

# ELI STUDENT GUIDE

2025



University of  
Lethbridge



## CONTACT US

### ENGLISH LANGUAGE INSTITUTE

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### Land Acknowledgement

Oki, and welcome to the University of Lethbridge. Our University's Blackfoot name is Iniskim, meaning Sacred Buffalo Stone. The University is located in traditional Blackfoot Confederacy territory. We honour the Blackfoot people and their traditional ways of knowing in caring for this land, as well as all Indigenous Peoples who have helped shape and continue to strengthen our university community.

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## WELCOME

Dear Students,

Welcome to the University of Lethbridge! My name is Dr. Lauren Kennedy, and I am the Manager of the English Language Institute. On behalf of all the staff and instructors at the English Language Institute (ELI), I would like to welcome you to the University of Lethbridge.

Coming to a new place and studying English is a very big decision in your life, and I congratulate you for taking this journey. I know that your studies with us will be challenging and rewarding, and that you will develop new skills, make life-long memories, and learn new things every day.

To make your studies with us as successful and enjoyable as possible, we have put together this Student Guide that contains important information, expectations, and advice for studying at the ELI. Please read it carefully. However, do not hesitate to approach ELI staff or your instructors for help with any questions you may have. You will find all of us here very happy to help you.

At the ELI, you will have many opportunities to engage in dynamic and exciting teaching and learning in our programs. We encourage you to make the most of it.

I hope your time at the ELI is enjoyable and successful!

A handwritten signature in black ink, appearing to read 'L. Kennedy', written in a cursive style.

**Lauren Kennedy, Ed.D.**

Manager, English Language Institute

## ELI PROGRAMS OVERVIEW

For more details about the below programs, please follow the provided hyperlinks to our website or jump to [this section](#) of the ELI Student Guide.

### EAP: English for Academic Purposes

The [English for Academic Purposes](#) (EAP) Program is an intensive English language program that helps students to meet the English Language Proficiency requirement of the University of Lethbridge. The EAP program is for intermediate to advanced English language learners who want to develop their academic reading, writing, speaking, and listening skills necessary for success in an academic English environment.

### Summer English Experience in Canada Program

The [Summer English Experience in Canada](#) Program is a month-long immersion experience in Canadian culture and English language. Classes focus primarily on developing students' confidence, fluency, and accuracy with English. Out-of-class excursions and activities enable students to experience the wide vistas and regional charm of the Canadian prairies, and recreational amenities at the University of Lethbridge.

### WTP: Writing Tutoring Program

[Writing Tutoring Program](#) (WTP) volunteers provide useful and informed feedback on English for Academic Purposes (EAP) students' writing at different stages of the writing process. The WTP helps EAP students improve their academic writing skills by providing them with writing tutorial support.

### ELPP: English Language Partner Program

The [English Language Partner Program](#) pairs international students with a Canadian student volunteer. Partners meet approximately one hour per week. The English Language Partner Program focuses on conversational English skills and cultural exchange.

### ELI Activities

[ELI Activities](#) are fun opportunities for ELI students to get to know the city of Lethbridge, our campus community, and make friends with other students.

### Custom Programs

The English Language Institute provides custom English language programs for domestic and international students. Programs for beginner to professional-level students are available.

## EAP PROGRAM

The **English for Academic Purposes (EAP)** program is a **full-time, intensive, non-credit program** offered by the English Language Institute for learning English as an additional language.

The EAP program offers its students the opportunity to develop their English language skills, including academic reading, writing, speaking, and listening skills. Additionally, the program prepares them to succeed academically in English-speaking postsecondary environments and workplaces.

Completion of the EAP program meets the University of Lethbridge's English Language Proficiency requirement.

**The EAP program will equip you to:**

- Read a variety of authentic texts, including academic materials, and use relevant reading strategies such as critical thinking and problem-solving techniques.
- Produce diverse written texts, including critical responses, paragraphs, essays, reports, short research essays, and other writing styles and formats needed in educational and workplace settings.
- Develop and use sophisticated grammatical structures and vocabulary to make meaningful written and oral discourses in academic and professional settings.
- Create and deliver a variety of effective presentations and facilitate and engage in constructive discussions in academic and career contexts.
- Employ a variety of listening and reading sources and utilize effective listening, reading, and speaking strategies.
- Communicate in a variety of interpersonal and academic situations by developing and using culturally appropriate language.
- Develop and use self-regulated learning strategies, technology enhanced practices, and study skills conducive to academic and career success.

## EAP Levels and Courses

EAP 011__	EAP 012__	EAP 013__	EAP 014__
Pre-Intermediate	Intermediate	High Intermediate	Advanced

Completion of EAP 014\_ (Advanced) Level courses fulfill the University of Lethbridge's English Language Proficiency Requirement for admission to undergraduate and graduate programs.<sup>1</sup> Students who complete EAP 0140 and EAP 0141 will not be required to submit a standardized English language test score (e.g., CAEL, IELTS, or TOEFL).

### LEVEL PLACEMENT:

You will be evaluated on your English language ability using a placement test. Placement tests are administered at the beginning of each term. All new students must take a placement test.

### EAP LEVELS

Each level of study takes one term (12-weeks of instruction over approximately four months) to complete. There are two courses in each level: **Reading and Writing** and **Communication**. Each course is 10 hours per week of in-class time. These two courses make a full-time program of study in each term.

