Welcome!

Dear International Students,

Welcome to the American Language Program at Columbia University! In this Student Handbook you’ll find lots of useful information about studying in our program, being a member of the Columbia University community and living in New York City.

Whether your goal is to attend an American university or achieve professional success in the US or abroad, our English courses are designed to really help you improve your written and spoken English and to help you read and listen more effectively.

The American Language Program offers a unique educational and cultural experience:

- an Ivy League university experience
- a world-class faculty
- a historic campus in Manhattan
- a serious academic program

This handbook has all the information you need to make your English studies at the American Language Program useful, enjoyable and memorable. It also explains how to follow the rules and how to make the most of facilities on and around campus.

If you still have questions after reading it, we’re here to help you!

Kind regards,

Mary Pickett

Interim Program Director, American Language Program
## Contents

### What To Expect

<table>
<thead>
<tr>
<th>Week One: Important Things to Do</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Your Columbia ID Card</td>
<td>6</td>
</tr>
<tr>
<td>2. Your Columbia Email Account</td>
<td>6</td>
</tr>
<tr>
<td>- To Check your Columbia Email</td>
<td>7</td>
</tr>
<tr>
<td>- To Sign up for Email Forwarding</td>
<td>8</td>
</tr>
<tr>
<td>- To Set up Email on a Mobile Device</td>
<td>8</td>
</tr>
<tr>
<td>3. Check Your Electronic Bill (e-bill)</td>
<td>8</td>
</tr>
<tr>
<td>4. Add Your Emergency Contact</td>
<td>8</td>
</tr>
<tr>
<td>5. Update Your Local Mailing Address</td>
<td>9</td>
</tr>
<tr>
<td>6. Complete SEVIS Registration (F-1 students only)</td>
<td>10</td>
</tr>
<tr>
<td>7. Give Your Meningitis Vaccination Decision</td>
<td>10</td>
</tr>
<tr>
<td>8. Confirm Your Enrollment in the Columbia University Medical Insurance Plan</td>
<td>10</td>
</tr>
<tr>
<td>9. Return Your MMR Form</td>
<td>10</td>
</tr>
</tbody>
</table>

### Health Services & Medical Insurance Information

<table>
<thead>
<tr>
<th>Health Services &amp; Medical Insurance Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ALP Intensive Students</td>
<td>11</td>
</tr>
<tr>
<td>2. ALP Part-time Students</td>
<td>11</td>
</tr>
<tr>
<td>3. Feeling Sick</td>
<td>12</td>
</tr>
<tr>
<td>4. Columbia Student Medical Insurance Cards</td>
<td>12</td>
</tr>
<tr>
<td>5. Health Services, Medical Insurance and Meningitis Decision: Overview of Requirements</td>
<td>13</td>
</tr>
</tbody>
</table>

### ALP Visa & Immigration Information and Advising

<table>
<thead>
<tr>
<th>ALP Visa &amp; Immigration Information and Advising</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Overview</td>
<td>14</td>
</tr>
<tr>
<td>2. While You are Studying at the ALP</td>
<td>15</td>
</tr>
<tr>
<td>3. If You Want to Leave and Come Back</td>
<td>15</td>
</tr>
<tr>
<td>4. When You Finish Your Studies at the ALP</td>
<td>15</td>
</tr>
<tr>
<td>5. If You Wish to Transfer Out to Another Institution</td>
<td>16</td>
</tr>
<tr>
<td>6. Important Terms You Should Know</td>
<td>16</td>
</tr>
<tr>
<td>7. Some Helpful Resources</td>
<td>17</td>
</tr>
</tbody>
</table>

### Financial Matters

<table>
<thead>
<tr>
<th>Financial Matters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Tuition &amp; Fees</td>
<td>18</td>
</tr>
<tr>
<td>2. E-Bill Payment Schedule</td>
<td>18</td>
</tr>
<tr>
<td>3. Payment Procedures</td>
<td>19</td>
</tr>
</tbody>
</table>

### Withdrawal Procedures

<table>
<thead>
<tr>
<th>Withdrawal Procedures</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Refund Policy When Dropping Entire Program (Withdrawal)</td>
<td>21</td>
</tr>
<tr>
<td>2. Refund Policy When Dropping Individual Courses</td>
<td>22</td>
</tr>
<tr>
<td>3. ALP Withdrawal and Tuition Refund Schedule</td>
<td>22</td>
</tr>
</tbody>
</table>

### Academic Matters

<table>
<thead>
<tr>
<th>Academic Matters</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Attendance</td>
<td>23</td>
</tr>
<tr>
<td>2. “Good Standing’”</td>
<td>24</td>
</tr>
</tbody>
</table>
3. Grading 26
4. Program Completion 27
5. Levels 27
6. Writing Descriptors for Levels 7-10 28
7. Level Promotions 28
8. Placement or Promotion Appeal Policy 29
9. University Credit Courses 29
10. Academic Advising 30
11. Academic Dishonesty 30
12. Disciplinary Charges 31
13. Academic Integrity Pledge 32

Academic Resources 33
1. Bookstore 33
2. Computer & Printer Labs 33
3. CourseWorks 34
4. Libraries 34
5. Student Lounges 34
6. Language Exchange Program (LEP) 34
7. University Lectures 35
8. Your Academic Record 35
   - Academic Certification 35
   - Official Columbia Transcript 35
   - Enrollment Certification Letter 35
   - Privacy 35

Community Standards of Behavior 36
1. Smoking Policy 36
2. Cell Phone Policy 36
3. Behavioral Standards 36
4. Protection against Discrimination and Sexual Harassment 36
5. More Essential Policies for the Columbia Community 37

General Advising 38

Housing 38
1. Campus Housing 38
2. Non-Columbia Housing 38
3. Apartment Rentals 39

Taking Care of Yourself 39

Dining 40
1. Cafés on Campus 40
2. Restaurants & Markets in the Neighborhood 40
3. Restaurant Guidelines 41
   - Tipping 41
   - Drinking 41
   - Dietary Restrictions 41
Health Resources 42
1. Counseling & Psychological Services 42
2. Alice! Health Promotion 42
3. Office of Disability Services 42

Social, Religious & Recreational Activities 43
1. Clubs 43
2. Gym & Sports 43
3. Movie Ticket Discounts 43
4. Museums – Free with CUID 44
5. Religious Worship 44
6. Zoo Discount 44
7. Rush Tickets for Music & Dance 45
8. Theater Ticket Discounts 45

The Neighborhood 46
1. Transportation to Campus 46
2. Local Supplies & Services 46

Safety 47
1. Safety on Campus & in the Columbia Neighborhood 47
2. Safety Tips for Living in NYC 48

Complaints 48
Campus Map Back Cover

While great care has been taken in preparing the information published in this handbook, Columbia University does not guarantee that the content is accurate and current. The University cannot be held responsible for any errors or omissions and accepts no liability whatsoever for any loss or damage suffered as a result of using the information published on any of these pages. Please feel free to contact us at alp-advising@columbia.edu with any changes, additions, or suggestions.
What to expect

Studying in the United States
In the American education system, students are encouraged to participate and get involved. This may be different from the education system in your country. American instructors expect their students to speak, ask questions, and give their opinions. Responsibility for learning is not just on the teacher – it is also on the student!

Studying at the American Language Program
At the ALP we focus on teaching you academic English. You will learn language and skills to help you survive at an American university, such as essay writing, presentation skills and note-taking.

Communicating in English is the only way to improve fluency. Maybe you know the grammar rules in the book, but can you use them? In our classes, expect to speak a lot and to do lots of work with your classmates in pairs and groups. Working together is a great way to practice English and learn from each other.

Also expect your teacher to correct your English. Making mistakes is okay – it’s part of learning! Your teachers will not only correct your speaking and pronunciation, but also your writing. They will help you to identify your most common grammatical errors and correct them yourself. You will learn pre-writing techniques and revising skills. You will learn how to write for an American academic audience.

Your Teachers
All our instructors are professionally trained experts in teaching English as a second language. They all have a minimum of a Master’s degree and years of experience working with learners of English. Many have written textbooks and speak at professional conferences. All are passionate about teaching, and want to help you reach your goals.

Your Classes
Our intensive English classes are taught by a team of two or three teachers. They work together to plan a course based on what you need to learn most. Every day you will have at least one class, and sometimes you will have two. Our classes have a “university schedule” – this means you will usually have classes at different times each day rather than at the same time every day.

Books
Most ALP levels use textbooks – sometimes three or four per term. You can expect to spend around $150 on your books. Your instructors will tell you which ones to buy in week one. You should bring all your textbooks to all your classes. You might use several books (for example, a grammar book, a listening textbook, and a reader) within a two-hour class.

Columbia University
You are studying at an Ivy League university. This offers you many opportunities from world-class libraries to interesting public lectures. Go to campus events. Interact with native English speakers in campus cafes and the fitness center. Join clubs to experience American college life. There are details about these activities and much more throughout this handbook.

New York
You are in one of the most exciting cities in the world! There is so much to see, do and experience. We hope you will expand your learning beyond the campus. Your teachers will help you learn about US customs and NY culture. As a class, you may visit a museum or see a Broadway production. As a Columbia student, you can receive discounts at movie theaters, concert halls, restaurants, etc. Look for some suggestions later in this handbook. Enjoy your time in the city that never sleeps (but don’t forget to study too!)
Week One: Important Things to do

There are nine things you must do in the first few days of the session. They are listed here and explained below.

1. Get/revalidate your Columbia ID card
2. Set up your Columbia email
3. Check your electronic bill
4. Add Your Emergency Contacts
5. Update your local mailing address
6. Complete SEVIS registration (if you are an F-1 student)
7. Tell the university of your decision about the meningitis vaccination
8. Confirm your enrollment in the Columbia University Medical Insurance plan
9. Show proof of your Measles/Mumps/Rubella (MMR) vaccination (if you have not already done so)

1. Your Columbia ID Card

New Students
After you are registered by the ALP you can get your student ID card. This is your official university identification card. Most students receive their IDs at orientation. If you do not receive your card at orientation, you can get your card from the ID Center in 204 Kent Hall once you have your UNI.

204 Kent Hall
(212) 854-5883
Monday-Friday: 9:00-5:00

You can use the card to:

• use university libraries (see page 34)
• use the Dodge Fitness Center (see page 44)
• get FREE or discounted admission to museums and galleries (see page 45)
• get DISCOUNTS to New York attractions such as Broadway shows (see page 46)

Note: the number on the back of the card is NOT your Student ID number. See ‘Payment Procedures’ below to find out your Columbia ID number.

Continuing Students
After you are registered by the ALP, take your Columbia ID Card to the ID Center to have it “revalidated”. They will put a sticker on your card to show that you are a current student.

Don’t lose your ID card! You will need to pay $20 to get a new one!
2. Your Columbia Email Account

All new ALP students get a Columbia University email account. It is very important that you “activate” (= start) your new email account. The university will ONLY use your Columbia email account to contact you, not your personal email address.

With your Columbia email you will receive messages from:
- your teachers
- the ALP Office
- Student Services Online (your e-bill)
- the Columbia community
Make sure you check your Columbia email every day!

When you checked in on Day One, you received a UNI (University Network Identification). Once activated, this UNI will become your Columbia University email address: yourUNI@columbia.edu

To activate your Columbia email account:
1. Go to any computer with Internet access. (There are computers on the 3rd floor of the Lewishohn Hall, the 1st and 3rd floor of Lerner Hall, and in the Columbia libraries)
2. Go to http://uni.columbia.edu. Click “Activate UNI or Email.”
3. Read the “Computer and Network Use Policy.” Click “Accept.”
4. Read “Your Responsibility on the Columbia Network.” Click “Accept.”
5. Enter your UNI (University Network ID) and click “Continue.”
6. Enter the following information (below). Then, click “Continue”
7. Select and answer 5 security questions and click “Save.”
8. Create a password using 8-10 characters (letters and numbers, no symbols).
TO CHECK YOUR COLUMBIA EMAIL ACCOUNT

2. Go to the “Email” tab at the top and click on “Lionmail”
3. Enter your UNI and password to log in

TO SIGN UP FOR EMAIL FORWARDING

You can have your Columbia email forwarded to a personal email account. That way you can check only one email account, but see all your messages. Remember, Columbia will not send messages directly to a non-Columbia email account. To sign up for email forwarding

1. Go to https://ingo.cc.columbia.edu and log in.
2. Choose ‘Forward’.
3. Enter the email address(es) to forward to.
4. Click Save. Changes to forwarding take up to 15 minutes.

TO SET UP EMAIL ON A MOBILE DEVICE

If you would like to set up your Columbia email on a mobile device, follow the instructions on these websites:

1. Android  
   http://cuit.columbia.edu/android-email-setup
2. Blackberry  
   http://cuit.columbia.edu/blackberry-troubleshooting#emailimap
3. iPhone  
   http://cuit.columbia.edu/iphone-troubleshooting#emailimap

Have a problem with email? Phone Columbia University Information Technology (CUIT) Help Desk at (212) 854-1919.

