the school's ESL office whenever his/her contact information has changed. (Address/telephone number/ email address).

## **Student Grievance Procedures**

Students should try to resolve their complaint directly with the school unless they believe that the school would penalize them for the complaint. To make a formal complaint, students must submit their grievance in writing, to either the Director of ESL or the President of the School, as indicated below.

Students are encouraged to follow the following steps if they feel they have an issue that needs to be resolved:

1. Meet with your instructor to discuss the issue. The instructor and the student should both sit down and discuss the issue at hand and explore possible solutions.
2. Notify the director in writing. If the student is unable to resolve the issue with the instructor, he or she should notify the director of the campus in writing. After receiving the complaint, the director will, within 72 hours schedule a meeting with the student to address the concern. The meeting will take place within 5 business days of the complaint being received. The director will meet with both the student and the instructor (either individually or jointly) and make a reasonable attempt to resolve the complaint to the satisfaction of both parties.
3. Notify the President/Owner of the school in writing. If the complaint still has not been resolved, then the student should notify the president/owner of the company in writing. Upon receiving the complaint, the president shall respond to the student within 5 business days. The president will meet with the student, instructor, and director, either separately, or jointly, to satisfactorily resolve the issue at hand. If the situation still has not been resolved, the student should continue to the final step of the grievance process:
4. Contact the NYS Licensing Body; The school is licensed by the Bureau of Proprietary School Supervision, BPSS.

The steps you must take to file a complaint with the New York State Education Department are:

1. Write to the New York State Education Department at 116 West 32nd Street, 5th Floor, New York, New York 10001, or telephone the Department at (212) 643-4760, requesting an interview for the purpose of filing a written complaint. Bring all relevant documents with you to the interview, including an enrollment agreement, financial aid application, transcripts, etc. An investigator from the Department will meet with you and go through your complaint in detail.
2. If you cannot come for an interview, send a letter or call the office to request a complaint form. You must complete and sign this form and mail it to the office. Please include with it copies of all relevant documents. You should keep the originals. *You must file a complaint within two years after the alleged illegal conduct took place.* The Bureau cannot investigate any complaint made more than two years after the date of the occurrence.
3. The investigator will attempt to resolve the complaint as quickly as possible and may contact you in the future with follow-up questions. You should provide all information requested as quickly as possible; delay may affect the investigation of your complaint. When appropriate, the investigator will try to negotiate with the school informally. If the Department determines that violations of law have been committed and the school fails to take satisfactory and appropriate action then the Department may proceed with formal disciplinary charges.

*Where can students file a complaint or get additional information?*

Contact the New York State Education Department at:

**New York State Education Department  
116 West 32nd Street, 5th Floor  
New York, New York 10001  
Attention: Bureau of Proprietary School Supervision**

## **PART 5. General School Policies**

### **Campus Regulations**

Basic rights and responsibilities are guaranteed to all members of our society. Members of an academic community have, in addition, particular rights and obligations tailored specifically for the school environment. The regulations and procedures in this document pertain mainly to on-campus conduct. The school fully expects that individuals will be responsible for their conduct at all times and that they will be cognizant of and in compliance with local, state and federal laws. Campus regulations serve to supplement these laws. Every aspect of school life shall be free from discrimination on the basis of race, color, religion, gender, ethnic background, sexual orientation, age, marital status or disability. No person shall engage in conduct detrimental to the school.

### **Academic Integrity**

Students are expected to maintain the highest standards of honesty in their school work. Cheating, forgery, and plagiarism are serious offences, and students found guilty of any form of academic dishonesty are subject to disciplinary action, which may include termination from the program.

Cheating is defined as giving or obtaining information by improper means in meeting academic requirements. No person shall take, steal or otherwise obtain in an unauthorized manner any piece or pieces of writing which contain the questions or answers to an examination scheduled to be given to any individual enrolled in any course of study offered by the school.

Forgery is defined as the alteration of school forms, documents, or records or the signing of such forms or documents by someone other than the proper designee.

