



TENNESSEE
STATE UNIVERSITY

Intensive English Center

STUDENT HANDBOOK 2026

Updated 2-19-2026 VB

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ABOUT TENNESSEE STATE UNIVERSITY

Founded in 1912, TSU is a comprehensive, urban, co-educational, land-grant institution in Nashville, Tennessee. Your future drives our mission at Tennessee State University. As a Historically Black College/University (HBCU), TSU fosters scholarly inquiry and research, lifelong learning, and a commitment to service.

Building on our strong instruction and solid research heritage, we prepare you for leadership, professional success, personal achievement, and service to local, national, and international communities in our global society.

Through the liberal education you receive at TSU, you'll grow and develop as a person who appreciates cultural diversity, embodies a sense of civic and social responsibility, and is well-prepared to fulfill your life's goals.

Mission

Tennessee State University, through its legacy as an HBCU and land grant institution, transforms lives, prepares a diverse population of leaders, and contributes to economic and community development by providing affordable and accessible educational programs at various degree levels promoting academic excellence through scholarly inquiry, teaching, research, lifelong learning, and public service.

Vision

Tennessee State University aspires to be the premier public urban, comprehensive institution achieving prominence through innovation and instruction, research, creativity, and service with the dissemination of knowledge and information

Values

At Tennessee State University, you're the focus of our motto—Think. Work. Serve. —and the beneficiary of our core values:

- Excellence
- Learning
- Accountability
- Integrity
- Shared governance
- Diversity
- Service

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ABOUT INTENSIVE ENGLISH CENTER

As part of Tennessee State University, the Intensive English Center (IEC) was established in 2017 in response to the increasing demand for English language improvement among international students. Initially part of the Office of International Affairs, the program launched in the summer of 2017 with an outstanding turnout for its summer camps.

In December 2020, the IEC at TSU earned accreditation from the Commission on English Language Program Accreditation (CEA), making it the only intensive English program in Tennessee with this prestigious recognition. We also were the first HBCU based program to be certified in the history of the USA.

Mission

The mission of the Intensive English Center (IEC) at Tennessee State University is to provide English language instruction through an academically rigorous program to its learners in a student-centered and supportive environment so that they achieve their personal, professional, and academic goals.

Vision

By 2030, the Intensive English Center (IEC) at Tennessee State University will be recognized locally and internationally as a leading English language training center, known for its outstanding programs and highly professional staff. The Center will have established partnerships with countries and institutions worldwide. It will maintain all required certifications to ensure the highest level of student satisfaction and the continued development of their English language skills and knowledge.

Values

At the IEC, our core values guide everything we do. We are committed to fostering a community rooted in:

- Respect for Diversity and Inclusion
- Integrity
- Fairness
- Learning
- Pursuit of Excellence

We believe in creating a space where continuous learning thrives and every individual feels valued, supported, and empowered to grow.

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PROGRAMS

Intensive English Program (IEP) (Full-time/Part-time) (22 hours/week – 7-week sessions)

This course is for students who intend to enter a College or University in the US and want to develop their communication skills. Designed according to the Common European Framework (CEFR), it offers general language training and skill-based instruction with an increased focus on reading, writing, listening, and speaking at higher levels. The curriculum also includes elective courses to improve learners' needs and an opportunity to audit a TSU class. This is the mandatory course for F1 students.

General English Program (GEP) (12 hours/week – 7-week sessions) In person and Online

The GEP is an evening program that provides students with effective training to develop their communication skills, fluency, pronunciation, cultural knowledge, and use of English. This program will prepare you to improve your written and oral proficiency in English required by your employer, or for the language tests you want to take. The classes are great for students and professionals, learning to use English in various "real-life situations," providing a wide range of functional English instruction.

IEP & Cultural Immersion Program (IEP&CI – Summer Camps) (24 hours/week – 3-week sessions)

This program is designed for individuals with at least an A2+ level in the CEFR and who desire an intensive language experience. The course will help students improve their language skills and enjoy the welcoming environment of the southern culture in Nashville, Tennessee. Students will experience the campus life while discovering the exciting life of Music City USA. This program is only available during the Summer 1 session.

Test Preparation Program (TPP) (4 days, 3 hours each)

This intensive, short-term program is designed to help students build the skills and strategies needed to succeed on the IELTS or TOEFL exams. Participants will engage in focused, interactive sessions led by experienced instructors, targeting all key sections of the tests: Reading, Listening, Speaking, and Writing. Whether you're applying to a university, a language program, or preparing for a professional requirement, this course offers a solid foundation to help you perform your best on test day.