3. Check Your Electronic Bill (E-bill)

You will receive your University bill for tuition, fees, and other charges at the beginning of each term. Your bill (a Student Account Statement) is electronic. You will not receive a paper copy. You will receive an email in your Columbia account (not your personal account) telling you to go online to view and pay your bill.

You can find your E-bill at Student Services Online (SSOL): https://ssol.columbia.edu/

For information on how to make payments online for tuition and fees, see the ‘Finance Matters’ section.
4. Add Your Emergency Contacts

It is very important to list emergency contacts in SSOL (Student Services Online). This is the only way Columbia can contact “next of kin” (= family, friend, guardian) in an emergency.

To add this information:
1. Log into SSOL (https://ssol.columbia.edu/) using your UNI and password.
2. Click the “Addresses” column on the left.
3. Under “Other Contact Information,” add “Emergency Contact Address.”
4. Add “Next of Kin Address.”
5. Add “Missing Student Contact Address.”

In an emergency, Columbia is ONLY able to contact the people you list here, so please complete it fully.

5. Update Your Local Mailing Address

As an international student, you must update Student Services Online (SSOL) and SEVIS with your local New York home address and telephone number. The University will send university mail (for example, your Medical Insurance card) only to your local address.

To update your local address in SSOL:
1. Log into SSOL (https://ssol.columbia.edu/) using your UNI and password.
2. In the “Your Data” column on the right, click “Address: View and Update”. Your Permanent Address is listed here.
3. If your Local Address is different from your Permanent Address, click on “Add Local Address” in the “Other Contact Information” section.
4. Complete the form and click “Submit”.
5. To update SEVIS with your new address, please email Tomasz Tuleja at alpvisa@columbia.edu with your UNI and a complete US address.

Note: The US Government requires that non-immigrant students (students on an F-1 visa) must update SEVIS within 10 days of the address change.

6. Complete SEVIS Registration (F-1 students only)

If you have an F-1 student visa, you must complete the online SEVIS registration form at https://www1.columbia.edu/sec/cw/issa/new_arrival_check_in.html within the first 30 days you are here. Then, meet with Tomasz Tuleja to complete the check-in. For this, you will need copies of your passport, visa, and a stamp in your passport. For more information about visas and immigration, see the ‘Visa and Immigration’ section.

Contact

The Office of Immigration Advising is located in 203 Lewisohn Hall. The office is open to walk-ins from 2:30pm - 5:00pm Monday to Friday.
7. Give Your Meningitis Vaccination Decision

New York State public health law requires that the University gives all students information about meningococcal meningitis and the vaccine that protects against this disease. Columbia students must decide if they want this vaccination and must certify this decision online.

To certify your vaccination decision, log on with your UNI and password at:

https://ssol.columbia.edu/ssv/crt/menIntro.html

What is meningitis? Meningitis is an infection of the fluid of a person’s spinal cord and the fluid around the brain. It is usually caused by a viral or bacterial infection. For more information, visit:

http://health.columbia.edu/additional-information-about-meningitis

8. Confirm or Waive Your Enrollment in the Columbia University Medical Insurance Plan

All full-time intensive students must CONFIRM or WAIVE enrollment in Columbia Medical Insurance.

Log onto Student Services Online and follow the instructions: https://ssol.columbia.edu/insurance/welcome.do
You must do this by February 15.

See the next section for information about Health Insurance.

9. Return Your MMR Form (If You Have Not Already Done So)

All ALP full-time intensive students and all part-time students must follow the Columbia Health office’s rules for immunization against Measles, Mumps and Rubella (immunization = vaccinations against sickness and disease).

If you have already had these vaccinations at home or in the US, then bring medical records to show this. You will not need to be immunized again if you can show you had the vaccinations. If you have not, you can make an appointment at Columbia Health for vaccinations.

Immunization Requirements:
http://health.columbia.edu/students/immunization-compliance-requirements/immunization-compliance-requirements

MMR Information:
http://health.columbia.edu/students/immunization-compliance-requirements/mmr

The Columbia Health MMR (Measles, Mumps, Rubella) Form is here (under “Immunization Compliance”): http://health.columbia.edu/system/files/content/healthpdfs/Insurance/Health_Intmunization_MMR_Form.pdf

Submit the MMR form to the Columbia Health office by fax, mail or in person. You should be compliant (compliant = you have followed the rules) 30 days prior to the start of your ALP program.

If you are not compliant, there may be a HOLD on your Columbia account. A ‘hold’ means you will not be able to register for classes and begin your studies with us.
Health Services & Medical Insurance Information

The US health care system is probably very different from the one in your own country. There is no “national” health care system here that the government pays for. Without health insurance, costs can be very, very expensive.

The University requires that ALL full-time students have health insurance.

1. ALP Intensive Students

ALP students in the Fall and Spring Intensive programs must pay the Columbia Health Fee and must have Medical Insurance. You will be automatically enrolled each session.

The Columbia Health Fee allows students to see a nurse or doctor at Medical Services or Counseling and Psychological Services on campus for free.

The Medical Insurance helps pay for visiting specialist doctors off campus (outside of Columbia Health), for hospital stays, and for prescription drugs. Students can choose from two insurance plans: Gold (basic) or Platinum (comprehensive).

<table>
<thead>
<tr>
<th></th>
<th>Spring 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALP Full-Time Intensive Program</td>
<td>January 19 – April 29</td>
</tr>
<tr>
<td>Columbia Health Fee (REQUIRED)</td>
<td>$475</td>
</tr>
<tr>
<td>Columbia Medical Insurance (Gold)</td>
<td>$1,726</td>
</tr>
<tr>
<td>Columbia Medical Insurance (Premium)</td>
<td>$2,510</td>
</tr>
<tr>
<td>Columbia Medical Insurance Coverage Dates</td>
<td>January 1 – August 14</td>
</tr>
<tr>
<td>Deadline to Confirm or Waive Student Medical Insurance</td>
<td>February 15</td>
</tr>
</tbody>
</table>

The Columbia University health insurance plan is managed by Aetna Student Health. For more information on benefits and claims go to: www.aetnastudenthealth.com/columbiadirect.html

NOTE: Students who enroll in the Fall and continue in the Spring cannot waive (stop) their insurance mid-year. The plan lasts from September 2 – August 14, 2016.

Students who continue from Fall to Spring: Columbia Medical Insurance automatically transfers to the new semester.

Students who are just enrolled for the Spring term: the medical coverage will stop on August 14, 2016.

It is possible to waive (=not pay) the Columbia Medical Insurance if you can show that you already have comparable (=equal) medical coverage, but it is strongly recommended that students buy Columbia’s approved insurance policy. Columbia insurance covers more for a better price, and many other insurance plans are not considered an acceptable substitute. To submit a waiver request, go to https://ssol.columbia.edu/insurance/welcome.do. You must do this by February 15, 2016. Students who successfully waive the Columbia Student Medical Insurance fee will still be charged the Columbia Health Fee.
2. ALP Part-Time Students

Students who are enrolled in the ALP Part-Time Programs will not be charged for the Columbia Health Fee or Columbia Medical Insurance. However, if you are a degree student in another division of Columbia (i.e. School of General Studies, School of Engineering & Applied Sciences, Graduate School of Arts and Sciences, etc.), then you may need to pay these charges. Please check with your home school.

3. Feeling sick?

If you need to see a doctor, go to Columbia Health Medical Services in John Jay Hall. You do not need to pay; the Columbia Health fee covers the cost. You can make an appointment or also walk-in.

In the US, people only go to the hospital when they have an emergency. The Emergency Room is a very expensive way to see a doctor. So, if it’s not an emergency, go to Medical Services first. They will tell you if you need to see a specialist (= a doctor who can help with particular problems) or get other help.

Columbia Health Medical Services
John Jay Hall, 3rd and 4th Floors
519 West 114th St., Mail Code 3601
New York, NY 10027

Make an appointment online: https://secure.health.columbia.edu

Make an appointment by phone: (212) 854-7426

Hours:
Monday – Thursday: 8:00am – 6:30pm
Friday: 8:00am – 5:00pm
Saturday (urgent care): 10:00am – 3:30pm

After-hours Clinician-on-call: (212) 854-9797

4. Columbia Student Medical Insurance Cards

You need the card to prove (show) you have health insurance when you visit a doctor.

Your card will be mailed to your local mailing address.

To get your card: (1) confirm your enrollment in the Columbia Medical Insurance and (2) update your local mailing address on SSOL.

International students with foreign addresses on file will not get their Medical Insurance Cards. You must have a local mailing address in the United States.

If you do not receive your Columbia Medical Insurance Card in the mail, you may log onto the Aetna Student Health Website to request the Insurance Card or to print out a temporary Insurance Card:

If you have your own plan, it must do the following:

1. Coverage for medically necessary* care while the insured student is in New York City or traveling in the United States or abroad; routine and urgent care for both inpatient and outpatient medical and mental health services.
Note: A policy that provides only emergency or urgent care does not meet this requirement.

* Please refer to the detailed Health Insurance Plan Brochure for a definition of medically necessary: https://www.aetnastudenthealth.com/schools/columbia/pdb1516.pdf

2. The policy year maximum benefit for the coverage is at least $300,000 per condition with no per-incident maximums.

3. Coverage will continue as long as the insured student is a registered student at Columbia University.

4. Coverage is effective on no later than January 1, 2016, and will cover the insured student for any pre-existing conditions.

5. The plan covers all of the following types of care: treatment for injuries resulting from the practice or play of athletics, inpatient and outpatient psychiatric care, and treatment for chemical dependency.

6. The plan is licensed to do business in the United States and has a U.S.-based claims office and a U.S. telephone number, so local hospitals and providers can contact this carrier to discuss the insured student’s care and bill directly. Foreign state government plans DO NOT meet this requirement.

Medical Insurance charges added at registration are considered due (=must be paid) when they are added. If you have equal insurance coverage and you submit a successful waiver application after registration, the insurance charge will be removed from your account.

5. Health Services, Medical Insurance and Meningitis Decision: Overview of Requirements

<table>
<thead>
<tr>
<th>ALP Students Registered for 12 Points or More</th>
<th>ALP Students Registered for 6-11 Points</th>
<th>ALP Students Registered for 5 Points or Less</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examples:</td>
<td>Examples:</td>
<td>Examples:</td>
</tr>
<tr>
<td>• Intensive (12 points)</td>
<td>• Academic Writing (6 points)</td>
<td>• Pronunciation (3 points)</td>
</tr>
<tr>
<td>• Academic Writing (6 points) + Listening &amp; Speaking (3 points) + Pronunciation (3 points) = (12 points)</td>
<td>• Listening &amp; Speaking (3 points) + Pronunciation (3 points) = 6 points</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certify Online Meningitis Decision (SSOL)</th>
<th>Required</th>
<th>Required</th>
<th>Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>MMR Requirement</td>
<td>Required</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Deadline: At least 30 days prior to session start date</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Columbia Student Medical Insurance Plan: Covers hospitalization &amp; visits to special doctors.</th>
<th>Required / Automatically Enrolled in Gold Plan (Spring 2016: $1,726)</th>
<th>Eligible / Not automatically enrolled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Program Fee: Access to the Columbia Health Program at the Medical Services office located on the 3rd and 4th Floor of John Jay Hall and Counseling Services located in Lerner Hall on the 8th floor.</td>
<td>Automatically charged Columbia Health Fee (Spring 2016: $475)</td>
<td>Not automatically charged/Student option to enroll in the Columbia Student Health Program (Spring 2016: $475)</td>
</tr>
</tbody>
</table>

Students not participating in Columbia Health may receive care through Medical Services for a fee of $75 per visit.
ALP Visa & Immigration Information and Advising

1. Overview

The Office
The Office of Immigration Advising provides immigration services for new and returning ALP students. It can help with requests for student visas and with questions about maintaining your status. It can also help with questions about travel abroad, extension of study, transfers and immigration obligations while you are a student at Columbia’s ALP.

Contact
The Office of Immigration Advising is located in 203 Lewisohn Hall. The office is open 9am – 5pm, Monday through Friday.

Telephone: 212-854-3586, E-mail: alpvisa@columbia.edu

Walk – In Advice
Feel free to stop by during Immigration Advising Hours for all your immigration-related questions during Advising Hours from 2:30pm-5:00pm Monday through Friday.

Maintaining Visa Status is your Job
You must take full personal responsibility for learning about and following the law.

The ALP must tell the government if you withdraw from the program, stop coming to class, register for part-time instead of full-time study, or simply do not register at all.

Being “out of status” is serious — You may be deported and it may be difficult to return to the United States in the future.