Plagiarism is the representation of, intentional or unintentional, of someone else's words or ideas as one's own. When using another person's words in a paper, students must place them within quotation marks or clearly set them off in the text and give them footnoting. When students use only the ideas and change the words, they must clearly identify the source of the ideas. If students have questions about what constitutes plagiarism, it is their responsibility to clarify the matter by conferring with the instructor.

Faculty members are responsible for reporting all cases of cheating, plagiarism and/or forgery to their Department Director and to the Dean of Academic Affairs. Academic penalties may range from a failure for a specific piece of work in a course to a failure of the course itself.

### **Responsibilities Regarding Accessing Email**

Students are required to access their personal email accounts regularly and to read all emails from LISMA Inc. regarding school matters. Email serves as one means of announcing events and calendar changes; students are expected to plan accordingly or communicate with administrators if they have a conflict with a particular meeting day/time that is announced.

### **Copyright Policy**

LISMA requires all faculty, staff, and students to comply with all state and federal laws including copyright laws. The students, faculty, and staff at LISMA have access to the fundamentals of copyright law and LISMA's guidelines for educational use of copyrighted materials at the main desk and the U.S. Copyright Office's Home Page: <http://www.copyright.gov/>

### **Physical Abuse**

No person shall attempt to cause physical injury by subjecting another to physical conduct (i.e. striking, shoving, kicking, and/or slapping). No person shall recklessly cause physical injury to any member of the school community. Any student found committing such offenses will be subject to disciplinary probation.

## **No Children and Pets**

Children and pets are not allowed in the classroom. Any student who brings a child or a non-service animal into the classroom will be asked to leave and forfeit attendance for that day. There cannot be any exceptions to this rule by the standards and regulations set forth by the state.

## **Harassment**

No person shall engage in a course of conduct or commit acts that alarm or seriously annoy another person and serve no legitimate purpose. Such acts include, but are not limited to: obscene language or gesturing, stalking, creating a condition that endangers, intimidates or threatens the health and safety of a member of the school community. Communication by telephone, mail, or any other form, anonymously or otherwise with the intent to cause annoyance or harm shall be deemed harassment. These actions are subject to probation.

## **Narcotics, Illicit Drugs, and Controlled Substances**

No person shall use, manufacture, or have in his/her possession, any narcotic, illegal drug, or controlled substance, not prescribed to them by a licensed physician, including but not limited to: cocaine, heroin, opiates, barbiturates, amphetamines, organic or synthetic depressants, stimulants, and hallucinogens; marijuana and its derivatives or any other substance is strictly prohibited. No sale or otherwise attempt to distribute any narcotic or illegal drug or controlled substance is strictly prohibited.

## **Illegal Weapons**

No person shall possess weapons of any kind, (even if licensed) including, but not limited to nunchaku sticks, firearms, large knives, air guns etc. anywhere on campus.

## **Property Damage**

No person shall take, steal or destroy or damage any property, be it personal or otherwise on campus or any property under the school's control or belonging to another member of the school community. In addition, no person shall in any manner whatsoever deface any property under the ownership or control of the school.

## **Sexual Abuse**

No person or group of individuals shall engage in sexual behavior towards any individual against his/her will without his/her verbal consent.

## **Sexual Harassment**

According to the Federal Equal Employment Opportunity Guidelines, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to the conduct is either an explicit or implicit term or condition of employment or academic advancement, or the conduct has the purpose or effect of unreasonably interfering with an affected person's work performance, learning environment, or creating an intimidating, hostile, or offensive work environment.

## **Unauthorized Use of Computer Services**

The campus computing facilities and network resources are available to registered students and officially recognized organizations. They are provided for instructional and research purposes, and must never be used for commercial purposes or personal gain. Students are responsible for all activity associated with their computer accounts.

No person shall violate copyright protections. Copyright protections are created when words are on paper, words are transmitted via email, music is recorded, computer software is written, or images are created. Once done, the work is protected by copyright. If someone wants to use the work, they must get permission from the creator. If permission is not requested, it may be copyright infringement. Copyright infringement is

any reproduction (download), display, distribution (upload), or public performance without the permission of the copyright owner or unless there is an applicable statutory exception or limitation.

