

Applied Language Institute



Student Handbook

**last updated in March 2024*

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General Information

ALI Mission Statement

The Institute's mission is to offer comprehensive English to Speakers of Other Languages (ESOL) instruction for academic, personal, or professional purposes as well as language acquisition and cross-cultural classes and seminars. In addition, the Institute aims to provide students with an understanding of U.S. cultures and values, particularly within the educational environment, while acknowledging and valuing students' own cultures and languages.

About the ALI

The Applied Language Institute (ALI) is the English to Speakers of Other Languages (ESOL) program for the University of Missouri-Kansas City (UMKC). It's a language program that feels like family and shows you the real heart of America! Whether studies are for personal, academic, or professional purposes, these classes are designed for success in English fluency and for your cultural enrichment.

Our Intensive English program offers 20-25 hours of instruction per week. The teaching and administrative staff are friendly, supportive, and understanding of the needs of international students in the United States. All have studied another language and have lived abroad, so they know what it's like to be somewhere completely different from home.



ALI Administrative Staff

Assistant Dean:	Jeremy Slogoski, Ph.D.	816-235-5399
Associate Director:	Adam Shoemaker	816-235-5436
Business Support Specialist:	Symaria Fisher	816-235-5435
Student Support Specialist:	Chelsey Butts	816-235-5405

ALI Website

<https://info.umkc.edu/ali/>

Important Phone Numbers

UMKC – Main Number	816-235-1000
ALI Main Office	816-235-1233
ISAO	816-235-1113
Campus Police	816-235-1515
Police Emergency	911
Information Services (IT Help)	816-235-2000

Academic Calendar

ALI Semester Calendar: <https://info.umkc.edu/ali/welcome/news-and-events/>

UMKC Academic Calendar: <https://www.umkc.edu/calendar/>

Email/UserID

You will receive instructions on how to set up your online accounts/passwords in your admission packet. You will also receive email instructions a few weeks before your arrival. If you have trouble, contact the ALI for assistance. Please check your UMKC email daily to ensure that you receive necessary communications from instructors, the ALI, ISAO, and UMKC.

Canvas

Canvas is a cloud-based Learning Management System that provides an online space where instructors can communicate with students, post assignments and readings, and keep students informed about their grades. Canvas can be easily accessed from the UMKC home web page or by going to <https://online.umkc.edu/lms/>

For Canvas technology support, contact UMKC Instructional Technology:

Phone: 816-235-6700

Email: its@umkc.edu

Website: <https://online.umkc.edu/>

Campus ID/UMKC One Card

To obtain a campus ID, also known as One Card, please go to the Student Union Room 327. You will need a valid government issued photo ID (such as your passport) and your UMKC student ID number.

Acronym Guide

UMKC	University of Missouri – Kansas City
ALI	Applied Language Institute
ISAO	International Student Affairs Office
ESOL	English to Speakers of Other Languages
GPA	Grade Point Average

Pathway (Understanding Holds)

Pathway is the UMKC online system for enrolling in classes and many other important services. You can also view Holds that might prevent you from enrolling by logging in to your Pathway account:

ISAO Holds

ISA	International Student Affairs	ISAO Check-In
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You must finish immigration check-in. Contact ISAO. **No registering for classes allowed until check-in is complete.**

ISA	International Student Affairs	I20	KC
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Every student with an F-1 visa has an I-20 hold, which **prevents registration for the semester after your I-20 expires.**

Effective Period	
Start Term	4735 SS2019
Start Date	01/18/2019

You can see the start term of the hold by clicking on it. If you extend your I-20, ISAO will move the start term to allow registration.

