ENGLISH LANGUAGE INSTITUTE

STUDENT HANDBOOK
2019 - 2020
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Welcome!

Welcome to Millersville! It is a great community to learn in. We are pleased that you have chosen Millersville University as a place to improve your English language skills, learn more about American culture, and experience University life. This handbook has information that will help answer questions about the program and Millersville University. The ELI instructors and staff are here to help you, not only in mastering English, but also in adjusting to a different way of life. We wish you all the best in the upcoming semester.

Sincerely,

The ELI Team

ELI Mission Statement

As part of the Office of International Programs and Services, the English Language Institute at Millersville University equips English Language Learners for a successful transition into U.S. university programs, where they participate fully as confident members of the campus and local community.

To achieve this mission, the ELI will:

- **Prepare** English language learners for academic and professional success through progressive levels of instruction in a student-centered environment.
- **Support** English language learners throughout their student journey by providing individualized academic and student services.
- **Engage** students in diverse learning opportunities, not only in the classroom, but through civic service, trips and social activities.
Program Overview

The English Language Institute at Millersville University (MU) is a non-credit, intensive English program designed to help students improve their English proficiency for academic, personal or professional purposes. Most students in the program plan to begin undergraduate or graduate study in an American college or university after they complete their English program.

The ELI follows Millersville’s academic calendar, which generally is:

- **Fall:** late August through mid-December (14 weeks)
- **Spring:** late January through mid-May (14 weeks)
- **Summer:** mid-June through mid-August (10 weeks)

The curriculum is divided into six levels, with students in levels 4-5 having the option of enrolling concurrently in non-ELI, MU undergraduate courses. Level 6 students may enroll concurrently in MU graduate courses. Students should expect to be in ELI classes 18-24 hours per week.

Important Reminders

- Students are responsible for following classroom and program policies, as communicated at orientation and this *ELI Student Handbook*. Pay special attention to “Policies and Expectations” on page 16.
- Students are accountable for their actions.
- Students must be respectful to their classmates, teachers and ELI administrators at all times.
- Students should strive to use English 100% of the time.
Admissions

ELI admission policy follows the MU undergraduate admissions policies. These policies are found here: 
www.millersville.edu/admissions/undergrad/apply/international.php

- Admission is open to U.S. citizens and permanent residents.
- Students must have graduated from high school.
- Students must be 17 years of age, unless part of a short-term program.
- Students in levels 4-6 have the option of concurrent enrollment in non-ELI, 
  MU courses. (See page 5 for more details.)

Conditional Admission
Applicants who are academically admissible to MU programs, but do not meet the minimum English language requirement, may be conditionally admitted to Millersville University, with the understanding that they will first enroll in ELI courses. More about the English proficiency requirement is found here: 
www.millersville.edu/international/prospective-students/english-proficiency.php

Proof of English Language Proficiency & Placement
Students must apply and be admitted to the ELI before attending classes. A formal, standardized English language proficiency test is not required for admission to the ELI. However, if TOEFL or IELTS or another standardized test has been taken, these scores must be provided. An additional proficiency test will be given prior to the start of classes to determine level placement. Students will be placed within level 1 through 6, according to their placement test results.

Transferring to/from Millersville University
Millersville University welcomes transfer students from other regionally accredited institutions. Nationally, 60% of students begin their education at one institution and complete their bachelor’s degree at another. Annually, nearly 700 transfer students chose Millersville to continue their educational journey. Our aim for this site is to provide transfer students the essential information they need to apply and transition into Millersville University. Read more about your specific transfer situation here: 
www.millersville.edu/admissions/undergrad/transfer/index.php
Registration
ELI staff will register students for ELI classes. Depending on their situation, ELI students may enroll full- or part-time. Students with F-1 visas are not allowed to study part-time in the ELI, unless enrolled full-time in an academic program, or if taking courses during the summer months. Students with F-2 and J-2 visas, as well as other visa categories, have the option of studying part-time.