### **Theft**

No person shall take and/or knowingly possess property other than his/her own with intent to benefit himself/herself or a person other than the owner of the property. The penalties will be not less than a Warning Probation.

### **Trespassing**

No person shall enter and/or utilize any facility or service without proper authorization. No person shall enter a facility that they have specifically been prohibited from entering.

### **Disorderly Conduct**

No person shall engage in criminal mischief (vandalism) or recklessly create a public inconvenience or disturbance by fighting, making unreasonable noise, using abusive language or obscene language, or creating a hazardous or physically offensive situation by an act which serves no legitimate purpose.

### **Record Retention**

LISMA retains all required F-1/M-1 student and SEVIS records for at least three (3) years after the student is no longer pursuing a full course of study, and makes them available to DHS upon request.

## **PART 6: Student Services**

### **Counseling and Academic Advising**

Counseling and academic advising involves exploring the student's goals. Advisors work closely with students to meet all their personal, academic, and professional needs. It is designed to develop each student's program choice. Advisors explain academic regulations, help students select courses, and plan their program. We also provide other services for students such as information regarding opening a bank account, applying for a driver's license, etc. Services are available on a walk-in basis and by appointment.

### **Monthly Recreation/Social Events**

While attending school, all students have access to educational, social, and recreational activities. Throughout the course of study, teachers take students on cultural outings/field trips ranging from museum visits, trips to restaurants, outdoor activities, cultural parades, festivals and free concerts. Our staff is also ready to assist students with directions to events and suggestions for activities. To further enhance student's social and cultural experiences, our friendly staff plans annual holiday parties at school to foster school spirit and introduce students to American culture and holidays.

### **Student ID Cards**

A student ID card comes with a variety of benefits that can make life more affordable and convenient for students. All students can receive a Student ID Card for a fee of \$5 (USD). Student ID Cards not only serve as proof of enrollment, but also can be used to access discounts and deals on transportation, food and restaurants, retail stores, online subscriptions, and cheaper admission to museums, theaters, concerts, and art galleries. In order to receive a Student ID Card, students need to submit one passport-sized photo to the Front Desk. For more details, please call LISMA or speak to one of the staff.

### **Health Insurance**

The school does not require Health Insurance for students. However, the school can provide resources such as healthcare workshops to teach students how to navigate health systems, understand health insurance, and access affordable care.

## LISMA International Student Information Booklet

**Welcome to LISMA!** We are delighted to have you join our vibrant community of learners. As an international student on an F-1 visa, this booklet has been designed to provide you with vital information to ensure a smooth and enriching experience. Please read through this carefully and refer back to it as needed. If you have questions, LISMA's administrative office is always here to help.

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### Immigration Regulations and Procedures

As an F-1 visa student, you must comply with U.S. immigration regulations. Below are key points to keep in mind:

#### Maintaining Your Visa Status

- **Full-Time Enrollment:** You must maintain full-time student status. This typically means completing at least 18 hours of classroom instruction per week.
- **Valid I-20 Form:** Always keep your I-20 form updated and valid. Notify the Designated School Official (DSO) immediately of any changes, such as:
  - Change of address (within 10 days of moving)
  - Change in program or degree level
  - Changes in funding or program completion date
- **Travel and Reentry:** Before traveling outside the U.S., ensure your I-20 is signed by the DSO for reentry. Carry your passport, visa, and I-20 form at all times when traveling internationally.
- **Work Authorization:** F-1 students are permitted limited on-campus work (up to 20 hours per week during the academic term). Off-campus work requires prior authorization through programs such as OPT (Optional Practical Training) or CPT (Curricular Practical Training).
- F-1 students must report any U.S. address/phone/email change to the DSO **within 10 days**; the DSO updates SEVIS in accordance with DHS timelines.
- F-1 students cannot use a general LOA to remain in status; they must consult the DSO for RCL under 8 CFR 214.2(f)(6)(iii) or process an authorized early withdrawal/termination with departure

#### Staying in Contact with the DSO

Your Designated School Official is here to guide you through visa-related issues. Contact the DSO immediately if:

- You have questions about maintaining status.
- You plan to transfer to another school.
- You are approaching program completion and need guidance on extending your stay or applying for OPT.