ISA	International Student Affairs	ALI English Evaluation
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New student who is required to take English placement exam. **No registering for classes allowed until test is taken.**

UMKC Holds

ENA	EConsent No Answer	No Response
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New student who needs to set-up their Pathway account and finish E-Consent *including Statement of Financial Responsibility (SFR). * **No registering for classes allowed until SFR is complete.**

Cashier's Holds

C02	30 Days Past Due	Past Due
C11	Past Due - Stop Registration	Past Due
C12	No Charging Privileges	Past Term Balance
C13	Cashier-No Enrollment Allowed	Prior Term Balance w/o RA
C43	Outstanding Balance	Outstanding Balance with UMKC

Payment is still owed to the Cashier's. Contact Cashier's Office. **No registering for classes allowed until your bill is paid.**

ALI Holds

<u>ALI</u>	Applied Language Institute	No Academic Classes
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Current ALI student who has not completed the English requirements. **Prevents enrollment in academic classes.** ALI removes hold and replaces with "IAL" hold (see below) when student finishes required English classes.

<u>IES</u>	ESL & Academic Course	Cond Admt ESL & Acad Crse
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Conditionally admitted student who has finished some of their required English classes but not all. **Allows simultaneous enrollment in ESOL and academic classes.**

<u>IAL</u>	ALI Released	Cond Adt Clrd enrl in acad crs
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Student has completed all English requirements. **Cleared from ESOL to enroll in all academic classes.** Positive service indicator.

Pathway can be accessed at <https://umkc.umsystem.edu/>

More information about Pathway can be found at: <http://www.umkc.edu/registrar/pathway.asp>

Educational System Differences

Most university classrooms in the United States use a “Learner-Centered” approach to teaching. However, many universities around the world use a “Teacher-Centered” approach. The educational system in your home country may be very different from that of the United States.

This table shows some of the differences. The “Learner-Centered” approach in the last column is common in the United States.

ASPECT	Teacher-Centered Approach	Learner-Centered Approach
Teaching method	Lecture	Lecture, discussion in large and small groups
Teacher’s role in classroom	Be the source of knowledge	Present course material; engage students
Student’s role in classroom	Listen to lecture; take notes, read assigned texts; memorize content	Listen; take notes; read; think critically about content; express understanding of material in the classroom; participate in classroom discussion
Learning method	Teacher imparts knowledge to students	Interactive between teacher and student
Evaluation method	Written and spoken exams	Written and spoken exams; presentations; class participation; papers; quizzes; individual or group projects; classmate’s evaluations

Class Participation

- Your opinion matters -- share your knowledge
- Speak directly and confidently
- Be prepared – with readings, personal stories, and experiences
- It’s okay to disagree with the teacher – do it politely

Course Syllabi

What is a Syllabus

A syllabus is an outline and plan of topics to be covered throughout your class during that semester.

How to Use a Syllabus

You can use the syllabus to find important, specific information, such as:

- How, when, and where to contact the teacher
- A schedule of test dates and dates that assignments are due
- The course description

- The grading policy
- The classroom rules
- The university rules
- Expected student outcomes
- Required textbook(s)

Classroom Etiquette

Values Americans Live By, by L. Robert Kohls (1984)

All individuals are different, but these 13 core values below, originally stated by L. Robert Kohls, are very common in U.S. cultures:

1. *Personal Control Over the Environment* - We believe we have the right to alter nature for our own purposes and to use control over the natural world to the level we are able; fate is in our hands.
2. *Change is good* - Change is good and is associated with progress and improvement and is considered important to development.
3. *Time & Its Control is important* - Time is considered an important service and needs to be used wisely, leading to emphasis on time management and obeying to schedules.
4. *Equality & Fairness* - There is a central belief in the basic equality of opportunity for human beings and equal protection under the law, as well as equal social treatment.
5. *Individualism & Privacy* - Each person is considered a unique individual and a high value is placed on personal style and action. Privacy is valued as necessary time to oneself and is often carefully protected.
6. *Self-help* - Success is based upon what one does for oneself and getting ahead requires individual effort.
7. *Competition & Free Creativity* - Competition is viewed as natural and positive and free enterprise is the preferred economic system to help this process.
8. *Future Direction* - Belief that “the best is yet to come” makes Americans focus on the future rather than the past or present; we generally have happy beliefs.
9. *Action/Work Participation* - Active participation and planning is seen as useful. “Don’t just stand there, do something” is a basic American attitude. One’s identity is created from what one does for a living. Busy is good.
10. *Informality* - Importance is on a casual approach to many things including social interactions, clothes, and communication styles.
11. *Directness, Openness, Honesty* - Honesty is thought to be proved by the amount of open and truthful discussion involved. Honesty relates to a certain directness and openness.