Program Fees & Payment
ELI students will not receive a tuition and fee bill until they are registered for classes. Payment may be made in-person or online. Students should make payment or begin a payment plan by the first date of class. Non-payment will lead to late fees added to your bill; non-payment also leads to a hold being placed on your account, which would restrict registration in later terms.

Flywire
International students are encouraged to use Flywire for tuition payments. This service offers an opportunity to pay securely from any country or bank using any currency.

Fees Related to Concurrent Enrollment
Students who take advantage of the concurrent Millersville University course enrollment option during ELI levels 4, 5 or 6 will be responsible for the additional tuition and fees required by MU.

Sponsored Students
Students who are sponsored through a government or other third-party must work with the Office of International Programs and Services and the Office of Student Accounts to ensure timely invoicing and payment of tuition and fees.

Refund Policies
The Add/Drop period is during the first week of the program only. During that week, students are able to withdraw from the program and receive a full refund on tuition paid. A student who withdraws from the ELI after the first week is not eligible for any refund. The refund policy applies to tuition only. Other fees are not refunded. Special situations may be reviewed on a case-by-case basis.
Curriculum

The English Language Institute (ELI) provides six levels of intensive English instruction designed to meet the academic needs of international students attending Millersville University. Full-time ELI students receive a minimum of 18 hours of English instruction and 4 hours of supervised language lab work per week, depending on the program.

Core Courses

Each level is made up of core courses focusing on key areas:

- Academic Written Literacies
- Academic Oral Interactions
- Grammar for Oral Interactions
- Grammar for Written Literacies

Each core course has a laboratory period for additional practice, with tutors and staff available for assistance.

Key Elements

The following highlights key elements of the ELI Curriculum

Writing

Our goal is for our students to be able to write a relevant, comprehensible, and convincing text by understanding that writing is a process composed of series of steps. By breaking down the process into manageable stages, we enable students to approach a writing task with more confidence in order to create a well-structured end product. We understand that in order to be successful, academics students need to be able to find and interact with outside sources in their field and incorporate them into their writing. We are striving to strike a balance between writing accuracy and fluency so that our students are able to write correctly and efficiently.

Speaking
ELI students need to be able to communicate orally with confidence. They need to be able to participate in classroom discussions, but also to talk to other students in a more informal way. They will also benefit greatly from learning how to give a presentation in front of audiences in both their academic and professional careers.

**Reading**
It is crucial for our students to be able to comprehend an academic text in an efficient way to extract relevant content. We also strive to equip students with tools that they will not be overwhelmed with the amount of detail.

**Listening**
Listening skills are at the core of students’ success in academic and professional communication. Not only do students need to be able to understand a lecture or presentation but they also need to be able to understand their peers in more informal context.

**Grammar**
In terms of grammar we are striving for accuracy and variety of structures.
- To be able to produce language with fair amount of correctness: Our students need to be able to create language structures that are appropriate for a language situation and have correct forms.
- To draw on a variety of grammar structures: Students need to be able to create complex language in order to produce language that is exact and professional.

**Vocabulary**
Vocabulary is an essential part in all the areas of language as it carries the meaning of language units. The ELI recognizes this and that focuses integrated vocabulary into reading and listening classes.

**Elective Courses**
In addition to core courses, ELI students choose elective classes based on interest. Possible options include: American Literature, Community & Self, Service Learning, Creative Writing, Dramatic Speaking, Admissions 101 and much more. For specific elective course descriptions, review our syllabus and curriculum guide. Elective courses may be chosen based on availability; not every course is offered in all semesters and at all levels.
Civic Engagement
ELI students have the opportunity to learn more about the community around them through civic engagement. Students will engage in a variety of programs in the city of Lancaster through service or experiential learning. Students will have the opportunity to reflect on their experiences through blogging, and journal writing.

Language Lab
The ELI’s Language Lab provides opportunities for students to practice a variety of language skills, such as grammar, listening, punctuation, reading, writing and vocabulary, in simulated and real-life contexts. Software and materials used are customized to the learner’s need.