<b>ADVANCED</b>	<p><b>READING &amp; WRITING</b> Students will practice essay structures that are commonly used in English language essays; practice APA writing format; understand and implement reading and writing processes and strategies; improve fluency and accuracy in academic reading and writing; and improve essay-writing and reading comprehension skills through teacher, self, and peer editing and feedback. Students will engage in research writing, including choosing a topic, identifying audience, beginning to write, supporting ideas with in-text citations, summarizing, paraphrasing, and referencing. Students will also identify and explain points of view, personal attitudes, and emotions in editorials, articles, personal essays, and fictional writing.</p> <p><i>Course: EAP 0140</i></p>	<p><b>COMMUNICATION</b> Students will participate in and respond to academic lectures and prepare presentations on researched topics. During the course, students will take notes on key ideas in extended academic lectures in order to summarize, restate and discuss academic topics in both teacher and student-lead discussions with a focus on pronunciation. Students will present fluent, academically researched presentations to a formal audience with the advanced use of visual aids.</p> <p><i>Course: EAP 0141</i></p>

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<sup>1</sup> *The Faculty of Health Sciences and the Faculty of Education have different admission criteria than other programs at the University of Lethbridge. Check the Faculty of Health Science and Faculty of Education admission requirements in the University of Lethbridge Academic Calendar for the most up-to-date information.*

<b>HIGH INTERMEDIATE</b>	<p>READING &amp; WRITING</p> <p>Students will improve sentence writing ability, demonstrate effective application of writing process and strategies, develop paragraph reading and writing skills through the exploration of particular rhetorical styles, investigate essay reading and writing, and explore the relationships between writing and technology and the potential of technology in developing communicative writing skills. The course is also organized to support and develop learners' academic reading skills around two broad goals: to develop and expand reading comprehension skills, and to integrate new ideas based on knowledge and experiences.</p> <p><i>Course: EAP 0130</i></p>	<p>COMMUNICATION</p> <p>Students will listen to longer lectures, engage in academic discussions, and deliver multiple researched presentations, with the use of visual aids. Students will take notes from lectures in order to identify and share key ideas, and to engage in discussion using critical thinking skills. This course will focus on academic classroom discourse with emphasis on pronunciation.</p> <p><i>Course: EAP 0131</i></p>
<b>INTERMEDIATE</b>	<p>READING &amp; WRITING</p> <p>Students will write and read quality paragraphs in English. Extra practice in vocabulary and grammar development will be conducted to develop confidence and competence in both reading and writing. In this course, students will critically examine a variety of readings that will be encountered in a university setting. Text types include newspaper and magazine articles, information booklets, editorials, short stories, and various other literary forms.</p> <p><i>Course: EAP 0120</i></p>	<p>COMMUNICATION</p> <p>Students will listen to brief academic lectures, engage in discussions, and deliver presentations. Students will take notes from lectures in order to identify and share key vocabulary, and to engage in discussion using critical thinking skills. This course will focus on the introduction of academic classroom discourse with emphasis on pronunciation.</p> <p><i>Course: EAP 0121</i></p>
<b>PRE-INTERMEDIATE</b>	<p>READING &amp; WRITING</p> <p>Students will develop and master grammatically correct sentences leading into short paragraph writing and reading. Students will be introduced to academic reading and writing through the comprehension and creation of short articles, paragraphs, and narrative stories.</p> <p><i>Course: EAP 0110</i></p>	<p>COMMUNICATION</p> <p>Students will deliver and respond to brief academic presentations and engage in short responsive discussions. Students will work towards identifying main ideas in academic discourse and answering 'why' questions and engage in short English discourse on class topics. Students will be expected to deliver several short presentations throughout the term focussing on organization and pronunciation.</p> <p><i>Course: EAP 0111</i></p>



## Sample Weekly Schedule

Below is an example of what a week of EAP classes might look like. Class schedules will vary depending on the term and courses in which you are enrolled.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Reading and Writing 9:00 AM - 10:50 AM	Reading and Writing 9:00 AM - 10:50 AM	Reading and Writing 9:00 AM - 10:50 AM	Reading and Writing 9:00 AM - 10:50 AM	Reading and Writing 9:00 AM - 10:50 AM
Break	Break	Break	Break	Break
Communication 1:00 PM - 2:50 PM	Communication 1:00 PM - 2:50 PM	Communication 1:00 PM - 2:50 PM	Communication 1:00 PM - 2:50 PM	Communication 1:00 PM - 2:50 PM

## EAP Course Evaluation and Assessment

EAP courses focus on building students' English skills and academic strategies across reading, writing, listening, and speaking. You will be evaluated similarly to degree-based courses at the University of Lethbridge; we expect you to complete homework, assignments, quizzes, and exams. Class attendance and participation are extremely important. Frequent absences and poor participation will lead to lower grades and potential course repetition.

### *Sample Course Evaluation Breakdown*

The requirements of each course will vary. You should refer to Course Outlines for information about their courses.

Reading and Writing		Communication	
Participation	10%	Participation	10%
Reading, writing, and vocabulary logs	10%	Student-led discussions	15%
Minor assignments	15%	Minor assignments	10%
In-class tests and quizzes	15%	In-class tests and quizzes	15%
Major assignments	30%	Major presentations	30%
Final examination	20%	Final examination	20%

In a typical term, you can expect one to two graded assignments or tests per week. In each term, you will be required to write a minimum of two tests or quizzes in each course. You will complete at least two major assignments or presentations per term and will complete regular minor assignments. Final examinations are written during the last week of the term.

If you have questions about how something is graded, you should speak to your instructor immediately. It is your responsibility to ensure you understand the assignment grading.

If an instructor finds that a student has copied, cheated, or otherwise engaged in academic dishonesty, his or her grade may be affected. See our [Academic Integrity Policy](#).

## Passing an EAP Course

To pass an EAP course, you must complete the course with a grade of 70% (C) or higher. A student with a grade below 70% must repeat that course. Courses can be repeated individually without repeating the entire level.