#### SEVIS Fee

Ensure your SEVIS fee is paid and your SEVIS record is updated. This is mandatory for maintaining your F-1 status.

### Grace Periods

- You have a 60-day grace period to prepare to leave the U.S. or change your visa status after completing your program.
  - If you terminate your studies early or fall out of status, your grace period may be forfeited.
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## Health and Safety Information

### Health Insurance

As an F-1 student, you are strongly advised to purchase health insurance coverage to protect yourself in case of illness or injury. The U.S. healthcare system is costly, and insurance ensures access to necessary services.

### Local Healthcare Resources

- **Urgent Care:** For minor illnesses or injuries, visit Northwell Health-GoHealth Urgent Care (1218 Willis Avenue, Albertson, NY 11507).
- **Hospitals:** For emergencies, visit NYU Langone Hospital - Long Island (259 1st Street, Mineola, NY 11501).
- **Pharmacies:** CVS Pharmacy (400 Willis Avenue, Roslyn Heights, NY 11577) for over-the-counter medication and prescriptions.

### Personal Safety Tips

- Always carry your ID and emergency contact information.
  - Familiarize yourself with local emergency numbers (Police/Fire/Ambulance: 911).
  - Avoid walking alone late at night. Use well-lit and populated areas.
  - Lock your residence and vehicle at all times.
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## Surrounding Culture and Community

### Cultural Adjustments

Adjusting to a new culture can be challenging. Here are some tips to help you acclimate:

- **Be Open-Minded:** Embrace the cultural differences and take time to understand local customs and traditions.
- **Ask Questions:** Don't hesitate to seek guidance if you're unsure about social norms.
- **Engage with the Community:** Participate in local events and activities to make connections and learn about American culture.

### Local Resources for International Students

- **Public Libraries:** Shelter Rock Public Library (165 Seasingtown Road, Albertson, NY 11507) offers free access to books, computers, and study spaces.
- **Community Centers:** Check out events at the Town of North Hempstead Community Center for a range of activities.
- **Cultural Events:** The nearby Nassau County Museum of Art often hosts multicultural exhibitions and events.

## Transportation

- **LIRR (Long Island Rail Road):** Use the Albertson Station for access to NYC and other locations. For schedules, visit <https://new.mta.info>.
- **NICE Bus:** An affordable way to get around the area. Visit <https://www.nicebus.com> for routes and schedules.

## Shopping and Dining

- **Grocery Stores:** Stop & Shop and H Mart offer a wide range of options, including international foods.
- **Restaurants:** Explore local eateries for diverse cuisine. Ask staff or peers for recommendations!

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## LISMA Campus Policies and Procedures

### Attendance Policy

Regular attendance is mandatory for maintaining your F-1 visa status. Inform the DSO or instructors if you are unable to attend classes due to illness or emergencies.

### Academic Integrity

Upholding honesty and integrity in your academic work is essential. Plagiarism or cheating is strictly prohibited and may result in disciplinary action.

### Support Services

- **Academic Advising:** Meet with advisors to discuss academic progress and course selection.
- **Student Counseling:** Confidential counseling is available for students facing personal or academic challenges.

### Complaint Resolution

LISMA is committed to your success. If you encounter issues or concerns, please contact the administrative office for assistance.

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## Additional Resources

## **LISMA Contact Information**

- **Administrative Office:** (516) 625-3455 | [info@lisma.edu](mailto:info@lisma.edu)
- **DSO Contact:** Minsun Kim

## **Online Resources**

- U.S. Immigration and Customs Enforcement (ICE): <https://www.ice.gov/sevis>
- Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov>

## **Emergency Preparedness**

- Review safety plans and emergency evacuation procedures provided during orientation.
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**Welcome to the LISMA community!** We are here to support you on this exciting journey. Let us know how we can help make your time here as rewarding and successful as possible.