

Massachusetts International Academy (MAIA)
STUDENT HANDBOOK
2018-2019



280 Locke Drive
Marlborough, MA 01752
TEL: 508.229.6300
FAX: 508.229.6310

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Welcome to MAIA

Welcome to Massachusetts International Academy (MAIA), an innovative college preparatory school positioning students from overseas for success in United States' colleges and universities.

MAIA offers the safety, security, convenience, and sense of community of a residential campus. Student advisors provide supervision in the dormitory, and security personnel are on duty weekdays from 4pm to 8am and 24 hours a day on weekends. The campus is equipped with advanced technology, which both enhances classroom learning and also provides building security. Students live in either single or double rooms equipped with a private bathroom and study area(s). The facility has a cafeteria serving both American and International cuisine. For recreation, students can exercise in the campus fitness room; play on the basketball court, soccer field, volleyball court, tennis courts, and indoor badminton court; and engage in individual and team activities such as ping pong and billiards.

This handbook is meant to offer guidelines and guidance regarding daily life at MAIA. While it includes many of the rules and guidelines for behavior at MAIA, it is not meant to address every aspect of academic and residential life. It is important that all students use their common sense and good judgment in daily decisions. It is also important that students be mindful that teachers, students advisors, facilities, maintenance, housekeeping, and administration will work together to provide the safest environment possible for all students.

Mission Statement

The mission of Massachusetts International Academy is to increase students' English language proficiency, equip students with the skills needed for successful academic study, and teach students about American life and values to assist them in the acculturation process.

Vision

Massachusetts International Academy supports postsecondary English language learners in achieving college-level competency in speaking, listening, reading, and writing. The course of study is rigorous and relevant, focusing on the knowledge students must possess and the skills they must demonstrate to succeed in academic coursework. Courses are sequenced from beginner through intermediate to advanced levels, building on both skills and content knowledge.

As a residential school, Massachusetts International Academy also supports learning beyond the classroom through its extracurricular programs and events. Interactions with native English speakers, a structured residential program, and connections with the local community foster cultural awareness, sensitivity, initiative, and creativity encouraging students to be engaged participants in future academic study in the United States.

Academics

Student Placement Procedures

All students take initial placement tests upon entering the program to determine placement in suitable course levels.

All students at Massachusetts International Academy must take seven tests for their initial placements into the instructional program. Testing for all skills are done with a computer based test called iTEP. Students must also complete a writing placement test and a speaking and listening test in the form of an interview.

All students who have an English language test score requirement to matriculate to their university, and who do not have the required score, can request to take the TOEFL preparation class as an elective. They will therefore also take a TOEFL placement test unless they have an official score dated within 1 year. This placement assessment occurs at the beginning of each session for any new students arriving at MAIA. This is just to get information about their current level in each of the language skill areas.

Each placement test is outlined below.

Students' scores determine the classes in which they are initially placed. The reading class level is calculated by averaging the scores from the reading test, the vocab test and the grammar test. The listening/speaking class is calculated by averaging the interview score, the speaking test score and the listening test score. The writing class is determined by averaging the scores from the iTEP writing test, the MAIA writing placement test, the NVLT vocab test and the grammar test. No student can be placed in classes more than 1 level apart.

The elective class level is determined by taking an average of the three other class levels.

Below is an example of three students' test results and class schedule.

Placement

Student	Reading	Grammar	Writing iTEP	Writing MAIA	NLVT	Reading Level	Writing Level	Listening	Speaking iTEP	Speaking Interview	L/S Level
A	3.0	4.0	3.0	3	3	3	3	3.5	3.0	3	3
B	4.0	4.0	3.5	4	4	4	4	4.0	3.0	4	3
C	5.0	4.5	5.5	5	4	4	5	5.0	4.5	5	5

Student A is in Reading 3, Writing 3, Listening/Speaking 3, and Elective 3

Student B is in Reading 4, Writing 4, Listening/Speaking 3, and Elective 4

Student C is in Reading 4, Writing 5, Listening/Speaking 5, and Elective 5

Course Levels and Titles

Students are enrolled in four MAIA courses each session. The courses that students will take are the following: Reading, Writing, Listening/Speaking, and an elective. All courses are available in levels 1-6

Credit Courses

In addition to MAIA courses, qualified undergraduate students may have the opportunity in their third session of study to take a college credit course on the MAIA campus. The class size is limited and based on availability. Students are typically eligible to take a credit course when they have reached MAIA level 4 in at least 3 of 4 MAIA classes and have demonstrated good academic demeanor such as active class participation, solid organizational skills, strong study habits, and other positive academic traits in their MAIA classes.

