

# Internexus

A Collection of References & Instructions

# The Student Handbook

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Curated for Internexus Orlando

**14 E Washington St #406**

**Revision Date:**

June 2016

**Approved by:**

Adele Tyson

**Internexus Orlando's Mission Statement:**

Internexus Orlando is an intensive English school committed to providing a complete English education. We provide students with experiences in academic settings while striving to give students experiences in the social settings that make an English education complete. Our goal is to ensure that our students flourish in not only the important realm of academics, but also to oversee achievement in professional and social skills. Our program is designed to focus on the core of English language as well as culture, customs, and the nuances of interacting in the 21st century.

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## 1. Welcome to Internexus Orlando!

Welcome to Internexus Orlando! We are happy that you have chosen Internexus Orlando as your location to learn English and that you will be studying English with us. We want you to be successful here. To be successful at Internexus, you must work hard at learning and using English, and work hard at trying to understand different cultures. We at Internexus will do everything we can to help you. The activities in and out of class will help you improve your English because you will not only learn in the classroom, but you will also meet other international students as well as native speakers of English in the community. You will become a “citizen of the world” through these experiences.

This manual gives you information you need to know as a student at Internexus Orlando. The information in this book will answer many of your questions. It is important that you understand *everything* in this book. If you don't understand something, or would like more information, please talk to the Student Services Coordinator, your teachers, or the administrative staff in the Internexus office. Remember that the staff at this Center wants to help you make your experience here the best it can be.

Please visit our website at [www.INTERNEXUS.EDU](http://www.INTERNEXUS.EDU)

### Internexus Orlando Mission Statement

Internexus Orlando is an intensive English school committed to providing a complete English education. We provide students with experiences in academic settings while striving to give students experiences in the social setting that make an English education complete. Our goal is to ensure that our students flourish in not only the important realm of academics, but also to oversee achievement in professional and social skills. Our program is designed to focus on the core of English language as well as culture, customs, and the nuances of interacting in the 21<sup>st</sup> century.

### ***WHO'S WHO AT INTERNEXUS/INTERGLOBAL ORLANDO***

The Student Services Coordinator assists students with:

1. Planning for university study
2. University admissions
3. Finding a doctor, a dentist, an eye doctor, etc.
4. Medical insurance use
5. Apartment availability information
6. Personal concerns/questions
7. Car insurance information
8. Driver's license information, renting, buying a car
9. Banking information
10. Activities and entertainment in Orlando and the surrounding area
11. Cultural activities

The Administrative Assistant assists students with:

1. New student applications, transfers to and from Internexus Orlando
2. Fax needs

3. Enrollment questions
4. Medical insurance student enrollment
5. Certificates and academic reports as requested by students (please allow 2 business days)
6. Bank, enrollment, and social security letters as requested by students (please allow 2 business days).

The Center Director is responsible for:

1. Communication with embassies, sponsors, and Internexus overseas agents

And assists student with

2. Immigration questions/change of status applications
3. Special vacation requests
4. Financial payments, questions/concerns
5. Scholarships at Internexus

The Academic Coordinator is responsible for:

1. New student testing and placement
2. Level of proficiency placement
3. Class schedules and roster
4. Skip-level testing
5. Living Language Laboratory fieldtrip
6. Textbook selection
7. Academic Probation

And assists students with

7. Instructor-student issues resolution
8. Successful completion of Academic Probation
9. Student information system, Jupiter Grades.

The Homestay Coordinator assists student with:

1. Applications for & placement in homestays
2. Homestay issues resolution

# Internexus 2017 Calendar

Term	Session	Start Date	End Date	Breaks Between Sessions	Center Holidays
Winter	Winter 1	Monday, Jan 2	Jan 27		Jan 16 Martin Luther King Day
	Winter 2	Jan 30	Feb 24		Feb 20 Presidents' Day
	Winter 3	Feb 27	Mar 24	Mar 27 - 31	
Spring	Spring 1	Apr 3	Apr 28		
	Spring 2	May 1	May 26		Ramadan begins: Saturday, May 27 (4 <sup>th</sup> week)
	Spring 3	<b>Tuesday, May 30</b>	June 23	NO BREAK	Monday, May 29 Memorial Day
Summer	Summer 1	June 26	July 21		July 4 Independence Day Ramadan ends: Sunday, June 25 (1 <sup>st</sup> week)
	Summer 2	July 24	Aug 18		
	Summer 3	Aug 21	Sept 15	Sept 18-Sept 22	September 4 Labor Day
Fall	Fall 1	Sept 25	Oct 20		
	Fall 3	Oct 23	Nov 17		
	Fall 3	Nov 20	Dec 15	Dec 18-Dec 29 2 week break	Nov 23-24 Thanksgiving

**Winter 1, 2018 TUESDAY, January 2, 2018**

Internexus Orlando  
14 E Washington St Suite 406  
Orlando, FL 32801-2354

Phone: 407-986-1001

Fax: 317-600-3371

e-mail:

[orlando@internexus.edu](mailto:orlando@internexus.edu)

Internexus Website: [www.internexus.edu](http://www.internexus.edu)



Nearest Hospital

Orlando Regional Medical Center  
52 W Underwood St  
Orlando, FL 32806  
(321) 841-5111

Dental Information

Orlando Urgent Dental  
Emergency Dental Care  
251 E Michigan St  
Orlando, FL 32806  
407) 250-4832

Public Transportation  
[www.golynx.com](http://www.golynx.com)

Go Lynx  
455 N Garland Ave  
Orlando, FL 32801  
(407) 841-5969

Taxi: Diamond Cab Co  
[www.diamondcabco.com](http://www.diamondcabco.com)

803 Fairvilla Rd  
Orlando, FL 32808  
(407) 523-3333

Nearest Banks

Seacoast Bank  
150 N Orange Ave #101  
Orlando, FL 32801  
(407) 648-2141

Regions Bank  
111 N Orange Ave  
Orlando, FL 32801  
(800) 734-4667

Nearest Super Market

Publix Super Market  
400 E Central Blvd  
Orlando FL 32801  
(407) 872-7201

#### 4. Helpful Hints for Students

We want you to learn English quickly. To do this, you should always:

- **Attend class:** If you want to progress quickly, you need to come to class every day.
- **Be on time:** This is polite as well as necessary.
- **Come prepared:** Bring your books, pens, pencils, notebooks, and homework to class every day.
- **Turn off your cell phone, even vibration.** Your class time is for learning English, not talking to your friends or family. Make sure your friends and family know your class schedule so that they can call after your classes are over.
- **Speak English:** You must speak English at all times at Internexus, even when you are talking to people who speak your own language. Teachers and administrative staff who hear you speaking your language will ask you to speak English. Make lots of friends with other students who don't speak your language and with people who speak English. *The more you speak English, the faster you will learn, so speak English all the time!*



## 5. Studying English as a Second Language at Internexus Orlando

At Internexus Orlando, we are able to offer small classes. Class schedule will be notified via Jupiter on the first Monday of a session. Copies of class schedule are also available at Internexus Office. Whenever a class enrollment reaches 15 students, we will divide the class into new sections (A, B, C etc.). Each section of a class uses the same course guidelines. You will be assigned a section (A or B) by the Academic Coordinator.



### Sample Schedule

	9:00-9:50	10:00-10:50	11:00-11:50	12:00-12:30	12:30-1:45 M-TH No Friday Class	2:00-3:15 M-TH No Friday Class	3:30-4:45 M-TH No Friday Class
Beginning	Reading	Writing	Listening/ Speaking	Break	Grammar	Study Skills Seminar	
Pre-Intermediate	Reading	Writing	Listening/ Speaking		Grammar	Study Skills Seminar	
Intermediate	Writing	Reading	Listening/ Speaking		Grammar	Study Skills Seminar	
High-Intermediate	Reading	Grammar	Listening/ Speaking		PAS	Study Skills Seminar	Writing
Advanced	Grammar	Reading	Listening/ Speaking		PAS	Study Skills Seminar	Writing

## 6. Progress from Level to Level

There are five levels of English proficiency taught at Internexus: Beginning; Pre-Intermediate; Intermediate; High Intermediate; and Advanced. Each level is taught for one term (if there are students in the level). When it is needed, we also offer Fundamental Level and Advanced Plus Level. One term is 12 weeks; Internexus has four terms per year. Each term has three 4-week sessions. If you do well in your classes, you can move from Beginning to the end of High Intermediate and be ready for the Advanced Level in one year!