Executive English Program (EIP) (6 - 22 hours/week)

The Executive English Program (EEP) is a short-term language training program aimed at corporate executives and high-level professionals who need customized language study on a flexible schedule. The syllabus, course materials, and extra-curricular activities are explicitly prepared to complement the needs and profile of learners. Depending on learners' preferences, courses are delivered one-to-one or in small groups.

INSTRUCTION STYLE

The Intensive English Center (IEC) at Tennessee State University is committed to employing diverse and effective instructional methodologies. Our instructors utilize a variety of teaching approaches, including but not limited to:

- **Communicative Approach:** This approach emphasizes interaction and communication in real-life scenarios to develop fluency and confidence.
- **Task-Based Learning:** Students engage in meaningful tasks and activities that mirror real-world language use.
- **Project-Based Learning:** Learners collaborate on projects encouraging problem-solving and critical thinking skills.

ACADEMIC EXPECTATIONS

The IEC maintains high academic standards to ensure students achieve their language learning goals. Students are expected to:

- **Attend Classes Regularly:** Regular attendance is essential for maximizing learning outcomes. Students are expected to attend at least 90% of the classes.
- **Participating Actively:** Active participation in class discussions, activities, and group work is crucial for language development.
- **Complete Assignments:** All assignments, including homework, quizzes, exams, and projects, must be completed on time and to the best of the student's ability.
- **Maintain Academic Integrity:** Plagiarism, cheating, and other forms of academic dishonesty are strictly prohibited.
- **Adhere to the Code of Conduct:** Students are expected to follow the IEC's code of conduct, which outlines expectations for behavior, respect for others, and responsible use of technology.

ADMISSION

For a student to be admitted to the Intensive English Center, they must fulfill these eligibility requirements:

- Be 16 years old or older.
- Have completed secondary school or high school equivalent to the US.
- Be able to provide all official transcripts and documentation needed to complete the I-20 process.
- Pay the application fee (\$40.00)

Payment is due on the first day of the session.

F-1 Students

To maintain their F-1 student visa status, students must meet the following requirements:

- **Full-Time Enrollment:** Students must enroll full-time, typically 22 hours per week, in the Intensive English Program.
- **Satisfactory Academic Progress:** Students must maintain a passing grade in all courses to progress to the next level.
- **Attendance Requirements:** Students must attend at least 90% of classes.
- **Leave of Absence:** If a student needs to take a leave of absence, they must follow the proper procedures and obtain approval from the IEC administration.
- **Contact the DSO:** Students with questions about their enrollment status or F-1 visa requirements should contact the PDSO or DSO at TSU or the IEC.

PLACEMENT AND LEVEL CHANGES

The IEC uses a comprehensive placement process to place the students at existing levels accurately. However, sometimes, students may feel they need to be found and that the classes they attend are not suited to their level. For such cases, the student may request a level change for good cause before the end of the first week of the classes. The request is written to the director, who decides to advance the petition to the evaluation committee. Students may move to one higher or lower level but not skip levels. Section changes, if any, at the same level for personal or any other reason are not allowed.

COURSES

Integrated Skills:

This course aims to provide instruction on language use(s) with specific emphasis on grammar and vocabulary. This course differs from a conventional grammar course since language items are taught in meaningful contexts to develop learners' language competency as a whole. Learners are provided with many classroom activities and ample opportunities to practice their language skills.

Reading & Writing:

Offered from A1 to C1 levels with varying intensity levels, this course aims to jointly improve learners' reading and writing skills since reading forms the foundation for successful writing. This task-based course helps students acquire critical-thinking skills and prepare for academic study.

Listening & Speaking:

Students gain essential communication skills in this course to function effectively in social contexts. Courses include in-class activities such as pair work, group work, presentations, and role-plays.

Advance Courses:

Learners are offered additional courses they can attend according to their priorities and preferences. These 4-hour per week courses are offered at B2 level and higher

ASSESSMENT

The IEC uses multiple tools for evaluating and reporting student progress and uses a 100-point scale for all assessments, and the passing grade for all courses is 70 (see level progression for exceptions). All assessment tools and their weighting in the course score are communicated to students via the course syllabus before the courses. Each course or program may have different assessment means, so students are encouraged to refer to the respective course syllabus and talk to the instructor. The exams at the IEC may be mid-term examinations, final examinations, quizzes, course projects, portfolios, and performances. Test scores are announced regularly in class and via email. Students must attain a passing grade in all courses to progress to the next level. Students must meet the requirements to complete the level or the course.