Upon completion of a course, you can check your final grades online by logging into your Moodle course or the Bridge. You may also request an official academic transcript from SEARS or on the Bridge.

A+	93%+	C+	73 – 76.9%
A	90 – 92.9%	C	70 – 72.9%
A-	87 – 89.9%	C-	67 – 69.9%
B+	83 – 86.9%	D+	60 – 66.9%
B	80 – 82.9%	D	50 – 59.9%
B-	77-79.9%	F	49.9% or less

## Using EAP to Meet the University of Lethbridge’s ELP Requirement

Satisfactory completion of the Advanced level of the EAP program meets the English Language Proficiency (ELP) requirements for the University of Lethbridge undergraduate and graduate studies. It is your responsibility to ensure that you meet all entrance requirements and have a complete undergraduate or graduate application submitted.

### APPLYING FOR ADMISSION TO THE UNIVERSITY OF LETHBRIDGE

If you want help applying for admission to an undergraduate or graduate program at the University of Lethbridge, follow the directions online [here](#). You can also speak to the front desk staff at the International Centre for advice.

## Repeating an EAP Course

If a student fails a course one time, they will be able to repeat the course. If a student fails the same course a second time, they will be placed on EAP Probation. If the student fails the same level a third time, they will be dismissed from the program. Dismissal from the program may be appealed to the Manager of the English Language Institute. However, if a student has failed to meet the requirements of the Learning Contract (see below), the request for an appeal will be rejected.

## Lack of Progress

A student may be placed on EAP Probation if they do not progress through the EAP courses in a timely manner. Students who fail to make progress after being placed on EAP Probation may be dismissed from the program.

## EAP Probation

Students on EAP Probation must complete a Learning Contract, an agreement between a student and the ELI. This Learning Contract is prepared by the Manager of the ELI and outlines the expectations we have of students at the ELI. The Manager of the ELI will go through the expectations with the student and note areas where improvement is required. The student will be required to sign the Learning Contract. While on EAP Probation, a student may also be required to meet weekly with an assigned probation supervisor to report on progress in that level. If a student fails to meet the requirements outlined in the Learning Contract, they will be removed from the program.

## EAP Scholarships

### EAP DOMESTIC STUDENT BURSARY

EAP students who are Canadian citizens and permanent residents are eligible to receive a \$500.00 bursary. Students may receive the award more than once throughout the EAP program, but only once per term.

### EAP COMPLETION SCHOLARSHIP

EAP students who have completed the Advanced level of the EAP program and will be continuing into full-time undergraduate or graduate studies at the University of Lethbridge are eligible to receive a \$500.00 scholarship. Scholarships are awarded based on work ethic, attitude, and academic achievement.

## ELI ACADEMIC PRINCIPLES, POLICIES, AND EXPECTATIONS

We expect our ELI students to follow our principles and policies surrounding their studies. Principles and policies apply equally to all students without exceptions. The ELI strives to ensure the fair and equitable treatment of its students while maintaining the rigour of its programs.

### Principles of Student Citizenship

At the University of Lethbridge, we pride ourselves on fostering an environment of tolerance, open-mindedness, and mutual respect where all members of the academic community may express their thoughts, beliefs, and opinions freely without fear of discrimination. We support diversity and equal opportunity, and we encourage intellectual exchange, creativity, and originality in our students, instructors, and staff. We ask that students contribute to promoting this culture by respecting the thoughts and beliefs of others, even if they contradict their own.

Additionally, we ask students to be considerate when using the buildings, grounds, facilities, and equipment of the University of Lethbridge. For more details, see [University of Lethbridge Principles of Student Citizenship](#).

### Classroom and School Culture

You may find that studying at the ELI is different from studying at your previous school(s). All students are expected to take an active and accountable role in their education. Partner work, group work, group discussions, class presentations, and outside research are common parts of ELI programs. It is important that you participate in these activities to improve your English.

To be a good language learner, you should use every opportunity to practice your English even if you make mistakes. Asking many questions and speaking up in class will also be helpful. You should remember that learning a language takes time and hard work, so be patient with yourself. It will take time for your English to improve.

1. Ask questions
2. Talk with other students
3. Contribute during class

If you find you are struggling with your program or adjusting to life in Lethbridge, seek help from your instructor, the International Centre, or other support services on campus.

## English-Only Policy

The ELI is an English Only Zone, and the English-Only Policy is especially important. English is the one, shared language in our diverse cultural community that we can all speak and understand. All staff and instructors work together to make sure that the ELI provides a positive English immersion experience, and you will always be encouraged and supported to speak English.

Students are expected to:

1. Complete all course work in English. This means all discussion, note taking, and writing should be done in English.
2. Conduct research for class assignments in English. Materials cited must always be English sources.
3. Speak only English during any ELI-sponsored events or activities.

## Class Attendance Policy

Because active participation in language learning is critical to student success, attendance and participation are compulsory. Poor attendance leads to missed assignments and tests, and consequently low grades.

Students are responsible for attending courses, being on time, and participating fully. To complete an ELI course successfully, students must come to class and participate. Students who do not complete their assignments or group tasks may not be able to complete their program. Students who are absent for any reason, including illness, must email or call their instructor(s) or the International Centre. Students who will miss class must contact their instructor(s) or the International Centre **BEFORE** the scheduled class.

1. Regular and punctual attendance is expected of all students.
2. Students who miss classes must inform their instructor regarding absences and arrange to complete any missed work. The instructor is not required to provide make-up work. Missed assignments and tests may result in a zero (as decided by the instructor).
3. If a student is more than 30 minutes late, they will be marked as absent.
4. Students who sleep in class will be marked as absent.
5. EAP students with more than three unexcused absences per term are ineligible for the EAP Completion scholarship.
6. Students who are frequently absent, often late, or do not participate fully in class will meet with the Manager of the English Language Institute.