You will be tested every session (4 weeks) at Internexus. Testing is beneficial because it helps you see your improvement and understand the areas where you need more practice.

**Placement Test:** On your first day at Internexus, you will take several tests to determine your English level and to help us place you in the right level in each class: Grammar, Reading, Writing, and Listening/Speaking. These tests consist of The University of Michigan English Placement, a writing test, and a conversation skills test. The scores and level placement based on the Michigan Test are given below.

Students who arrive in Session 2 of a term will have to achieve a higher score to place into a level.

### *Internexus Proficiency Levels*

#### **Beginning Level**

**University of Michigan English Placement Test Form D Score = 0 - 26**

**Score for Students who arrive in Session 2 = 27 - 33**

Students placed in the Internexus Beginning Level build the basic elements to interact in situations connected to their personal life; daily routines, leisure activities, future plans and past activities. They are able to communicate using two or three-word utterances and learned phrases. They often require repetition and process time, but can understand frequently used words and phrases. They can write simple statements and questions, but organizational structure is weak or nonexistent. Students can read and understand elementary materials, such as simple narratives and brief texts which use basic sentence structure and vocabulary.

#### **Pre-Intermediate Level**

**University of Michigan English Placement Test Form D Score = 27 - 40**

**Score for Students who arrive in Session 2 = 34-47**

Students placed in the Internexus Pre-Intermediate Level start to talk about relationships between personal aspects and the world where they live, expressing viewpoints, sharing experiences and concerns, talking about possibilities, and comparing people and places. They understand enough of what is said to communicate on a basic level if spoken to slowly and in simple language. They can handle conversation on topics which are familiar to them, but no detailed information. They still need repetition and process time, but their sentences are longer. They can write statements and questions with fair control over basic, but not complex, structures. They have frequent grammatical errors, sometimes obscuring meaning. Their ability to organize paragraphs or short essays is developing. Students can read slightly longer texts, but of low complexity and familiar vocabulary. Students deal best with texts which require minimal inference and interpretation.

## **Intermediate Level**

**University of Michigan English Placement Test Form D Score = 41 - 50**

**Score for Students who arrive in Session 2 = 48 - 61**

Students placed in the Internexus Intermediate Level are starting to develop their fluency, making use of more accurate and appropriate language to express ideas, establish hypotheses and defend viewpoints. They can successfully function in a greater variety of communicative situations, including those which are spontaneous and unrehearsed. They begin to manipulate and control language with more competence. They can understand the main idea of longer, more rapid discourse but miss the details. They still comprehend best when speech is slower and less complex than native speech. They have good understanding of paragraph and essay structure. They are better able to support their ideas and give details, but still make frequent grammatical errors. Students can read authentic materials with some difficulty. They have trouble with vocabulary, speed, and the ability to extract salient elements; however, they can deal with more complex content and structure.

## **High Intermediate Level**

**University of Michigan English Placement Test Form C Score = 51 - 61**

**Score for Students who arrive in Session 2 = 58 - 65**

Students placed in the Internexus High Intermediate Level can express themselves with greater fluency on a variety of subjects, using more varied vocabulary and showing greater control over the structure of the language. They display a greater degree of abstraction and argumentation and are able to make use of a variety of communicative strategies. Students can comprehend key points of lectures on familiar subjects with great effort. They can write lengthier essays and assignments with greater understanding of cohesiveness. Sentence structure is becoming more complex. Their writing can be understood by native speakers not accustomed to nonnative writing. They can read more difficult and lengthy authentic materials at labored speed. They still miss details, but have improved ability to extract salient elements.

Students at High Intermediate Level also take:

- **Practicum for Academic Success 101**

The Practicum for Academic Success (PAS) 101 prepares our students for success in the universities. Upon completion of the course, students will be able to discuss how they are responsible for their experience in college/universities. In addition, they will be able to describe ways to create a successful experience in college or university. They will also learn how to take effective notes, present clear written and oral reports, listen with comprehension to a lecture, develop strong and healthy relationships and follow classroom etiquette.

## **Advanced Level**

**University of Michigan English Placement Test Form C Score = 62 - 76**

**Score for Students who arrive in Session 2 = 70 - 80**

Students placed in the Internexus Advanced Level expand and polish their knowledge of the language, achieving a more accurate, articulate and elaborate communication. They are very aware of the use they and others make of the language, becoming more able to incorporate new words and expressions and correct their own mistakes. They are often able to interpret subtleties of the language and idiomatic expressions. Students can understand conversation at native speed. They can write formal texts with more consistency and accuracy. Their

grammar may still have inaccuracies, but is not a barrier to understanding. These students are familiar with a range of rhetorical patterns. They can read texts written for a general audience at near-native speed. After completing this level, students are ready for studying at a university or working in an English speaking environment.

Students at Advanced Level also take:

- **Practicum for Academic Success 102**

The Practicum for Academic Success (PAS) 102 prepares our students for success in university. Upon completion of the course, students will have the knowledge on how to deal with stress, read and understand academic articles, demonstrate study skills and observe and understand freshman level classes. They will also become familiar with college policies, procedures and academic resources. They will demonstrate key critical thinking skills during class discussion, work in groups for presentations, complete course application process and participate in writing/editing lab.

**Achievement Tests:** At the end of each 4-week session, you will take achievement tests in Grammar, Reading, Writing, and Listening/Speaking. Your scores on these tests will show if you understand the skills your teacher taught in that session.

**Classwork:** Your daily work in your classes will also determine if you are successful in learning the skills your teacher has taught you. You will have quizzes on the classwork in every class. Classwork includes your homework, chapter quizzes, and participation in the class. Your classwork and achievement test results will help us determine your readiness to progress to the next level at the end of the term. All information about classes, grades from homework, quizzes, participation, and attendance are available to you when you connect to our student information system at [www.jupitergrades.com](http://www.jupitergrades.com). The Academic Coordinator will send the link to you for Jupiter Grades.

**Enrichment Classes:** At Internexus Orlando, we believe that your growth in English proficiency correlates with the number of classes you take. We offer a core ESL program of Grammar, Reading, Writing, and Listening/Speaking. We are also able to offer Enrichment classes such as:

- Skills for Taking the TOEFL Test (High Intermediate and Advanced level students)
- Skills for Taking the IELTS Test (High Intermediate and Advanced level students)
- American Pronunciation (all level students)
- Advanced Plus (ESL Graduate students or Placement Test score of 86-100) These courses are offered at an additional course fee.

Our ESL instructors at Internexus Orlando benefit from our program's flexibility to meet your needs. We offer private tutoring (additional fee) for students who have a specific need.

**Study Skills Seminar:**

Study Skills Seminar is an academic assistance study course available for all Internexus students. Students who are new to Internexus, students who are repeating a level, and those returning from

a vacation are required to take Study Skills Seminar for at least one session. The class time is dedicated to meeting students' needs through independent study, one-on-one tutoring, and small group instruction directed and overseen by Internexus instructors. Students must attend 4 hours of Study Skills Seminar per week. Study Skills Seminar students undergo review at the end of each session to determine whether they will continue or advance out of the Study Skills Seminar course.

**Contact:** We believe that the more feedback we can provide to you about achievement in the ESL classroom, the more likely you are to achieve higher. Our student information system at [www.jupitergrades.com](http://www.jupitergrades.com) is "state of the art" in teacher-student gradebook technology. You and your parents can view grades, homework, Internexus activity calendar, and announcements.

**Have you checked your e-mail?**

All students at Internexus Orlando are expected to check at least once per day their Jupiter voice mail, text, and email for communication from Internexus administration and/or teachers. In addition, please check the bulletin boards in the reception area, outside the Student Service Coordinator's office and in the classrooms. Bulletin boards in the Internexus classrooms may have notices placed on them by administration, student services, students and teachers. Please read bulletin boards to not only stay informed by also to practice your English.