Students may appeal against their grades following 5 days after the announcement of the grades. The appeals are submitted in writing to the course instructor. If the student is dissatisfied with the outcome of the appeal, they can fill in the Grade Appeal Form available at the Assistant Director's office.

GRADING SCALE

COURSE GRADE	COUSE SCORE	DESCRIPCION
A	90-100	Excellent work of exceptional quality, which indicates the highest level of attainment in a course.
B	80-89	Good work above average which indicates a high level of achievement.
C	70-79	Average work of average quality represents substantial fulfillment of the minimum essentials of a course.
D	50-69	Poor but may represent passing if average level grade is 70 and above.
F	0-49	Failure represents unacceptable performance in the course.
W	0	Represents official withdrawal from a course or level.
I	0	Represents incomplete work of passing quality and is given when a student is unable to complete required course work because of documented medical reasons or catastrophic events beyond the control of the student.
N/A	0	Represents incomplete work and failure to meet the attendance requirement without valid reason.

LEVEL PROGRESSION

The *level score* of a full-time student is determined by taking a weighted average of individual course scores at a particular level. For a student to progress to the next level in the curriculum, the student must have a *level score* of 70 and above from that level. Students must also have a minimum course score of 50 (D and above) from all courses to be considered for level progression. If a student or more course scores are below 50 (F), the student will be eliminated from consideration and repeat the same level.

The *level score* is calculated by taking a weighted average of all course scores for the respective level. The weighting of the course score relative to the *level score* is determined by considering the weekly contact hours of that course. The weighting is calculated by multiplying the weekly hours by 4.55 and then dividing it by 100.

Repeated Failure to Progress:

When a student fails a course or a level, the student must repeat the level or the course. Students must pass the level or the course on their second attempt; otherwise, they will be placed on academic probation on their third attempt and notified by the IEC Administration. Students on academic probation cannot enroll in new courses or programs, are barred from participating in extra-curricular activities, and may have to undergo a remedial program prepared by the IEC. When the student cannot progress during the probation period and fails the course or the level for the third time, the student is terminated. The student has a maximum of 15 sessions (Approx = 32 months) if they are to exceed this time, they must transfer out their record or it will be terminated.

Samples:

COURSE	WEEKLY HOURS	CONTRIBUTION TO LEVEL SCORE	COURSE SCORE	LEVEL SCORE	RESULT
STUDENT 1					
Integrated Skills	10	46%	82	78	PASS
Reading & Writing	6	27%	90		
Listening & Speaking	6	27%	60		
STUDENT 2					
Integrated Skills	14	46%	70	66	FAIL
Reading & Writing	4	27%	60		
Listening & Speaking	4	27%	55		
STUDENT 3					
Integrated Skills	14	64%	90	81	FAIL
Reading & Writing	4	18%	85		
Listening & Speaking	4	18%	45		

Academic Review and Appeals:

a. Review Process:

Students who do not meet the level progression criteria may request an academic review in writing or by sending an email to the IEC Director. During this review, the student's overall academic performance and any mitigating circumstances will be considered.

b. Appeals Process:

Students who wish to appeal their non-progression status must submit a formal appeal to the academic committee within 10 business days from the receipt of their results. The committee will evaluate the appeal and may offer alternative solutions, such as academic support or an opportunity to retake the courses..

ACADEMIC CALENDARS

(2026)

Session	Placement Test	First Day of the Classes	Last Day of the Classes
2026-1	January 6, 2026	January 12, 2026	February 27, 2026
2026-2	March 3, 2026	March 9, 2026	April 24, 2026
2026-3	April 28, 2026	May 4, 2026	June 19, 2026
2026-4	June 23, 2026	June 29, 2026	August 14, 2026
2026-5	August 18, 2026	August 24, 2026	October 9, 2026
2026-6	October 13, 2026	October 19, 2026	December 11, 2026

(2027)

Session	Placement Test	First Day of the Classes	Last Day of the Classes
2027-1	January 5, 2027	January 11, 2027	February 26, 2027
2027-2	March 2, 2027	March 8, 2027	April 23, 2027
2027-3	April 27, 2027	May 3, 2027	June 18, 2027
2027-4	June 22, 2027	June 28, 2027	August 13, 2027
2027-5	August 17, 2027	August 23, 2027	October 8, 2027
2027-6	October 12, 2027	October 18, 2027	December 10, 2027

We offer intensive in-person classes in the morning from Monday to Thursday from 8:30 am to 1:00 pm and online classes on Fridays from 9:00 am to 11:00 am, and in the afternoon from Monday to Thursday from 6:00 pm to 8:30 pm in person, these evening classes are for local students only.

