

# Student Handbook

Edwina Educational Services  
Erbil





## EDWINA EDUCATIONAL SERVICES (EES) MISSION

The mission of Edwina Educational Services is to provide quality, innovative, and lifelong learning opportunities.

### EES Mission Statement

EES has a mission to provide English programs of the highest quality to local and international students, empowering students to be global citizens and community leaders. We strive to create both valuable and memorable experiences for our students in Erbil by providing the perfect environment for rapid language improvement assisted by a professional team of teachers to meet our students' needs and expectations. EES will continuously provide assistance as well as guidance to new, former and prospective students.

### Vision

To be regionally and internationally recognized for presenting standard of excellence in English language courses that are qualified with quality as well as becoming students' number one choice.



## Goals

### Goal 1:

Edwina educational services (EES) will ensure that all programs are administered with excellence, responsiveness and integrity. The program will

- ensure quality in program administration, program curricula, teaching, and student services;
  - maintain compliance with the highest professional standards;
  - develop and support collaborative teaching curricula;
    - support faculty and staff development;
  - develop new programs and courses that meet students' needs;
- distribute student brochures that provide full disclosure of program descriptions, costs, and calendars;
- distribute faculty, staff, and student handbooks that provide full disclosure of all policies.

### Goal 2:

The program will

- serve as a resource for the internationalization of teaching, research and professional development,
  - prepare students for graduate and undergraduate degree programs
    - facilitate classroom visits

### Goal 3:

EES will maintain an administrative office and classroom environment that is positive, caring, service oriented and friendly where all faculty, staff, students, and sponsors feel welcome.



## Aims

Edwina Educational Services will provide ESL students with

- quality academic English language instruction;
- student-centered classroom instruction and activities;
- advising to help learners successfully reach their academic or professional goals;
- leadership in the areas of intercultural understanding and cooperation
- services related to admission, counseling, academic life, and the general success of students attending EES

## Program

To uphold the CEA Standards for English Language Programs and Institutions. CEA is recognized by the U.S. Secretary of Education as a national accrediting agency. For further information about this accreditation and standard, please contact the Commission on English Language Program

Accreditation, 1001 N. Fairfax Street, Suite 630, Alexandria, VA 22314, (703) 665-3400,  
[www.cea-accredit.org](http://www.cea-accredit.org)

## Nondiscrimination

In the common pursuit of excellence and equity in education, EES serves students from many nations, races, and creeds.

there will not be differences in the treatment of students because of race, color, national origin, religion, age, gender,

veteran status, or disability; and that access to facilities and equal opportunity will be available to all.