12. *Wisdom & Usefulness* - “What works” is valued, truthful assessments preferred to moral thoughts, and making things “better” and “faster” celebrated.

13. *Materialism* - Buying goods and services is a natural reward for hard work

Respect

It is important to show equal respect to all your instructors and to all your fellow students.

Attendance

Attendance is required, even if your teacher does not give you a grade for attendance. Attendance is useful to you, the student, as it will help you learn English. It is also a sign of respect for your teacher and for the other students. See more details of the ALI’s attendance policy below in the “ALI Policies” section.

Time in U.S. Culture

It is very important to be “on time” to class and appointments. Being “on time” to class means being in your seat with your books open and ready to learn at the time that class begins. In other words, you should arrive in class (or to appointments) a few minutes early.

Grades

- Grades are never negotiated
- Grades are earned, not given
- Each student earns grades individually – there is no competition among other students of grades or performance in a U.S. classroom
- Grades are based on each student’s individual performance and understanding of topic

See more details about grades in the “ALI Policies” section.

Academic Honesty and Plagiarism

Plagiarism means taking someone else's work and using it as yours without giving them proper credit. In your classes, you will learn the proper way to give credit for any ideas or words you borrow from another source. However, you must never take anyone else's words or ideas without making the original source clear. Also, students must complete their own work. It is never acceptable to have another individual do your work for you. It is a form of cheating.

It is expected that students will do their own work. Submitting work that is not entirely your own is not permitted and will result in a zero for that assignment or exam. Sharing your information with others (for example, allowing another student to copy your work) is also considered cheating and is not allowed. Individual words may be translated but using translation devices (such as but not limited to Google Translate) for phrases, sentences, or paragraphs is not allowed. Continued cheating or plagiarism may result in failing the course, being dropped from the course, suspended from the University, and possibly being expelled from the University.

Cheating includes but is not limited to unauthorized assistance from other people or electronics, using unauthorized materials (for example, an answer key or another student’s exam from a prior semester), or giving unauthorized assistance to others.

Plagiarism includes but is not limited to paraphrasing or quoting without full citation, unacknowledged use of materials (for example, a paper from the internet) or unacknowledged joint production of

materials (for example, more than one person writes a paper but only one name is listed or translation devices).

Communication

- In the U.S., writing is the preferred method of communication
- Email is best when communicating with your teacher
- Emails should be polite
- Teachers are available during their office hours
- Office hours are used for:
 - ✓ Talking to your teacher about an assignment or exams
 - ✓ One-on-one time to review classroom topics for more understanding
 - ✓ Questions

ALI Policies

Level Placement Procedures

Before enrolling in classes, new students are given a series of evaluations to determine English proficiency in Reading, Writing, Speaking and Listening. Based on these evaluations, students are placed in an appropriate level. **During the first week of class, students are further re-evaluated to ensure the accuracy of the placement.**

How to Appeal a Level Placement

Students are placed in a level based on placement tests or previous production in a previous semester, including all reading, writing, listening and speaking tests, demonstrated to several experienced English language professors that the student's English language ability was appropriate for the particular level. Students should consider that the first week or so of class usually begins with a review and will, thus, become more challenging as the semester develops. After understanding all of this, if the student still believes that he or she has been placed in too high or too low of a level, the student should speak to the instructor of the course *during the first week he or she attends class*. Please do this before or after class or during the instructor's office hours, not during class time.