Read the visa-related notices on the ALP bulletin boards.

Talk with the ALP’s International Student Advisor in 203 Lewisohn whenever you have questions

When You Arrive in the U.S.
Read the instructions on your I-20. Carefully read and follow the “Instructions to Students” section that you will find on the second page of your I-20.

Use your ALP I-20 to enter the country. In order to study at the ALP, you must use your ALP-issued I-20 and not an I-20 issued by any other school.


When You Arrive at the ALP
Report to the ALP as soon as you arrive. After you arrive in this country, you must register for classes and complete the online SEVIS registration form at https://www1.columbia.edu/itc/culiss/new_arrival_check_in.html. If more than 30 days have passed, the government will consider you out of status.
Register in SEVIS at the ALP office. We must do this within the first 30 days you are here. Complete the online SEVIS registration form after your orientation or when you register for classes at the ALP.

2. While You are Studying at the ALP

Update your SEVIS information at the beginning of each term. You must give us your new address every time you move.

If you don’t give us the information to keep your SEVIS record up to date, you may be deported or may have problems getting another visa in the future.

Keep all of your I-20s the whole time you are in the U.S.

Study full-time with us. If you asked for an I-20 for three months or longer, we expect you to stay at the ALP for a minimum of three months before you transfer to another school.

Keep your passport valid. Always make sure that your passport is valid for at least six months into the future. If your passport will expire in six months or less, contact your country’s consulate in New York or its embassy in Washington, DC for help.

Do not accept any off-campus jobs. The U.S. government considers working without proper authorization to be an extremely serious violation that may result in deportation. F-1 students are eligible to work on-campus (but not off-campus) for up to 20 hours per week (35 hours per week during vacation periods). However, it is extremely difficult for students to find on-campus work at Columbia University.

Extend your I-20 before it expires. If you want to continue at the ALP beyond the end date on your I-20, you must come to 203 Lewisohn to ask for an extension several weeks before your current I-20 expires. All extensions require you to provide new financial documentation (a new bank statement—and a letter of sponsorship if necessary).

3. If You Want to Leave and Come Back

Avoid trouble if you need to travel outside the U.S. during the time that you are a student here:

1) have your I-20 re-certified before you leave the country
2) carry your I-20 with you when you travel
3) carry your financial documents with you when you travel

Avoid problems during vacation time. After you have studied full-time for a minimum of 6 months in a row, you have the option of taking a vacation during which you may remain in the United States without studying if and only if you will be returning to the ALP after your vacation and you must notify the ALP International Student Advisor that you will be on vacation so that your SEVIS records can be updated. Whenever you travel outside New York, you should be sure to have your passport and your original I-94 with you—as well as a re-certified I-20 if you plan to leave and re-enter the country.

4. When You Finish Your Studies at the ALP

Leave the U.S. within 60 days after your studies are completed. When you finish studying at the ALP, you have 60 days to leave the United States, to transfer to another school, or to change to another immigration status. If you stay in the U.S. longer than 60 days after you have finished studying, you will be considered out of status and may have problems returning to this country in the future.

Leave the U.S. within 15 days if you withdraw from the program before the end of the course. You can withdraw during a course if you are planning to return to your home country immediately. We will report the withdrawal to SEVIS.
5. If You Wish to Transfer out to Another Institution or Withdraw

Follow the procedures listed below to transfer the supervision of your visa/status to another institution:

If you registered for ALP courses this semester, but wish to withdraw from the ALP this semester

See page 21 for complete instructions on withdrawal procedures.

1. If you are registered for ALP courses this semester, but wish to transfer out to another school this semester, please provide the ALP Immigration Advisor, Tomasz Tuleja, with the following:

(a) The signed ALP Student - SEVIS Transfer Request Form
(b) Acceptance Letter to the new school
(c) Transfer-in Form from the school to which you wish to transfer.

If you have completed ALP courses this semester, but wish to transfer out to another school:

1. Pay any remaining balances on your account (i.e. tuition, fees, housing fees, etc.) at Student Financial Services in 210 Kent Hall.
2. See the ALP Immigration Advisor, Tomasz Tuleja, in 203 Lewisohn Hall to begin your transfer out request.
   You must bring the following:
   (a) The signed ALP Student - SEVIS Transfer Request Form
   (b) Acceptance Letter to the new school.
   (c) Transfer-in Form from the school to which you wish to transfer.

6. Important Terms You Should Know

SEVIS – The Student and Exchange Visitor Information System (SEVIS) is an internet-based government system that keeps track of international students, scholars, and their dependents. SEVIS communicates with schools and universities, U.S. Embassies and Consulates, airports and other ports of entry into the U.S., the Immigration Service (USCIS), and the Department of Homeland Security (DHS).

I-20 – The I-20 (also called the certificate of visa eligibility or visa certificate) is created by schools and universities through SEVIS. Your I-20 and electronic updates in SEVIS are permanent records of your activities as a student in the U.S.

F-1 Visa – The U.S. Embassy or Consulate abroad gives you your visa and stamps it into your passport. Visas are never issued or extended by schools or universities. After you are in the U.S., it does not matter if your visa expires; permission for you to be in the U.S. will remain current for the whole time written on your I-20, if you are attending classes on a full-time basis, and if you are registered in SEVIS each term. If your visa has not expired and then you leave the country, you may use it to return. If your visa expires while you are here and then you leave the country, you will need a new visa in order to return. You will need to apply again at the U.S. Embassy or Consulate for a new visa.

I-94 is your most important immigration document because, together with your valid I-20, it proves that you are in this country legally. The notation “D/S,” which means “duration of status” refers to the period during which you may remain in the U.S. on your current I-20. The I-94 is also a record of your arrivals and departures. NOTE: To print your I-94 go to this link: https://i94.cbp.dhs.gov/I94/request.html.
7. Some Helpful Resources

You may visit the following websites if you wish to learn more about U.S. immigration regulations. These links may change at any time. Please contact the ALP if you have trouble finding these sites.

- U.S. embassies/consulates abroad:
  http://travel.state.gov/visa/immigrants/info/info_3830.html
  www.usembassy.gov/

- Fees for visa services:
  http://travel.state.gov/content/passports/en/passports/information/fees.html

- Visa denials:
  http://travel.state.gov/content/visas/en/general/denials.html

- US-VISIT:
  www.dhs.gov/files/programs/usv.shtm

- Department of Homeland Security:
  www.dhs.gov/dhspublic/

- The United States Citizen and Immigration Services:
  www.uscis.gov/

- Immigration and Customs Enforcement:
  www.ice.gov

- Study in the States website for prospective and current international students:
  http://studyinthestates.dhs.gov/
Financial Matters

1. Tuition & Fees

You can find a full list of tuition and fees at: http://sps.columbia.edu/alp/dates-and-prices

<table>
<thead>
<tr>
<th>Program Name</th>
<th>Dates</th>
<th>Tuition &amp; Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intensive Program</td>
<td>January 19 – April 29</td>
<td>$9,624 &amp; $90* + $45** + $30*** + $475†</td>
</tr>
<tr>
<td>12-point Program (Full-Time)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic Writing for International Students</td>
<td>January 20 – May 4</td>
<td>$4,584 &amp; $45* +$30***</td>
</tr>
<tr>
<td>6-Point Program (Part-time)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Listening and Speaking for International Students</td>
<td>January 21 – May 4</td>
<td>$2,292 &amp; $30* +$30***</td>
</tr>
<tr>
<td>3-Point Program (Part-time)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pronunciation</td>
<td>January 20 – April 30</td>
<td>$2,292 &amp; $30* +$30***</td>
</tr>
<tr>
<td>3-Point Program (Part-time)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tuition quoted here is for ALP registrants only. Students enrolled in degree programs in other divisions of Columbia must pay the per-point rate of their home school.

* Instructional Support Fee
** ISSO fee
*** SPS Activity Fee (ALP registrants only)
† Columbia Health Fee (optional for Part-Time)

2. E-Bill Payment Schedule

To check your E-bill and to make payments online for your tuition and fees:

1. Log onto SSOL using your UNI and password.
2. Click on “Account Detail and E-Billing.” If there is a new Student Account Statement, you will see your account balance & payment due date (under “E-Bill Information”)

Note: Student Account Statements are generated once a month; see the E-Bill Payment Schedule section of this handbook. Changes made to your account between Student Account Statements will not show on your E-bill. To see your most recent charges, credits and your current account balance, go to “Current Account Activity” and click on “View Student Account Detail.”

3. If you have a U.S. bank account and want to pay by e-check, click on “View E-Bill and Pay by E-Check.” If not, go to “Wire Transfer Instructions” and “Other Payment Options.” (See the Payment Procedures section of this handbook for more details.)
Your Electronic Bill (E-Bill) will be sent to your Columbia email account several times during the semester. Check your Columbia email often.

Tuition payments must be **made in full by the payment due date** or you will have late payment charges. The E-Bill Payment Schedule is:

<table>
<thead>
<tr>
<th>E-Bill sent to student’s Columbia email on:</th>
<th>Payment due by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, February 1</td>
<td>Thursday, February 25</td>
</tr>
<tr>
<td>Monday, February 29</td>
<td>Thursday, March 24</td>
</tr>
<tr>
<td>Monday, March 28</td>
<td>Thursday, April 14</td>
</tr>
</tbody>
</table>

For instructions on how to check your E-Bill, refer to the Check Your Electronic Bill section or contact:

**Student Financial Services**
205 Kent Hall, Mail Code 9202
Hours: Monday - Friday, 9 a.m. - 5:00 p.m.
Tel: (212) 854-4400
**Online Q&A tool:** [http://askus.columbia.edu](http://askus.columbia.edu)

### 3. Payment Procedures

You can find full information here: [www.columbia.edu/cu/sfs/docs/billing/payment-options.html](http://www.columbia.edu/cu/sfs/docs/billing/payment-options.html)

Students may make tuition payments in the following ways:

**1. Payment by Online E-Check.**

- If you have a United States bank account, you may make a tuition payment online through an E-Check. Log onto SSOL and pay online through the E-Billing website: [https://sol.columbia.edu](https://sol.columbia.edu)
- The E-Billing website may also be accessed directly here: [https://quikpayasp.com/columbia/tuition/authorized.do](https://quikpayasp.com/columbia/tuition/authorized.do)
- A confirmation number is given after electronic payment has been made.

**2. Payment by Check, Money Order, Cash or Traveler’s Checks.**

- You may pay your tuition at the Cashier’s Office in 210 Kent Hall with a check, cash, or traveler’s check. The Cashier’s Office is open Monday-Friday, 9:00 AM – 4:00 PM.
- Write your **Student ID Number** (or, the **C-Number/PID**) from your E-Bill on the back of your check(s). If the E-Bill is not available, then your **full name** and **C-Number** must be written on the back of the check to ensure timely crediting.

**NOTE:** You can find your **C-Number** or “**PID**” - **Personal Identification Number** in SSOL ([https://sol.columbia.edu](https://sol.columbia.edu)). Log in and go to the “Academic Profile.” Under “**Viewing Options,”** select “**Show my name and personal data.”** Click “**Update View.”**
3. Payment by Wire Transfer.

If you only have a foreign bank account, the University recommends a wire transfer as the best method of payment. Columbia University contracts with Western Union for wire transfers.

Instructions for making a payment by wire transfer:
1. Open SSOL to begin the payment process or click here.
2. Click on “Account Detail and E-Billing,” then on “Wire Transfer Instructions.”
3. Enter the information required on the form including name, Columbia email address, and PID.
4. Enter the U.S. dollar amount of the payment you wish to make. Select the payment currency or associated country from which you will make your payment. You may wish to refer to Western Union’s list of accepted currencies (PDF).
5. A conversion at a competitive rate of exchange from the U.S. dollar amount will be applied to your chosen currency through the Western Union real-time rate engine. You will have the opportunity to view the payable amount in your local currency before committing to the transaction.
6. Finalize the transaction by following the instructions on the web page.
7. Save a PDF copy of the wire instructions confirmation page and send it to your bank or print the confirmation page and take it to your local bank to initiate the transfer of funds to Western Union. Please note that the currency quote on the confirmation page is valid for 72 hours. Western Union must receive the request within 72 hours of your receipt of the currency quote.
8. Western Union will then forward the U.S. dollar amount to Columbia University where it will be credited to your student billing account.

Note that there is a limit of $70,000 per term that can be paid via this method.

Also, please note that Western Union and Columbia University do not charge any fees. However, your bank may charge a service fee to initiate the wire transfer. Additionally, a processing fee will be charged for transactions that cannot be deposited through normal bank channels.