Program Schedule
Classes are held Monday through Friday and hours range between 8:00 AM and 7:00 PM.
Academic Information

Length of Study
The amount of time it takes to learn a new language depends on the individual. Students who begin the ELI program in levels 1 or 2 should expect to study for at least 12 months prior to taking full-time courses in their academic programs. Students in levels 3 or 4 should expect to study for at least 8 months prior to taking full-time courses in their academic programs. Students beginning in levels 5 or 6 should expect to study at least 4 months prior to taking full-time courses in their academic programs.

Initial Level Placement
Before students start the ELI program, they will take an English language proficiency test to determine their placement in the correct level. At the end of each semester, students will be given a new placement test to confirm sufficient progress and promotion to the next level.

Level Descriptions
The ELI has six levels represented in the table below:

<table>
<thead>
<tr>
<th>Level</th>
<th>Notes</th>
<th>CEFR</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td>A1</td>
<td>Low beginner</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>A1</td>
<td>High Beginner</td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>A2</td>
<td>Low intermediate</td>
</tr>
<tr>
<td>4</td>
<td><em>May begin academic classes</em></td>
<td>B1</td>
<td>Intermediate</td>
</tr>
<tr>
<td>5</td>
<td><em>Exit level for undergraduate students</em></td>
<td>B1</td>
<td>High Intermediate</td>
</tr>
<tr>
<td>6</td>
<td><em>Exit level for graduate students</em></td>
<td>B2</td>
<td>Advanced</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Common European Framework of Reference for Languages (CEFR) – Descriptors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A1</strong>&lt;br&gt;<strong>Level 1&amp;2</strong></td>
</tr>
<tr>
<td><strong>A2</strong>&lt;br&gt;<strong>Level 3</strong></td>
</tr>
<tr>
<td><strong>B1</strong>&lt;br&gt;<strong>Levels 4 &amp; 5</strong></td>
</tr>
<tr>
<td><strong>B2</strong>&lt;br&gt;<strong>Level 6</strong></td>
</tr>
</tbody>
</table>
Student Evaluation & Grading
In order to pass a course, ELI students must earn a B- (80%) or higher. Students who fail to make adequate progress in the program will be placed on academic probation. Probation can lead to dismissal from the program, which will result in I-20 being terminated in SEVIS, affecting legal immigration status.

Class Attendance & Participation
It is expected that students show up and actively participate in classes. Students must attend at least 80% of ELI classes to be eligible to pass.

Level Completion and Promotion
ELI students must earn a B- (80%) or higher in all core courses to be promoted to from one level to the next. Students must earn a minimum of a B- (80%) or higher in all core courses at level 5 (undergraduate) or level 6 (graduate) to matriculate into their full-time academic major. Students must work with the respective Admissions Office to be admitted to an academic program. Important Note: Applicants must meet all other Millersville University admission requirements, including program-specific requirements.

For more information regarding being admitted to MU’s academic programs, visit our International Admissions page, found at: www.millersville.edu/international/index.php.

Repeating a Level
Students who do not meet requirements for promotion must repeat a course. It is expected for students to make adequate and consistent progress in their course of English study, as outlined above. A student may not take the same level for more than two successive semesters.

Academic Probation & Dismissal
Students are placed on probation if they fail to meet expected standards for grades or attendance. Students who do not meet the above requirements for advancement, i.e. they fail to meet expected standards for grades or attendance, will be given an alert at intervals during the semester. After an initial alert, students would be given a
warning prior to probation or dismissal. Students who are dismissed will need either to find admission to another program or university or to return home.

**Level Skipping:**
All students must take level 5. Otherwise, skipping a level is possible if testing, class performance and instructor recommendations support such a change. The following requirements must be met in order to make a level skip request:

- Student must earn an average grade of 95% or higher in all ELI core courses in order to make request, i.e. request form.
- Student must submit ELI Level Change form.
- Student must submit an essay, which includes a rationale and case for skipping to the next level.
- Student must have a speaking and writing evaluation conducted by ELI staff.
Policies and Expectations

Immigration – Maintaining Status
Your attendance, participation and success in the ELI classroom is directly related to maintaining your immigration status. Please pay special attention to all policies, expectations and requirements outlined below and throughout this handbook.