**Students communicating with teachers:**

Students can expect from the teachers a clear phone and e-mail protocol to be followed, including:

- Whether or not teachers accept calls at home
- Weekend or evening phone policies
- Whether they return calls to students
- Whether or not e-mail is the preferred method of communication
- Time frame students can expect an e-mail or phone response

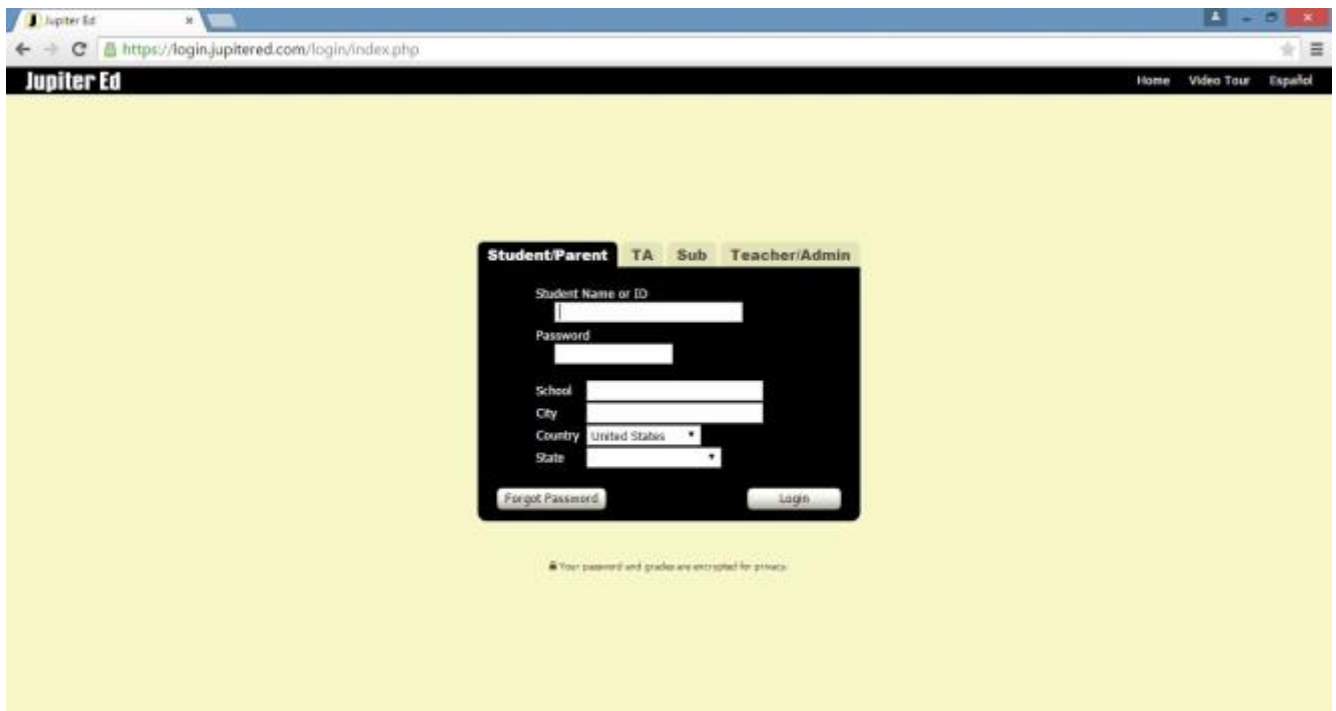
**Teachers communicating with students:**

- Teachers will be clear in explaining phone, e-mail, and text protocol, and they will indicate the preferred method.
- Teachers will respect students' need for a variety of methods of contact that will get a response in a timely manner.

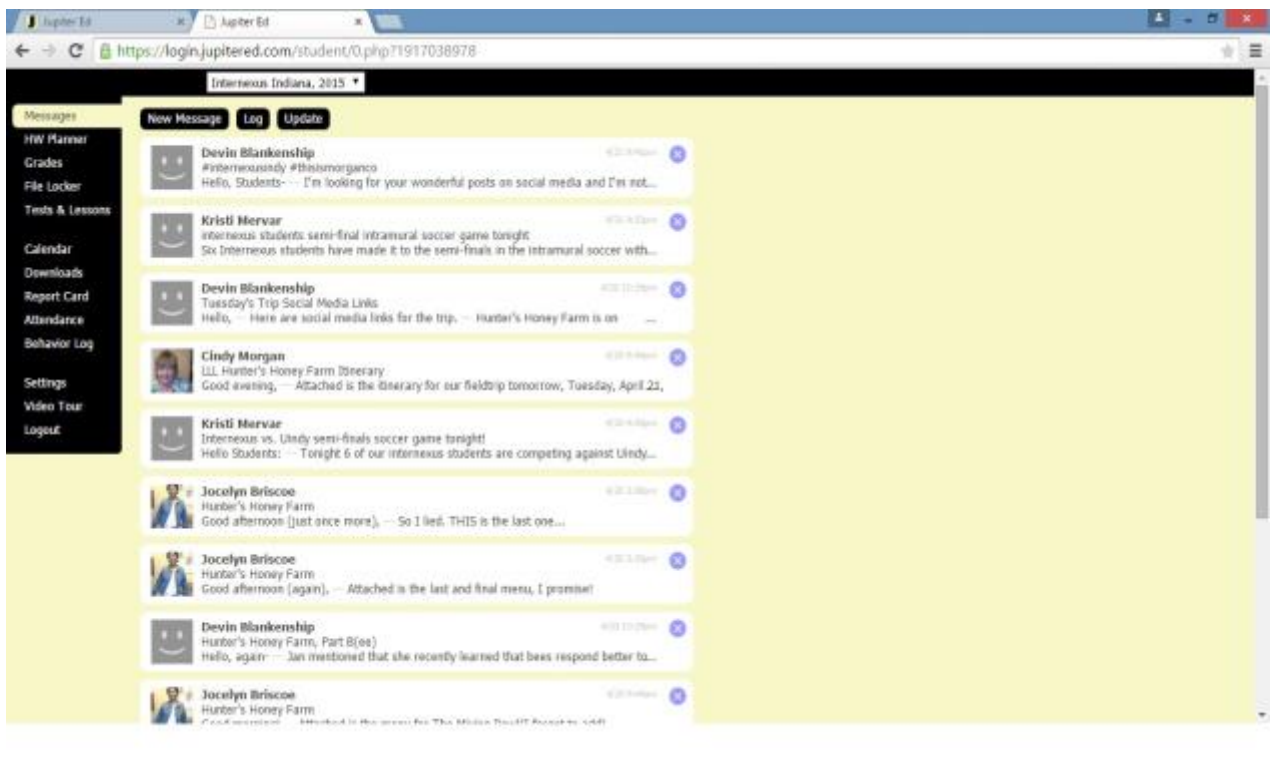
Communication is key to feeling comfortable in our program at Internexus. It not only keeps you informed, but also enable you to practice your English while doing it. All communication should be in English.

**JupiterEd:**

Students and parents can login securely to check grades and homework, download files and view announcements and calendar notices.



Teachers can send progress reports and messages directly from the grade book to parents and students.



Parents can set automatic alerts for low grades, missing assignments and absences.

Internexus Indiana, 2015			
Winter 1			
Advanced Writing	Janice Crouch	90.1%	A-
Advanced Listening & Speaking	Devin Blankenship	96.6%	A+
Practicum for Academic Success 102	Elaine Bonadies	94.4%	P
Advanced Reading	Ryan Plummer	88.1%	B+
Advanced Grammar	Darcy Xian	78.9%	C+

Click any grade or assignment for details.  
These grades are unofficial and may differ from your transcript.

**Living Language Laboratory (LLL):** At Internexus Orlando, the Living Language Laboratory is a unique opportunity for you to use your language skills in real-life situations while gaining access to cultural understanding in a fieldtrip format. During each term, students and instructors go on outings planned specifically to encourage students to use their English. In the course of one year, we will typically go to some of the following sites:

- Orlando Historical Society
- Orlando Public Library
- Lake Eola Farmer’s Market
- TBD

The fees for the LLL activities and buses are included in the student tuition. Due to the exclusivity of the activities, attendance is required. In order to make sure everyone has a good time and stays safe; a special attendance procedure is used. Our ESL instructors and the Academic Coordinator act as chaperones and routine attendance checks are used to make sure everyone is where he/she should be. You are prepared for the LLL in their Listening/Speaking class. All classes may assign homework about the LLL. An LLL itinerary is e-mailed to you prior to the event and you receive a paper LLL itinerary the day of the fieldtrip. The fieldtrip typically lasts from 4-6 hours, depending on the activities involved. We provide buses for transportation and ask that you ride the buses for safety and ease with parking.

## 7. In the Classroom

**Attendance:** You must have good attendance to continue studying at Internexus. Being in class will help your English get better faster. It is very important to follow our attendance policy. If you are absent or tardy, you will receive an e-mail alert from our student information system. You can go to [www.jupitergrades.com](http://www.jupitergrades.com) to see your absence or tardiness as recorded by your class instructors.