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COURSE MATERIALS

Students are expected to come prepared for both in-person and online classes, which includes bringing all necessary course materials such as textbooks and notebooks. Required textbooks are shared with students during orientation and with instructors during the first week of classes. Students may purchase materials from various sources and should contact their instructor or the IEC Coordinator to obtain the correct ISBN. It is important to ensure that any books used are in good condition and that none of the exercises have been completed.

Please note: For full-time students, course materials are included in the program cost. However, students receiving the In-State Tuition Discount will need to purchase their own course materials separately.

ATTENDANCE

To succeed in the program a student is expected to attend at least ninety percent (90%) of the classes. Students are encouraged to contact their instructors for the hours they can miss for each class. The course instructor keeps attendance records and regularly reports to the IEC administration. Nevertheless, the student is responsible for keeping track of missed hours and maintaining good attendance standing. Attendance does not affect progression and is not considered when promoting a student to the next level.

Students who miss assignments (including reports, quizzes, and exams) will only be allowed to make up the missed time if they provide an official excuse to the instructor. The student will be allowed one week after returning to class to fulfill that assignment and requirement.

F1 students who miss more than 10% of the class hours (20 hours for the IEP) will have their I-20 cancelled and must plan to leave the country or transfer to another institution.

Special schedules, holidays, and inclement weather situations will be aligned with TSU and governmental policies and protocols.

Excused absences

Official documentation must be provided to excuse absences due to official university business, personal illness, emergency, or special circumstances. The course instructor is authorized to approve excused absences, which must accompany a written report from the doctor, police, etc. Excused absences may not exceed 10% of the classes and are not counted towards unexcused absences. Special cases will be analyzed on a case-by-case basis.

Breaks, vacations

F-1 students must complete at least 26 weeks (4 sessions) of study before being eligible for an extended break or vacation. They must also be eligible and intend to register for study in the term following the annual vacation. Seven weeks is the longest time an F-1 student may be on vacation. For more information on vacation and extended break terms, you can visit <https://studyinthestates.dhs.gov>

STUDENT CONDUCT AND RESPONSIBILITIES

The IEC fosters a positive and respectful learning environment where all students feel safe and valued. Students are expected to:

- **Respect Others:** Treat all classmates, instructors, and staff with courtesy and respect.
- **Use Technology Responsibly:** Do not use personal devices (phones, laptops, etc.) for non-academic purposes during class time.
- **Maintain a Positive Learning Environment:** Contribute to a positive and supportive classroom atmosphere by being attentive, engaged, and respectful of others' opinions.
- **Communicate Effectively:** Use clear and respectful language in all online and in-person interactions.
- **Adhere to University Policies:** Follow all university policies and regulations, including those related to safety, security, and discrimination.
- Keep your cameras on during online instruction

Instructors are authorized to temporarily remove students from class for disruptive behavior despite warnings.

TSU ACADEMIC AND CLASSROOM CONDUCT STATEMENT

The instructor has the primary responsibility for control over classroom behavior and maintenance of academic integrity and can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or conduct in violation of the general rules and regulations of the institution. Extended or permanent exclusion from the classroom or further disciplinary action can be effected only through appropriate procedures of the institution.

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, directly or indirectly through participation or assistance, are immediately responsible to the class instructor. In addition to the other possible disciplinary sanctions that may be imposed through the regular institutional procedures as a result of academic misconduct, the instructor has the authority to assign an "F" or "a" zero for the exercise or examination or to assign an "F" "i" the course.

If the student believes that they have been erroneously accused of academic misconduct and that their final grade has been lowered, they may appeal the case through the appropriate institutional procedures (Grade Appeal).

DISCOUNTS, REFERRALS, AND SCHOLARSHIPS

DISCOUNTS:

- **In-state Discount (Up to 50%)**

This discount is available to all accepted students at the IEC who meet the following criteria: they must be U.S. Citizens, Green Card Holders, Asylum Seekers, or Refugees; have a valid and active status with USCIS; and have resided in Tennessee for at least one year. All students with the In-State Discount must pay the course materials fee and the activity fee in addition to the tuition fee (\$50 to \$180).