The instructor will assess the student's proficiency during class to determine whether he or she has been placed appropriately. The determination is based solely on current English proficiency, not by grades in previous courses or a desire to enter academics quickly. If the instructor believes that the student belongs in another level, the instructor will speak with the student and the instructor of the other level, and the Academic Advisor to initiate the process of a level change.

Students may not retake the initial placement exams. Reassessment during the first week is a normal part of the placement process.

If, after discussing the issue of placement with the instructor, the student believes that he or she is still not in the proper level, the student may speak with the Associate Director, Adam Shoemaker.

Level changes are only considered if the student's skills are not the appropriate match for the level. Level changes are not made based on a preference for a higher level or a need to get into academics as soon as possible. If a student were to be placed in a level that does not match his or her English proficiency, it would only slow the process of language learning and make progress more difficult.

Attendance Policy

Students are expected to attend each session of each class for which they are registered. Full attendance includes arriving early enough for class to be at one's desk and prepared to participate when class begins.

Students are not graded on attendance; however, if a student does not come to class, he or she will miss assessments that *are* graded: assignments, tests, quizzes, and other in-class demonstrations of proficiency.

Missing these assessments will result in a lower grade. Some instructors will take a participation grade, so if a student does not come to class, then this grade will suffer.

Students are not penalized for excused absences, which include absences due to illness of the student, illness of an immediate family member for whom the student must care, death of an immediate family member, religious observance (where the nature of the observance prevents the student from being present during class), representation of UMKC in an official capacity, and other compelling circumstances beyond the student's control. Students seeking an excused absence must provide documentation upon request to substantiate the excuse.

If a student misses an assignment due to an excused absence, he or she should speak to the instructor about making up the missed assignment. It is the *student's* responsibility to make this request (and to complete the work in a reasonable amount of time), not the instructor's. Keep in mind that there may be some assessments (teacher observation of your performance during group work, for instance) that cannot be made up even with an excused absence.

Making Satisfactory Progress in Your Studies

If a student is planning to enter UMKC to study in a non-ESOL academic program, it is important to check with that department. Some departments require students to maintain a certain Grade Point Average (GPA). Failing to maintain the required GPA might prevent one from being accepted into a program of study.

Academic Probation and Dismissal

Policy for Students on a Letter Grading Basis

For students receiving letter grades (A, B, C, F), the ALI follows UMKC's policies and procedures for academic probation and ineligibility: <http://catalog.umkc.edu/undergraduate-academic-regulations-information/academic-standing/academic-probation-ineligibility/>

Policy for Students on a Credit/No Credit Basis

SACM (Saudi Arabia Cultural Mission) and Oman sponsored students receive Credit/No Credit grades for ALI courses, and therefore, do not generate a GPA. The ALI has an internal probation and dismissal policy to ensure these students make satisfactory progress:

1. If an ALI student is registered as credit/no credit fails two or more courses during an academic semester, the student will be placed on academic probation the following semester.
2. If a student is placed on academic probation, he or she must not fail the same two courses during the following academic semester.
3. Students who fail to meet the criteria as stated in #2 will be ineligible to re-enroll without permission of the College of Arts and Sciences Academic Standards Committee.

Assessment

How Progress is Monitored

During the semester, your instructors will give you a variety of assessments to determine your progress in learning English. These may include tests, quizzes, essays, presentations, group projects, and more. Your

instructor will evaluate your assessments and provide you feedback so that you can know how you are progressing in the course.

Homework and Attendance

Attending class regularly will lead to increase learning, which will result in better grades, but attendance itself is not graded. Your instructors may choose to evaluate and grade homework assignments, but students do not receive a grade simply for completing homework.

Grading Procedures

Grades are a measure of a student’s progress in learning the Outcomes in the course. Grades are based on direct measures of performance (see “Assessment” above) not indirect measures such as showing up for class or completing homework (though these are very important!). Because grades are measures of a student’s abilities, a student’s grade is used to determine whether he or she will be promoted to the next level or be able to exit the program (see Promotion to the Next Level). See your course syllabus for how your instructor will determine progress and performance for each class.