**Tardiness:** "Tardiness" means being late. You must be in class on time. It is impolite (rude) to walk into class late. In addition, you might not hear important information, or you might miss a quiz!

**Sickness:** If you are very sick, please go see a doctor and notify your teachers using Jupiter. When you come back to classes, please discuss with your teachers about the work you missed. You must also bring a doctor's excuse to your teachers if you are absent for more than 2 days.

**Grades:** You will receive grades from your teachers for each class at the end of each session on a session evaluation report. This report will be sent to you via e-mail. In each class, your grades are based on classroom assessment (70%) and achievement test assessment (30%). You must have an average of 80% (GPA 2.7) or higher in each class in order to move to the next level at the end of each 12-week term. We set these standards to ensure that you are ready to progress to the next level of higher English proficiency. Our instructors use the following grading scale:

Letter Grade	Percent Grade	4.0 Scale
A+	97-100	4.0
A	93-96	4.0
A-	90-92	3.7
B+	87-89	3.3
B	83-86	3.0
B-	80-82	2.7
C+	77-79	2.3
C	73-76	2.0
C-	70-72	1.7
D+	67-69	1.3
D	65-66	1.0
F	Below 65	0.0



**Course Guidelines:** At the beginning of each term (or the session you join our classes), you will receive a *course guideline* in each one of your classes. The course guideline gives you the following very important information:

- The title of your textbook.
- The chapters you will study each session.
- The name of your instructor and the office phone number. Your instructor may also request that you send absence information to his/her e-mail.
- The goals of each class: Grammar, Reading, Writing, and Listening/Speaking; and Special Classes.
- The responsibilities you have in the class.
- General guidelines about how you will be evaluated in the class. Your instructor may add some additional information to the evaluation section, so be prepared to write it down and remember this additional information.

**Classroom Rules:** At Internexus Orlando, each of your ESL instructors will remind you to follow these simple rules in the classroom:

- Speak only English in class.
- Be polite to your teacher and the other students.
- Bring your books, pens, pencils, notebooks, and homework to class every day.
- Do not eat in the classroom.
- Do not use your cell phone in the classroom. Do not receive calls on your cell phone in the classroom.
- The teacher will close the door when class begins. If you are late, enter the classroom quietly and take your seat. Do not speak to other students.  
Many students think it is polite to say “Good Morning” even when they are late. Please do not interrupt the class by speaking to your classmates when you enter late. Be quiet and go to your seat. This is polite behavior in classrooms in the United States.

In addition, your ESL class instructor may have some further classroom rules. The instructor will announce and explain any added rules during the initial class meetings or if a special need occurs.

## 8. Certificates

**Certificate of Graduation:** Students who complete the Advanced level will receive a Certificate of Graduation (Diploma) from Internexus.

**Certificate of Successful Completion:** You will receive a Certificate of Successful Completion if you complete at least one session. To receive this Certificate, you must have good attendance in class and achieve at least 80% (GPA2.7) in each class and a grade of 75% (GPA2.1) on each Achievement Test. Certificates are given at the end of each 4-week session to students who are leaving Internexus Orlando. The certificate will indicate the level you have successfully completed.

## 9. Policies and Procedures

### **Department of Homeland Security/ICE (DHS):**

- *Full-time Study:* Students with an F-1 Student Visa must study in a full-time program. If you have less than 80% attendance during your first session, we will give you a warning. If you continue to have less than 80% attendance, the immigration rules say that you cannot stay in school anywhere in the U.S., and that you must return to your country. For immigration, full-time study means 18 hours or more of class time each week. At Internexus, this means that you must study 20 hours/week [or 25 hours/week] if you entered the U.S. on an F-1 visa.
- *Student Employment:* You can do volunteer work and you may work on-campus. However, as an English language student, you CANNOT work off-campus for money for one year. If you work illegally, you may be deported to return to your country.

**Smoking:** You must be 18 years old to buy and smoke cigarettes in the USA. In fact, you cannot smoke in *most* public buildings in the United States. You will see many signs telling you that you cannot smoke. Some of the signs that you will see are:

**Smoke Free Building/Environment**  
**No Smoking**  
**Thank You for Not Smoking**

These signs mean that you will have to smoke outside, even in cold weather. *Please do not throw your cigarettes on the ground when you are finished smoking.* Use an ashtray or a garbage can.

Internexus is also a smoke-free office. You are not allowed to smoke in the Internexus building.

**Alcohol:** You must be 21 years old to buy and drink alcohol in the USA.

Drinking alcohol and driving is illegal in the United States and is very dangerous to you and others. You could go to prison if you drink and drive.

If you are 21 years or over, you cannot buy alcohol for someone under 21.

Drinking alcohol is forbidden on any Internexus activities.

Many homestay families do not allow drinking in their homes.

**Health Issues:** We want you to be healthy at Internexus, so please follow these rules:

- ***Medical Insurance. You must have medical insurance at Internexus.*** You must show us proof of your insurance when you arrive at our Center. If you do not have insurance, you must buy insurance at Internexus when you arrive in Orlando. Remember that medical services in the United States are expensive. When you go to a doctor, you need to talk to the Student Services Coordinator after the visit to help you complete the insurance claim form. Even with insurance, you may have to pay some money for medical services. Internexus is not responsible for any health problems that happen while you are at Internexus or during any Internexus activities.

**If you are sick:**

- Tell your host family or the staff at Internexus and we will help you decide what to do. If you need to see a doctor, the Student Services Coordinator will make an appointment for you and take you to the doctor, if necessary.
- If your illness is not too serious, such as a sore throat or stomach ache, you can buy some medicine at a drug store. Major drug stores near Internexus Orlando:
  - Walgreens  
1200 Kuhl Ave  
Orlando, FL 32806  
(407) 849-5088
  - CVS  
1201 E Colonial Dr  
Orlando, FL 32803  
(407) 894-1521
- If your illness is more serious, such as a cold that you have had for more than a week, you should see a doctor. You must take your insurance card with you to the doctor's office. The doctor will look at you, and if the doctor gives you a prescription for medicine, you need to go to a drug store (pharmacy) to get the medicine you need.
- If your illness is very serious, you should go to the hospital quickly. Remember that going to the hospital in the United States is very expensive, so you should go to the hospital only when you have an emergency. If you are in a homestay, your homestay family can help you get to the hospital. Remember to take your insurance card with you to the hospital. The nearest hospital is: Orlando Regional Medical Center
  - 52 W Underwood St  
Orlando, FL 32806  
(321) 841-5111
- Also remember that anytime you use your insurance, you must call the insurance company and tell them what you are using it for BEFORE you use it. If you have an emergency, you can call the insurance company AFTER you get help.

### **Safety Issues:**

- **Money:** Do not leave a large amount of cash or travelers' checks in your room, whether you are in a hotel, apartment, or homestay. Do not carry a large amount of cash or travelers' checks in your purse or wallet. Instead, put this money in a bank. A bank can give you a checking account and checks and offers an Automatic Teller Machine (ATM) card. ATM cards are safer to carry than cash, travelers' checks, or personal checks.
- You must take your passport and I-20 with you to open an account at the bank. The Student Services Coordinator will help you open a bank account in Orlando. You must be 18 years old to open a bank account.
- Never put your purse, wallet or backpack down and leave it, even if it is only for one minute. It will probably be gone when you come back. Keep it in your hands or on your back at all times or store it in a safe and/or locked place.

- **Activities**: There are many safety issues to think about when you are at an Internexus activity or visiting new places alone or with your friends:
- Always tell your host family where you are going and when you will be back.
- Keep your host family's phone number with you at all times. If you are not in a homestay, call "911" for help if you are in a dangerous situation.
- Stay in groups when walking or traveling to, during, and from activities. Do not walk alone at night.
- Never put any of your things down and leave them (sunglasses, coats, backpacks, etc.). Your things will probably be gone when you come back.
- If you do not feel good talking to a stranger, do not talk to him/her. Just walk away.
- If a robber (thief) wants your money, don't argue with him. Give it to him and then quickly call the police (911).
- Do not hitchhike. Do not get into a car with any stranger.
- Do not be afraid to ask people for help. Most people are friendly and they want to help if you need it.
- The most important rule is to be careful and do not do anything foolish!

### **Adjustment Process in a New Culture – From Beyond Language**

By Deena R. Levine and Mara B. Adelman

Understanding the cultural adjustment process can help you in coping with the often-intense feelings that you may experience as you begin your life in the US. Each stage in the process is characterized by "symptoms" or outward signs typifying certain kinds of behavior.