Daily Class Schedule

Each class meets daily, Monday through Friday, for a total of 300 minutes per class per week. Students must also attend any after school information session or meeting scheduled by a student advisor, teacher, or a member of the administrative team.

Daily Class Schedule Monday-Thursday

Daily Class Schedule Friday

1st Period 8:30-9:30	Reading OR Academic Writing		1st Period 8:30-9:30	Reading OR Academic Writing
2nd Period 9:40-10:40	Academic Writing OR Reading		2nd Period 9:40-10:40	Academic Writing OR Reading
3rd Period 10:50-11:50	Elective OR Listening and Speaking		3rd Period 10:50-11:50	Elective OR Listening and Speaking
4th Period 11:50-1:15	Lunch Break (cafeteria closes at 12:50)		4th Period 11:50-12:50	Lunch Break
5th Period 1:15-2:30	Listening and Speaking OR Elective			

Delayed Start Schedule Monday - Thursday

Delayed Start Schedule Friday

1st Period 9:45-10:30	Reading OR Academic Writing		1st Period 9:45-10:30	Reading OR Academic Writing
2nd Period 10:40-11:25	Academic Writing OR Reading		2nd Period 10:40-11:25	Academic Writing OR Reading

3rd Period 11:35-12:20	Elective OR Listening and Speaking		3rd Period 11:35-12:20	Elective OR Listening and Speaking
4th Period 12:30-1:15	Lunch (cafeteria closes at: 1:00)		4th Period 12:30-1:15	Lunch (cafeteria closes at: 1:00)
5th Period 1:25-2:25	Listening and Speaking OR Elective			

Early Release Schedule Monday-Thursday

1st Period 8.30-9.15	Reading or Academic Writing
2nd Period 9.25-10.10	Academic Writing or Reading
3rd Period 10.20-11.05	Elective or Listening and Speaking
5th Period 11.10-12:10	Listening and Speaking or Elective
4th Period 12.15-1:15	Lunch

Office Hours

Office hours are an opportunity for students to talk with their teachers. Each MAIA teacher will hold office hours three days a week after class hours. Students should check the syllabus the teachers give them for their office hours and location or email the teacher directly for an appointment.

Course Transfer Requests

During the first three days of each session, students are given the opportunity to request a change of courses. For each course change request, students must submit a *Course Transfer Request Form* which is made electronically available by the Assistant ESL Program Director on each student's PCR homepage.

In order to change a **any course**, the student must submit an application explaining why he or she believes they are ready to go to the next level. The Academic Leadership team will use the student's most recent timed writing or exams and other grades, as well as feedback from teachers to determine whether the student should progress to the next level. Samples of

completed work from the previous session (or placement tests if session 1 or 3) and feedback from teachers will also be reviewed.

This application does not guarantee a course change. The decision regarding the student will be decided by the Academic Leadership Team after considering all relevant data. All decisions are communicated to students through email as soon as possible.

Additionally, there is a course transfer exception form that students may fill out if they are moved into another class after this initial transfer period. Students can only be moved under the following conditions:

1. They achieved the necessary scores for their program
2. Their program no longer requires test scores for matriculation
3. Other (Student-Student conflict or Student-Teacher Conflict)

These transfers also need to be feasible for the current class structure and student limits in the session. If a class is already two students over the capacity and the student(s) could still benefit from staying in their current class, the Academic Leadership Team will not move the student(s). The transfers need to be completed by mid-session in order to retain earned grades and attendance records.

Textbooks

Bookstore Policies and Procedures

The purpose of the textbook store is to get students acclimated to buying their own books just like they would on a college or university campus. In addition, the textbook store materials and items have been slightly marked up with the goal being that the profits made, if any, would help provide funding for field trips throughout the school year.

The school bookstore is located in B-312. Students will be able to purchase all course materials and academic supplies from the bookstore. Students are required to bring all necessary materials to class on a daily basis.

Hours of Operation

On the first day of the session, the bookstore will be open during all periods with assigned appointment times for each teacher to bring his/her students to the textbook store to exchange and/or purchase books for their classes. Any remaining students who were unable to get their books during one of the class times may exchange/purchase their books beginning after class that day. In addition, during the first week of a session, the bookstore will be open after classes for several days. Starting week 2 of a session, the bookstore will be open two days a week after classes. Please check the MAIA TV monitor or website for up to date hours of operation.