Class Attendance & Participation
It is expected that students show up and actively participate in enrolled classes. Students must attend at least 80% of ELI classes to be eligible to pass. There is no distinction between an excused or unexcused absence. Students who fail to meet attendance requirements will automatically fail the course and will be required to repeat that level.

- Class attendance is checked daily at the beginning of class.
- Attendance is reported to the ELI office by each of your instructors on a regular basis.
- You will receive one warning if you are approaching your limit.
- It is your responsibility to keep track of your absences.
- Missing up to 10 minutes of class time counts as a tardy.
- Students missing more than 10 minutes are marked as absent.
- Instructors may also refuse entry to a student who is habitually tardy or after a test or other graded assignment has begun.
- **Reminder:** Excessive tardiness or absences will affect your overall participation and academic success.
- **Important Note:** Field trips are designed to enhance a student’s English language acquisition. Students are expected to attend all ELI field trips and co-curricular activities. Failure to attend will count as an absence for the day.

Withdrawal from Classes During the Term
There are many implications and requirements related to withdrawing from classes or the University in the middle of a term. Please talk to your advisor and the ELI staff for assistance.
Classroom Conduct
It is important for students to demonstrate appropriate behavior in class. This includes expectations of student interaction and timely completion of work. Behavior in that is disruptive or disrespectful to fellow students or to instructors is not acceptable, and students will be asked to leave class. If conduct does not improve, student faces possibility of being dismissed from the program. Alerts, Warnings and other communications will be given to students, if time and circumstances allow.

Mobile Phones
Teachers will state their individual cell phone policy per class. In general, cell phones should be put away during instruction or any time of interaction and engagement with the class material. It is okay to use phones during 1:1 work as a resource or tool, if permissible or as instructed by the teacher.

Textbooks & Supplies
Students are provided with textbooks at the beginning of a semester. It is expected that students bring textbooks, notebooks and other classroom materials to each class session.

Syllabus
Students will receive a syllabus in each class at the beginning of the semester. This syllabus gives information about how to contact the instructor, the name of the textbook, the goals of the class, the grading system and weighting, as well as the weekly class schedule.

Homework
It is important for students to complete homework assignments as a part of improving their English. Homework must be completed and turned in on time. ELI instructors and tutors are here to assist if you do not understand an assignment. Please ask! Missing homework will lower your grade.

Student Evaluation & Grading
ELI students are evaluated on a continuous basis through in-class activities, graded assignments, quizzes and tests. Students will receive a mid-term grade and a final grade report at the end of each
term. All students enrolled in ELI courses will be given a grade for each class taken. The ELI follows the Millersville University grading scale, which is shown in the table below:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100%</td>
</tr>
<tr>
<td>A-</td>
<td>90-92%</td>
</tr>
<tr>
<td>B+</td>
<td>87-89%</td>
</tr>
<tr>
<td>B</td>
<td>83-86%</td>
</tr>
<tr>
<td>B-</td>
<td>80-82%</td>
</tr>
<tr>
<td>C+</td>
<td>77-79%</td>
</tr>
<tr>
<td>C</td>
<td>73-76%</td>
</tr>
<tr>
<td>C-</td>
<td>70-72%</td>
</tr>
<tr>
<td>D+</td>
<td>66-69%</td>
</tr>
<tr>
<td>D</td>
<td>63-66%</td>
</tr>
<tr>
<td>D-</td>
<td>60-62%</td>
</tr>
<tr>
<td>F</td>
<td>0-60%</td>
</tr>
</tbody>
</table>

**Transcript Requests**
For official transcripts, students must contact the Office of the Registrar for processing.

**Grade Appeals**
Students who believe there is an error on their mid-term or final grade report may submit a Grade Appeal Form to the English Language Institute. This appeal will be reviewed by the appropriate ELI administrators in consultation with the instructor.