Regular and punctual attendance is necessary to complete a course. If you do not meet the attendance policy requirements:

- You may be placed on EAP Probation.
- You may automatically receive a grade of 'F'.
- You may be dismissed from the program and suspended from registering in any future ELI programs.

## Homework and Assignments Policy

1. Students must come prepared for class each day. Students must bring their completed homework, assignments, books, and supplies to each class.
2. Students must turn in homework and assignments on time. Instructors are not required to accept late assignments. Homework and assignments submitted late may result in a zero or have points deducted (as decided by the instructor).

## Academic Accommodations Policy

Academic Accommodation is the process of making alterations to the delivery of services so that those services become accessible to more people, including persons with disabilities.

The ELI is committed to fostering an inclusive, welcoming culture that integrates all students into the university community so that they reach their full potential. Any ELI student with a disability is asked to notify the Accommodated Learning Centre as soon as the need is apparent.

For more details, see the University of Lethbridge [Policy for Academic Accommodations](#). You can also jump to the [Learning Support](#) section of this guide.

## Academic Integrity Policy

The Academic Integrity Policy is based on the University of Lethbridge [Student Discipline Policy – Academic Offences](#).

Any copying or other use of another person's work in part or full, or allowing others to hand in work intended to be done by the student is a serious academic offense. Students who are caught committing plagiarism (presenting work that has not been produced by the student), cheating, duplicating, distributing confidential materials, or misrepresenting material facts on any assignment, quiz, or exam may be dismissed from the ELI.

1. ELI students should seek to be totally honest
2. ELI students must complete their own work and be evaluated based upon that work

3. ELI students must avoid academic dishonesty in all its forms, including plagiarism, cheating, duplication, distribution of confidential materials, and misrepresentation.

## PLAGIARISM

*Intentional Plagiarism* is the act of representing the words, ideas, or data of another as the student's own without citing the author through quotation, reference, or footnote.

*Inadvertent Plagiarism* is the act of using another's words, ideas, or data without citing the author properly. This usually results from not knowing the rules for documenting sources or from not being careful in research and writing. Students who have questions about citing an author should talk with their teacher.

Examples of plagiarism include:

***Direct Plagiarism***—Copying an original source exactly without citing the author.

***Paraphrased Plagiarism***—Paraphrasing ideas from another that the reader might mistake for the student's own because the author is not cited.

***Plagiarism Mosaic***—Borrowing of words, ideas, or data from an original source and blending this original material with the student's own without citing the author properly.

***Insufficient Acknowledgment***—Not completely citing the authors for their words, ideas, or data from an original source. Plagiarism may occur with unpublished as well as published writing. It is a serious form of plagiarism when a student copies another's work and submits it as his or her own individual work without proper credit to the author.

## CHEATING

Cheating is a form of dishonesty where a student tries to show knowledge or skill that they do not have. Examples include:

- A student copying from another person's work
- A student allowing someone to copy his or her own work
- The use of unauthorized materials while working on an assignment, quiz, or test
- Talking with others without permission while working on an assignment, quiz, or test
- A student completing an assignment, quiz, or test for someone else
- A student allowing someone else to complete an assignment, quiz, or test for him or her
- Continuing work on a timed assignment, quiz, or test after the time has ended
- Completing an assignment, quiz, or test and then telling a classmate what was on it
- A student asking a classmate about an assignment, quiz, or test that they have not yet taken

## DUPLICATION

Duplication occurs when a student submits work they completed for a previous class (at the ELI or elsewhere) **without** the knowledge and approval of the instructor to whom it is submitted.

## DISTRIBUTION OF CONFIDENTIAL MATERIALS

It is an offence to obtain, distribute, or receive any confidential academic materials such as a forthcoming test or exam.

## MISREPRESENTATION AND FALSIFICATION

Misrepresentation and falsification are forms of dishonesty where the student makes up or change the original information. Examples include:

- Citing a source that does not exist
- Citing a source for ideas and information that are not included in the source
- Intentionally distorting the meaning or applicability of data
- Inventing data or statistical results to support conclusions

## PROCEDURES AND PENALTIES

1. The instructor must review the alleged offense with the student and will direct the student to refer to the Discipline Policy.
2. Where the instructor has reason to believe that an offense has been committed, they may impose a written reprimand in which a summary of both the offence and additional penalty, if any, is included. The instructor may impose one or more of the following additional penalties:
  - a. Additional work
  - b. Grade reduction in or rejection of the assignment, test, or exam
  - c. Grade reduction in the course
  - d. A grade of 'F' in the course. If a student is given a grade of 'F', then the student is no longer registered in that offering of the course and no longer has classroom privileges. Should a student elect to appeal this penalty, the student will remain registered until the appeal is decided.

The instructor shall forward a copy of the written reprimand to the Manager of the English Language Institute for inclusion in the student's file.

At the discretion of the Manager, a student with a previous academic offence on file may be subject to further disciplinary action ranging from a recommendation of a grade reduction to suspension or expulsion.



## APPEALS

Within seven working days of receiving a written reprimand, a student may challenge either the accusation of having committed an offence or the penalty imposed by the instructor for an offence by submitting a written appeal to the Manager of the English Language Institute to explain the reason they feel the accusation or penalty is unfair. The Manager shall review the case and either uphold the instructor's decision, reduce the penalty, or dismiss the case. If an allegation of an academic offence is dismissed, the written notice in the student's file shall be destroyed. The Manager's decision regarding the appeal of the instructor's decision shall be final.