REFERRALS:

- **Student referral (Up to 50%)**

Current IEC students can receive a 10% discount for each new full-time student they refer to any IEC program. This discount can be accumulated for up to five referred students, allowing a maximum discount of 50% per session. The referred student must complete their registration and full payment before the referring student can receive the discount. The referral must be indicated by the referred student during the online application and payment process.

- **Community Partner Referral (Up to 20%)**

This discount is for Community Partners (CP) who help new students join our program. They can receive up to 20% off on their tuition fee. Please read the conditions below:

Who Can Be a Community Partner?

Schools, education agents, language centers, and community organizations that support international students. You must register with the IEC as an official Community Partner. The CP must submit the student's name and contact information before the student applies to the IEC.

The student must:

- Be a new applicant (not someone who has applied before).
- Complete the application process and be accepted.
- Pay full tuition and attend at least one full session.
- If one or two students enroll, they receive 10% off on their tuition fee.

If three or more students enroll in the same session, they receive 20% off on their tuition fee.

The discount will be applied to your next session at the IEC.
It cannot be exchanged for cash or used with other discounts.
Each student can only be referred to by one community partner.

SCHOLARSHIPS:

- **TSU Student Scholarship (Up to 100%)**

Full-time students enrolled in any Tennessee State University (TSU) academic program are eligible for a full tuition waiver at IEC. To qualify, students must be referred by a TSU faculty member. Additionally, free course materials and activity fees may be granted with prior approval from the IPAGE Executive Director and the IEC Director.

- **Community Scholarship**

The IEC offers a Community Scholarship to help students who are active members of the local community and show a strong commitment to learning English. This scholarship can cover up to 100% of their tuition fee.

Who Can Apply?

Students who live in the local area and are active in the community (for example: volunteers, church members, community group participants, etc.).

Students who are currently enrolled or applying to the IEC.

Students who do not already receive full financial support from a sponsor or agency.

Scholarship Conditions:

You must be an accepted student to the IEC.

You must write a short statement (about 250–400 words) explaining:

- Your community involvement
- Why do you want to study English
- How the scholarship will help you
- How could you impact the IEC and the community with your enrollment
- Proof of Community Involvement

The amount depends on available funds and your application.

Community Scholarships are limited and are awarded based on need, effort, and community impact.

- **Volunteer Scholarship (Up to 50%)**

This discount is available to IEC students who have completed at least two sessions at the IEC and maintained an average score of 80 or higher in their most recent session. Eligibility is determined based on teacher recommendations and requires approval from the IEC committee.

In some cases, this discount may be granted before enrollment under institutional agreements or awarded to students who demonstrate exceptional qualities that align with IEC's strategic plan.

- **IEC Employee Family Member Scholarship (Up to 100%)**

This is a special scholarship for family members of IEC employees. This scholarship can cover up to 100% of their tuition fee.

- The family member must be fully admitted before applying for the scholarship.
- Covers up to 100% of tuition for one or more sessions.
- Does not cover additional fees (such as books, health insurance, housing, or meals).
- This scholarship is only available while the IEC employee is actively working at the Center.

*Developed: May 13, 2025. By: Vladimir S. Betancur
Approved: May 21, 2025. By: Dr. Jewell Winn
Added to the IEC Student Handbook on May 28, 2025*

WITHDRAWALS / REFUNDS

REFUND POLICY

All refunds will be processed using the same payment method as the original transaction. Students must submit a written refund request via email by completing the IEC Withdrawal Form.

1. **Full Refund:** Available only if a student withdraws before the first day of the session. (Please refer to our Academic Calendar at <https://www.tnstate.edu/iec/calendar.aspx>)
2. **Partial Refunds:**
 - **75% refund** for withdrawals made between the 1st and 5th day of the session.
 - **25% refund** for withdrawals made between the 6th and 10th day of the session.
3. **No Refunds:** After the 11th day of the session, no refunds will be issued. The application fee (\$40) is non-refundable.
4. **Class Cancellations:** If a class is canceled by the institution, students will receive a full refund or have the option to transfer to another class at no additional cost.
5. **Processing Time:** Refunds will be processed within 15 business days of approval. The institution is not responsible for delays caused by banks or payment processors.
6. **Exceptional Circumstances:** Refunds beyond the standard policy may be considered in cases of:
 - Medical emergencies (documentation required)
 - Military deployment (official orders required)
 - Visa denials for international students (proof of denial required)

7. **The institution reserves the right to modify the refund policy with prior notice.** Refund decisions made by the IEC committee are final and non-negotiable.