4. Sponsored Students

- Sponsored students are those whose studies at Columbia University are funded directly by a Third Party, or sponsor. Examples of sponsors are an employer, educational institution, government agency, foundation, grant, embassy, or other institutional source.
- If you are a sponsored student, you need to set up Third Party Billing, so that your sponsor will receive an invoice for your tuition and fees. For instructions to set up Third Party Billing, visit: http://sfs.columbia.edu/content/sponsored-students

5. Tuition Exemption (For Columbia Employees)

- All Columbia employees must check with their Human Resources benefits officer or their department to see if they are eligible for the University’s tuition exemption benefit policies. The School of Professional Studies cannot do this for you. You may also visit the HR website for more information: http://hr.columbia.edu/
- If you have tuition exemption, please take your Tuition Exemption Form to 210 Kent Hall to pay for the class. The Cashier's Office in 210 Kent Hall is open Monday-Friday, 9:00 AM – 4:00 PM. Save all receipts from registration. The tuition exemption benefit only covers the course tuition. It does not cover any course fees, such as the materials or instructional fees. You are responsible for making the payment for such fees. Please make these fee payments on time, so that you may avoid any late payment charges.
Withdrawal Procedures

Sometimes students decide they cannot continue at the ALP and need to withdraw during the session. Intensive students: this means you drop the entire program. Part-time students: this means you drop one course (though if you are an F-1 visa holder, you need to check your status before dropping a course).

1. Refund Policy When Dropping Entire Program (Withdrawal)

All withdrawing students are charged a $75 withdrawal fee. Withdrawal = dropping all classes in one semester. Telling an instructor that you will no longer attend class or leaving a voicemail/email message does not mean you have withdrawn.

How to Withdraw:


2. Submit the completed “Notice of Withdrawal” form to Jana Quigley in 504 Lewisohn during advising hours: Monday & Thursday, 10am-12pm; Tuesday, Wednesday & Friday, 2pm-4pm. We will discuss your situation and sign the form.

3. F-1 Student Visa holders: meet with the ALP Immigration Advisor, Tomasz Tuleja, in 203 Lewisohn Hall, to discuss your I-20.

4. Pay the $75 withdrawal fee in 210 Kent Hall.

5. You will receive an email confirmation of your withdrawal from the Office of Student Life.

A 100% refund is only given during the first week of classes. See the Withdrawal & Tuition Refund Chart on page 22.

- Fees such as the Health Service Fee, Transcript Fee, University Facilities Fee, Course Fees, and Late Fees = NO REFUND after the Change of Program Period.
2. Refund Policy When Dropping Individual Courses

If you drop an individual course you still remain registered for other courses. Telling an instructor that you will no longer attend class or leaving a voicemail/email message does not mean you have dropped the course.

How to Drop an Individual Course:

(1) See Jana Quigley in 504 Lewisohn Hall immediately, during ALP Advising Hours
   (Monday & Thursday, 10am-12pm; Tuesday, Wednesday & Friday, 2pm-4pm)

(2) Complete and return the “Registration Adjustment Form.” Receive the approval signature.
   Link to the Registration Adjustment Form:
   http://registrar.columbia.edu/sites/default/files/content/reg-adjustment.pdf

(3) Bring the approved “Registration Adjustment Form” to the Registrar’s Office in 205 Kent Hall.

Note the different deadlines for dropping individual ALP courses. See the Withdrawal & Tuition Refund Chart. Deadlines for dropping individual courses vary by school. If you are not a Professional Studies (SPS) student, please refer to your home school’s academic calendar for dropping individual classes.

There is no refund of tuition for individual courses dropped after the deadlines listed on the chart.

Fees, such as the Health Service Fee, Student Medical Insurance, Transcript Fee, University Facilities Fee, Course Fees, and Late Fees = NO REFUND after the Change of Program Period.

What happens if you do not complete the drop process?

- Result in a mark of UW (unofficial withdrawal) for the course = looks very bad on your record and may result in academic probation or dismissal = unable to continue classes at Columbia.
- You are charged full tuition for the course = still need to pay for a course you did not attend.

Note: As with all fees, the withdrawal fee is not included in the tuition exemption benefits of Columbia employees.

3. ALP Withdrawal and Tuition Refund Schedule

<table>
<thead>
<tr>
<th>Last day to drop an individual course for 100% tuition refund</th>
<th>Withdraw from program for 100% tuition refund</th>
<th>Last day to drop an individual course for 50% tuition refund</th>
<th>Withdraw from program for 50% tuition refund</th>
<th>Withdrawal or drop for 0% tuition refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intensive Academic Writing</td>
<td>January 25 11:59pm</td>
<td>January 19 – 25</td>
<td>February 1 11:59pm</td>
<td>Jan. 26 – Feb. 1</td>
</tr>
<tr>
<td>Listening &amp; Speaking Pronunciation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page 22
Academic Matters

1. Attendance

Students are expected to attend all classes. Certificates of Attendance are given to those full-time Intensive Program students who attend 90% or more of the classes. (Part-time students do not get certificates.) For full-time students who arrive later than the first day of class, absences are counted from the day the student begins.

Attendance is reported on the final grade reports.

Lateness

Students are expected to arrive on time for all classes. If a student is more than 10 minutes late, they will be marked an hour absent for that hour. It is the instructor’s right to deny entry until break if students are regularly late for class.

Absences

In a 14 week semester, students may miss up to 10% of classes (25 hours). This means you have 25 hours that you can miss without penalty. Whatever the reason, an absence is an absence: there are no ‘excused’ absences. Every absent hour counts towards your permitted absences, so use them carefully.

Lack of attendance = violation of visa status.
If you do not attend classes and maintain your immigration status, you may be dismissed from the ALP, and your I-20 and visa may be canceled.

Keeping good attendance:
90% attendance means “90% at all times during the semester.” For example, it does not mean “I have 25 hours I can use any time.” 25 hours = by the end of the semester.

<table>
<thead>
<tr>
<th>End of Week</th>
<th>90% attendance - Absent no more than</th>
<th>End of Week</th>
<th>Total hours of absences</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 hours</td>
<td>8</td>
<td>14 hours</td>
</tr>
<tr>
<td>2</td>
<td>4 hours</td>
<td>9</td>
<td>16 hours</td>
</tr>
<tr>
<td>3</td>
<td>5 hours</td>
<td>10</td>
<td>18 hours</td>
</tr>
<tr>
<td>4</td>
<td>7 hours</td>
<td>11</td>
<td>20 hours</td>
</tr>
<tr>
<td>5</td>
<td>9 hours</td>
<td>12</td>
<td>22 hours</td>
</tr>
<tr>
<td>6</td>
<td>11 hours</td>
<td>13</td>
<td>23 hours</td>
</tr>
<tr>
<td>7</td>
<td>13 hours</td>
<td>14</td>
<td>25 hours</td>
</tr>
</tbody>
</table>
2. “Good Standing” in the American Language Program

<table>
<thead>
<tr>
<th>Status</th>
<th>Conditions</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK</td>
<td>Attending at least 90% of a class at all times*</td>
<td>ALP is happy! There are no problems with your studies.</td>
</tr>
<tr>
<td></td>
<td>Doing class work and homework</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Good academic behavior</td>
<td></td>
</tr>
<tr>
<td>First Warning</td>
<td>Missed 11-14% of class at ANY point in the semester</td>
<td>ALP is worried. We are watching you closely. You must improve or you will be put on Academic Probation.</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not doing class work and/or homework</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Not good academic behavior</td>
<td></td>
</tr>
<tr>
<td>Academic Probation</td>
<td>Missed 15% or more at ANY point in the semester</td>
<td>ALP is not happy. You must improve or you will be dismissed from Columbia (this means you will need to leave.)</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No improvement since First Warning</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Received final grade of C-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No significant progress in English after 2 consecutive semesters*</td>
<td></td>
</tr>
<tr>
<td>Dismissal</td>
<td>No improvement since Academic Probation</td>
<td>ALP does not want you in the program. You must leave immediately. If you are in University housing, you must move out. You cannot return to the ALP in future. F-1 Student Visa holders: your SEVIS record and I-20 will be terminated. You need to leave the US immediately.</td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Missed 20% or more of classes at ANY point in the semester</td>
<td></td>
</tr>
<tr>
<td></td>
<td>OR</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Received final grade of UW, D or F</td>
<td></td>
</tr>
</tbody>
</table>

*2 consecutive semesters = Spring + Full Summer; Full Summer + Fall; Fall + Spring. Significant progress means a level promotion at the end of the semester. If there is no significant progress in the third semester, the student may be asked to withdraw or may face Academic Dismissal.

Academic Dismissal means that the student is required to leave the University and may not enroll in any future courses at the American Language Program. The dismissal will remain on the student’s permanent University record and may affect future acceptance into any other program at Columbia University. A student may be dismissed at any point in the semester.

At any time, a student may be placed on Academic Probation and may face Academic Dismissal if the student demonstrates disrespect for University behavioral standards and academic discipline.

3. Grading

An explanation of ALP letter grades:

- **A** = excellent; exceeds Student Learning Objectives for the level; grade of 90-100
- **B** = good; masters Student Learning Objectives for the level; grade of 80-89
- **C** = fair; partially masters Student Learning Objectives for the level; grade of 70-79
- **D** = poor but passing; shows little or no mastery of Student Learning Objectives; grade of 50-69
- **F** = failing; has failed to meet attendance, work, and/or progress requirements for the class
- **UW** = unofficial withdrawal; has not attended any teacher’s class for 2 weeks or more, without explanation.

ALP registrants in Morning, Evening, Evening Part-time and Intensive classes **have a choice of Letter Grade or Pass/Fail**. Letter grades are considered the default setting—teachers always submit letter grades. However, if students want Pass/Fail, they have to officially, formally choose to do so by completing a Registration Adjustment Form, receiving approval from the Student Life Office (203 Lewisohn Hall), and then finally submitting the form to the Registrar’s Office (205 Kent Hall). In that case, the letter grade submitted by the teacher will automatically be changed to Pass/Fail by the Registrar. The deadline
for a student to elect the P/F option for Spring 2016 is March 24.

**Some ALP courses have a “Pass/Fail Only”** designation in the University Registrar’s system. For these courses, it does not matter in which school the student is registered. ALP courses for which P/F is the only option are:

- Listening and Speaking for International Students
- ALP Summer A, B, and C
- Winter Institute
- Pronunciation
- International Teaching Fellows Training
- English for Professional Purposes: Business
- English for Professional Purposes: Law

**Two ALP courses have a “Letter Grade Only”** designation in the University Registrar’s system. For these courses, it does not matter in which school the student is registered. The ALP courses for which a letter grade is the only option, no matter the student’s home school of registration, are:

- English for Professional Purposes: Communications Practice
- English for Professional Purposes: SIPA

**Non-ALP registrants** (in GS, CC, SEAS, GSAS, Law, Business, SIPA etc.) must take their ALP course(s) for a Letter Grade Only, with the exceptions for “Pass-Fail Only” courses listed above. Non-ALP registrants must take Letter Grade Only if they are in:

- Academic Writing for International Students
- Intensive classes: Fall, Spring

For more information on grades, visit: http://sps.columbia.edu/student-life-and-alumni-relations
## Grades and Promotions

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Notes</th>
<th>Speaking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A+</strong></td>
<td>EEEE</td>
<td>2 levels</td>
</tr>
<tr>
<td></td>
<td>Exceeds in <em>all</em> skills</td>
<td></td>
</tr>
<tr>
<td><strong>A</strong></td>
<td>Levels 1-5: EEEM (Any Combo)</td>
<td>E 1 OR 2 LEVELS</td>
</tr>
<tr>
<td></td>
<td>Levels 6-9: EEEM possible, but M cannot be in W or S</td>
<td>For 2 level promos, EEs must be in W + S</td>
</tr>
<tr>
<td></td>
<td>No Ps</td>
<td></td>
</tr>
<tr>
<td><strong>A-</strong></td>
<td>Any combination of EEEM can get an A-</td>
<td>1 level</td>
</tr>
<tr>
<td></td>
<td>EEMM with E’s in W+S</td>
<td></td>
</tr>
<tr>
<td></td>
<td>No Ps</td>
<td></td>
</tr>
<tr>
<td><strong>B+</strong></td>
<td>EEMM - with M’s in W and/or S</td>
<td>1 level</td>
</tr>
<tr>
<td></td>
<td>EEMM (Any Combination)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MMMMM for students at the upper end of the B range (85-89%)</td>
<td></td>
</tr>
<tr>
<td><strong>B</strong></td>
<td>MMMMM</td>
<td>1 level</td>
</tr>
<tr>
<td></td>
<td>At least a MEETS in each skill. This is the classic 80% pass</td>
<td></td>
</tr>
<tr>
<td><strong>B-</strong></td>
<td>Levels 1-6: MMMP with P in W or S</td>
<td>1 level, but NOT at level 7+ if P is in W</td>
</tr>
<tr>
<td></td>
<td>Levels 7-9: MMMP with P in W, but no promo out of 7+</td>
<td></td>
</tr>
<tr>
<td></td>
<td>At all Levels: If P is S, then promo OK but warning about S. (Same applies to combos with EMMMP; EMEP etc)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MMPP: But only if MM (or EM) = W and S (= You can’t get a B- with Ps in W+S)</td>
<td></td>
</tr>
<tr>
<td><strong>C+</strong></td>
<td>MMPP  with P in either W OR S (not both)</td>
<td>No PROMO</td>
</tr>
<tr>
<td></td>
<td>Warning about S or W required.</td>
<td></td>
</tr>
<tr>
<td><strong>C</strong></td>
<td>Combinations of MMPP, with Ps in W S or both.</td>
<td>No PROMO</td>
</tr>
<tr>
<td></td>
<td>PPPM</td>
<td></td>
</tr>
<tr>
<td></td>
<td>There has to be at least 1 M to get a C.</td>
<td></td>
</tr>
<tr>
<td><strong>C-</strong></td>
<td>PPPPP</td>
<td>No PROMO</td>
</tr>
<tr>
<td><strong>D</strong></td>
<td>Combinations of Ps and Ds.</td>
<td>No PROMO</td>
</tr>
</tbody>
</table>
4. Program Completion

1. Intensive language program applicants who, upon arrival at the ALP, test into ALP Level 10 may study for one term only in the highest intensive level available at that time; normally, this is a class at Level 8-9.