Buying & Selling Textbooks

At the beginning of each session, students will decide individually if they plan to return the course textbooks at the end of the session for a discount on the next session's books or not. In order for books to be sold back to the bookstore at a rate of 30% of the original price, the book must have been bought from the MAIA bookstore (student must have proof a purchase, the receipt, in order for the book to be considered to be bought back). Also, the book must have been written in with pencil only and completely erased by the student before attempting to sell it back to the bookstore. Last, it must be in sellable condition (someone else would want to buy it). If we can see any writing or answers in the book, the bookstore reserves the right to not buy the book back. The bookstore hours for buying back and or selling books will be posted on the electronic calendar located in the lobby and the cafeteria. Please check there for updates. Students will come to the bookstore with one of their classes to sell back and buy books. Please note: A "used" book that a student bought as "used" may not be sold back to the bookstore at any time.

For online workbook codes: if a student purchases a new book that is missing an online workbook code, the student will be given an online workbook code from the ESL Program Director. If a student buys a used book, an online workbook code will be emailed to the student. If a student loses their code, the student will need to purchase an online workbook code. The retail price for the online workbook code is \$20.00. However, the price of the online code is subject to change due to price changes publishers make.

Exchanges due to accepted course change request

The total price paid by the student for the former level textbook will be credited to the student to be applied to the purchase of a textbook at the new level. These exchanges will be accepted through the second Monday of each session. Therefore, the students who move up a level due to a course change request can exchange their books after the course change request has been granted. Students should refrain from writing in the textbook in order to receive the full amount in exchange.

All Other Materials

Only textbooks may be returned or exchanged at the bookstore. No other items may be returned.

Lost Books/Materials

If a student loses a book or materials for a particular class, s/he will need to pay for a book, new or used (depending on availability), and any other materials that s/he lost.

Textbook Store Buy Backs

If a publisher discontinues an edition that MAIA currently uses, we will not be able to give any credit towards any of those books from students in subsequent sessions. Students will be notified via email if any previous session textbooks will not be available for buy back.

**These policies and procedures will be reviewed again at the end of the 2018-2019 school year, and are subject to change at any time. If any changes are made, faculty, student advisors, and students will be notified accordingly.*

Grading Scale

Grading for all courses follows the basic structure outlined in the charts below. Assignments in grade books are directly tied to one of the SLOs for that level (see Appendix A – MAIA Proficiency Scales). Summative assessments include unit tests, essays, and presentations. Formative assessments include class work, quizzes, exercises from the textbooks, and online discussion posts. Assessments demonstrate overall proficiency in the SLOs.

Assessment Categories	Weight
Formative Assessments	40%
Summative Assessments	60%
Homework	0%
Total Final Grade	100%

While homework is weighted as 0%, students are still expected to complete these assignments. If a student consistently fails to complete these assignments, they may be referred for disciplinary action.

There will be a final exam at the end of each session for each course.

Online Gradebook

MAIA uses an online gradebook system (PCR) to help students, teachers, and staff monitor student progress. While staff and faculty will follow up with students, each student is responsible for tracking his/her progress by logging into PCR daily. . They can see their current class grades, scores earned on individual assignments, new assignments that are due soon, and their attendance records. Students can also view their discipline records. If students are having trouble with their computer, they can submit a request for computer help at the front desk or arrange to meet with Jon Schmidt (jon.s@maia.edu).

Maintaining Gradebooks

Giving students regular feedback about their progress is an essential part of an intensive language program. **Two formative assessments** such as a quiz or a recorded observation of student in-class discussion must be recorded into the online gradebook (PCR) in each unit in each class.

Academic Writing & Elective Classes (with a focus on the Reading/Writing SLOs)

Level	Length	Number of Timed Writings*	Number of Essays with more than 1 Draft
1	1 paragraph	1	1
2	1 paragraph	1	1
3	3 paragraphs	1	1
4	5 paragraphs	1	1
5	Multiple pages	1	1
6	Multiple pages	1	1

*The timed writing at the end of the session will be given as a performance assessment, and the writing prompt will be based on the article that students read for their performance assessment (final exam) in their Reading class.

For the Listening/Speaking classes performance assessment final exam, the SLO rubrics for both Listening and Speaking will be added together. The total points will reflect the students' final exam score.

Conference Forms

At the midpoint of each session, the student will meet individually with his/her teachers in each class to review his/her progress thus far. Teachers will record a student's proficiency in the SLOs and write comments for student improvement during the remainder of the session on an electronic conference form. During the conference, teachers will inform students of their current grades, missing assignments, absences and areas that need improvement. This meeting gives students a chance to speak with teachers and provide feedback on the class as well. Electronic copies of the conference form will be sent to each student and his/her Student Advisor.