8. **Material or textbook fees** (if already provided) are not refundable. (\$55 per book)

9. **Refunds for special programs** that require activities, lodging, or meal plan reservations will be reviewed based on the same conditions above, but advanced payments made to third parties may not be refundable.

PAYMENT DUE DATES & POLICIES:

1. **Payment Deadline:** All payments must be completed by Friday before the start of the session. (Refer to our Academic Calendar at <https://www.tnstate.edu/iec/calendar.aspx>)
2. **Discount Approval Deadline:** All discount requests must be processed and approved by Thursday before the start of classes. Late requests will not be considered.
3. **Payment Plan Terms:**
 - If a payment plan is approved, the first installment must be paid by Friday before the start of classes.
 - The second installment must be paid by Friday of the 3rd week of classes.
4. **Late Fee:** A \$100 late fee will be applied to any payments not received by the deadline.

APPROVAL FOR PAYMENT PLANS & EXTENSIONS:

Any payment plan or delayed payment request must be approved in advance by the IEC Director or Committee before the due date. Unapproved late payments may result in additional penalties or suspension from classes.

*Updated: May 13, 2025. By: Vladimir S. Betancur
Approved: May 21, 2025. By: Dr. Jewell Winn
Added to the IEC Student Handbook on May 28, 2025*

ID CARD AND PARKING PERMITS

All faculty, staff, and students must wear a current Tennessee State University identification (ID/Access) card. This card is used for identification purposes in accessing university buildings and grounds, attending athletic activities, utilizing university resources, attending university events, and dining on campus.

The first TSU ID/Access card is issued to faculty, staff, and students at no charge. Replacements for lost, damaged, or stolen ID/Access cards will cost **\$15.00**.

ID cards can be replaced within 24 hours except on weekends or holidays, and people may be required to secure a temporary day pass.

Faculty, staff, students, and visitors should be prepared to show their ID/Access card or badge when requested by residence life staff, public safety and security personnel, faculty, staff, or administrators and to access residence halls, campus facilities, events, and on university property.

Failure to show the ID/Access card when requested may result in disciplinary action or the individual may be required to leave the TSU campus. Students will be referred to for disciplinary action in accordance with the Student Code of Conduct.

If a student resigns or withdraws from the University, the identification card must be surrendered for that action to be processed.

Falsifying an identity is against the law and will result in disciplinary action at Tennessee State University.

The student must purchase parking permits at the Office of Parking Services. Please bring the following documents with you to pick up your parking permit from the Parking Services office during registration periods:

- Valid Driver's license
- TSU ID Card
- Vehicle Registration/Renewal Form
- Current Proof of Insurance

Students, faculty, staff, and visitors who park a vehicle on campus must register their vehicle with Parking Services and display a parking permit. Any vehicle without proper registration or not displaying a current permit is subject to receiving a citation. The parking permit must be properly displayed and clearly visible from the vehicle's front rearview mirror.

Disabled Parking Permits and Parking:

The University requires all students, faculty, or staff who have a state-issued disability permit to obtain a Tennessee State University-issued disability parking permit. Both permits must be properly displayed when parking on campus.

Students, faculty, and staff applying for a disability parking permit must bring their actual disability placard, disability permit registration form, vehicle registration form, and license when picking up their university-issued disability parking permit.

HOW TO BE SUCCESSFUL AT THE IEC

It is known that for students to be successful and make good progress in their learning experience, they should use English between 8 to 10 hours every day. Students must try to find different ways to practice English outside of class. Going shopping, joining clubs, making friends from different cultures, watching movies, listening to the radio, reading books, visiting museums and workshops, interacting with the locals, and learning about their culture; all these activities will help improve the experience and therefore increase their level of knowledge and consciousness to use the language.

An important part of language study is learning how to learn and identify how it becomes easier for each of us. Understanding and using study skills are part of the program instruction. The books and teachers can help you identify and implement these techniques. The first part of this process is to set times and routines and a daily or weekly schedule to study. You can also set goals and topics to be developed during this time. Try to include diverse activities in the schedule; otherwise, it could become dull and uninteresting. You can attend cultural events and social activities on the campus or around the city. After planning your schedule, try to find people to join your plan, make new friends, join a few clubs, visit libraries and museums to see other language learners, and share your ideas. They might also have some ideas that could work for you.