2. Students who are taking the Fall or Spring ALP Intensive Program or part-time Academic Writing course at Level 7, 8, or 9, and who are not current Columbia degree candidates must take the ALP’s end-of-term Qualifying Exam. The promotion score on that exam will determine the ALP level the student may take in the subsequent term of study.

3. Columbia University degree candidates referred to the ALP for language instruction in the ALP Intensive Program or part-time Academic Writing course regardless of current level must take the ALP’s end-of-term Qualifying Exam. The promotion score on that exam will determine whether the student has met the English proficiency requirement set by his or her degree program, or whether a subsequent term or terms of study will be required.

4. Students who are promoted to ALP Level 10 at the end of an intensive class have completed the ALP program. This is a great achievement and demonstrates a very high level of English proficiency. Students who have completed our program may not repeat intensive level 8-9. Such students must either transfer to another program or begin their university studies.

5. Levels

The ALP provides instruction in ten levels of English proficiency. ALP Level 1 corresponds to high beginner ability, whereas Level 10 signifies near-native proficiency of an education language user.

Students’ language levels are determined initially by their scores on either the Oxford Online Test (OOPT) or the ALP Essay Exam.

The Oxford Online Placement Test (OOPT) is taken by students who are planning to enroll in full- or part-time study at the American Language Program. It is a multiple choice exam that measures grammar, vocabulary, reading and listening ability.

The ALP Essay Exam is taken by students who are enrolled in or applying to a degree program at Columbia University, and who have been referred to the ALP by that degree program. It is a 90-minute exam.

The Qualifying Exam is an end-of-term essay test given to all students currently registered in ALP courses at levels 7, 8, and 9.
6. Writing Descriptors for Levels 7-10

A Level 10 essay is a coherent and well-focused essay that demonstrates thorough understanding of the complexity of an issue by providing compelling examples and in-depth analysis. It exhibits a high degree of accuracy in complex grammatical structures, skillful use of sentence variety, and successful handling of varied and sophisticated vocabulary. This is a sophisticated essay written at a level of English proficiency very near that of an educated native speaker of the language.

A Level 9 essay is a coherent and somewhat focused essay that demonstrates considerable understanding of parts of a complex issue by providing some well-chosen examples and thoughtful analysis. It displays somewhat effective use of sentence variety and somewhat skillful handling of varied and sophisticated vocabulary. This is an essay that approaches one that could be written by an educated native speaker of English, exhibiting a considerable degree of accuracy in complex grammatical structures, but is marred by an accumulation of minor errors and/or a less-than fully skillful use of analysis, grammar or vocabulary.

A Level 8 essay is a generally coherent essay that demonstrates adequate understanding of the central point of a complex issue by providing satisfactory analysis and relevant examples. It exhibits an adequate degree of accuracy in complex grammatical structures, some use of sentence variety, and some use of varied and sophisticated vocabulary. This is a decent essay, but one which is clearly written by a non-native English speaker.

A Level 7 essay is an essay that demonstrates partial understanding of a complex issue by providing basic analysis and examples, but may have a problem with coherence. It exhibits an uneven degree of accuracy in complex grammatical structures, limited use of sentence variety, and little use of varied and sophisticated vocabulary. This is an essay in which there may have been an attempt to use sophisticated analysis, grammar and word choice, but more often than not, this attempt falls short, causing confusion in the mind of the reader.

7. Level Promotions

Promotion decisions are based solely on each student’s proficiency in the various language skills. In general, oral fluency and listening comprehension are the most important skills to consider at the lower levels, while writing becomes increasingly critical from Level 5 or 6 upward. (Promotion decisions are not based on a student’s effort, attitude, attendance, or participation, which tend not to be good indicators of the student’s ability to handle the academic challenges of a particular level.)

A ‘typical’ promotion in a regular ALP semester is considered to be one level (example, 4b to 5b) after 14 weeks of study and solid progress. For part-time students in the 6-point program, Academic Writing for International Students, a half-level promotion might be considered “normal” and a full-level move possible, but anything more than that is highly exceptional.

A “typical” promotion in a four-week session is considered to be one letter within the level (4b to 4c, for example) after 4 weeks of solid progress. It is not uncommon for a student to receive no promotion. It is very rare for a student to jump two letters (e.g., from 3a to 3c). Also, it is rare to receive even a one-letter promotion if this would result in a change of level (e.g. 5c to 6a). After only 4 weeks on one level, it is extremely unlikely that a student will have made enough progress to handle a new level.

Promotions are provisional. At the beginning of each term, students’ levels can be adjusted, either upward or downward, depending on the individual’s performance on intake assessments performed by the course instructors.
8. Placement or Promotion Appeal Policy

Initial Placement into ALP Classes

- Placement into ALP classes is double-checked by course instructors during the first week of classes.
- Official re-assignment of level is done only by the Director in consultation with the principal instructor for the course.
- Changes of level are not possible beyond the first week of classes, and are only made at the discretion of the Administrative Director or Director.
- Students are not permitted to begin classes more than one week late. Note: students who begin late may not be able to be accommodated in cases where a change of level is required.

End-of-Term Course Promotions

- End-of-Term promotions are the product of careful consultation among faculty members, and the Director and are based on work done throughout the semester and final exams.
- Only in the most unusual of circumstances may appeals be made to the Dean of Students, and then only within one week of the student receiving official notification of results.

9. University Credit Courses

ALP students who have reached Level 8 or 9 and who have achieved excellent results in their English classes are eligible to take one Columbia University subject-area course in addition to their intensive English course. The advantages include learning more about a specific subject area; becoming familiar with the American university classroom; practicing language skills such as lecture comprehension, note-taking, textbook reading, essay writing; and earning university credit (which in some cases may be applied to a degree program).

University credit courses are very challenging. In American universities, regular attendance and completion of all homework assignments are expected, so you need to be very serious and willing to work hard. The final grade (A, B, C, D or F) becomes part of your official University transcript, and a poor grade (even a B-) might hurt your chances of being accepted into a university degree program in the future.

Tuition: University subject-area courses are credit-bearing courses. Some university courses are 3 points, some are 4 points. Thus, tuition is charged at the ‘per point tuition rate’ and is not included in the ALP tuition. The Academic Year 2015-2016 tuition rate is $1,722 per point.

Restrictions: Please note the following restrictions on university credit courses:

- University credit courses are only available to ALP students who have reached Level 8 or 9.
- University credit courses are only available to students who achieve an A- grade in the intensive program.
- University credit courses are only available to students who have a recommendation from their instructor.
- Students may not take university credit courses during their first semester at the ALP.
- Students can only choose courses that begin after 6:00 pm.
- All requests to take university credit courses must be approved by the ALP. Students should avoid courses in fields such as History or Philosophy that require very advanced writing skills.

ALP students interested in exploring this academic option further should talk to their instructors and ask for a Course Approval Packet. Typically, ALP students interested in taking university credit courses during the Fall semester should talk to their instructors no later than July. ALP students interested in taking university credit courses during the Spring semester should talk to their instructor no later than November. Students can also ask Jana Quigley for an advising appointment: jmq2107@columbia.edu.

10. Academic Advising
The ALP can help you with if you have questions about your studies here in the US.

Advising about your English studies:
Your teachers know most about your abilities in English. We first recommend you talk to them if you have questions, or would like extra help. If you have other questions or would like more advice about your English learning and your classes at the ALP, please make an appointment to see the Interim Program Director, Mary Pickett: mp3045@columbia.edu.

Advising about going to university in the U.S.:
If you have questions about applying to university in the US, we are happy to help you. Please contact alp-advising@columbia.edu to make an appointment.

11. Academic Dishonesty

Columbia University expects students to act honestly. Academic dishonesty in any form will not be accepted and will result in serious action.

Because the School of Professional Studies takes matters of intellectual honesty very seriously, academic dishonesty is not tolerated. Acts of academic dishonesty include but are not limited to:

- Cheating on examinations, including the American Language Program placement test.
- Making up (inventing) information in any course or laboratory work.
- Misrepresenting (giving incorrect information) about one’s academic record at Columbia or elsewhere.
- Plagiarizing (copying) another’s work or one’s own, including the submission of work prepared by or purchased (bought) from another.
- Helping others in plagiarism.
- Lying in connection with any academic matter, including applications for admission or financial aid.
- Creating, changing or misusing University documents.
- Improperly using libraries or the materials they contain.

Academic misconduct carries severe punishment. Plagiarism (copying someone else’s writing or one’s own writing), whether or not it is intentional, results in a failing grade on the assignment and in the course. For degree candidates in the School of Professional Studies, it also means immediate dismissal from their program of study. Students enrolled through other divisions of the University, if accused of any of the offenses mentioned above, may be referred to their home schools for disciplinary hearing and possible suspension or dismissal.

Ignorance of (not knowing) the School’s policy concerning academic dishonesty is not a defense in any situation. The American Language Program and the School of Professional Studies hold each member of the community responsible for understanding these rules and for following them.
12. Disciplinary Charges

Students or faculty members who have concerns about a student’s behavior, specifically about his/her academic integrity, are asked to contact the Associate Dean for Program Operations. Based on that conversation, the Associate Dean will either meet informally with the student or start a formal disciplinary hearing. Before the formal hearing can start, the complaint must be formalized in writing and the accused student must submit a written response.

For students found guilty of academic dishonesty or misconduct, the sanctions (punishment) range from warning to probation (given a trial period to improve), suspension (must leave school for a period of months), or dismissal (must leave school permanently).

The student may appeal the decision in writing within two weeks. Appeals concerning suspension or dismissals must be addressed to the Dean of the School; all other appeals should be addressed to the Committee on Academic Standing.

For more information regarding disciplinary hearing procedures, visit: http://sps.columbia.edu/student-life-and-alumni-relations/academic-integrity-and-community-standards
**Academic Integrity Pledge**

*Columbia University | School of Professional Studies*

It is essential to the academic integrity and vitality of this community that individuals do their own work and properly acknowledge the circumstances, ideas, sources and assistance upon which that work is based. Academic honesty in class assignments, term papers, examinations, laboratory reports, and computer projects is expected of all students. Students who are unsure about the proper presentation of their own independent work should consult with their instructor or advisor. Because intellectual integrity is the cornerstone of education institutions, academic dishonesty is one of the most serious offenses that a student can commit at Columbia. It is punishable by suspension or dismissal from the School.

Academic dishonesty includes but is not limited to:

1. Plagiarism: Failure to cite or otherwise acknowledge ideas or phrases used in any paper, exercise, or project submitted in a course but gained from another source, such as a published text, another person’s work, materials on the Web. This applies to all work handed in, whether a draft, a final paper, or a graded or ungraded exercise.
2. Self-plagiarism: The submission of one piece of work in more than one course without the explicit permission of the instructors involved.
3. Misrepresentation of authorship: The submission of work as one’s own which has been prepared by or purchased from another.
4. Cheating on examinations or tests: To give or receive assistance from written material, another person, his or her paper, or any other source during an examination or test; or to (attempt to) hire someone to take your exam for you.
5. Falsification or misrepresentation of information in any course work or lab work; on any application, petition, or forms submitted to the school.
6. Fabrication of credentials be that in materials submitted as part of an admissions application or materials submitted to the university for administrative or academic review.
7. Violating the limits of acceptable collaboration in course work set by a faculty member or department.
8. Removing, hiding or altering library materials so as to hinder the research of other students.
9. Facilitating academic dishonesty by enabling another to engage in such behavior.
10. Lying to a faculty member or advisor about circumstances related to your academic work or failure to complete academic work.