In sessions 1 & 3, during the Listening/Speaking conference, the teacher will give students a copy of their matriculation score to date.

Mid-Session Conference Schedule

Day 1: 4th Period conferences

(All students on same schedule, one lunch)

8:30-9:30 1st Period classes

9:40-10:40 2nd Period classes

10:50-11:50 3rd Period classes

11:50-12:35 Lunch

12:35-2:35 4th Period conferences

Day 2: 3rd Period conferences

(All students on same schedule, one lunch)

8:30-9:30 1st Period classes

9:40-10:40 2nd Period classes

10:50-12:05 4th Period classes

12:05-12:50 Lunch
12:50-2:35 3rd Period conferences

Day 3: 2nd Period conferences

(All students on same schedule, one lunch)

8:30-9:30 1st Period classes
9:40-10:40 4th Period classes
10:50-12:05 5th Period classes
12:05-12:50 Lunch
12:50-2:35 2nd Period conferences

Day 4: 1st Period conferences

(All students on same schedule, one lunch)

8:30-9:30 2nd Period classes
9:40-10:40 3rd Period classes
10:50-12:05 5th Period classes
12:05-12:50 Lunch
12:50-2:35 1st Period conferences

Final Exam Schedule

(During the last week of each session)

The last Wednesday of the Session

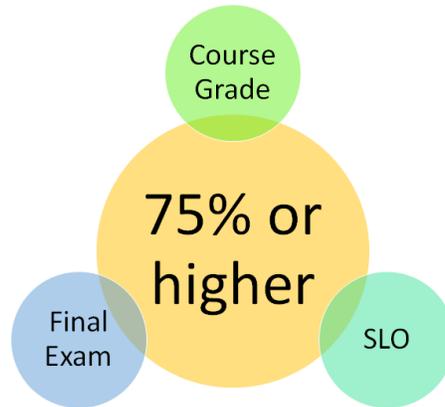
8:30 - 9:30 Reading
9:40 - 10:40 Writing
10:50 - 11:50 Elective
11:50 Lunch Begins

The last Thursday of the Session

8:30 - 10:00 Listening/Speaking
11:50 Lunch Begins

Level Progression from Session to Session

Students are initially placed in leveled classes based on their placement test scores. At the end of each session, students can progress to the next level if they meet the following requirements:



Students will have 3 grades for each class at the end of each session. These will be listed on the final grade reports.

1. Course Grade - Sum of all assignments through the session (formative = 40% and summative = 60%).
2. Final Exam - Grade on final exam (last week of each session)
3. SLO the teacher's assessment of student's proficiency in each of the student learning outcomes as listed on the syllabus. This is determined by looking at all of the evidence the student produced throughout the session.

In order to progress to the next level students must score at least 75% for 1, 2 AND 3 listed above.

Report Cards

Report Cards can be viewed electronically using PCR after the end of each session.

Academic Probation

Starting Session 3 (January 14th, 2019), the Massachusetts International Academy (MAIA) Academic Probation Policy will go into effect. If a student has not made academic progress in one or more of his/her classes, meaning s/he will be in the same level for a third session, s/he will be on academic probation. Please see below for the details of Academic Probation for session 3 and beyond:

1. Academic Warning - after session 2
 - A. Meeting with Mrs. Brown to create individual learning plan which includes:
 - i. Mandatory Weekly Tutoring - TWO times per week for each course that the student is not making progress in (Reading, Writing, LS, Elective)

- ii. Weekly SA Meeting - ONCE each week, the student will meet with his/her advisor to review his/her current grades/progress in all classes
 - iii. Weekly Teacher Meeting - ONCE each week, the student will meet with the teacher of the course that s/he is not making progress in for 5-10 minutes during office hours. For example, if the student is on Academic Warning for Writing, s/he will meet with his/her Session 3 Writing teacher. If s/he chooses not to attend the weekly meeting with his/her teacher, then .25 points (1/4 point) will be added to his/her absences which can result in an attendance referral.
2. Academic Probation - after session 3
 - a. If the student continues to stay in the same level in the 4th session, s/he will meet with Mrs. Brown again to update his/her learning plan.
 - b. If the student is in the same level but has made *significant* progress, s/he will be allowed to take away one of the required parts of Academic Warning
 3. Academic Dismissal - after session 4
 - a. If the student still has not made progress in your level after 4 sessions you will be dismissed from MAIA program and your conditional admission could be cancelled.