It is also important to consider and work on setting your learning goals. This can be done by developing study plans that are reviewed continuously. Such study plans must include both in-class and out-of-class activities, projects, and research activities that could help you plan, develop, and reach your goals.

COMPLAINTS

Administrators, faculty, and staff take all precautions to create a welcoming and positive academic environment for students at the IEC. However, we also realize that students may be dissatisfied with certain provisions or the way such provisions are offered. For such cases, students are encouraged to attempt to resolve the issue without resorting to formal channels. However, when the issue is not resolved within a reasonable time, students may contact the Director to request a formal inquiry.

The request is submitted in writing and provides details of the issue, actions taken to resolve the matter, and the expected outcome. The IEC Student Complaint Form and Policy Description is available at the

IEC Offices at the Avon Williams Campus, Suite 258 and on the IEC web site. The Director investigates the matter, interviews with the respective parties, and provides a written response to the complainant.

MEDICAL INSURANCE

The IEC is committed to the health and safety of all students:

- **Medical Insurance:** Tennessee State University mandates all students to have (or purchase medical insurance upon arrival in the US) and/or present proof of valid insurance before the courses start. Proper medical insurance may have severe consequences for students since healthcare is expensive in the US. The IEC can provide information on obtaining insurance.
- **Accessing Medical Care:** Students needing medical attention should contact their insurance provider or a local medical facility. The IEC can provide a list of local healthcare providers.
- **Emergency Procedures:** In case of an emergency, students should call 911.
- **Campus Safety:** The TSU Police Department is responsible for campus safety and security.
- **Mental Health:** The IEC can provide information on mental health resources and counseling services available on campus and in the community.

If you have medical issues, please contact your provider and inform the IEC administration.

IMMIGRATION ADVISING

IEC students must comply with all laws and regulations to maintain their immigration status. At TSU, immigration advising is done by the DSO (Designated School Official), the university staff member who can update SEVIS Records and Information. If you have questions about your status or I-20 or need travel information, please contact DSO Ms. Brandi Myers at the Avon Williams Campus, in the Intensive English Center office 260.

If you are willing to travel outside the US while studying at the IEC, you must have a valid travel signature on your I-20 to return to the US after traveling abroad. To get this signature, you need to see a DSO. Each signature is valid for one year. Remember that students on an F1 Visa must complete at least 26 weeks of instruction (4 Sessions) before going on vacation break.

DISABILITY ACCOMMODATION STATEMENT

TSU is committed to creating inclusive learning environments and providing all students with opportunities to learn and excel in their study. Any student with a disability or condition that might interfere with class performance or attendance may arrange for reasonable accommodation by visiting the Office of Disability Services (ODS). ODS is located in Kean Hall, Room 131, and can be reached at 963-7400 or www.tnstate.edu/disabilityservices.

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You will be required to speak with ODS staff and provide documentation of the need for accommodation. If you qualify for accommodation, you will be provided with a document stating what type of classroom accommodation is to be made by the instructor. You are responsible for giving the instructor a copy of this document as soon as you receive it.

Accommodation will only be provided AFTER the instructor receives the accommodation instructions from ODS; accommodation is not retroactive. You must follow this process for each semester for which you require accommodation. Provide any forms to the instructor by the second day of class. The deadline to submit the information to the instructor is within the first week of classes. Please submit forms online by email to iec@tnstate.edu.

NOTE: The Office of International Affairs and the Intensive English Center, in conjunction with the Office of Disabled Student Services, makes reasonable accommodations for qualified students with documented disabilities. If you need accommodations, contact the Office of Disabled Student Services at 963-7400 or 963-5051 (Fax), preferably no later than the second day of the session.

SEXUAL MISCONDUCT, DOMESTIC/DATING VIOLENCE, STALKING

TSU recognizes the importance of providing an environment free of all forms of discrimination and sexual harassment, including sexual assault, domestic violence, dating violence, and stalking. If you (or someone you know) has experienced or is experiencing any of these incidents, there are resources to assist you in accessing health and counseling services, providing academic and housing accommodations, making referrals for assistance with legal protective orders, and more.