## Disclaimer

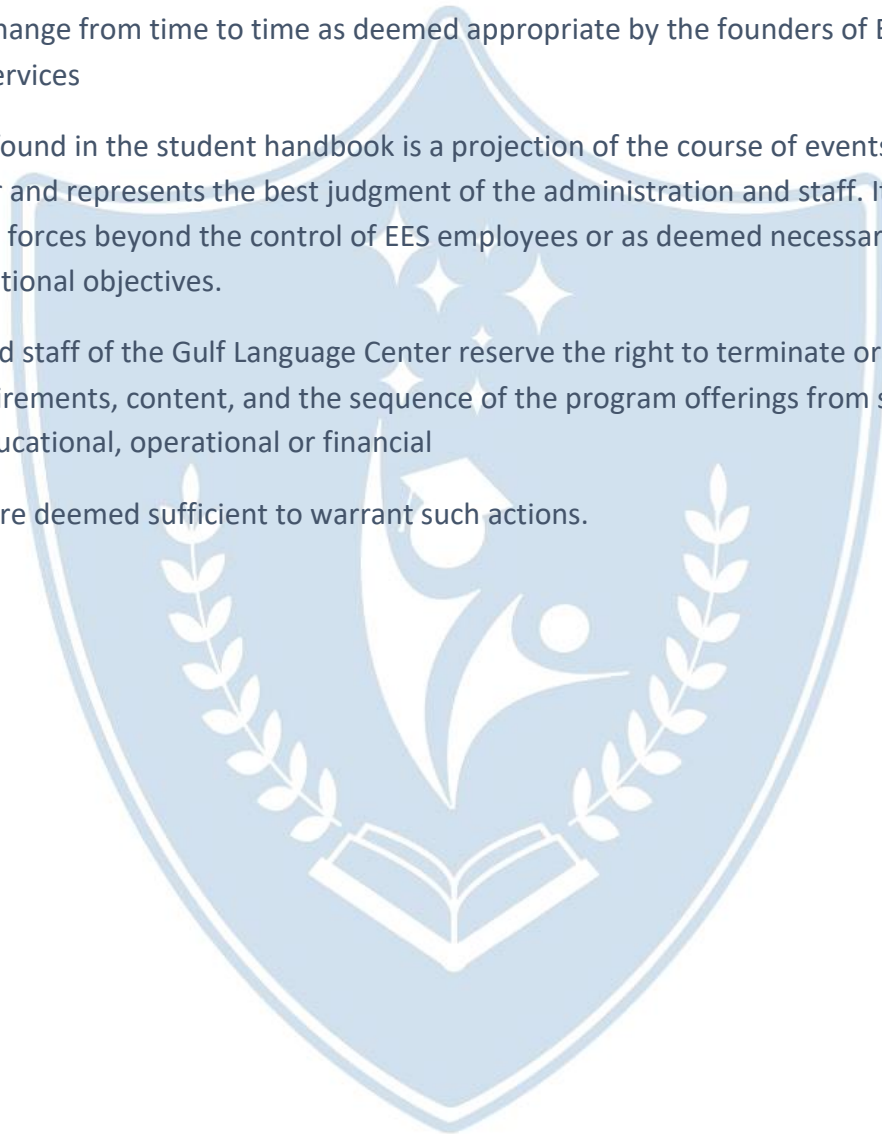
The content of this document is provided for the information of the student. It is accurate at the time of printing but

is subject to change from time to time as deemed appropriate by the founders of Edwina Educational Services

The calendar found in the student handbook is a projection of the course of events for the academic year and represents the best judgment of the administration and staff. It is subject to change due to forces beyond the control of EES employees or as deemed necessary by the staff to fulfill educational objectives.

The faculty and staff of the Gulf Language Center reserve the right to terminate or modify program requirements, content, and the sequence of the program offerings from session to session for educational, operational or financial

reasons that are deemed sufficient to warrant such actions.





## All New Students

- EES does not have an age restriction.
- New students have the right to attend a current class before registering for the new upcoming class.
  - Class sit in is **15- 30 min** depending on the instructor

### Applicants must:

1. Pay Application Fee of **\$50.00 USD** local or international.
2. When new students arrive to register at EES, they will take a placement test. Their scores on the placement test are used to place them in the appropriate level.
3. On the first day of each class, students will take a diagnostic test to make sure they were placed in the correct level. New students will only be moved to another level if their instructor recommends it.

### Returning Students

Returning students advance through levels based on fulfillment of learning outcomes in each course. Instructors will monitor academic achievement through progress tests, essay writing, presentations, and class assignments. Students must fulfill the learning outcomes for a course at 60% or higher in order to advance to the next level



## Cancellation and Refund Policy

1. Application fee of **25\$** is non-refundable.
2. A student must inform the admission office in writing to start the refund process.
3. If a course is cancelled before it starts, a full refund of tuition, registration, and material fees will be issued within thirty **(30) days** of the date of cancellation only the **25\$ fee** will be charged.
5. A student does not qualify for a refund if the student is dismissed due to violation of the institutions written disciplinary and/or attendance policies.

### 6. Refund Policy: Resident Students

#### Refund Policy (8-Week Session)

A student can post pone their class if they notify administration within one week.

A student can only postpone for one term

### Missed assignments

Students who are absent are required to make up any work missed. Students who are absent for an instructor's test or who had previously assigned work to submit will be governed by that instructor's make-up policies as stated in the instructor's syllabus. **A fee of 15\$** may be applicable for any makeup test

- Visitors

Only officially enrolled students may attend classes. Visitors (including relatives/friends/spouses) can neither accompany students to nor visit classes.