Grading Scale

Grade	Percentage	Meaning	GPA Points
A	93-100%	The highest grade	4.0
A-	90-92%		3.7
B+	87-89%		3.3
B	83-86%	Work of distinction	3.0
B-	80-82%		2.7
C+	77-79%		2.3
C	75-76%	Average work	2.0
F	0-74%	Failing without credit	0.0
NR	0-74%	Not Reported	0.0
CR	75-100%	Credit Received* (see description below)	No effect
NC	0-74%	No Credit Received* (see description below)	No effect
AT		Audit	No effect
W		Withdrawn	No effect
I		Incomplete** (see description below)	

“+” or “-” are given at the discretion of the instructor. There is NO “A+” in the College of Arts and Sciences.

“A” is the highest grade possible. **Students letter grades for ALI classes will be officially recorded and part of his or her total grade point average (GPA).**

Credit/No Credit Grades*

Only students sponsored by SACM and Oman are eligible to receive credit/no credit grades for ALI courses in the current semester he or she is sponsored. ***If a student becomes sponsored after completing a semester, he or she cannot retroactively apply the credit/no credit grading basis.***

Incomplete Grades**

An instructor may assign the grade of I (incomplete) to students who have been unable to complete the work of the course because of illness or serious reasons beyond their control. An incomplete grade is appropriate only when enough work in the course has been completed for students to finish the remaining work without re-enrolling in the course or attending additional classes. The work must be completed within one calendar year, or the incomplete grade will automatically change to an F. Students should not re-enroll in a class for which they earned an incomplete.

Promotion to the Next Level

To be promoted to the next level, a student must pass the current level with a C grade (75%) or higher. Students must pass **both** Grammar and Writing classes to move to the next level in these courses.

Failing and Repeating Courses

Students who do not pass a course with a C grade (75%) or higher must retake each course they failed until he or she receives a passing grade or until proficiency is evaluated to be above the level they failed.

Successfully Finishing the Program

When a student has passed all the level 4 classes (Reading & Vocabulary, Speaking & Listening, and Writing) with a grade of C (75%) or better, then he or she has successfully completed the ALI Intensive English Program.

How to Appeal a Grade

If a student believes they have received an incorrect or unfair grade for an assignment or for a course and wants to appeal it, the student must follow the following steps:

1. The student should first discuss the grade fully with the instructor of the course. For course grades, this must be done within **six weeks** after the beginning of the next regular academic semester (per UMKC policy).
2. **After talking with the instructor**, if the student feels that the issue is not resolved, he or she may discuss the grade with the Associate Director or the Academic Advisor.
3. If, after talking with one of these individuals, the issue is still not resolved, the instructor should make an appointment to speak with the Director of the Applied Language Institute.
4. If the issue is still not resolved, the student may appeal to the Dean of the College of Arts and Sciences (<https://cas.umkc.edu/wp-content/uploads/2017/03/CAS-Student-Grade-Appeal.docx>). This can only be done, though, if the issue is unfair treatment. You cannot appeal your grade to the Dean simply because you do not like your grade. The University defines unfair grading as any of the following:
 - The assignment of a grade to a particular student on some basis other than the performance in the course
 - The assignment of a grade to a particular student according to more exacting or demanding standards than were applied to other students in the course
 - The assignment of a grade by a substantial departure from the instructor's previously announced standards as stated on the course syllabus.

ALI Grades Day

On the last Friday of each semester, the ALI holds “ALI Grades Day”. **All ALI students are required to attend.** Students receive a grade day checklist, their attendance/completion certificate, and their grade report. Students go over the grade day checklist with their instructors, check their UMKC holds, and register for next semester with the Academic Advisor. *This is the last opportunity of the semester that students can speak directly with their teachers about their performance in class.*

Returning on Time for the Following Semester

The first week of class is very important. It is necessary that you arrive in the United States at least a few days *before* the semester begins so that you can be prepared for the first day of class. If you return late, you will miss the initial week of class, when instructors re-evaluate students' placement and consider requests to change a student's level. You will also not be allowed to make up any of the work of the classes that you missed.