### Final Grade Appeals

Within seven working days of receiving a final grade in an EAP course, a student may challenge a final grade by submitting a written appeal to the Manager of the English Language Institute to explain the reason they feel the grade is unfair. The Manager shall review appeal with the student, the student's class work and performance with the instructor, and may initiate a review of the student's work by other ELI instructors. Within ten working days of receiving the written appeal, the Manager of the English Language Institute shall issue a decision and either increase the final grade, keep the grade the same, or decrease the final grade. If a student remains unsatisfied with the outcome of the appeal they may escalate their appeal to the Executive Director, International. The Executive Director, International's decision regarding the final grade appeal shall be final.

### General Compliments or Complaints

General compliments or complaints regarding the program or the University of Lethbridge may be brought to the attention of a student's instructor, International Centre staff, Campus Safety and Security Services, or Student Services depending on the nature of the compliment or complaint. In any case, complaints will be dealt with promptly and respectfully in reference to university policies and the needs of the student.

## ELI PROGRAM POLICIES AND REGULATIONS

### Continuous Enrollment Status (Conditionally Admitted Students only)

Students admitted under the Conditional English Proficiency route to undergraduate or graduate studies at the University of Lethbridge must maintain continuous registration in the EAP program during Fall, Winter, and Summer terms until the English Language Proficiency (ELP) requirement is satisfied. Failure to do so will result in loss of the student's conditional admission status, as outlined in the University of Lethbridge [Academic Calendar](#).

### Term Off Policy

In addition to losing any conditional admission status, students who choose to take one or more terms off before returning to the EAP program must reapply to rejoin the EAP program (including payment of the \$125.00 application fee again.)

Students may be required to retake the placement test (and pay the associated \$35 placement test fee) when they return to the EAP program. Level placement is not guaranteed.

### Tuition and Fee Payment Policy

Tuition and other student fees must be paid in full by the [university deadline](#). Any money still owing at this time may be subject to additional late fees. Failure to pay money owing by the university deadline may result in removal from the program. *Tuition* refers to the cost of the course. It does not include the cost of the textbooks and other course-specific resources you may need. Students should pay their tuition and fees to the University [Cash Office](#).

### Refund Policy

#### EAP APPLICATION FEE AND OTHER STUDENT FEES

The EAP Application Fee and other university student fees are non-refundable under all circumstances.

#### TUITION DEPOSIT

The EAP tuition deposit is only transferable in the following situation:

If a student meets their English Language Proficiency requirement *before* the start date of the uLethbridge EAP Program in which the student is enrolled, their tuition deposit may be applied to undergraduate or graduate tuition charges.

The student must provide evidence to Admissions that they have met the English Language Proficiency Requirement. Students must also notify the English Language Institute by

emailing [eli@uleth.ca](mailto:eli@uleth.ca) prior to the first date of the EAP program to let us know that they will not be attending the EAP program. In this email, students should request that their tuition deposit be applied to their undergraduate or graduate tuition charges.

## PRE-PAID TUITION

1. Students qualify for a partial refund of their pre-paid tuition only if they withdraw or are withdrawn from the program before the extended drop date. See the University of Lethbridge [Academic Schedule](#) for this date.
2. Students do not qualify for a refund of pre-paid tuition if they withdraw or are withdrawn from the program after the extended drop date.

## Health Insurance Policy

Each student in the ELI must have health (medical) insurance.

1. Students must have health insurance to study in the ELI.
2. Students must have their health insurance verified by International Centre staff during the first week of class.
3. If evidence of health insurance is not provided to the International Centre, a hold may be placed on the student account, preventing future registration in EAP classes and other privileges.

For ELI students who will remain in Alberta for less than one year:

- We encourage these students to purchase health insurance BEFORE travelling to Canada. Upon arrival, students must speak with International Centre staff to verify their current coverage or to receive help with applying for health insurance if they do not have coverage already.

For ELI students remaining in Alberta for longer than one year:

- Students who will be staying in Alberta for at least twelve consecutive months can apply for [Alberta Health Care](#).

To sign up for health insurance (at any registry agent), students will need:

- Their passport
- Their study permit (if applicable)
- Proof of their home address in Canada (such as a Verification of Enrolment Letter from The Bridge, a bank statement, a landlord/tenant agreement, or a utility bill)

## Late Arrival Policy

New students to any program are expected to be on campus for orientation and placement testing (usually 1 to 4 calendar days before the first day of class), and all students (new and returning) are expected to be present for the first day of classes. Late arrivals are discouraged but may be permitted for extenuating circumstances.

Students arriving late to the EAP program have, with permission, until the Monday of the second week of classes to arrive late. Students who arrive after this date are unlikely to be admitted to the program but will be considered on a case-by-case basis.

## Early Departure Policy

Students enrolled in ELI programs are expected to remain for the entire program. Students who leave early or miss important work may fail their courses. All absences will be recorded and may affect a student's final mark and ability to progress in the program.

## OTHER PROGRAMS AT THE ELI

### Summer English Experience in Canada

*Immerse yourself in the English language and Canadian culture for four weeks in the summer. Improve your English while fully experiencing the wide vistas and regional charm of the Canadian prairies.*

The [Summer English Experience in Canada](#) program offers up to 80 hours of instruction and activities by fully accredited English instructors, uLethbridge students, and community members. Classes focus on the four skills of listening, speaking, reading, and writing. This course is designed to improve students' confidence, fluency and accuracy with English while enjoying a fun-filled month of Canadian culture!