# STUDENT ATTENDANCE

## Class Attendance

Regular class attendance is an EES course requirement. Any student whose class attendance rate drops below a projected **75%** (overall percentage for the course) at any time during the course may lose the chance in obtaining a certificate.

Students must communicate promptly with their instructor(s) whenever they miss a class or if their course status changes.

The EEC Assistant Director and administrative department will be informed if at any time during the course a student who is required to take an EES course has a class attendance rate that drops below a projected **75%** for the semester.

A student will be removed

- s/he officially withdraws after **4 days of the course with no money back**
- s/he stops attending after the starting of the course and does not respond to two communication attempts by the instructor to verify her/his enrollment status
  - Phone call attempt 1: after 1 week of absences
- Phone call attempt 2: when the student cannot achieve 75% for the semester with any additional absence

## Class Absence

At EES, class attendance and punctuality are very important. All students should do their best to avoid unnecessary absence from class. If special circumstances prevent you from arriving at class on time, you should discuss the difficulty with your teacher (in advance if possible).

If you must miss class due to illness or injury, inform your instructor promptly. If the situation is recurring, you should discuss it with the Education Director, Amin Gentel

([director@edwina.ac](mailto:director@edwina.ac)).





### Unofficial Withdrawal

Students who unofficially withdraw from classes may be unable to enroll in EES courses in future semesters.

Other Matters If at any time during the semester the student wishes to discuss class procedure, schedule, grades, or any class situation, contact the instructor during regularly scheduled office hours or via email.

Any issue that cannot be resolved directly with the instructor should be referred to the EES administration (office number 0750-222-0999):  
or Amin Gental ([director@edwina.ac](mailto:director@edwina.ac)), Director of Studies.

### Program of study

The EES schedules 22 hours per week of face-to-face classroom instruction. EES students are also expected to practice and study outside the classroom. For every 1 hour of classroom instruction, ELI students should spend at least one hour outside of class on homework. For example, if a student has 4 hours of class instruction, he or she should study outside of class for at least 2 hours.

### Class size

Enrollment is limited to **fourteen (14) students per class**. If there are fewer than eight (8) students for any level, **EES may choose to cancel/postpone classes for that level**.



## 3-year plan

### GENERAL ENGLISH PROGRAM: 2019-2020

#### Fall: 2019

Beginning and End Dates August 18, 2019 – December 14, 2019  
August 12 - 16, 2019 Registration for Returning and New Students  
August 19, 2019 Classes Start  
August 19, 2019 Orientation for New Students  
September 2, 2019 Labor Day Holiday  
October 11, 2019 Classes End  
October 14 - 18, 2019 Fall Break  
November 22 - 23, 2019 Thanksgiving Break  
December 14, 2019 Classes End  
December 16, 2019 - January 10, 2020 Winter Break

#### Fall 2: 2019

Beginning and End Dates October 22, 2019 - December 14, 2019  
October 14 - 18, 2019 Registration for Returning and New Students  
October 21, 2019 Classes Start  
October 21, 2019 Orientation for New Students  
October 21 - 23, 2019 Late Registration (\$150.00 Late Registration fee)  
November 22 - 23, 2019 Thanksgiving Break  
December 14, 2019 Classes End  
December 16, 2019 - January 17, 2020 Winter Break

#### Spring: 2020

Beginning and End Dates January 21, 2020 – May 15, 2020  
December 16, 2019 - January 17, 2020 Registration for Returning and New Students  
January 20, 2020 Martin Luther King Jr. Day  
January 21, 2020 Classes Start  
January 21, 2020 Orientation for New Students  
January 21 - 24, 2020 Late Registration (\$150.00 Late Registration fee)  
March 16-20, 2020 Spring Break  
April 10, 2020 Good Friday  
May 15, 2020 Classes End  
May 18 - 22, 2020 Summer Break



## Spring 2: 2020

Beginning and End Dates March 23, 2020 - May 15, 2020  
March 16-20, 2020 Registration for Returning and New Students  
March 23, 2020 Classes Start  
March 23, 2020 Orientation for New Students  
March 23 - 27, 2020 Late Registration (\$150.00 Late Registration fee)  
April 10, 2020 Good Friday  
May 15, 2020 Classes End  
May 18 - 22, 2020 Summer Break  
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GENERAL ENGLISH PROGRAM: 2020-2021