**Academic Integrity – Related to Cheating and Plagiarism**
Academic integrity rules vary from country to country, so it is important for ELI students to understand the academic integrity expectations of Millersville University and the U.S. In some cultural contexts, it is considered honoring a person to use his or her words without giving credit. However, in the U.S. this practice is considered very bad and is called plagiarism. Plagiarism is taking credit for an idea or statement that did not originate in your mind. Students who present someone else’s work, words or ideas, whether it be another student’s or from a publication, as if their own creation, have committed plagiarism. Read more here: www.millersville.edu/internationalprograms/international-students/getting-settled-in-pa/issues-in-academic-integrity.php

**Student Rights and Responsibilities**
ELI students must abide by the same rules as all other students at Millersville University. Failure to do so may result in suspension or expulsion from Millersville University, which will result in your I-20
being revoked, taking you out of legal status on your visa. For more information: cs.millersville.edu/~blifick/cs161/student_code.html.

**Student Grievances or Complaints**
The ELI staff will work hard to make your experience here a great one. However, if there are any situations or issues that are causing you difficulty, we will be happy to talk with you about them. Students have the opportunity to meet and discuss any concerns or issues with the Director of the Office of International Programs and Services. If students have complaints about ELI policies or classroom instruction, other programming or their overall experience, they may file a complaint with the Office of International Programs and Services. Please submit the complaint or details by email, and then a follow-up meeting will be arranged to discuss the matter. An email explaining the resolution or outcome will be sent afterward, usually within 10 days.

**Email Communication and Announcements**
The ELI and MU sends important announcements and notices to students on a regular basis. Most of these announcements will be sent to students’ MU email addresses. It is important that students check their MU email daily, or forward their MU email to their primary email account.

**Orientation**
**All new international students are required to attend all MU and ELI orientation activities.** Orientation offers an opportunity for students to learn about the services and programs of Millersville University and the ELI. Orientation also covers immigration laws and expectations, as well as guest speakers from many university departments. There are also a lot of fun activities and chances to make new friends! Student attending orientation have a much better rate of success at Millersville University.

**Student ID Cards**
You will receive your MU student ID card during orientation. ID cards are necessary to enter your residence hall, for identification in the library, health services, and athletic facilities, as well as to purchase meals at any of the many dining options on campus.
Transitioning to Life at Millersville University

College is a journey as much as it is a destination. Over your time at Millersville University you will meet new people who become life-long friends, learn from knowledgeable mentors both in and out of the classroom, challenge yourself, your abilities, and your beliefs, and gain knowledge and skills that will propel you forward in life. At the conclusion, you will have obtained both a degree and an education. And it all starts with orientation.

The transition to college can be a big adjustment for both you and your family. That's why we provide a variety of orientation programs to meet your individual needs. Whether this is your first time in college or you're coming to MU from another institution, whether you came from another country or state or from Lancaster County, our goal is to position you for success throughout your time at Millersville University. Read more here: [www.millersville.edu/orientation/index.php](http://www.millersville.edu/orientation/index.php)

ELI Student Support Services

Because transitions can be both challenging and rewarding seasons, the ELI has put into place many support services to help students succeed at the highest level in making the adjustment to this new situation. Beyond the areas of support listed below, you will find that our ELI staff are available and eager to help you.

**Academic Support Services**

International students have the opportunity to improve writing and communication skills by participating in the ELI’s Academic Support Program. Non-native speakers are provided with English support through workshops and tutoring. Both academic and ELI students are eligible to participate in this service free of charge.
Academic Advising
ELI staff are available to meet with students on questions related to classes and future options at Millersville University. Advising is available for a range of topics, including level placement, repeated courses, probationary status and cultural adjustment issues.

International Student Services
International students making the adjustment to studying in the United States and being part of the Millersville community have many wonderful new opportunities; they also have unique challenges and extra requirements. Our staff is here to help you in the following ways:

International Student Advising
International student advisors are here to assist with immigration and cultural advising for all international students. They can also refer you to the appropriate Millersville University department and services, as needed.