Ignorance of the School’s policy concerning academic dishonesty shall not be a defense in any disciplinary proceedings. The School of Professional Studies holds each member of the community responsible for understanding these principles and for abiding by them.
**Academic Resources**

1. **Bookstore**

Columbia University Bookstore, 2922 Broadway at West 115th Street, Alfred J. Lerner Hall, Lower Level
Telephone: (212) 854-4131
Store Hours: Monday to Friday: 9:00 AM - 9:00 PM; Saturday and Sunday: 11:00 AM - 6:00 PM

Here you can buy your textbooks (as well as sell them back at the end of the semester). The bookstore sells new and used versions of your textbooks, many other books, stationery, and Columbia University tee shirts and sweatshirts.

For more information, see: http://columbia.bncollege.com

2. **Computer & Printer Labs**

As an ALP student, you may use the public computers and printers on campus.

**Computer Labs**

Labs with Consultants Present:
- 212, 213 & 213A Butler Library
  - 36 Windows stations
  - 4 Macintosh stations
- 251 Engineering Terrace/Gussman Lab
  - 80 Windows stations
  - 6 Macintosh stations

Labs without Consultants:
- 200 & 300 Lerner Hall, Student Center
  - 28 Windows stations
  - 10 Macintosh stations
- 308 Lewisohn
  - 8 Windows stations

**Computer Help**

If you are having trouble with a computer (Columbia’s or your own laptop) or getting connected to the wireless network on Columbia campus, you can:

- Get help by phone. Call 212-854-1919
  - M- Th 8 a.m. – 11 p.m. Fri 8 a.m. – 7 p.m.
  - Sat 10 a.m. – 6 p.m., Sunday 3 p.m. – 11 p.m.
- Go to the CUIT Service Desk in 202 Philosophy Hall Hours M-F 10 a.m. – 6 p.m.
- For more information, see: http://columbia.bncollege.com
- CUIT provides a number of high-speed laser printers located throughout campus.
- There are printers available for your use on the 2nd, 3rd and 4th floors of Butler Library.
- You can print in black and white for $.10 per sheet and in color for $1.00 per sheet.
- You can purchase printing dollars at the CUIT Service Desk Support Center in 202 Philosophy Hall or online at http://cuit.columbia.edu/cuit/computing-support/purchase-cuit-printing-dollars
3. CourseWorks

You can find your course syllabus, textbooks, homework assignments, listening exercises, class policies, and other important information regarding your course on CourseWorks, an online resource accessible anywhere there is internet.

To access Courseworks, go to https://newcourseworks.columbia.edu/ or use the Quick Links menu on the Columbia homepage. To log into CourseWorks, you need your University Network ID (UNI) and password.

4. Libraries

Columbia University Library is ranked as one of the five best academic library systems in the United States. It has 22 specialized libraries with over 10 million volumes and 100,000 current journals. For a list of the libraries, their locations, and hours, see: http://library.columbia.edu/locations/libraries.html

The libraries are wonderful gathering places to meet students with similar interests, to do scholarly research, to learn about information technology, to write, to study, and to use Columbia University’s rich collection of print and electronic resources.

Even with limited English, you can:

• Study in the undergraduate library 24/7: http://library.columbia.edu/indiv/undergrad.html
• Listen to Columbia songs in the music library: http://library.columbia.edu/indiv/music/columbia_songs.html
• Look at beautiful art books at the art library: http://library.columbia.edu/content/libraryweb/indiv/avery.html
• Check your investments at the business library: http://library.columbia.edu/content/libraryweb/indiv/business.html
• Read local Asian newspapers: http://library.columbia.edu/content/libraryweb/indiv/eastasian.html
• Examine rare manuscripts: http://library.columbia.edu/content/libraryweb/indiv/rbml.html
• Ask a librarian for help with your research: http://library.columbia.edu/services/askalibrarian.html

5. Student Lounges

There are a number of places on campus where you can sit and relax.

In Lerner Hall (Columbia University’s Student Center) – there are several student lounges. See: http://lernerhall.columbia.edu/lounges for information and locations.

In addition, you can find space in Dodge Hall cafeteria, the basement of Avery Hall and the Business School cafeteria.

Please note: The Lounge on the 3rd floor of Lewisohn Hall is for students from the School of General Studies only. ALP students are not permitted to enter.

6. Language Exchange Program (LEP) – Fall and Spring Semesters

The American Language Program provides support for students who wish to improve in a language. Students may apply for the ALP Language Exchange Program, which matches two Columbia students learning each other’s languages. The program is a great opportunity for language practice in an informal setting. To request a language partner, complete the online application: http://goo.gl/HBxOtE. Once you have submitted your application, we will find a partner that best matches your needs, and we will contact you with your partner’s information. Some applicants of less common languages may be placed on a waitlist if a partner in that language cannot immediately be found.
7. University Lectures

Every day at the university, there are academic lectures that you can attend. They are in a variety of specialized areas, ranging from Climate Change to International Relations. For a calendar of lectures, see http://www.columbia.edu/events/today.html. You can sort by subject or by date. Be sure to click on the individual lecture listing to see if reservations are required.

8. Your Academic Record

Proof of Enrollment

Sometimes students need to prove (show) that they are a student at the ALP. There are three ways to do this:

(1) Academic Certification

Academic certification is an official document given by the University Registrar. It shows dates of attendance and student status (full-time or part-time) by term. Students usually need this for health insurance, visa, employment and credit reasons. This service is free.

To request academic certification, visit the University Registrar's Office in 205 Kent Hall.
For more information about requesting an academic certification, see: http://registrar.columbia.edu/students/academic-certification.

(2) Official Columbia Transcript

A transcript is an official record of a student's entire time of study at Columbia. It shows all the courses you attended at the University and your grades. You may need this if you are applying to undergraduate or graduate school in the US. For a one-time fee of $105, you may get as many transcripts as you want.

To request a transcript, visit the University Registrar's Office in 205 Kent Hall.
For more information about getting an official Columbia transcript, see http://registrar.columbia.edu/students/transcripts

(3) Enrollment Certification Letter

An enrollment certification letter is a special letter written by the ALP immigration adviser. It notes your status as a full-time student and gives the start and end dates of the ALP session for which you are registered. You may need this to apply for a driver's license or open a U.S. bank account before classes begin. (After classes begin, please visit the Registrar.) If you need an Enrollment Certificate letter, please contact Tomasz Tuleja in the ALP Immigration Advising Office in 203 Lewisohn Hall or write him at tt2422@columbia.edu. Your letter will be ready in 1-2 business days. When you receive an email with “ALP – Your Bank Letter is Ready” in the subject line, go to 203 Lewisohn Hall to pick up your enrollment certification letter. This service is free.

Privacy

The Family Educational Rights and Privacy Act (FERPA) allows you to keep your student record (your courses and grades) private. While parents/guardians/spouses/sponsor organizations and others may have an interest in your record, Columbia University will not release your educational record to them unless you agree in writing. Students may choose to complete and submit a “FERPA Release Form” to allow access or release of their educational record. The FERPA Release form may be picked up and submitted to the ALP main office in 504 Lewisohn Hall. Once submitted, the form is kept on file at the Student Life Office.

Additional information may be found at www2.ed.gov/policy/gen/uid/privacy/ferpa/ferpa-students.html
Community Standards of Behavior

1. Smoking Policy

According to New York State Law, there is no smoking inside any building on Columbia’s campus (i.e. Lewisohn Hall, Carlton Arms, Schapiro, Kent Hall, etc.)

Students who wish to smoke must do so at least 50 feet, or 15 meters, away from the building. There are “No Smoking” signs in front of Lewisohn Hall.

Students must not smoke in areas designated as prohibited (especially in front of Lewisohn Hall). Any student caught in violation of this University rule will be brought up on disciplinary charges, which will likely result in dismissal from ALP without a refund of tuition.

2. Cell Phone Policy

The ALP requires that all students switch their cell phones to ‘silent’ or ‘off’ during class time. The no cell-phone policy applies to texting, email, and calls. It is disrespectful to use your cell phone while in class. Your instructors will ask you to put it away, and if necessary may remove it from you for the duration of the lesson.

3. Behavioral Standards

Columbia University expects students to behave properly and to respect the rights of others at all times, both on campus and off. Any personal behavior that disrupts the life of the University or hurts members of the University community will not be accepted and will result in serious action.

- The School prohibits behavior that interferes with the operation of the University or with the activities of other members of the University community. Examples of these behaviors include but are not limited to:
- Harassing (annoying) or intimidating (scaring) others.
- Making rude, abusive, or insulting comments about another person’s gender (male/ female), race (skin color), nationality/ culture, religion, disability, age or sexual orientation.
- Interfering with research or instruction.
- Improperly using (not using correctly) University services, equipment, or facilities, including University e-mail and telephones.
- Failing to follow (not following) a legitimate order of the University authority.

Behavioral misconduct carries severe punishment.

4. Protection against Discrimination and Sexual Harassment

Columbia University is committed to providing a learning, living, and working environment free from discrimination, harassment and gender-based and sexual misconduct.

The university and government take complaints about sexual harassment and discrimination (based on race, national origin, religion, disability, medical condition, marital status, sexual orientation, gender identity, gender expression, or any other legally protected status) very seriously. It provides students who believe that they have experienced conduct or behavior of this kind with ways to report it and complain.
If you believe a student has acted improperly towards you (e.g. harassed you, touched you) please contact:

Gender-Based Misconduct Office
Email: titleix@columbia.edu Phone: 212-854-1717.
Jeri Henry, Associate Vice President, Student Conduct and Community Standards

For more information, read the Gender–Based Misconduct Policies for Students at sexualrespect.columbia.edu

If you believe a student harassed you for any other reason (i.e. age, race, nationality, religion, disability, medical condition, marital status, sexual orientation, gender identity, gender expression, or any other legally protected status), please contact: Interim Dean of Students, Chris Cardillo.
Email: cc2228@columbia.edu

If you believe an employee or third party affiliate of Columbia University has harassed or discriminated against you, please contact:
The Office of Equal Opportunity and Affirmative Action
103 Low Library, MC 4333
Email: eoaa@columbia.edu
Phone: 212-854-5511

For more information, read the Employment Policy and Procedures on Discrimination, Harassment, Sexual Assault, Domestic Violence, Dating Violence and Stalking at http://eoaa.columbia.edu

Appropriate disciplinary action may be taken against any student or employee who violates the University’s policies against harassment, discrimination, and sexual misconduct.

If you file a formal complaint saying, for instance, that someone touched you inappropriately or treated you differently because of your race, campus agencies outside of the ALP & SPS will investigate.

Columbia offers several confidential resources to students who believe they were subjected to discrimination, harassment or gender-based or sexual misconduct.

Counseling Services (212) 854-2878
Rape Crisis/Anti-Violence Support Center: (212) 854-HELP
Office of the University Chaplain: (212) 854-6242

Health Services:
Columbia Morningside: (212) 854-2284
Columbia Morningside clinician-on-call: (212) 854-9797

5. More Essential Policies for the Columbia Community

Essential Policies for the Columbia Community lists Columbia University policies on a broad range of topics, including policies about attendance, alcohol and drugs and leaves of absence. As a member of the Columbia University community, you are responsible for following the University’s policies, as well as local, state and federal laws. These policies are in place so that all members of the Columbia community can safely and successfully focus on studies and take part in campus life. To read the Essential Policies for the Columbia Community, see: http://www.essential-policies.columbia.edu/
**General Advising**

If you need to talk to someone about anything (being in New York City, getting involved at Columbia, where to get food, etc), we are here to help! Jana Quigley is available to answer any questions you may have and help you adjust to Columbia and New York life. She is located in 504 Lewisohn Hall. Please email: alp-advising@columbia.edu or check the walk-in advising hours (posted outside 504).

**Housing**

1. **Campus Housing**

ALP students may apply for a room in a suite-style dormitory called the Carlton Arms, located about 7 blocks from campus. Space is limited. Please apply at least two months in advance. Rooms are assigned on a first-come first-served basis. There are 6 to 12 students living in each suite. You will share a bedroom with one other person (called a double) and kitchen facilities with others in your suite. All suites are co-ed. All double rooms are single sex. Each suite has two bathrooms: one for males, one for females.

For more information about the dormitory, see: http://sps.columbia.edu/alp/student-resources/housing-dining-and-health

2. **Non-Columbia Housing**

An extensive list of non-Columbia student residences can be found at http://sps.columbia.edu/alp/student-resources/housing-dining-and-health

The list is for convenience only and does not imply any endorsement of these private companies by Columbia University. Please contact these organizations directly for more information about availability, housing rates and application procedures.
3. Apartment Rentals

In order to find an apartment, you must arrive in New York City early. Good, inexpensive apartments are extremely difficult to find, especially around the Morningside Heights area. It is very likely that you will have to live far away from campus and commute. You may also find it necessary to find a roommate or sublet an apartment.