- Age: 18+
- Course length: Four weeks
- Schedule: Monday – Friday
- Minimum Level Required: Beginner

The program includes:

- Tuition and materials
- Local Lethbridge excursions
- Lethbridge bus pass
- Airport pick-up in Lethbridge
- Access to on-campus facilities

### Writing Tutoring Program

The [Writing Tutoring Program](#) helps ELI students improve their academic writing skills by providing them with writing tutorial support. Our volunteer tutors provide useful and informed feedback on English for Academic Purposes (EAP) students' writing at different stages of the writing process.

Tutoring sessions are one-on-one and up to one hour in length. EAP students bring a copy of the assignment instructions, notes, outlines, or drafts that they have already created to work on with their tutors. Both EAP students and their tutors set goals and strive to achieve them.

Tutors do not write, proofread, or edit EAP students' writing. Rather, tutors will help:

- Explore the process of writing by discovering helpful and strategies to write academically
- Develop your critical thinking skills
- Enhance your skills in expressing ideas clearly and concisely

- Work on your class written assignments
- Build a thesis statement
- Write better introductory, body, and conclusion paragraphs
- Structure and organize your writing
- Use appropriate citation and referencing formats for your sources throughout your paper
- You to proofread, edit, and self-assess your own written texts

Click [here](#) to apply for a writing tutor.

## English Language Partner Program

This program pairs international students with volunteers from the University of Lethbridge to improve their language skills and knowledge of Canadian customs.

The [English Language Partner Program](#) focuses on conversational English skills and cultural exchange. Partners meet for approximately one hour per week.

Click [here](#) to apply for an English Language Partner.

## ELI Activities

These are fun activities for ELI students to get to know Lethbridge, the University of Lethbridge community, and make friends with other students. Come out and join us!

Keep an eye on your email for details about upcoming events, or you can find our ELI Activity Calendar [here](#).

## Custom Programs

The English Language Institute provides [custom English language programs](#) for domestic and international students in groups of 10 to 60 students. Programs for beginner to professional-level students are available.

Custom Programs incorporate 10 to 20 hours per week of English language instruction with cultural activities and events. Custom Programs may also include tours of the Rocky Mountains, including Banff and Waterton Lakes National Parks, and local excursions. Contact [eli@uleth.ca](mailto:eli@uleth.ca) with your Custom Program requirements,

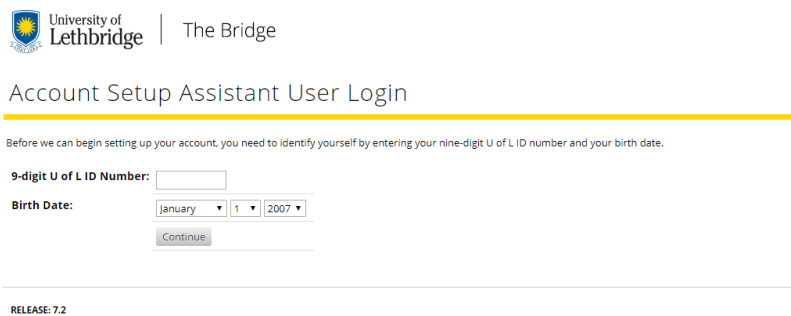
## ONLINE TOOLS

Below are several online tools which you will be using regularly in your studies at the University of Lethbridge. Please complete the following steps to familiarize yourself with these tools.

### 1. Set up Your uLethbridge Username and Password

Your uLethbridge username and password is the general login that you will use for many important services at the University of Lethbridge, including webmail, Moodle, the Bridge, and accessing the computers on campus.

1. To set up your uLethbridge username and password, go to: <http://ulethbridge.ca/loginsetup>
2. Enter your 9-digit uLethbridge ID Number (example: 0012XXXXX) and date of birth, then click 'Continue.'



The screenshot shows the 'Account Setup Assistant User Login' page. At the top left is the University of Lethbridge logo and the text 'The Bridge'. Below this is the title 'Account Setup Assistant User Login' followed by a yellow horizontal line. A message states: 'Before we can begin setting up your account, you need to identify yourself by entering your nine-digit U of L ID number and your birth date.' There are two input fields: '9-digit U of L ID Number:' with a text box, and 'Birth Date:' with three dropdown menus for month (January), day (1), and year (2007). A 'Continue' button is located below the birth date fields. At the bottom left, it says 'RELEASE: 7.2'.

3. Select a uLethbridge username from a list of pre-determined choices.
  - Your uLethbridge username may be automatically generated. (It will usually be your full name separated by a period, like so: **firstname.lastname**.)
  - If so, click '**Proceed with this Username.**'
4. Choose security questions and enter your answers. Once you have entered an answer for all five questions, click '**Proceed with these questions.**'
  - Be sure to choose security questions with easily memorable answers. It may be a good idea to take a screenshot of your answers or write them down before continuing.

## Set Security Questions

In the event that you forget your password you can reset it by answering a series of security questions. Choose 5 questions difficult for others to guess. Then provide the answers to each in the boxes below each question.

*Note: All answers must be at least 3 letters long.*

**Security Question 1**

**Answer 1**

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**Security Question 2**

**Answer 2**

---

**Security Question 3**

**Answer 3**

---

**Security Question 4**

**Answer 4**

---

**Security Question 5**

**Answer 5**

5. Enter and confirm your new password, following the instructions listed. Once the Password Quality is green and says 'OK to Submit,' click 'Set Password.'

One or more [Lower Case Letters](#)  
 One or more [Upper Case Letters](#)  
 One or more [Numeric Digit](#)  
 One or more [Punctuation / Symbol chars](#)  
 Eight or more [Characters long](#)  
 No 3 character [Repeats or Sequences](#)  
 No 4 character [Keyboard Sequences](#)  
 No 4 character [Personal Data Sequences](#)  
 You cannot re-use your previous two passwords

Password Quality: **Very Strong and OK to Submit**

Your new password must be entered twice to detect possible typing errors. The 'Set New Password' button is enabled when both entries have the same valid password.