Understanding Immigration Regulations

Immigration regulations can be very complex, but it is the *student's* responsibility to make sure that you understand and follow them. If you have any questions about immigration regulations, please contact ISAO.

How to File a Complaint

If a student has an issue with an individual at the ALI (student, faculty, or administrator), he or she must follow the following steps:

1. If the issue is related to discrimination or harassment, the student should bring the issue directly to the UMKC Office of Affirmative Action. If the issue is related to sex-based discrimination, including sexual harassment, sexual misconduct, stalking on the basis of sex, intimate partner/relationship violence, and sexual exploitation, the student should talk to UMKC Title IX Office (a part of the Title IX Office). Reports can be made online at <https://info.umkc.edu/title9/reportinganincident/how-to-report-an-incident/> or at in-person at:

UMKC Office of Affirmative Action
5115 Oak Street
212 Administrative Center
Kansas City, MO 64110
816-235-1323
2. For other complaints, the student should first speak with the staff member directly responsible for that issue if the student feels comfortable to do so.
 - a) For Homestay issues, speak with the Student Support Specialist
 - b) For class issues, speak with the instructor
 - c) For other academic issues, speak with the Academic Advisor

In any case where the student is not comfortable addressing an issue with the person involved, the Associate Director and/or Academic Advisor can mediate the discussion.

3. **After talking with the individual**, if the student feels that the issue is not resolved, he or she may meet with the Associate Director.
4. If, after talking with the Associate Director, the issue is still not resolved, the student should make an appointment to speak with the Director of the Applied Language Institute.
5. If the issue is still not resolved, the student may appeal to the Dean of the College of Arts and Sciences in writing.
6. If the issue is not resolved within the College of Arts and Sciences, the student can file a complaint with the Dean of Students: <https://info.umkc.edu/help/students>
7. If after exhausting all available institutional processes a student's complaint remains unresolved, the student may make a complaint to the Missouri Coordinating Board of Higher Education or the Higher Learning Commission

Tutoring

The ALI offers tutoring services to students who need additional English instruction or support.

1-1 Tutoring

A student may also enroll in the ALI's tutoring course, ALI 100. A student can take 1 or more credits of ALI 100, depending on how many hours of tutoring they need in a semester. If the student is interested in enrolling in this course, he or she should contact the Academic Advisor to discuss their availability and goals of the tutoring sessions. The Academic Advisor will find a tutor that best matches the student's schedule and needs.

Service-Learning Program

All full-time students (taking all three ALI classes) are required to complete three hours of community service each semester in the academic year. All J-1 students are required to complete six hours of community service each semester.

Different levels have different guidelines. These guidelines are listed below.

- Basic level – service not required but it is encouraged. Students can join the projects scheduled for the “Group Dates” in the “Month of Service” (November/April).
- Level 1 – students complete a group/class project with the assistance of their instructors. This can be done any time during the semester.
- Levels 2 and 3 – students can volunteer as a group or individual. This can be done any time during the semester. Two “Group Dates” will be scheduled and planned for the “Month of Service”. These students can join these projects.
- Level 4 – students should participate in a university-wide volunteer project, ISAO volunteer projects, or find a Roo Group planning a service project and join that group. The goal is to complete their service hours while beginning to integrate into the larger (non-ESL) university community.

Split level students should check with their instructors or the Student Support Specialist to learn which level they are for the purpose of Service Learning.

Proficiency Scale and Interpretation for ALI Levels

Level One (ALI 111, 112, 113, 114)

CEFR Proficiency: A1

Students who successfully complete the ALI's Level One courses will be able to read and comprehend sentence-level and short-paragraph descriptions of familiar situations and be able to communicate, orally and in writing, in areas of personal needs, immediate surroundings, and some social situations such as shopping, ordering food, and most other basic needs. Students completing level-one courses would meet ACTFL Intermediate-Low guidelines.