Academic Honesty

MAIA is committed to helping students learn the norms of the American education system. As such, MAIA has created the following policy to assist students in adhering to the academic norms they will experience in their higher education career. Academic dishonesty includes but is not limited to:

1. Submitting as one's own an author's published or unpublished work (e.g. material from a journal, Internet site, newspaper, encyclopedia), in whole, in part, or in paraphrase, without fully and properly crediting the author.
2. Submitting as one's own work or materials obtained from another student, individual, or agency without full and proper attribution.
3. Submitting as one's own work material that has been produced through unacknowledged or unauthorized collaboration with others.
4. Submitting substantially the same work to more than one course without prior approval from all instructors involved: i.e., dual or multiple submission.
5. Using any unauthorized material during an examination, such as notes, tests, calculators, cell phones, PDAs, or other electronic or mechanical communication devices. Abuse of cellular devices with photographic capabilities and use of devices for purposes of photographing test questions or other notes and materials are also prohibited.
6. Obtaining answers to examination questions from another person with or without that person's knowledge, furnishing answers to examination questions to another student, using or distributing unauthorized copies of or notes from an examination.

7. Submitting as one's own an examination taken by another person, or taking an examination in another person's place.

Grade Appeal Process

Any student who believes either that an error has been made with his/her grades or that he/she has not been assessed fairly, can file an appeal. To do so, a student must submit a completed *Grade Appeal Process Form* to the ESL Program Director within one week of the distribution of final reports cards. The ESL Program Director will then hold a meeting with the teacher(s) involved, and an additional member of the Academic Leadership Team. Once a decision has been made about the grade appeal, the student will be informed of this decision electronically.

Matriculation

Twice per year (late November/late April) matriculation scores are determined for all students at MAIA.

- Each student has 6 scores for their proficiency levels in the SLOs
 - Reading Level
 - Writing Level
 - Listening/Speaking Level
 - Elective Level
 - Overall % grade from all classes in the previous session
 - Overall % grade from all classes in current session
- The overall score is on a scale 0-6 with 6 being the highest.
- 2nd semester students' matriculation scores have the following significance:
 - UMB Undergrad
 - 4.0 - 6.0 Portfolio Review
 - 101E/FYS - All credit courses (up to 15 credits)
 - D/E - 2 language courses (1 for credit) and 2-3 credit courses (up to 12 credits)
 - B/C - 2 language courses and 1-2 credit courses (up to 6 credits)
 - A/B/C - 3 language courses and 1 credit course (up to 3 credits)
 - 2.5 - 3.9 ESL Courses only
 - 0 - 2.4 ESL or No Matriculation (not ready for university)
 - UML Grad & Undergrad
 - 5.0 - 6.0 Full-Time Matriculation
 - BSU
 - 4.5 - 6.0 Full-Time Matriculation
- 1st semester students' matriculation scores have the following significance:
 - UMB Undergrad
 - 5.0 - 6.0 Full-Time Matriculation to matriculate after one semester

- 3.5 - 4.9 MAIA + 1 Matriculation (students can take a credit class at MAIA during their second semester depending on availability)
- 2 - 3.4 MAIA (remain at MAIA for the following semester)
- 0 - 1.9 Possible discipline/referral meetings

UML Grad & Undergrad

- 5.0 – 6.0 Full-Time Matriculation (Matriculate to university)
- 3.5 - 4.9 MAIA + 1 Matriculation (Undergrad Only) (credit class at MAIA)
- 2.0 – 4.9 MAIA ESL at MAIA for the following semester
- 0 - 1.9 Possible discipline/referral meetings

BSU

- 4.5 - 6.0 Full-Time Matriculation (Matriculate to university)
- After matriculation scores are calculated, portfolios for students with a full-time matriculation score are sent to UMASS Boston for review by the English department. Final decisions about level placement are then made based on their writing samples.

Students in the Delaware undergraduate, Lowell undergraduate, and all graduate programs are required to achieve the test results necessary for their program in order to matriculate as well as a Full Time Matriculation score from MAIA.

Students in the Dartmouth undergraduate program and Bridgewater State undergraduate program are required either to achieve the test results necessary for matriculation to their program of study or to receive a full-time matriculation score from MAIA.