- "Honeymoon" period: Initially, many people are fascinated and excited by everything new. The visitor is elated to be in a new culture.
- "Culture Shock": The individual is immersed in new problems: housing, transportation, shopping, and language. Mental fatigue results from continuous straining to comprehend the new language.
- Initial Adjustment: Everyday activities such as housing and shopping are no longer major problems. Although the visitor may not yet be fluent in the language spoken, basic ideas and feelings in the second language can be expressed.
- Mental Isolation: Individuals have been away from their family and good friends for a long period of time and may feel lonely. Many still feel they cannot express themselves as well as they can in their native language. Frustration and sometimes a loss of self-confidence result. Some individuals remain at this stage.

- Acceptance and Integration: A routine (e.g., work, business or school) has been established. The visitor has accepted the habits, customs, foods, and characteristics of the people in the new culture. The visitor feels comfortable with friends, associates and the language of the country.

Note: This cycle may repeat itself throughout your stay in a new culture. AND, these feelings are normal. Note also that upon returning home, you may experience some of the same feelings as you did when you first arrived in the new culture. This is called “reverse culture shock.”

#### Ways to Minimize the Impact of Culture Shock

- Look for logical reasons for things in the host culture that seem different. Relax your grip on your own culture.
- Resist “looking down on” or making jokes and comments about the host culture. Avoid others who take part in such derogatory remarks.
- Talk about your feelings with a sympathetic and understanding friend or see the Student Services Coordinator at Internexus Orlando to talk about your feelings.
- When you hear yourself making negative judgments or generalizations, stop and try to view the situation objectively – without value judgements.
- Take care of your physical health. Eat nutritious foods, get plenty of sleep, and, most importantly, get some exercise everyday (take a regular walk if nothing else).

If you feel very depressed or suicidal, contact the Internexus Orlando Student Service Coordinator (407-986-1001) to help you get professional psychological support.

## 10. Academic Policies

You have come to our Center to learn English and then to go on to academic study in the United States. This is so important that we have developed important policies and procedures for you in your academic time here. You will also hear these policies explained at our New Student Orientation.

**Starting Classes:** First, we must receive all of the forms we need such as your application and housing forms. Second, you must pay for your course. Then, you will be ready to start classes. We prefer that you pay for your classes before you come to Internexus Orlando. However, if you pay when you arrive, you must pay during the first week of classes. If you do not pay for your course on or before the end of the first week, you will receive a reminder invoice. If you do not pay for classes by the second Monday of the session, you may be charged a late fee of \$25/week until your bill is paid. Please see the Center Director or Administrative Assistant for information about tuition and fees.

**Attendance:** A session is 20 days (80 hours). Students who attend all classes in each session will learn fastest and best. Make a study buddy in each of your classes. A study buddy is someone in your class whom you can call for any assignments you miss due to absence. At Internexus Orlando, we offer you the opportunity to attend a Living Language Laboratory fieldtrip every session. Your language learning will benefit greatly from our Living Language Laboratory fieldtrip. Due to the many benefits of the LLL, we feel we must require attendance at the LLL. Failure to attend the LLL will result in a loss of 20 points from your Listening/Speaking grade for the session.

**Honors and Recognition:** At Internexus Orlando, we honor all students and especially those who achieve high academic scores and perfect attendance. When you achieve 90% (GPA 3.7) in Grammar, Reading, Writing, and Listening/Speaking during a session, you will receive special recognition and a certificate of high academic honor. In addition, when you achieve perfect attendance, you will be honored with a special certificate recognizing your achievement. We like to remind students that those who receive certificates for perfect attendance are in most cases also the students who receive recognition for high academic achievement. The awards for Academic Excellence and Perfect Attendance are given at our Awards Ceremony during the session following the achievements.

**Skip Test:** If students think they have been placed in the wrong level of proficiency, we offer the opportunity to take a “skip test”. To take the Skip Test, students must complete the following steps:

### *New Students*

1. Take the Internexus Placement Exam.
2. During the first week of classes in the first week of a Term, ask the Academic Coordinator to take the Skip Test.
3. Academic Coordinator consults with teachers about the request.
4. Receive approval from the Academic Coordinator to take the Skip Test.
5. The Skip Test must be completed **before** the end of the first week of classes ***in the first week of Session 1.***

6. No Skip Tests are given after the first week of Session 1.
7. A minimum score of 90% in each skill area of the Skip Test is required in order to skip a level of English proficiency and be placed in a higher level.

### Continuing ESL Students

1. Have attendance of at least 17 days in each class (Grammar, Writing, Reading, Listening/Speaking) in each session of the previous term.
2. Have a cumulative grade of 74% (GPA 2.1) or better in each class (Grammar, Writing, Reading, Listening/Speaking) of the previous level.
3. Before the first week of Session 1, request and receive approval from the Academic Coordinator to take the Skip Test.
4. Complete the Skip Test on the first Monday of Session 1.
5. No Skip Tests will be given after the first Monday of Session 1.
6. A minimum score of 90% on each section of the Skip Test is required in order to skip a level of English proficiency.

**Textbooks:** You will receive your class textbooks on your first day of classes at Internexus. However, if you lose a textbook, you will have to pay Internexus to replace it.

**Academic Probation:** Upon failing a Term due to poor attendance and/or failing class grades in a level of English proficiency, a student will be notified via e-mail that he/she is on Academic Probation. Academic Probation means that in the Session following the failed Term, the student on probation is required to attend all class days and score 80% (GPA 2.7) or better on the final grade of Grammar, Reading, Writing, and Listening/Speaking.

If the student meets the requirements of Academic Probation, he/she will be taken off Academic Probation and be allowed to continue to attend in the appropriate level of English proficiency for the following Session.

If the student doesn't meet the requirements of Academic Probation, he/she will be dismissed from the Internexus Orlando ESL program and not allowed to attend the following session. At the student request, Internexus Orlando will assist the student in finding an ESL program in which to transfer. Upon successful completion of one session of a different ESL program, the students may request from the Academic Coordinator to be allowed to return to ESL classes at Internexus Orlando. The Academic Coordinator will decide the best course of action for the student to follow.

A student is only allowed to be on Academic Probation once in his/her ESL program at Internexus Orlando.

**Plagiarism:** Plagiarism is a serious offense. Here are reasons why NOT to copy others' work:

1. It is unfair to the true author.
2. The student will not learn anything.
3. The student will get a bad reputation with the teachers and other learners.
4. The student will lower his/her chances of getting into schools.
5. Teachers don't want to be the police.
6. The student will lose important references for important jobs.
7. The student could get fined.
8. The student could be dismissed from school.



The punishment for plagiarism can be VERY severe.

- **1<sup>st</sup> offense:** Student receives a zero on the assignment and may be ineligible to participate in related assignments or activities.
- **2<sup>nd</sup> offense:** Students receives a zero for that the class that session.

**If a student continuously commits plagiarism, he/she may be placed in another level, asked to repeat a level or DISMISSED from the program (All based on teacher discussions with the Academic Coordinator).**

**Vacation:** After attending a complete Term (Sessions 1 through 3) a student is eligible for vacation of one session. All vacations must be discussed with the Student Services Coordinator, Academic Coordinator, and approved by the Center Director. Upon returning from a one-session vacation, students are required to take and pass Achievement Tests with 80% for the missed session. Students will need to schedule to take the Achievement Tests within the first session of their return.

Students who take a vacation for more than one session may be required to take a progress test to measure their current level of proficiency. The Academic Coordinator and the student will verify the student's level placement upon the student's return to the program.

Any student returning from vacation is required to attend the Study Skills Seminar the first session of their return to review material that they missed and to enhance their academic success.

**Enrollment Agreement and Cancellation Policy:** Every student of Internexus must read and sign the Enrollment Agreement and Cancellation Policy. Please see a copy of this form on the next page. After you have read this document, please talk to us if you have ANY questions about it. You must sign this document and give it to the Administrative Assistant. She /He will make a copy for you to keep and we will put a copy in your student file.