Level Two (ALI 121, 122, 123, 124)

CEFR Proficiency: Low A2

Students who successfully complete the ALI's Level Two courses will be able to read and comprehend clearly connected and organized texts, and students will be able to communicate in writing and orally in a variety of basic and social communicative needs, including participating in simple conversations on topics beyond most immediate needs. Students at this level develop a beginning competency in understanding texts written for a general audience. Students completing level-two courses would meet ACTFL Intermediate-Mid guidelines.

Level Three (ALI 131, 132, 133, 134)

CEFR Proficiency: High A2

Students who successfully complete the ALI's Level Three courses will be able to read and comprehend more extended texts with an ability to recognize main ideas and clear supporting ideas. Students begin expressing cohesiveness in multi-paragraph writing and can communicate orally in most social situations and, though with some difficulty, sustain a conversation related to a variety of social situations, and read a range of texts written for a general audience. Students completing level-three courses would meet ACTFL Intermediate-High guidelines.

Level Four (ALI 141, 142, 143, 144)

CEFR Proficiency: B1/Low B2

Students who successfully complete the ALI's Level Four courses will be able to communicate orally in almost all social situations in a highly interactive manner, read texts written to the general population at the post-secondary level, and meet college-level writing requirements. Students can employ various rhetorical styles in writing such as cause-and-effect, narration, and logical division. Students may be ready to begin academic work at the post-secondary (university/college) level upon completion of level four ALI courses. Students completing level-four courses would meet ACTFL Advanced guidelines.

Level Five (ALI 151, 152, 153, 154)

CEFR Proficiency: B2/C1

Students who successfully complete the ALI's Level Five courses will be ready to begin academic work at the graduate level with an ability to read on unfamiliar topics and comprehend more complex language, to write with greater coherency and detailed support of ideas, and with oral communication skills for handling more specialized areas of knowledge and discussion. Students completing level-five courses would meet ACTFL Advanced-Plus guidelines.

Housing

Housing Options

At UMKC there are a variety of housing options: homestay (staying with an American family), Residence Halls, On-Campus Apartments, and Off-Campus Housing. For more information, please visit the ALI Housing website at: <http://www.umkc.edu/ali/housing.asp>.

How the ALI Can Help

If you are interested in a homestay, please contact the Student Support Specialist at the Applied Language Institute. Phone: 816-235-1233. Email: ali@umkc.edu

How to File a Housing Complaint

The Student Support Specialist can help students with any issues related to the homestay program. For complaints, see “How to File a Complaint” section. Issues with general UMKC housing (dormitories and apartments) are not handled by the ALI, but by the Director of Residential Life. However, if a student needs assistance or advice in dealing with Residential Life, the Student Support Specialist is happy to help when possible.

Other Resources

Cashier's Office

The Cashier's Department is where payments are made for tuition and other fees. Their website (<http://www.umkc.edu/finadmin/cashiers/>) provides information about payment due dates, estimating fees, refunds, and many other financial issues. The Cashier's Department is in the Administrative Center at 5115 Oak Street. **Phone:** 816-235-1365






Childcare

The [Edgar L. & Rheta A. Berkley Child and Family Development Center](#) at UMKC is an early childhood school for children of students. Visit their website or call 816-235-2600 for information about tuition and enrollment. Be advised that there is often a waiting list for enrollment.

There are many other private childcare facilities in Kansas City. You can find them by searching the internet or talking with other students. The Applied Language Institute does NOT endorse or recommend any particular childcare facility.

Computer Labs

This is a list of the student general use computer labs and their locations. Please visit <http://www.umkc.edu/is/labs/hourslocations/> to view hours and locations.