Apartments may be found through newspapers, the Internet, an agent, or Columbia’s Off-Campus Housing Assistance (OCHA) office. The OCHA office helps you in your search for rental housing in NYC by managing a database of available rooms and apartments in non-Columbia-owned buildings and sublets of units in Columbia-managed housing. They can also help with finding a roommate.

After completing an ALP Housing Application, you will need to go to the OCHA Office in person. You will need to show your acceptance letter or Columbia ID to use this service. If you wish to view these listings online, you must log onto the website with your Columbia UNI and password.

Columbia’s Off-Campus Housing Assistance (OCHA) Office
401 West 119th Street, New York, NY 10027
Tel: (212) 854-2773
Web: http://facilities.columbia.edu/housing/intro-ocha-3
Email: ocha@columbia.edu
Hours: Monday – Friday 9 AM – 5PM

For important information about the process of renting an apartment in NYC (including financial obligations), please see: http://facilities.columbia.edu/housing/nyc-rental-process.

Taking Care of Yourself

Personal hygiene is different in every culture. In the U.S., personal hygiene is very important. American standards may seem strange, unnatural or unnecessary, but following them will help you fit in more easily.

In some cultures, natural body odors (=smells) are OK, or even normal. Most Americans, however, do not think it is normal. Most Americans prefer a clean or lightly perfumed smell. They have a negative reaction to people with body odor. They may even avoid (=not go near) people if they smell. Often, people cannot smell their own body odor, but others around them can.

Most people in the U.S.:
• Shower every day
• Use anti-perspirant/deodorant under their arms
• Change their clothes every day
• Wash their clothes regularly
• Clean their teeth two times a day

Also, most Americans do not wear lots of perfume or cologne to ‘hide’ natural smells. Sometimes too much perfume can also have a negative effect, especially in small spaces like classrooms.
Dining

1. Cafés on Campus

There are several student cafés on campus that serve coffee/tea, soup, sandwiches, salads, & snacks.

- Avery Hall – Brownie’s Café
- Dodge Hall – Blue Java Coffee Bar
- Journalism Building – Brad’s Café
- Lerner Hall – Café 212; Café East (Bubble Tea & Sushi)
- Mudd Building – Carleton Deli
- Northwest Corner Building – Joe - also open during weekends
- Uris Hall – Uris Deli

You may purchase a meal plan, set up a debit account (also known as “Dining Dollars” and the “Flex Account”), or pay by cash. For more information about these options, see http://www.columbia.edu/cu/dining/.

Many students prefer to eat in the many cafés and restaurants located in the area, or simply to cook in the dormitories which feature shared kitchen areas. Below is a list of restaurants and markets in the Morningside Heights neighborhood.

2. Restaurants & Markets in the Neighborhood

On Broadway—walking south (left) from the 116th St. gate

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morton Williams Market</td>
<td>(groceries and deli) at 115th</td>
</tr>
<tr>
<td>M2M</td>
<td>(Asian Convenience Store) at 114th and 115th</td>
</tr>
<tr>
<td>Starbucks</td>
<td>(coffee, etc.) between 114th and 115th</td>
</tr>
<tr>
<td>Amir’s</td>
<td>(Middle Eastern restaurant) between 113th and 114th</td>
</tr>
<tr>
<td>Häagen Dazs</td>
<td>(ice cream) between 113th and 114th</td>
</tr>
<tr>
<td>Nussbaum &amp; Wu</td>
<td>(café and bakery) at 113th</td>
</tr>
<tr>
<td>Mill Korean</td>
<td>(Korean Barbeque restaurant) At 113th</td>
</tr>
<tr>
<td>Symposium</td>
<td>(Greek restaurant) on 113 btw. Bdwy &amp; Amsterdam</td>
</tr>
<tr>
<td>Deluxe</td>
<td>(diner/American food) between 112th and 113th</td>
</tr>
<tr>
<td>Milano Market</td>
<td>(Italian deli/café) between 112th and 113th</td>
</tr>
<tr>
<td>Amigos</td>
<td>(Mexican restaurant) between 112th and 113th</td>
</tr>
<tr>
<td>Dig Inn</td>
<td>(Local, organic American food) between112th and 113th</td>
</tr>
<tr>
<td>*Tom’s Restaurant</td>
<td>(diner/American food) at 112th</td>
</tr>
<tr>
<td>Pinkberry</td>
<td>(frozen yogurt) between 111th and 112th</td>
</tr>
<tr>
<td>Community Food &amp; Juice</td>
<td>(healthy and organic food) between 111th and 112th</td>
</tr>
<tr>
<td>Mel’s Burgers</td>
<td>(burger restaurant) between 111th and 110th</td>
</tr>
<tr>
<td>Coronet Pizza</td>
<td>(pizza; take-out &amp; seating) between 111th and 110th</td>
</tr>
<tr>
<td>Starbucks</td>
<td>(coffee, etc.) between 111th and 110th</td>
</tr>
<tr>
<td>Chipotle</td>
<td>(Burritos) at 110th</td>
</tr>
<tr>
<td>Westside Market</td>
<td>(grocery store) at 110th</td>
</tr>
<tr>
<td>D’Agostinos</td>
<td>(grocery store) at 110th</td>
</tr>
</tbody>
</table>
On Amsterdam Ave.—walking south (right) from the 116th St. gate
Camilles (Café and restaurant) at 116th
Hamilton Deli (take-out sandwiches, etc.) at 116th
Hungarian Pastry Shop (Café) between 110th and 111th
Cinco de Mayo (Mexican restaurant) between 110th and 111th
V&T Restaurant (pizza & Italian restaurant) btwn 110th and 111th

On Amsterdam Ave.—walking north (left) from the 116th St. gate
Amsterdam Restaurant (Tapas and bar) between 119th and 120th
Che Bella Pizza (pizza; seating) between 119th and 120th
Apple Tree (food market) at 120th
Ajanta (Indian restaurant) between 120th and 121st
Massawa (Ethiopian restaurant) between 120th and 121st
Panini D’ Parma (Panini) between 120th and 121st
Max Soha (Italian restaurant) at 122nd

Farmers’ Market on Thursdays & Sundays near 114th St. gate

*This restaurant is famous because it was the subject of Suzanne Vega’s internationally acclaimed song “Tom’s Diner” and because its sign was featured in the popular television sitcom “Seinfeld” In the TV show, comedian Jerry Seinfeld and his friends ate there regularly.

3. Restaurant Guidelines

• Tipping at Restaurants in NYC

Unless you have a party of 6 or more people, the service charge is not automatically added to restaurant bills. In restaurants, you are expected to tip the waiter or waitress about 20% of the total check. In New York City, you can easily leave the appropriate tip amount by doubling the 8.875% sales tax. Tipping less than 15% is considered very rude; please do this only if the service was terrible.

• Drinking in NYC

The legal age for purchase and consumption of alcoholic beverages in New York is 21 years of age. If you want to purchase alcohol, you may be asked to show proof of age (e.g. your passport) at restaurants and bars. Please be aware that carrying an open container of alcohol in public places is illegal.

• Dietary Restrictions

John Jay Dining Hall offers Kosher and Halal meals, as well as vegan and gluten-free dishes. For more information, see http://dining.columbia.edu/special-diets.
Health Resources

1. Counseling & Psychological Services

Counseling and Psychological Services supports the psychological and emotional well-being of students and faculty by providing counseling, consultation, and crisis intervention. In the US, there is no stigma (shame, disgrace) against going to see a counselor. Many people in the United States see psychologists or psychiatrists.

If you are sad, cannot concentrate, have trouble sleeping, and/or have changed your eating habits, you may want to make an appointment with a counselor. Anything you tell the counselor is strictly confidential; s/he cannot tell anyone without your consent. In serious cases, counselors who speak your native language may be contacted. To learn more, watch their informative video: https://www.youtube.com/watch?v=U0K3zxHg2Dg&feature=youtu.be

Counseling and Psychological Services
Office: Alfred Lerner Hall, 8th Floor
Clinic’s Hours: Monday-Thursday 8 a.m. - 6:30 p.m.
Friday, 8 a.m. - 4:30 p.m.
Appointments: (212) 854-2878
After-hours clinician-on-call: (212) 854-9797
Website: http://health.columbia.edu/appointments/cps

CPS also gives public workshops on such topics as “Enhancing Your Relationship” and “Procrastination.” Some require reservations. For a complete list of events, see http://health.columbia.edu/events

2. Alice! Health Promotion

Alice! Health Promotion connects students with information and resources, and supports healthy attitudes and behaviors within the campus community. Topics include eating disorders, coping with stress, and alcohol screening and intervention.

Alice! Health Promotion
Alfred Lerner Hall, 7th Floor
2920 Broadway, Mail Code 2605
Hours: Monday - Friday, 9:00 am - 5:00 p.m.
Tel: (212) 854-5453
Email: alice@columbia.edu
Website: http://health.columbia.edu/services/alice

3. Office of Disability Services

If you have a physical disability and need swipe access for the elevator or tunnel system, please contact the Office of Disability Services (ODS). Also contact them if you need accommodations or support services for any disability. If you have documentation of a learning disability, you may be entitled to longer time on exams. If you or your instructor think that you may have a learning disability, ODS can schedule a consultation or diagnostic testing and help you find a provider. Throughout the semester, Disability Services provides several workshops in the areas of study skills, note-taking, test preparation and time management for students with disabilities. For more information about group workshops, please contact Disability Services.

Office of Disability Services
Alfred Lerner Hall, 7th Floor
2920 Broadway, Mail Code 2605
Hours: Monday - Friday, 9:00 a.m. to 5:00 p.m.
Tel: (212) 854-2388
Email: disability@columbia.edu
Website: http://health.columbia.edu/services/ods
Social, Religious & Recreational Activities

1. Clubs

ALP students are welcome to join a number of Columbia University student clubs and organizations. Joining a Columbia University student club or organizations will enhance your campus experience. Speaking with native English speaking club members will improve your language skills.

There are over 100 clubs on campus where you can meet students who share your interest in sports, music, politics, etc. There are 40 Sport Clubs, ranging from badminton to table tennis. For a complete list of sport clubs and contact information, see: www.columbia.edu/cu/clubsports/profiles/index.html.

There are LGBT clubs and chess clubs and many volunteer opportunities, ranging from cleaning up a park (http://www.columbia.edu/cu/outreach/) to helping feed the hungry http://communityimpact.columbia.edu/get-involved/volunteering.

For a complete list of clubs with links to their websites, see: www.columbia.edu/content/student-organizations.html

2. Gym & Sports

The Marcellus Hartley Dodge Physical Fitness Center at Columbia University includes an indoor running track, 25-yard swimming pool, Scandinavian Sauna, multi-sport gymasia, and a tri-level fitness center with the latest cardiovascular and strength training equipment. Members can also sign up for voluntary fitness classes.

Gym membership is not included in the tuition and fees for ALP students. To access these facilities, ALP students must sign up for membership and pay a membership fee. The fee per semester is $215.

Admission to all Columbia games, including football and basketball, is free for current ALP students with a valid CUID. For football games, you enter at the student entrance and sit in the student section. If you wish to bring a guest to the game, you may purchase a special ticket at a discounted rate. If you go early enough, you may even get a free tee-shirt.

For more information, see: www.gocolumbialions.com/.

3. Movie Ticket Discounts

With your CUID, you can buy discounted movie vouchers on campus that can be redeemed at the movie theatre. These vouchers can be purchased only at the Ticket and Information Center (TIC) in the lobby of Alfred Lerner Hall; they cannot be purchased online or at the movie theater. During the fall and spring semesters, TIC is open Tuesday - Saturday 1 pm - 8 pm. It is closed Sunday and Monday.

At TIC, you can purchase discounted movie vouchers for the following movie chains:

- AMC Loews (10 movie theaters in Manhattan) $9.50
- City Cinemas (4 movie theaters in Manhattan) $7.75
- Clearview (5 movie theaters in Manhattan) $7.75
- Regal (5 movie theaters in Manhattan) $8.75

If you buy the tickets with a credit card, you will need to pay a surcharge of $1.50 per ticket.

For more information, please see: http://artsinitiative.columbia.edu/events/discounts/movie-vouchers
4. Museums

The following museums are free for Columbia University students. Just show your CUID at the entrance.