### Cancellation and Refund Policy

- Before classes begin:** The Housing Placement Fee for homestay (US\$100.00) is non-refundable unless the visa is denied and the cancelled I-20 (for U.S. applicants) is returned to Internexus. The housing placement fee for the University of Orlando is NOT refundable. The Program Application Fee (US\$100.00) is non-refundable. All other fees are refundable.
- Accommodation:** Students may change their host family at any time with two weeks notice. Students who wish to cancel accommodation in dormitories or student residences will be charged the cancellation fees of the college or institution.
- After classes begin:** A minimum two-weeks' notice is required. Students who leave General Language programs early will be refunded tuition paid— minus the tuition for the period actually studied and minus a penalty of 25% of the remaining payment.
- If a course is canceled or unavailable, or if the student's application is not accepted, **all** money paid will be refunded.
- If a student returns home because of sickness, death in the immediate family, or completes the course early (enters the university or completes the last level of proficiency), the 25% penalty will not apply. Students must provide proper documentation to support the early departure.
- Students may leave the Center and return later with no penalty **with the Center Director's prior approval.**

**For Intercultural, Language Plus, Exam and other specialty/package programs only:** After half of the program has been completed, there will be no refunds and any unpaid balance is due immediately.

**Transfer between Internexus Centers:** There will be no penalty for students who transfer to another Internexus Center at the end of a session. No new application fees are required except host institution housing fees.

**Refunds** will be sent to the student/guardian, normally within thirty (30) days of departure from the center. Mail and bank fees will be deducted if applicable. No refunds will be given before a student leaves the Internexus Center, except housing refunds when applicable.

### Enrollment Agreement

- I certify that the information I supplied on my application form is correct.
- I have received and I understand all of the program costs and fees for my program of study at Internexus.
- I agree to pay all course fees by or on the first day of class. I am aware that I will have to pay a late payment fee of US\$25.00 per week for outstanding payments.
- I understand that I will take a placement test after arriving at the Internexus Center. I will be placed in the best level for my ability based on those tests.
- For the U.S.: I understand that if I come on an I-20, I must attend Internexus for at least one session. To transfer legally to another school, I must have an I-20 or Letter of Acceptance from the new school.
- I understand that I must have medical insurance during my stay at Internexus. I must show proof of insurance or I must purchase a policy recommended by Internexus at the time of registration.
- Medical Authorization: If you are under 21, your parent or guardian must sign this section.

“I authorize qualified medical diagnosis and treatment of injury for the student below and authorize release of medical information for treatment and insurance purposes. I understand that I am responsible for medical expenses outside the limits of any applicable medical insurance and that preexisting health conditions are not covered by health insurance.”

I understand and agree to all provisions as stated herein above.

\_\_\_\_\_  
Name of Student (or parent or guardian if the student is under 21 in US or 18 in UK)

\_\_\_\_\_  
Relationship Telephone #

\_\_\_\_\_  
Signature of Student/ Parent/ Guardian

\_\_\_\_\_  
Date

## 11. Student Grievance Process

### **What to Do If You are Unhappy about Something at Internexus Orlando**

At Internexus Orlando your success is our goal. Your feedback is welcome and we will always try to use your suggestions to improve our program and services.

#### **The Academic ESL Program consists of:**

**Daily ESL classes, class schedules, level placement, instructors, textbooks, Academic Probation, Study Skills Seminar, LLL, Course Guidelines, Skip-Level Testing**

If you ever become dissatisfied with something in the Academic Program, fill out an Internexus student complaint form and follow these steps accordingly:

1. Talk with your instructor. Instructors expect to hear from you with comments and questions.
2. Talk with the Academic Coordinator. The Academic Coordinator's job is to help you understand Internexus policies and procedures of the academic program and to accommodate your specific needs when possible.

Here are some examples: You are unhappy with the book selection, or you don't like your class schedule. The Academic Coordinator can help you with these types of issues.

#### **Student Services consist of:**

**Planning for university study, medical insurance, driving information, information about banking, apartments, homestay, entertainment activities**

If you ever become dissatisfied with something with Student Services, fill out an Internexus student complaint form and follow these steps accordingly:

1. Talk with your Student Services Coordinator. The Student Services Coordinator's job is to guide you in the resolution process.

Here are some examples: You don't like the planned activity, or you can't find any information about the university you want to go to. The Student Services Coordinator can help you with these types of issues.

#### **Homestay consists of:**

**Living with a family, house rules, food, pets, smoking, expectations**

If you ever become dissatisfied with something with your homestay, here are the steps to follow:

1. Talk with your Homestay Coordinator. The Homestay Coordinator's job is to guide you in the resolution process.

Here are some examples: You don't like the food your homestay family prepares, or you don't like the house rules. The Homestay Coordinator can help you with these types of issues.

#### **Program Administration consists of:**

**Applications, transfers, enrollment, letters, transcripts**

If you ever become dissatisfied with something in the Internexus office, fill out an Internexus student complaint form and follow these steps accordingly:

1. Talk with the Center Director or the Academic Coordinator. Their job is to ensure ease of student access.

Here are some examples: You have been waiting more than 2 business days for your social security letter, or you filled out an application for your friend, but haven't received a reply from Internexus. The Center Director or Academic Coordinator can help you with these types of issues.

You may submit your concern in writing when you fill out the "Student Evaluation Form". The Student Evaluation Forms are handed out in class at the end of each Term by the instructor. The instructor leaves the room while the students are filling out the forms. The forms have no place for a student's name. We encourage you not only to circle the numbers on the form, but "write something". You can comment on anything from your love of the textbook to suggestions on how to make Orientation better. Constructive criticism is best, but sometimes negative feedback is more to the point. After filling out the form (students are usually give about 10 minutes at the end of a class), you place your form in a large manila envelope. The last student to place his/her form in the envelope seals it. Students call the instructor back to the class. The instructor turns in the sealed envelopes (from several classes) to the Academic Coordinator. The Academic Coordinator reads the comments, sorts them into categories such as, class concern, office concern, multiple concerns, no concern, etc. and takes action that is necessary upon consultation with the Center Director.

**Keep in mind that we want to make sure your experience is positive, so we will work hard to help you have a good experience at Internexus!**

## 12. Student Services

### Activities:

Each session there will be some social activities. Activities will provide opportunities for you to experience some of the cultural life in Orlando, as well as fun things you can do. Typical activities include:

- Canoe trip
  - Wekiwa Springs
  - Disney Springs
  - Universal City Walk
  - Orlando Magic Baseball Game
  - Orlando City Soccer Game
  - International Premium Outlet Mall Shopping
  - Wonderworks
  - Farmer's Market
  - Mini-Golf
  - Bowling
- *Monthly Activities Calendar.* We have a calendar of session activities available to all students on the student information system at [www.jupitergrades.com](http://www.jupitergrades.com) and also at our website: [orlando.internexus.edu](http://orlando.internexus.edu). At Student Orientation and during Listening/Speaking classes, we will explain which activities are free, which activities have a fee (this activity will be optional), and which activities are not optional.

**Travel:** You can travel INSIDE the United States during holidays, or at other times when there are no classes. You cannot miss English classes because you want to travel. If you would like to travel OUTSIDE the country alone, with friends, or even with your host family, the Internexus Center Director must sign your I-20 BEFORE you leave. If he/she does not sign your I-20, you may not be able to return to the United States. You must get the Center Director's signature on your I-20 every time you travel out of the United States. {Remember that an I-20 is valid for only one year.}

### Transfers:

- *Transfer within Internexus.* If you want to see more of the United States, or if you just want to try a new place, you can transfer to any other Internexus center. All transfers must happen at the end of a session.
- *Transfer outside Internexus.* If you would like to transfer to another ESL school, you must be doing good work in your classes (you must have at least an 80% (GPA2.7) grade in your classwork), and you must be attending all your classes at least 80% of the time. If you are not doing these things, we cannot sign your transfer form and you must stay at Internexus until you are doing well in your classes (80%) (GPA 2.7) and have good attendance in all your classes.

However, sometimes your instructors, the Academic Coordinator, and/or the Center Director may support your transfer. If you are dismissed from the language program for poor academic performance or poor attendance, the Center staff will assist you in transferring to another

program. We realize that sometimes a student needs a new atmosphere in which to learn English well.

**Advising:** The Student Services Coordinator will be your advisor at Internexus Orlando. The Student Services Coordinator will help you with any questions or problems you have. You just need to ask. During the second week of classes, you will answer some questions so that we know how you are doing at our Center. Then, every term, the Student Services Coordinator will make an appointment with you so you can talk about any questions or needs that you have. Remember that we want you to be satisfied at Internexus Orlando, and the Student Services Coordinator, Academic Coordinator, Instructors or Center Director can help you be satisfied.