**New Password:**

**New Password Again:**

6. Login with your new uLethbridge username and password.



## 2. Access your uLethbridge Webmail Account

# Webmail

Student, Faculty, Staff Email login (Office 365)



Alumni login

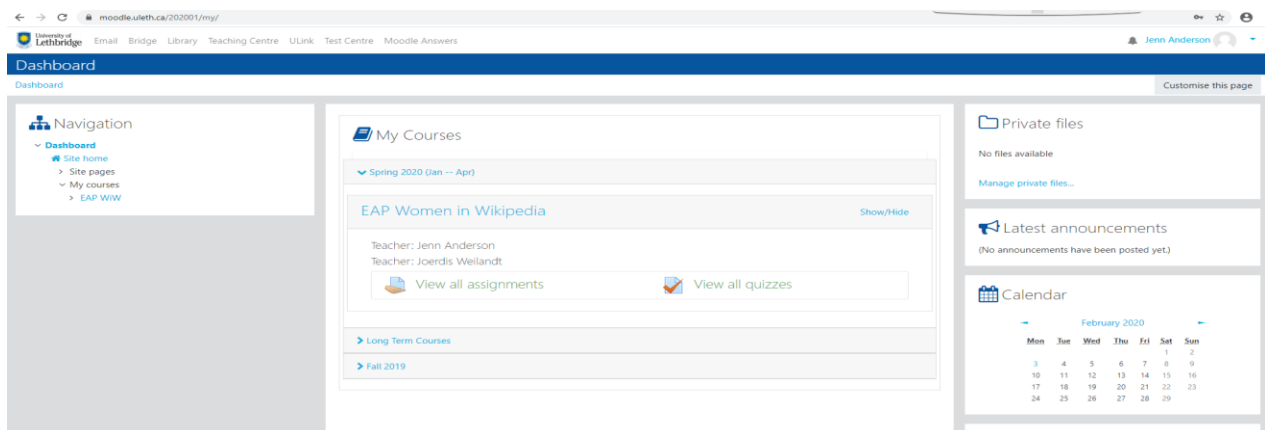
**Please note:** for Office 365, your username is your full email address, including "@uleth.ca".

You will be assigned a [Webmail](#) account in Office 365 with the @uleth.ca email domain. You can login to your university email with your uLethbridge username and password.

This email address is used for important communication between university staff, instructors, and students. At this email account, you will receive emails from your instructors, the International Centre, and any other university departments such as the Cash Office, Health Centre, and SEARS.

You must check your university email account every day.

## 3. Access Moodle

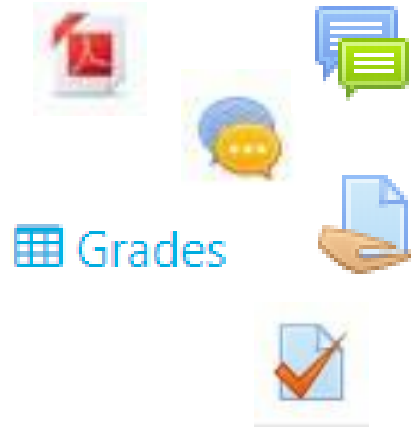


[Moodle](#) is an online resource where you can access course materials and assignments. You will not be able to access Moodle until after course registration. Your instructor will provide details on accessing your course once classes have started.

To find your courses on Moodle, go to [moodle.uleth.ca](http://moodle.uleth.ca). Login with your uLethbridge username and password and click on the correct term and course.

Every course page will look a little different, depending on the course and instructor.

- You might find:
  - Course outline/syllabus
  - Course readings
  - Discussion forums
  - Assignments and quizzes
  - Grades



Explore! You will be using Moodle often, so become familiar with it. If you have any questions about how to access Moodle or specific materials on Moodle, speak with your instructor.

## 4. Access The Bridge

The [Bridge](#) is a website which allows you to access and update your personal and contact information, look up and register for classes online, view your student account for assessment of tuition and fees, view your grades and transcripts, and more.

Please note that during your orientation (for new students) or prior to the beginning of the term (for returning students), we will give you instructions detailing which courses you will need to register in and how to register through the Bridge. **Please do not register yourself in any classes before receiving instructions.**



University of  
Lethbridge

| The Bridge

Personal Information

Alumni and Friends

Student

### Student

#### Registration

Check your registration status, class schedule and add or drop classes

#### Student Records

View your holds, grades and transcripts

*Your Bridge account will look something like this.*

## Online Technical Support

If you encounter difficulties accessing any of the above online tools, you can email [eli@uleth.ca](mailto:eli@uleth.ca) and we will do our best to assist you.

You can also contact the University of Lethbridge's [Information Technology department](#) for additional support.

## PRINTING ON CAMPUS

For a full guide to Follow-You Printing, check [out this guide](#).