- The Africa Center
- American Folk Art Museum
- The American Numismatic Society
- Asia Society
- The Bronx Museum of the Arts
- Brooklyn Historical Society
- The Cloisters
- Cooper-Hewitt, National Design Museum
- Dahesh Museum
- El Museo del Barrio
- Goethe-Institut
- International Center of Photography
- Intrepid Sea, Air & Space Museum
- Japan Society
- The Jewish Museum
- The Metropolitan Museum of Art
- The Morgan Library & Museum
- Museum of Jewish Heritage
- Museum of Modern Art (MoMA)
- Museum of the City of New York
- National Academy Museum
- New York City Police Museum
- New York Transit Museum
- Nicholas Roerich Museum
- The Noguchi Museum
- The Paley Center for Media
- Queens Museum of Art
- Schomburg Center for Research in Black Culture
- Socrates Sculpture Park
- Studio Museum

For information on exhibits, hours of operation, and directions, see http://artsinitiative.columbia.edu/city/museums/map.

5. Religious Worship

Columbia University is a secular university, not a religious one. Campus Ministries serve the needs of the diverse religious communities at Columbia University. For information about places and times of worship, please contact the ministry directly.

Buddhist Campus Ministry
108 Earl Hall
www.columbia.edu/cu/cuba/

Compass Christian Koinonia
110 Earl Hall, MC 2008
www.columbia.edu/cu/cck

Columbia Catholic Ministry
110 Earl Hall, MC 2005
www.columbia.edu/cu/earl/ccm/

Columbia University Hillel
Kraft Center for Jewish Student Life
606 W. 115th Street, MC 8101
www.hillel.columbia.edu

Muslim Student Association
102 Earl Hall, MC 2020
http://columbiamsa.org

6. Zoo Discount

For discount tickets to the Bronx Zoo, the largest urban zoo in the USA with over 4,000 animals, see http://artsinitiative.columbia.edu/events/bronx-zoo-0
7. Rush Tickets for Music & Dance

- New York Philharmonic Orchestra: ALP students can purchase $16.00 rush tickets for select concerts up to 10 days before the concert at http://nyphil.org/studentrush/. Rush tickets are available on a first come, first serve basis, are subject to availability, and are not available for Orchestra 1, First Tier Center and First Tier Front Boxes. Students must present a valid CUID at the Avery Fisher Hall Box Office to pick up the tickets. A maximum of two tickets can be purchased with each CUID.

- New York City Ballet: ALP students can purchase $29.00 Student Rush tickets on the day of performance. Rush tickets are available on a first come, first serve basis and may not be available for all dates during the season. Students must present a valid CUID at the Box Office Window to purchase tickets. A maximum of two tickets can be purchased with each CUID. The box office is located in the lobby of the David H. Koch Theater at Lincoln Center. For more information, see: www.nycballet.com/Season-Tickets/Groups-Students/Student-Rush.aspx

- Carnegie Hall: ALP students can purchase $10 student tickets at the Carnegie Hall Box Office on 57th Street and Seventh Avenue. Rush Tickets are available when announced (up to two weeks in advance of the concert date) and will not be sold less than one hour prior to the start of the concert. Students must present a valid CUID at the Box Office Window to purchase tickets. A maximum of two tickets can be purchased with each CUID. For more information, see www.carnegiehall.org/students/.

8. Theater Ticket Discounts

NYC is the home of Broadway and Off-Broadway. Here you can see some of the best theater in the country. There are several ways to enjoy Broadway theater and not pay full price.

- School Discount Vouchers: These coupons allow you to purchase up to 8 tickets at a discounted price, usually about 40% of the standard ticket price for such shows as Phantom of the Opera and Mamma Mia. Your other theatergoers do not have to be ALP students. You choose the day and the seating location. Some coupons are available in a tray at the ALP reception desk in 504 Lewisohn. Visit www.schooltix.com for a complete list of shows with discounted dates. Check the 504 tray and website often, since discounted shows change frequently.

- Discounted Theater Tickets through CUArts: You can purchase discounted Broadway theater tickets at the Ticket Information Center (TIC) on the ground floor of Lerner Hall. The TIC is open Tuesday – Saturday 1p.m. – 8 p.m. You pay for your tickets at TIC but you pick up your tickets right before the show at the theatre box office and you must show a CUID for each ticket you purchase. For more information, see: http://artsinitiative.columbia.edu/city/performance

- TKTS: The Times Square TKTS Discount Booth, located under the red steps on Broadway and 47th Street, offers discounted tickets to Broadway and Off Broadway musicals and plays. The discount is up to 50% off, plus a $4.00 per ticket service charge. The tickets are for performances on the same day or night. Availability and ticket inventory change throughout the day. To check which play is available now, see https://www.tdf.org/nc/81/Available-Shows.

- Miller Theatre at Columbia University presents events in dance, contemporary and early music, jazz, opera, and performance. Discounted tickets for ALP students are $7. The discounted tickets require a valid CUID and are limited to 2 tickets per CUID. For information on upcoming events and tickets, see: www.millertheater.com/

- Free events for Columbia students: There are many free events on and off campus for ALP students. For a calendar of free events, see: http://artsinitiative.columbia.edu/events/calendar.
The Neighborhood

1. Transportation to Campus

- By car
  You may park on the streets around campus or use the local parking garages. For a list of parking garages close to campus, see: www.columbia.edu/content/directions-parking.html

- By bus or subway
  Five bus lines (M4, M5, M11, M60, M104) and one subway line (the No. 1 local) serve the Columbia neighborhood. The Columbia stop for the buses and the subway is 116th Street. The M60 bus is a direct link between campus and LaGuardia Airport. Note that the No. 2 and 3 express subway trains follow a different route and do not stop at Columbia University. If you take the No. 2 or 3 uptown, transfer at 96th Street to the No. 1 local train.

  For a bus map, see: www.mta.info/nyct/maps/manbus.pdf.
  For a subway map, see http://web.mta.info/maps/submap.html

- By Intercampus Shuttle Bus network
  Columbia University provides several shuttle bus routes among the Morningside campus, Lamont, Studebaker, the Medical Center, Harlem Hospital, and the George Washington Bridge Bus Terminal. These shuttle services are available to all ALP students with a valid University ID, free of charge. For more information, visit: http://www.columbia.edu/cu/transportation/index.html

- Using Hopstop
  If you are not sure how to go from one place to another using public transportation, Hopstop can help. Go to www.hopstop.com/search?xfr=header, type in your starting address and your destination address and immediately you will receive detailed directions including which buses and subways to take and which way to walk. This service is free.

2. Local Supplies & Services

<table>
<thead>
<tr>
<th>ATMs</th>
<th>Citibank in Lerner Hall</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chase Bank on Broadway at 113th</td>
</tr>
<tr>
<td></td>
<td>Banco Popular on Broadway at 111th</td>
</tr>
<tr>
<td></td>
<td>Citibank on Broadway at 111th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Copy shops</th>
<th>Printing Services in the Journalism Building</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Village Copier on Broadway between 112th &amp; 111th</td>
</tr>
<tr>
<td></td>
<td>Village Copier on Amsterdam at 118th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Columbia on Broadway between 113th &amp; 112nd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy</td>
<td>Rite Aid on Broadway at 110th</td>
</tr>
<tr>
<td></td>
<td>Duane Reade on Broadway at 111th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Post office</th>
<th>US on 112th between Broadway &amp; Amsterdam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stationary</td>
<td>University on Broadway between 116th &amp; 115th</td>
</tr>
<tr>
<td></td>
<td>Janoff’s on Broadway between 112th and 111th</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipping</th>
<th>Fed Ex on 116th between Broadway &amp; Claremont</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>UPS on 115th between Broadway &amp; Riverside</td>
</tr>
</tbody>
</table>
Business Hours: If you want something in New York, chances are that no matter what time or day it is, you can find it. You will find restaurants in nearly every neighborhood open 24 hours a day, seven days a week. If you need a pharmacy or other emergency supplies, you will also be able to find a store nearby that is open at all hours. Typically, most retail stores open between 9 and 10 am, close around 7 pm, and are open seven days a week.

Sales Tax: You will have to pay sales tax on what you buy. The tax is not included in the price tags on merchandise but is added at the cash register. In New York City, the sales tax is 8.875%.

Safety

1. Safety on Campus & in the Columbia Neighborhood

To Report an Emergency on Campus
Call #212-854-5555 (#4-5555 from campus phones) to report an emergency
If there is a security, fire, or medical emergency on campus, call 212-854-5555. You will immediately be connected with the Columbia’s Department of Public Safety Operations Center. Calls to this number are answered 24 hours a day, 7 days a week.

Or Use the Emergency Call Boxes
Around campus, there are emergency two-way Call Boxes (Blue Light phones) for use during emergencies. If there is an emergency, press the red button on the box. You will immediately be connected with the Department of Public Safety Operations Center. For a map of the Call Box locations, see: www.columbia.edu/cu/publicsafety/Callboxlocations-Morningside.pdf.

To Get Home Safe
Request an Escort to Walk You Home
Columbia’s campus and neighborhood are safe. However, if you do not feel safe walking alone at night, Columbia University Escort Service will send two specially trained students to walk you to your door any time from 7:00 p.m. to 3:00 a.m., seven nights a week. They carry two-way Columbia Public Safety radios. This service is available from West 108th Street to West 110th Street between Amsterdam Avenue and Riverside Drive, and from West 111th Street to West 122nd Street between Morningside Drive and Riverside Drive. Please allow escorts 5 to 15 minutes to arrive and ask them to show a University ID. To request a walking escort, call 212-854-SAFE (212-854-7233). From a campus phone, call #4-SAFE. If you need an escort before 7:00 p.m. or after 3:00 a.m., call 212-854-2797.

Stop in a Safe Haven Location
If you don’t feel safe walking home, waiting for a bus or walking to a car, just go into any local store with a Red Lion decal in its window. The Red Lion is the logo for the “Lion’s Watching” Safe Haven program organized by Columbia University’s Department of Public Safety. At any of the more than 60 businesses featuring the Red Lion in their windows, you can ask the merchant to phone Columbia Public Safety or the police and wait for security personnel to come get you. For a list of the participating merchants, see: www.columbia.edu/cu/publicsafety/SafeHavenLocations.pdf.

To Test Your Knowledge about Campus Safety
To see if you know which action is the safest to take in many common situations, try the online Campus Survival Quiz (26 questions about campus safety) at http://www.columbia.edu/cu/publicsafety/quiz/cs_shell_500w.html.

To Sign up for Text Message Notifications
If you would like to receive a text message sent to your cell phone in the unlikely event of a weather emergency, major transit interruption or campus closure, sign up at www.studentaffairs.columbia.edu/csa/blog/campus-emergency-text-message-system-please-register-now-if-you-havent-done-so-already.
To Find Lost Property
The Columbia University Lost & Found is located in Low Library, Room #111. It is always open. If you have lost something, go to Room 111 in Low Library or call 212-854-2797 to see if anyone has found it. You can also fill out a lost property form at http://dps2.security.columbia.edu/lp/lostpropertyform.php.

For more information about public safety at Columbia, contact:

The Office of Public Safety
Office: 111 Low Library
Tel: 212-854-2797
Email: publicsafety@columbia.edu
Website: http://www.columbia.edu/cu/publicsafety/

2. Safety Tips for Living in NYC

To Report an EMERGENCY in NYC, call 911.

New York is generally safe these days, but as in any big city, it is still important to be careful. Always be alert and know what’s around you.

• Walk with confidence and be aware of people around you. Try not to look lost (even if you are).
• Be careful with your money in public places.
• Don’t keep your wallet or valuables in the back pocket of your backpack.
• Don’t leave bags and valuables unattended anywhere, not even for a short period of time.
• Always lock your dorm or apartment door. If someone knocks or rings the bell, make sure you know who it is before you open the door.
• After dark, don’t go to city parks, and only walk on well-lit streets where there are a lot of people.
• When riding the subway late at night, ride in the cars near the middle of the train, near the conductor. On the platform, wait in the “Off-Hours Waiting Area” or in view of the station attendant.
• Only hail (stop on the street) yellow or green taxi cabs. If you are outside Manhattan you should phone a Car Service (such as Uber) to get a taxi.

Complaints

We hope that your time at Columbia is productive and enjoyable. If you are not satisfied, please tell us. We will try to make it right.

If you have a problem with your class, talk first to your instructor. If required, you can then talk to Mary Pickett, Interim Program Director, in 504 Lewisohn.

If you have a non-academic problem, please report it to Jana Quigley in 504 Lewisohn. You will be directed to the right person.

Usually, a meeting will solve the problem. If, however, you are still not satisfied after your meeting, you may make a formal complaint in writing.

To make a housing complaint, write to: Sorayda Jermyn, Residential Services Representative (sb9@columbia.edu)
To make all other complaints, write to: Mary Pickett, ALP Interim Program Director (mp3045@columbia.edu).

Your complaint must include full details, including names of any people involved (if applicable). The complaint will be reviewed and you will receive a response within 24 hours. Further action, if and when necessary, will be taken by the University within 7 days.