**Standardized Tests:** Many students, especially graduate students, need to take standardized tests, such as the TOEFL, TOEIC, or IELTS. Ask the Student Services Coordinator to assist you in registering for these tests. At Internexus Orlando, we periodically offer courses to study the TOEFL, IELTS, and GRE. Sometimes these courses are offered as tutored or Super courses. Please ask the Academic Coordinator if you are interested in studying for standardized tests.

**Course Evaluation:** At the end of each Term, you are given the opportunity to voice your opinion about all courses, activities, administration, and instructors in our ESL program. We value any ideas or suggestions to make our program the best in the world! Each student receives an evaluation form. The forms are filled out in anonymity, so you may feel free to express your opinions about everything we do.

**Student Identification (ID) Cards:** You will receive an ID card for the University of Orlando on the first Friday of the session. You can use this card at the sports facilities on the university campus. The ID card can also be used to attend special entertainment events on the campus.

**Facilities, Equipment and Supplies:**

The Internexus office has facilities, equipment, and supplies available to you as well. The Internexus office has 5 classrooms. There is also a recreation room that is used for various purposes, including computers for students to use on their free-time. All of your textbooks are available at the Internexus office.

### **13. Accommodations**

**Homestay:** If you are living with a host family, you must understand and follow host family rules. You should also know what the host family should do for you. You should have already received information about homestay. If you have any questions or concerns about your homestay, please speak to the Homestay Coordinator.

**Apartments/Hotels:** You must be 18 years or older to live in an off-campus apartment. If you are staying in an off-campus apartment, Internexus Orlando is not responsible for any problems that you may have. However, we will be happy to help you if you have problems in your apartment or with the apartment managers.

**Transportation to and from Accommodations:** If you live in a homestay, your homestay family will arrange your transportation. Homestay families in Orlando may drive you to the Center, or make arrangements for another homestay family to drive you to the Center. You are responsible for your own transportation if you live in an apartment

## 14. Additional Information

Here is a list of important information to make your new life a little easier.

### **Holidays:**

You will receive a packet of information in Listening/Speaking class explaining the cultural significance of each American holiday. You are encouraged to use the information as a starting point for sharing cultural awareness with native language speakers. Our instructors use the information in the holiday packets in many ways. In addition to the observance of the holidays listed below, we also provide information to you about special days such as Valentine's Day, St. Patrick's Day, Mothers' Day, etc. We will observe the following holidays:

Date	Holiday
January 1	New Year's Day
3rd Monday in January	Martin Luther King Jr. Day
3rd Monday in February	Presidents Day
Varies	Good Friday
4th Monday in May	Memorial Day
July 4	Independence Day
1st Monday in September	Labor Day
4th Thursday and Friday in November	Thanksgiving Weekend
December 24 & 25	Christmas Eve & Christmas Day

### **Mail:**

Probably the most important thing for you right now as you begin your language study in Orlando is how to receive mail from your family and friends. While you are at Internexus, your mailing address will be one of the following:

- If you live in a homestay, your family and friends can write to you at the address of the family.
- If you live in an apartment, your family and friends can write to you at the address of your apartment.
- In an emergency, you can use the Center's address. If you do this, give your address as follows:
  - > YOUR NAME
  - > Internexus Orlando
  - Ø 14 E Washington St
  - Ø Suite 406
  - > Orlando, IN 46227
  - > USA



Even if it is not an emergency, you can receive your mail at the Internexus office. If you are not sure how to address a letter to another country, talk to the Student Services Coordinator.

If you receive mail at the Center, the Administrative Assistant will keep it for you and you can come to the Internexus office for your mail.

You can mail letters from the Internexus office.

- If you want to mail a package, you must go the nearest U.S. Post Office. The nearest Post Office is open Monday to Friday from 7:00am to 5:00pm. On Saturday and Sunday, the Post Office is closed.
- The Post Office address is: 51 E Jefferson St, Orlando, FL 32801  
The Post Office website is: [www.usps.com](http://www.usps.com)

### **Long Distance Bus Lines:**

You can get Greyhound Bus from downtown Orlando to travel anywhere in the United States.

- The Greyhound Bus Station address is: 555 N John Young Pkwy, Orlando, FL 32805
- The Greyhound phone number is: (407) 292-3424
- The Greyhound website is: [www.greyhound.com](http://www.greyhound.com)

You may also travel to other destinations (Miami) using Megabus.

- The Megabus Stop address is: 902 N Semoran Blvd, Orlando, FL 32807
- The Megabus phone number is: (407) 879-2222
- The Megabus website is: [www.megabus.com](http://www.megabus.com)

### **Airport:**

- The Orlando International Airport is located on the southeast side of Orlando. It is the departure point for you to travel anywhere in the United States.
- The MCO address is: 1 Jeff Fuqua Blvd, Orlando, FL 32827
- The MCO phone number is: (407) 825-2001
- The MCO website is: [www.orlandoairports.net](http://www.orlandoairports.net)

### **Bicycles:**

You can bicycle anywhere in the city of Orlando during all seasons. The Orlando Bike Share has bikes all around the city and close to the school that you can rent. [orlando.socialbicycles.com](http://orlando.socialbicycles.com)

You will probably be able to borrow a bicycle from your homestay family. Otherwise, you must buy a bicycle on your own. You may safely leave your bicycle at the Internexus office, chained to the bike rack. To see all the bike trails available in the Orlando area, go to [www.mapmyride.com](http://www.mapmyride.com).

### **Cars:**

*Can I drive in the US with my foreign license?*

Yes! If you have a valid driver's license from your home country. Check the date stamped on your I-94 card (usually stapled to your passport). For one year, beginning on that date, you may drive without an Orlando driver's license, but you must carry:

- Your valid license from your home country
- An international driver's license. This is usually an official English translation of your driver's license. Most visitors get their international license in their home country. It provides an English translation of your license.
- Your passport with I-94 card attached

***When do I apply for an Orlando license?***

You can apply for an Orlando license any time after you arrive. However, if you are driving on your foreign license, you should begin the process of getting an Orlando license no more than seven months after you arrive. You must be at least 16 years of age to get a learner's permit and 16 years of age plus 6 months in order to get a permanent license.

***Where do I apply for an Orlando driver's license?***

You apply at the local branch of the Orlando Department of Motor Vehicles (DMV). Visit the DMV website at <http://dmvflorida.org/orlando-dmv.shtml> for the DMV office nearest your home and their hours of operation.

***What do I do first?***

Get a copy of the Orlando Driver Manual. The DMV provides copies for free. You can print out an electronic version by going to the DMV website at <http://dmvflorida.org/orlando-dmv.shtml>.

The driver manual has information about traffic laws, traffic signs, and other regulations that affect driving and owning a car in Orlando. When you apply for a license, you must take a written test. To pass the written test, you have to know the information in the driver manual. After you have studied and understand the rules in the manual, you are ready to take the written test.

***When I am ready for the written test, what do I have to take to the DMV?***

When you have studied the Orlando Driver Manual thoroughly, take the following items to the DMV:

- 1. Primary Document:**  
Valid Passport with Visa information and I-94 card attached.
- 2. Secondary Documents:**  
**At least two of the following items:**
  - Student ID card
  - Bank statement with name
  - Insurance card with name
  - Major credit or debit card
- 3. Proof of a mailing address in Orlando**
  - Bank statement that shows name and mailing address
  - Utility bill for mailing address
  - Credit card bill for mailing address

#### **4. Your social security card (with social security number).**

If you are eligible for a social security number, then you cannot apply for a driver's license until you have your social security card. The Student Services Coordinator can help you determine whether you are eligible for a social security number, and can explain what you have to do to get that number. You get your social security number from the Social Security Administration, not from the DMV.

If you are not eligible to receive a social security number, you do not need the social security card. You must explain to THE DMV staff that you are not eligible for a social security number. The DMV will use the number on your I-94 card instead.

#### ***What will happen at the DMV?***

You will take a number and wait. It is usually faster to go in the middle of the month, rather than in the first or last week of the month when the office can be very busy. When your number is called, a staff member will look over your documents. If you do not need to have a social security number, the DMV will send copies of some of the documents to the office in Orlando for verification. If you have brought all the documents you need, you will then take a written test that requires you to answer fifty questions. Each question will provide four possible answers; you must select the correct one.

If you pass the written test, then you will take a vision test. If you need to wear glasses or contact lenses to pass the vision test, then your license will require that you wear these whenever you are driving.

If you have a social security number and have completed all the steps, THE DMV will issue the learner's permit. You will be charged \$9 for this permit. If you do not need to have a social security number, the DMV will send your documents and test results to the office in Orlando. You will receive a notice when you may go to get your learner's permit.