Please be aware that most TSU employees, including faculty and instructors, are "responsible employees," meaning that they are required to report incidents of sexual violence, domestic/dating violence, or stalking. This means that if you tell us about a situation involving sexual harassment, sexual assault, dating violence, domestic violence, or stalking, we must report the information to the Title IX Coordinator. Although we must report on the situation, you will still have options about how your situation will be handled, including whether you wish to pursue a formal complaint. We aim to ensure you know the range of options available and have access to the resources you need.

You are encouraged to contact TSU's IX Coordinator to report any incidents of sexual harassment, sexual violence, domestic/dating violence, or stalking. The Title IX coordinator is in the Office of Equity and Inclusion, McWherter Administration Building, Ste. 260, and can be reached at 963-7494 or 963-7438. For more information about Title IX and Tsu's policies and procedures regarding sexual, domestic/dating violence, and stalking, please visit www.tnstate.edu/equity.

If you wish to speak to someone confidentially who is not required to report, you can contact the TSU Counseling Center, located in the basement of Wilson Hall, at 963-5611 or TSU Student Health Services, located in the Floyd Payne Campus Center room 304, at 963-5084. You may also contact the following off-campus resources: Sexual Assault Center of Nashville at 1-800-879-1999 or www.sacenter.org

HARASSMENT & DISCRIMINATION

Tennessee State University is firmly committed to compliance with all federal, state, and local laws prohibiting harassment and discrimination based on race, color, national origin, gender, age, disability, religion, retaliation, veteran status, and other protected categories. TSU will not subject any student to discrimination or harassment. No student shall be excluded from participation nor denied the benefits of any educational program based on their protected class. If a student believes they have been discriminated against or harassed because of a protected class, they are encouraged to contact the Office of Equity and Inclusion at McWherter Administration Building, Ste. 260, 615-963-7494 or 963-7438, <http://www.tnstate.edu/eeoaa/>. or the Tennessee Coalition to End Domestic & Sexual Violence at 615-386-9406 or www.tncoalition.org.

COMMUNICATION

Email:

- Always write an email with a subject line.
- Please be tactful in wording/phrasing all communications online.
- Respect the privacy of other people at the IEC.
- Please don't capitalize or bold letters when communicating; this is considered shouting.

Discussion Groups/ Chat Sessions:

- Please don't make insulting or inflammatory statements during online sessions. Be respectful of others and their opinions.
- Be positive and constructive in group discussions and chat sessions.

Document Submission:

- Label Heading for email submissions: Mandatory as follows:
- Last Name, First Name 2025-X *Title of Assignment*

LIBRARY RESOURCES

The TSU Library is available to all students. Links to library materials (such as electronic journals, databases, interlibrary loans, digital reserves, dictionaries, encyclopedias, maps, and librarian support) and Internet resources needed by learners to complete assignments and background reading must be included in all courses.

INCLEMENT WEATHER

The Tennessee State University Administration sets the directive regarding inclement weather. The classes are to meet unless the University closes or has late openings. The instructor might modify the class delivery due to inclement weather.

MEET OUR TEAM



Dr. Jewel Winn
Executive Director
IPAGE



Linda Doctor
Coordinator of International Programs



Vladimir S. Betancur M.Ed.
IEC Director /
ESL Instructor



Brandi Myers M.Ed.
ESL Instructor /
DSO



Burcak Kaynar
IEC Curriculum Coordinator
ESL Instructor



Dr. Francesco Masala
ESL Instructor



Beyza Aypay
ESL Instructor



Teresa Raquel Bertaina
Senior Office Assistant



Natalia Vanegas
Summer Coordinator
IEC Volunteer

OUR TEAM





CONTACT INFORMATION

Intensive English Center at Tennessee State University

Avon Williams Campus
330 10th Ave. North, Suite 258
Nashville, TN, 37203

E-mail : iec@tnstate.edu

Telephone: +1(615) 963-6911

WhatsApp: +1(615) 638-3486

Web Page: <http://www.tnstate.edu/iec/>

Facebook: <https://www.facebook.com/TSUIntensiveEnglishCenter>

Instagram: <http://www.instagram.com/tsuintensiveenglishcenter>

Office Hours

Monday to Friday - 8:30 am to 4:30 pm (UTC-06:00) Central Time (US & Canada)

Emergency Phone Numbers:

Police, Fire, Medical: 911

TSU Police Department: (615) 963-5171

TSU Student Health Services: (615) 963-5291

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