### STEP 1 – Load your uLethbridge Student ID Card with “Bridge Bucks”

- You can load funds called “Bridge Bucks” onto your student ID card. You can use these funds to print documents on campus or make payments at various University operations (including the Urban Market, Starbucks, Tim Hortons, etc.) For a full list of university operations that accept Bridge Bucks, see [here](#).
- You can purchase Bridge Bucks at the following locations:
  - University of Lethbridge Cash Office (located in Anderson Hall)
  - Online (credit card only) [MyCard Manager site](#)
  - Self-serve Cash Load Stations (LINC Level 10, directly inside library doors; LINC Level 9, across from Starbucks; Science Commons Building level 7; Anderson Hall; U-Hall E-6, outside the student computer labs; U-Hall A6, outside Urban Market; Mt. Blakiston House, across from the Conference and Event Services Office)

### STEP 2 – Send your document to Follow-You Printing

- There are a few different ways to do this:
  - Computers on campus – login to a computer on campus (any workstation in a computer lab or library) using your uLethbridge credentials. Select the **campus on anc-printing1** print driver
  - PrinterOn Web-based Printing Application – [see user guide here](#)

### STEP 3 – Swipe your uLethbridge ID Card at a Print/Copy Machine

- You can print at any of the Follow-You Printing machines on campus. For locations, see [here](#).
- Swipe your Student ID card at the machine. Select the ‘Follow-You Printing’ Icon and print!

## PAYING YOUR TUITION AND FEES

You can view a summary of your current balance for tuition and fees charges online on the Bridge. Go to **Student → Student Account → Account Summary by Term**. Tuition and fees will be applied to your student account after you are registered in EAP classes.

The deadlines for payment of tuition and fees are as follows:

October 1<sup>st</sup> for the Fall term

February 1<sup>st</sup> for the Winter term

June 1<sup>st</sup> for the Summer term

*Note: when the deadline date falls on a weekend, fees are due in full on the following working day.*

Always be sure to pay your tuition by the deadline. If you do not make any payment towards your tuition and fees for the term by the deadline, you will be removed from your EAP classes. If you do not pay your tuition and fees in full by the deadline, you will be charged monthly interest, and a hold will be placed on your account. (This means that you will not be able to register for future term or request documents such as transcripts until you have paid your tuition and fees in full.)

## METHODS OF PAYMENT

- Cash, cheque, and Interac debit card payments are accepted at the Cash Office, located in Anderson Hall (AH144). Payments can also be put in the 24-hour deposit vault located at the end of the counter in front of the Cash Office.
- If you have an account with a local Canadian bank, you can add the University of Lethbridge as a payee through your online banking service (including ATB, RBC, Scotiabank, and TD Canada Trust) and send your payments online. Information on how to do this is on the [Payment Methods webpage](#).
- You can use [GlobalPay](#) or [PayMyTuition](#), which enable you to transfer funds from your home bank account directly to the University of Lethbridge. For more information, visit the [Payment Methods \(International\) webpage](#).

*Reminder: credit cards are not accepted as a form of tuition payment.*

### **PAYING YOUR TUITION AND FEES FROM OUTSIDE CANADA**

If you plan to send money internationally to the University of Lethbridge, it may take some extra time for your payment to reach us. Please plan accordingly and allow yourself extra time.

## CUSTOM GROUPS AND EXCHANGE STUDENTS

If you are studying EAP as part of a custom group or exchange student, and your institution will be paying a portion of your tuition and/or fees, please note that it is your responsibility to be aware of which fees (such as UPass fee, Athletics and Recreation Services fee, Placement Test fee, etc.) you must pay independently. Be sure to pay any fees you owe by the deadline.

## LEARNING SUPPORT SERVICES AT THE UNIVERSITY OF LETHBRIDGE

### LEARNING ACCOMMODATIONS

The [Accessible Learning Centre](#) aims to accommodate students with documented disabilities by providing them with an equal opportunity to find success in their studies. They provide general advising, individualized learning plans, exam accommodations, assistive technologies, alternate format textbooks, funding assistance, tutors, academic strategists, and note takers. You can find the Accessible Learning Centre in the Students' Union Building (SU065).

If you suspect that you may have learning challenges, we encourage you to seek out a professional diagnosis. The Accessible Learning Centre can provide a suspected learning disability screening and refer you to an appropriate health professional for further assessment and assistance.

If you do not have documentation of your disability and are not currently eligible to receive accommodation through the Accommodated Learning Centre, you should speak with your instructor about your concerns.

### STUDENT SUCCESS CENTRE

Located in Anderson Hall (AH148B), the [Student Success Centre](#) provides students with resources, help, and professional support as they pursue their studies. The Student Success Centre offers free services to help you achieve personal and academic success. They can help you develop your study skills and learning strategies, present you with tutoring options, and provide workshops, events, and resources all aimed at ensuring your success as a student.

### WRITING CENTRE

The Writing Centre is a resource available to all students, regardless of level of proficiency, to assist in strengthening writing skills. The Writing Centre offers one-on-one consultations with trained academic writing instructors and tutors, provides practical writing support, and helps you to understand a wide variety of writing assignments. The Writing Centre offers assistance with formatting, thesis development, essay organization, and grammar and punctuation. This service is available to you free of charge. **You must book an appointment.** The Writing Centre is in the library (L1010). You can book an appointment [here](#).

Please note that the Writing Centre is distinct from the English Language Institute's Writing Tutor Program. The Writing Centre is accessible to ALL students at the University of Lethbridge; the Writing Tutor Program is catered specifically for international students whose first language is not English. ELI students are welcome to use both services.

## **FINAL WORDS OF ADVICE ON HOW TO BE SUCCESSFUL AT THE ELI**

ELI instructors and staff are committed to helping students in their English language learning journeys.

To make the most your experience at the ELI, you are strongly encouraged to:

1. Attend all classes. Most of the work at the ELI is done during class time. Low attendance has a direct impact on course grades.
2. Ask for help when needed. ELI instructors are there to help students grown and develop their English skills.
3. Actively participate in class. Answer questions, contribute to class discussions, take notes, and speak with classmates during group work.
4. Participate in extracurricular activities outside of class to practice using English with friends and other students. Regular use of English in a variety of settings enhances confidence and develops your English skills and abilities more quickly.