Health Insurance
Remember that all F-1 and J-1 students and scholars whose immigration documents were issued by Millersville University are required to have health insurance for themselves and their dependents. Please ask for information or assistance, if needed.

Getting Involved
The ELI encourages students to take advantage of programs and services offered at Millersville University and the ELI.

Clubs and Organization
You will find many opportunities to be involved, make new friends and improve your English through joining any of the organizations you will find listed here:

- https://getinvolved.millersville.edu/
- https://involved.millersville.edu/organizations
Campus Services and Resources
Read more about the many services and resources offered at Millersville University and listed below at this website: www.millersville.edu/saem/student-resources/campusservices.php

- Shuttle Service
- Career Services
- Costume Rental Shop
- Counseling Services
- Dining Services
- Financial Aid
- Club de'Ville
- Internships & Civic Engagement Services
- University Police

Field Trips and Activities
In addition to language and academic instruction, the ELI offers students several mandatory cultural events, outside of class activities and trips to local and regional attractions, such as nearby locations like Washington D.C., Philadelphia, Baltimore and historic Lancaster County, Pennsylvania.
Maintaining Good Immigration Status

As noted earlier, there is a direct connection between your successful course work, attendance and participation in classes and your immigration status. Please pay special attention to all immigration requirements.

- **Reminder:** The key issue is that if anything in your situation changes, such as address, schedule or other matters, you should be communicating with the immigration officials on campus. This means let the ELI administration and/or the Office of International Programs and Services know about the changes. This team also acts as U.S. Government/SEVP officials for Millersville University.

- **Communicate:** It is key to communicate with staff and ELI instructors. They can help you.

Immigration Documents

**Passport**

You must keep your passport valid. You should apply for passport renewal at least 6 months before the expiration date. The passport is the legal document issued by your country of citizenship; it must be valid for 6 months into the future upon your entry into the U.S. and remain valid at all times during your stay. The passport can usually be renewed through your embassy or one of your consulates in the United States. If you have been issued a Travel Document in Lieu of a Passport by the government of the country of which you are a resident, the information above, regarding passports, applies to Travel Documents.

**I-20 & DS-2019 - "Certificate of Eligibility"**

The I-20 (for those with F-1 status) or DS-2019 (for those with J-1 status) is the document which you must present to the U.S. Embassy or Consulate abroad to obtain a visa and which you present to immigration officials to enter the U.S. each time you travel abroad and return; for most Millersville University students the I-20 is issued by the university through the Office of International Programs and Services. Some J-1 students have documents issued by an outside agency. You should always keep these and any other immigration
documents for your records even if you get new ones in the future. The I-20 and DS-2019 are issued via the SEVIS government tracking system and have a bar code and ID number. If any of the information on these documents changes, you MUST come to the Office of International Programs and Services immediately to apply for a new document. Once again, the expiration date on the I-20 or DS-2019 is just an estimate. For F-1 students, your permission to stay in the U.S. ends 60 days from the date you complete the last requirement for your degree (for J-1 students your permission to stay ends within 30 days of completion). If you fail to follow all the rules of legal student status, your stay expires on the day the violation occurs.

I-94 Departure Record
The electronic I-94 is the document that authorizes you to be in the U.S. as a student for a specified period of time, for the specified program of study, at the institution specified on the I-20/DS-2019. For F-1 and J-1 visa holders, the expiration date should be D/S (duration of status), which implies the date of program completion (not always the same date as graduation). The I-94, like the passport, must be valid at all times. When a student departs, the I-94 record is no longer valid but will be reactivated upon re-entry into the U.S. The number on the I-94 record is called your "Admission Number" or "I-94 Number."