#### ***What do I do with a Learner's Permit?***

The learner's permits allow you to drive a car as long as an adult, 21 years or older, with a permanent (not foreign) driver's license, is in the front seat of the car with you.

I have obtained my learner's permit. When can I get my license?

You must wait for 60 days after you get your learner's permit before you can apply for your permanent license.

After 60 days, if you have a social security number, then you can return to the DMV with your documents and apply for a road test.

If you do not need to have a social security number:

You will get a notice mailed to you. The notice will tell you whether the documents you submitted for the learner's permit have been accepted. If they have not been accepted, you should follow the directions in the letter.

If 60 days have passed and if you have received a notice that your documents are acceptable and if you are ready to take a road test to show how well you drive, then go to the DMV again and apply to get your permanent license. They will follow the same procedure that you followed when you received your learner's permit. You will take another written test. When staff have verified and approved your documents for a permanent license, THE DMV will send you a notice. You must have this notice before you can get your license.

When you have the notice and when you have waited 60 days, go back to the DMV and make an appointment for a driving test. Usually, you cannot get an appointment for the same day, so you will have to come back another day.

***What does one do for a driving test?***

Go to THE DMV at your appointment time. Be on time or you may have to make another appointment. You must have a car with a valid license plate to drive for the test (THE DMV does not provide a vehicle for the test). An official licensed driving examiner will sit in the passenger seat for the test. He or she will ask you to drive and tell you in which direction to go, where to turn, park, etc. The examiner will decide if you can handle the car safely (including parking), and if you know and obey driving rules. If you violate even one driving rule, you will fail the test. The driver manual describes this test. The driving test usually lasts for only 10 to 15 minutes.

If you pass the driver's test, the DMV will photograph you and collect some additional information, and a staff member will prepare your license. You can leave with your valid Orlando driver's license.

**Other Rules of the Road**

***Can I buy a car?***

You can buy a car if you have the money. If you have a permanent driver's license, and buy your car from a car dealer, the car dealer will give you a temporary license plate. That plate is good for a maximum of 30 days. You must register the car to get a new plate before the 30 days expires.

You must also show proof of automobile insurance coverage. It is against the law to drive a car without having insurance. Check the Internet under automobile insurance.

You will find many companies and the types of insurance they offer. Contact the company of your choice to give them all the necessary information about your car.

When you have done all of the above, go to the DMV. Be sure to bring:

**Bill of Sale:**

This is a receipt that the car dealer gives you when you pay for the car.

**Title and Registration Card:**

When you buy a car, the dealer sends information to THE DMV in Orlando.

They send you title to the car as well as a registration card. If you have financed the car through a local bank, the title to the car will go to the lending institution, not to you. However, you will have a registration card.

**Proof of Auto Insurance:**

You must have an auto insurance card or letter to verify that you have coverage on your automobile.

**Social Security Card:**

If you do not have a social security card, take all your immigration documents including your passport and I-94.

When you get to THE DMV, take a number and when you are called, tell the staff member that you want to get a license plate (the same thing as registering a car). They will review your documents. You will have to pay a fee usually between \$25 and \$1000 – depending on the price you pay for your car and the model year of the car.

***What if I need to rent a car for just a few days?***

If you do not plan to buy a car and would like to have one for just a few days to go somewhere, you need to contact a car rental agency. As long as you can prove that you are a full-time student, are at least 25 years or older, and have a valid US or foreign driver's license with a picture ID, you are usually eligible to rent a car. You must purchase full automobile coverage for the vehicle either from an insurance agent, or from the car rental agency from whom you have rented the car. \* Most major car rental companies are located at the Orlando International Airport. The following car rental companies are also located near Internexus Orlando:

- Hertz Rent a Car  
139 S Orange Ave  
Orlando, FL 32801  
(407) 730-8940
- Avis Car Rental  
306 N Rosalind Ave  
Orlando, FL 32801  
(407) 245-8059

***Can I lease a car for the whole time I am here?***

Yes. If you are going to need a car for several months or even a year or more, but do not want to buy one, you can lease an automobile from a new car dealership. You will have to bring a letter from Internexus Orlando saying you are a full time student, your I-20 indicating your anticipated length of stay here at Internexus Orlando, and your valid US or foreign driver's license showing your picture ID. You will also have to purchase full coverage insurance on the car you intend to lease.\*

**\*Note:** The information given is general. Different rental agencies and car dealerships may have other requirements. Be sure to call and check with them once you have decided on which agency or dealership you would like to rent or lease from.

**Final Notes:**

If you lose your learner's permit, then you must start from the very beginning and bring in all your documents again.

If you lose your permanent license, you must start all over again with the learner's permit.

If your license or permit is taken from you by a police officer, then you may have to wait awhile before being allowed to reapply. Again, you would start with the necessary documentation for a learner's permit.

If you need more information, go to the DMV website at: <http://dmvflorida.org/orlando-dmv.shtml>

**Social Security Number:**

You do not need a social security number to buy a car or to drive a car. However, you must have a letter from the Social Security office waiving this requirement. You need a letter from Internexus to the Social Security office in order to get this waiver. Talk to the Administrative Assistant if you need this letter.

- Social Security Office address is: 5520 Gatlin Ave #101, Orlando, FL 32812

- Social Security Administration website is: [www.socialsecurity.gov](http://www.socialsecurity.gov)

**Telephone Cards:**

You will probably not need telephone cards unless you are a very short-stay student. You can use your cell phone to make calls. If you do need a telephone card, you may purchase them at most retail stores, such as Wal-Mart or Publix.

**Fax Machine:**

You may ask the Administrative Assistant if you need to use a fax machine. There is a machine in the Internexus office. There is a nominal charge for using the fax machine.

**1<sup>st</sup> page: \$1.00**

**2<sup>nd</sup> page or more: \$0.50/page**

**Library:**

You have access to the main Orlando Public Library or one of the branches near your home.

- Orlando Main Public Library address is: 101 E Central Blvd  
Orlando, FL 32801
- OMPL phone number is: (407) 835-7323
- OMPL website is: [www.ocls.info](http://www.ocls.info)

## 15. Internexus Neighborhood Information

**Local Entertainment:** There are many fun things to do in the Internexus neighborhood. Speak with our Student Services Coordinator for information on visiting Disney World, Universal Theme Parks, Sea World, LegoLand, or one of the many other world-class attractions in Orlando. To discover more attractions and activities, go to [visitorlando.com](http://visitorlando.com)

**Shopping:** Orlando has many shopping opportunities. There are 2 malls very near Internexus Orlando. They are:

Florida Mall	8001 Orange Blossom Trail Orlando, FL 32809
International Premium Outlets	4951 International Dr Orlando, FL 32819

For more shopping opportunities, visit the website, [visitorlando.com](http://visitorlando.com)

**Food:** There are dozens of great places to eat right outside the school building. Talk to our Student Services Coordinator about great places to eat that match your tastes and dietary restrictions. Visit <http://www.downtownorlando.com/life/dining> for a list of great places right by Internexus Orlando.

**Radio Stations:** In Orlando, you can listen to a wide variety of radio stations. Visit <http://orlando.about.com/od/media/a/orlandoradio.htm> for a list of the top radio stations.

**Measurements:** The United States does not use the metric system. However, you can easily find conversion information between the metric and imperial (used in the U.S.) measurements on the Internet. Most Americans only know the imperial system, but are familiar with:

- 1 inch = 2.54 centimeters
- 1 mile = 1.6 kilometers
- 1 pound = .45 grams
- 1 gallon = 3.7 liters

You also will need to recognize the imperial system as used in the US:

- 12 inches = 1 foot
- 3 feet = 1 yard
- 16 ounces = 1 pound
- 4 quarts = 1 gallon
- Temperature is measure in Fahrenheit degrees. 32 = Freezing (0 Celsius)

You can find easy conversion apps for your phone or go to the website: [www.metric-conversion.org](http://www.metric-conversion.org)

The staff of Internexus Orlando in Orlando welcomes you to our Center. *Your* goal here is to learn English well and *our* goal is to help you to do so. If you have any questions, concerns, or problems for us, please let us know.

If you have suggestions on how we can improve the services we offer, please let us know this, too!

Orlando and Internexus will be your home for the next few weeks or months. We want you to be comfortable in your new home. When you leave us to return to your country, or to go to university, we want you to have good memories of your stay with us.

**Help us to help you be a success in learning English!**