Matriculation is determined at the end of session two and at the end of session four. Matriculation deadlines vary by university campus. Students will be notified of their matriculation status in writing from their university campus (i.e Delaware, Boston, Lowell, Dartmouth, BSU). Each student must attend his/her assigned orientation session. Should a student fail to attend his/her orientation session, his/her matriculation status may be canceled or altered. The universities retain the right to change, alter, or cancel the student's matriculation status throughout this process.

Attendance

Attendance in all classes is vital to student learning, particularly in an intensive English language program. To learn at optimal levels, students are expected to attend each class each day and actively engage in classroom activities in English. Engaging in class activities means not sleeping in class. If a student is sleeping in class, the teacher(s) will use the attendance policy shown below towards any student(s) sleeping in class. As International students, MAIA students face strict attendance policies. Poor attendance may lead to not being within status with Immigration. Under US immigration laws, students are required to attend classes. If a student fails to comply, his/her I-20 will be canceled and he/she will need to leave the US or apply for reinstatement with another F-1 program. MAIA works to avoid these situations

through academic referrals, student advising and parent contact. Circumstances for which absences are excused are listed below:

1. Personal illness, which must be excused by the school medical professional (the school nurse).
2. Participation in a MAIA-sponsored trip. Students must notify their instructors before the day of absence.
3. If a student is taking a test outside of MAIA (GRE or GMAT), their absence will only be excused for the actual time of the exam. Students will need to provide a copy of the confirmation receipt to the ESL Program Director before the test date in order for the absence from class to be excused. The ESL Program Director will email teachers to inform them of any excused classes. If the student schedules the exam on a “final exam” day at MAIA, their absences will be unexcused.
 - a. The only TOEFL tests that will be excused are the Friday testing dates at MAIA. In these cases, teachers will be notified by a member of the Academic Leadership Team. If a student is taking a TOEFL test outside of MAIA on a Friday, this will be unexcused.
4. Bereavement- A student will be given up to five (5) days excused absences in order to attend funeral services for an immediate family member overseas, or to spend time with the immediate family member before s/he passes away. An immediate family member is defined as one of the following: mother, father, sister or brother, grandfather, and grandmother. It will be the student’s responsibility to make up any work that s/he missed while out of the classroom including any summative assessments.
 - a. The procedure for excusing the student will be as follows: the Vice President and the Director of Student services will receive any and all requests, make arrangements to verify, and let the student know of the decision. They will then let the ESL Program Director know about a student returning home for bereavement and will notify the student’s current teachers of the excused absences.

All other absences are considered unexcused. Two unexcused absences will result in the start of the referral process.

Our attendance policy is as follows:

Late	Absent
Arrives 1-14 minutes late	15 minutes or more late
	Leaves the classroom for more than 15 minutes

Snow Day Policy

In the event of a “snow day”, teachers will post assignments/activities on Google Classroom for students to do as well as a formative assessment (quiz) for students to complete for each of

their classes. It is expected that all assignments will be posted by 10:00 am on the day of the “snow day”.

Referral Process Procedure - Absences

MAIA has put in place a referral process to track student discipline progress. The referral process begins when a student has reached two points from unexcused tardies, unexcused absences, or a combination of both. These procedures are put in place to support student learning. The referral process for absences contains the following steps:

Step	Point Value	Actions
1	2	Student meets with teacher to discuss behavior(s)
2	4	Staff make a phone call home (dependent on FERPA)
3	6	Student meets with the ESL Program Director & the Director of Student Services
4	7	Student meets with a DSO/PDSO from their respective school, and staff make a phone call home (dependent on FERPA)
5	8	Student is subject to a disciplinary hearing, with the possibility of expulsion

Student referrals will continue from session to session but will reduce one step from the preceding session. For example if a student attains Step 4 in Session 1, he/she will begin Session 2 on Step 3 in ALL classes.

Step 5 Disciplinary Hearings

Upon reaching step 5, administration will convene a disciplinary hearing. In this meeting, and prior to if someone is unable to attend the meeting, the following persons will meet to discuss the potential discipline of the step 5 student:

- Vice President
- ESL Program Director
- Director of Student Services
- School Nurse
- Student’s academic subject teachers (all)
- Student Advisor

During this meeting, those present will discuss the students' academic progress, attendance in all four courses, other adjustment factors, mental health factors, etc. The student will also be invited to provide a written statement detailing the circumstances of his/her attendance issues, his/her learning goals, etc. The result of this meeting will be one of the following:

- Step 5 will stand - student is expelled from the MAIA program
- Student will be reduced to Step 4 and will be required to participate in the following:
 - Student will have a final warning letter placed in his/her permanent file
 - A copy of this letter will also be sent to the China office and student's FERPA contact
 - Student will complete 2 weeks of mandatory after-school suspension (scheduled in coordination with the ESL Program Director)
 - After-school suspension requires the student to complete 2 hours per day for a 5 day period of supervised study hall in the Student Services office during the hours immediately following classes. They must surrender their phone to the Director of Student Services, but may use their own computer (or one provided) to complete their homework. Students will be permitted to attend mandatory teacher meetings, credit classes, tutoring, and SA meetings during this time.
 - Student will send an email by 8:30am every Monday morning to the Vice President, ESL Program Director, and the Director of Student Services outlining what s/he will do to ensure they will not be absent or late to class.

If the student does not complete the conditions outlined above, or reaches step 5 a second time in the same class, the following will occur:

- Expulsion from the MAIA program

Referral Process Procedures – Other Behaviors

Teachers will manage discipline steps in their own classroom for any student who exhibits the following behaviors: misuse of electronics, disruption of class including sleeping, and not having a laptop in class. These actions have the following steps.

Misuse of Electronics

Offense	Actions
1st	Teacher warning

2nd	Teacher takes electronic device for duration of class
3rd	Teacher takes electronic device and gives it to ESL Program Director
4th	Student is banned from having an electronic device with them in class

Sleeping in Class

Duration	Actions
1-14 mins	Student marked late unexcused for class
15 mins or more	Student marked absent unexcused for class

Non-Participation in Class (in each class per session)

Offense	Actions
1st	The teacher will explain to the student what it means to participate in class after the class has finished. The teacher will go over the expectations with the student again and make sure the student understands what is expected. A note will be documented in PCR and shared with the student.
2nd	The teacher will once again discuss with the student after class has finished regarding what it means to participate. The teacher will follow up with an email stating that this is the 2nd time non-participation has happened with the student and copy the ESL Program Director regarding the behavior.
3rd	The teacher may tell the student to leave the classroom. The student will be marked absent unexcused, a referral will be entered into PCR documenting what happened and the steps that were taken, and the student will be scheduled to meet with the ESL Program Director as soon as possible regarding the behavior. This offense will contribute to the referral process for absences.

Not Having Class Materials

All students must have all their class materials by the first Friday of each session. If a student doesn't have his/her materials by the first Friday of each session and every day of the class going forward, the following actions will be taken:

Offense	Actions
1st	Teacher warning and student allowed to get materials from their room or share with a classmate.
2 nd and subsequent	If student doesn't want to share with a classmate, then s/he will be allowed to get materials from their room and marked either late unexcused (1-14 minutes) or absent unexcused (14 + minutes) depending on how long the student is out of the classroom. This action can contribute to the referral process for unexcused late(s) and unexcused absences.

Make Up Work/Late Work for Absent Unexcused Students

In the event that a student misses class, he/she is responsible for contacting his/her teacher in order to find out assignments missed **within 24 hours**. Students are responsible for all work done in class and as homework even if they are not in attendance for class. Teachers can be contacted in person or via email. Submission of completed work does not guarantee that the student will receive full credit for that assignment.

Students must have completed their homework assignments when class begins. Homework submitted after the beginning of class will be considered late. Students may not leave class to print their assignments.

If a student misses a **summative** assessment because of an unexcused absence, they will receive a 0 in the gradebook for that assessment with no chance to make it up.

Make-Up Work for Absent Excused Students

Students who are absent excused on a day when there is an assessment and who talk to their teacher on the day they return to class may arrange a make-up time, after classes finish for the day (or possibly during class for a speaking presentation at the teacher's discretion), to make up an alternative yet similar assessment. If a student doesn't ask his/her teacher to make up the assessment upon the first day of returning to class, the student will forfeit his/her opportunity to take the alternative assessment and will no longer be able to use that assessment towards showing proficiency for that particular class. The teacher will not enter a zero for the assessment, but will indicate in the gradebook that the student forfeited his/her opportunity to take a make-up assessment by the "***" sign. Only one assessment may be made up in this way.

Appropriate Behavior and Dress

An important part of the American classroom is the learning environment. If a student

behaves in an inappropriate manner, he/she may be asked to leave the classroom. In this event, a phone call home may be made to parents. Students are expected to act and dress appropriately for the classroom. Clothing with derogatory, offensive, and/or lewd messages, either in words or pictures, is viewed as inappropriate and students may be asked to change. Grooming and dress must not be disruptive of the educational environment.