## Fall: 2020

Beginning and End Dates August 24, 2020 – December 18, 2020  
August 17 - 21, 2020 Registration for Returning and New Students  
August 24, 2020 Classes Start  
August 24, 2020 Orientation for New Students  
August 24 - 29, 2020 Late Registration (\$150.00 Late Registration fee)  
September 7, 2020 Labor Day Holiday  
October 19 - 23, 2020 Fall Break  
November 26 - 27, 2020 Thanksgiving Break  
December 18, 2020 Classes End  
December 21, 2020 - January 15, 2021 Winter Break

## Fall 2: 2020

Beginning and End Dates October 26, 2020 - December 18, 2020  
October 19 - 23, 2020 Registration for Returning and New Students  
October 26, 2020 Classes Start  
October 26, 2020 Orientation for New Students  
October 26 – 30, 2020 Late Registration (\$150.00 Late Registration fee)  
November 26 - 27, 2020 Thanksgiving Break



December 18, 2020 Classes End  
December 21, 2020 - January 15, 2021 Winter Break

## Spring: 2021

Beginning and End Dates January 19, 2021 – May 14, 2021  
December 16, 2020 - January 17, 2021 Registration for Returning and New Students  
January 18, 2021 Martin Luther King Jr. Day  
January 19, 2021 Classes Start  
January 19, 2021 Orientation for New Students  
January 19 - 22, 2021 Late Registration (\$150.00 Late Registration fee)  
March 15 - 19, 2021 Spring Break  
April 2, 2021 Good Friday  
May 14, 2021 Classes End  
May 17 - 21, 2021 Summer Break

## Spring 2: 2021

Beginning and End Dates March 22, 2021 - May 14, 2021  
March 15 - 19, 2021 Registration for Returning and New Students  
March 22, 2021 Classes Start  
March 22, 2021 Orientation for New Students  
March 22 - 26, 2021 Late Registration (\$150.00 Late Registration fee)  
April 2, 2021 Good Friday  
May 14, 2021 Classes End  
May 17 - 21, 2021 Summer Break  
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GENERAL ENGLISH PROGRAM: 2021-2022



## Fall: 2021

Beginning and End Dates August 23, 2021 – December 17, 2021  
August 16 - 20, 2021 Registration for Returning and New Students  
August 23, 2021 Classes Start  
August 23, 2021 Orientation for New Students  
August 23 - 27, 2021 Late Registration (\$150.00 Late Registration fee)  
September 6, 2021 Labor Day Holiday  
October 18 - 22, 2021 Fall Break  
November 26 - 22, 2021 Thanksgiving Break  
December 7, 2021 Classes End  
December 20, 2021 - January 14, 2022 Winter Break

## Fall 2: 2021

Beginning and End Dates October 25, 2021 - December 17, 2021  
October 18 - 22, 2021 Registration for Returning and New Students  
October 25, 2021 Classes Start  
October 25, 2021 Orientation for New Students  
October 25 – 29, 2021 Late Registration (\$150.00 Late Registration fee)  
November 25 - 26, 2021 Thanksgiving Break  
December 17, 2021 Classes End  
December 20, 2021 - January 14, 2022 Winter Break

## Spring: 2022

Beginning and End Dates January 18, 2022 – May 13, 2022  
December 20, 2021 - January 14, 2022 Registration for Returning and New Students  
January 17, 2022 Martin Luther King Jr. Day  
January 18, 2022 Classes Start  
January 18, 2022 Orientation for New Students  
January 18 - 21, 2022 Late Registration (\$150.00 Late Registration fee)  
March 14 - 18, 2022 Spring Break  
April 15, 2022 Good Friday  
May 13, 2022 Classes End  
May 16 - 20, 2022 Summer Break



## Spring 2: 2022

Beginning and End Dates March 21, 2022 - May 13, 2022

March 14 - 18, 2022 Registration for Returning and New Students

March 21, 2022 Classes Start

March 21, 2022 Orientation for New Students

March 21 - 25, 2022 Late Registration (\$150.00 Late Registration fee)

April 15, 2022 Good Friday

May 13, 2022 Classes End