Building	Room(s)	Computer #	Phone Number
Bloch School of Management 	110	16	(816) 235-5488
Health Sciences Building 	3304	30	(816) 235-6635
Miller Nichols Library 	2nd Floor	48	(816) 235-5307
Royall Hall 	303	42	(816) 235-5896
Student Union 	210	19	(816) 235-5489

Academic Advising

Students in need of academic advising should contact the ALI Academic Advisor.

Counseling Services

UMKC Counseling Services works to support the psychological health and wellbeing of students. A variety of *confidential* counseling services are available to students. (*Confidential* means that your visit to the counseling center and anything you say there will be private.) To make an appointment call 816-235-1635. For more information, visit <https://info.umkc.edu/counseling-services/>

Food (Where to Eat)

UMKC Dining Services provides food on campus (see <https://umkc.sodexomyway.com/>). Students can purchase a meal plan from UMKC Dining Services. For restaurants located near UMKC with reviews, visit: https://www.tripadvisor.com/RestaurantsNear-g44535-d7841242-University_of_Missouri_Kansas_City-Kansas_City_Missouri.html.

Health Insurance

All international students on an F-1, F-2 or J-1 visa are *required* to purchase UMKC health insurance as part of the enrollment and registration process unless they have a waiver from the University. For more information, see <http://info.umkc.edu/studenthealth/student-health-insurance/>.

ISAO

ISAO is the International Student Affairs Office. ISAO provides orientation and advising on immigration regulations and other issues of importance to international students. ISAO is located in the Student Success Center (5000 Holmes Street) on the Ground Floor (G-04) with an entrance on the North side of the building. Phone: 816-235-1113. Email: isao@umkc.edu. Web: <https://info.umkc.edu/ISAO/>

Library

The main UMKC library, the Miller-Nichols Library, provides access to books, magazines, journals, study areas, computer labs, and more. For more information on the Miller-Nichols and other UMKC Libraries please visit <https://library.umkc.edu/>

Parking

There is no free parking on campus day or night. To park on campus, permits may be ordered in the Parking Operations Office, 5115 Oak Street, Suite 221. See <https://www.umkc.edu/finadmin/parking/> for more information.

Student Health & Wellness Center

The Student Health and Wellness Center offers students a wide range of medical services. The Student Health and Wellness Center is located at 5110 Oak St., 2nd floor of the Brookside 51 building. Visit their website to make an appointment or walk-in clinic times are Tuesday and Thursday mornings 8:30am-noon. Website: <https://info.umkc.edu/studenthealth/>

Student ID / UMKC One Card

With your UMKC One Card (student ID), you can

- ride the KC metro buses for FREE
- print in campus libraries and computer labs
- eat at dining service locations
- check out materials at the campus library
- attend UMKC sporting events
- get discounts at local and national shops and movie theaters

Textbooks

The UMKC bookstore is in the Student Union building or online at <http://www.umkcbookstore.com/>. You will learn what books you need when you go to your first day of class. Instructors will tell you how to get your books.

Writing Studio

The UMKC Writing Studio provides free peer (other students) assistance with writing for students. The Writing Studio helps undergraduate and graduate students with any stage of their writing.

The Writing Studio accepts walk-ins (no appointment), or you can make an appointment in advance. 816-235-1146 or <https://www.umkc.edu/writingstudio/>

Disability Services

If you are a UMKC student with a documented disability, Student Disability Services can help you get the support you need to succeed. You will need to establish an Accommodation Plan:

1. Call 816-235-5696 and set up an appointment for an accommodation planning meeting. If you are a distance learning student we can set up an appointment to conduct the accommodation planning meeting over the phone.
2. Complete the Student Information form and bring it to your scheduled meeting. If you prefer, you may complete the form during the accommodation planning meeting.
3. Provide documentation of your disability from a qualified evaluator. Review our guidelines for appropriate documentation.

Further Assistance or Questions

If students have any further questions, they are always welcome to contact the ALI at 816-235-1233, via email at ali@umkc.edu, or visit our offices in person at 5301 Rockhill Road.