Entry visa
The entry visa is a sticker with photograph on a page of your passport that permits you to enter the U.S. Individuals entering as students will have either an F-1 or J-1 entry visa. The visa may expire while you are in the U.S.; you cannot and need not renew it while you are here, however a new entry visa will be required if the original expires and you travel outside and then wish to re-enter the U.S. You must present a valid SEVIS form I-20 (F-1) or DS-2019 (J-1) from the school you will attend to the US Consular officer to obtain your entry visa. You may be able to travel to and return from Canada, Mexico, and adjacent islands (except Cuba) without a valid visa if you will be staying less than 30 days (check with an advisor for current regulations). Remember, the visa does not indicate how long you are permitted to stay in the U.S. Your permission to stay ends once you
complete your program of study (plus grace period) or when you fail to “maintain legal student status”. Canadian citizens do not need a visa to enter the U.S.

**Responsibilities of a Student in F/J Status:**

- Must be enrolled as a full-time student. Full-time is defined as 18+ class hours per week for ELI students.
- You may not legally drop below full-time enrollment without first receiving approval from the Office of International Programs and Services.
- You must maintain class attendance, as outlined in an earlier section of this handbook.
- You must report address changes to the Office of International Programs and Services within 10 days of a move.
- You may not work off-campus without authorization. Students may work on campus up to 20 hours a week as long as the on-campus employment does not conflict with their class schedule and progress.

**Student Advising**

When you need information about immigration matters, always check with the Office of International Programs and Services. It is extremely important that you have good information and good advice. Do not ask your friends!
Who to contact in the ELI regarding:

### Administrative Matters or Services or Complaints

**Daniel McClary**, Assistant Director of International Student Success, Office of International Programs and Services  
Daniel.McClary@millersville.edu  
717-871-4039, Lyle Hall, Room 106 (Fall 2019) /140 (Spring 2020)

### Academic Matters

**Maria Mando-Fedorcova**, Academic Coordinator, ELI  
Maria.Mando-Fedorcova@millersville.edu  
717-871-4041, Lyle Hall, Room 113 (Fall 2019) /152 (Spring 2020)

### Other ELI Staff Available to Help

**Patrice Campbell**, Director, Office of International Programs and Services  
Patrice.Campbell@millersville.edu  
717-871-7506, Lyle Hall, Room 119  

**Kristin Thomson**, International Student Engagement Coordinator, Office of International Programs and Services  
Kristin.Thomson@millersville.edu  
717-871-4042, Lyle Hall, Room 117a

### Millersville University Office Phone Numbers

<table>
<thead>
<tr>
<th>Office</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>English Language Institute (ELI)</td>
<td>717-871-4040</td>
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<tr>
<td>Office of International Programs &amp; Services (IPS)</td>
<td>717-871-7506</td>
</tr>
<tr>
<td>Emergency Number for IPS</td>
<td>717-871-5506</td>
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<tr>
<td>Registrar's Office</td>
<td>717-871-5005</td>
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<tr>
<td>Office of Student Accounts</td>
<td>717-871-5101</td>
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<tr>
<td>Health Services</td>
<td>717-871-5250</td>
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<tr>
<td>Department of Housing &amp; Residential Programs</td>
<td>717-871-4200</td>
</tr>
<tr>
<td>Center for Counseling and Human Development</td>
<td>717-871-7821</td>
</tr>
<tr>
<td>Library</td>
<td>717-871-7111</td>
</tr>
<tr>
<td>Help Desk (IT)</td>
<td>717-871-7777</td>
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## Emergency Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
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<tbody>
<tr>
<td>Fire-Police-Ambulance</td>
<td><strong>911 or 3-911</strong></td>
</tr>
<tr>
<td><strong>Medical Emergency</strong></td>
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</tr>
<tr>
<td>Health Services at Witmer Building</td>
<td><strong>717-872-3250</strong></td>
</tr>
<tr>
<td><strong>Non-emergency Medical Care</strong></td>
<td></td>
</tr>
<tr>
<td>Millersville University Police</td>
<td><strong>717-872-3433</strong></td>
</tr>
<tr>
<td>Millersville University Facilities</td>
<td><strong>717-872-3282 or</strong></td>
</tr>
<tr>
<td>Millersville University Environmental Health and Safety</td>
<td><strong>717-872-3017 or</strong></td>
</tr>
<tr>
<td></td>
<td><strong>717-872-3715</strong></td>
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