Food and Drink

To preserve the cleanliness of the facility, MAIA asks students to eat all meals in the cafeteria. As such, to keep MAIA clean, food and drink (except for water) may not be consumed in any MAIA classroom. Eating and drinking in class may disrupt the learning environment. Additionally, it sometimes generates waste and potential damage to the facilities, both of which make more work for the custodial staff. MAIA appreciates student cooperation in this matter. Disregard of this rule may result in a student referral.

Electronic Devices

Students are required to bring a laptop or tablet to each class. Technology can be an effective tool for learning when used appropriately; however, abuse of technology can lead to a disruption in classroom learning. All cell phones, laptops, translators and other electronic devices should be turned off and put away before class begins. Students should place their devices in the designated technology area of each classroom before class begins. Teachers will determine when it is appropriate to use technology in the classroom. All other uses are prohibited. Students may only use approved devices when the teacher directs them to do so. If a student chooses to break this rule and misuse his/her devices in class, the teacher will confiscate the electronic device, to be returned at the end of the class. Repeated misuse of electronic devices will result in the student being placed on referral. This is highly disruptive to student learning and will result in the use of the referral process.

Academic Dishonesty

Massachusetts International Academy has a deep commitment to academic integrity and takes the act of academic dishonesty seriously. Students are expected to do their own work when taking examinations or quizzes, completing writing assignments and papers, and preparing and making oral presentations. Students are expected and required to complete their own assignments and work independently on individual tasks. In order to further this aim, MAIA utilizes the online service "Turn It In" where essays can be automatically evaluated for academic honesty violations.

MAIA defines Plagiarism violations to include, but not limited to the following:

1. Submitting as one's own an author's published or unpublished work (e.g. material from a journal, Internet site, newspaper, encyclopedia), in whole, in part, or in paraphrase, without fully and properly crediting the author.
2. Submitting as one's own work or materials obtained from another student, individual, or agency without full and proper attribution.

3. Submitting as one's own work material that has been produced through unacknowledged or unauthorized collaboration with others.
4. Submitting substantially the same work to more than one course without prior approval from all instructors involved: i.e., dual or multiple submission.
5. Using any unauthorized material during an examination, such as notes, tests, calculators, cell phones, PDAs, or other electronic or mechanical communication devices. Abuse of cellular devices with photographic capabilities and use of devices for purposes of photographing test questions or other notes and materials are also prohibited.
6. Obtaining answers to examination questions from another person with or without that person's knowledge, furnishing answers to examination questions to another student, using or distributing unauthorized copies of or notes from an examination.
7. Submitting as one's own an examination taken by another person, or taking an examination in another person's place.

Faculty members will work with students to ensure that they are informed about the above honesty policies. Faculty will also teach students how to use methods of citation and the use of resources in a legal manner. In the event that a faculty member believes a student has violated the plagiarism policy, the faculty member must notify the student in writing. The faculty member will also meet with the student and the appropriate administrator as necessary.

One of the following consequences may be used in cases of Plagiarism violations:

- Step 1: Warning
- Step 2: Meeting with Vice President/ESL Program Director
- Step 3: Report to university campus and university disciplinary action

Academic Dishonesty in Assessments

If a teacher suspects a student of cheating during an assessment, please follow the procedure below:

1. Give student verbal or non/verbal cue to let them know they are being observed
2. If the behavior continues, move the student to an alternative desk/area
3. If the behavior still continues, inform the student when they hand in their test that you will schedule a meeting about their behavior. Follow the policy below for appropriate steps.

Offense	Actions
1st	Teacher meeting and recorded in PCR
2nd	Meet with teacher and ESL Program Director, recorded in PCR, 0 for assignment
3rd	Meet with teacher and Vice President, recorded in PCR, 0 for assignment

4th	Report to university, summative assessments taken separately
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Life at MAIA

The staff and faculty of MAIA strive to create a home away from home for students new to the country. With many resources at hand, MAIA is able to host events for student entertainment, provide tutoring and test prep help, and assist students as they become comfortable in a new land.

Important Locations

The Front Desk

The Front Desk is a resource for helping students with their day-to-day needs. Most importantly, students may have their room cards reprogrammed here if they are not working properly. Students may also check out keys to the music room. Sports equipment is also available for check-out. Students can complete a maintenance report form and IT maintenance report form. It is also the location for guest check-in, temporary car registration and other staff assistance. Front desk staff members will assist students with daily issues but are not permitted to share student room numbers.

Student Advisor Office

The Student Advisor office is the information center for the community. Services located in the student advisor office include package pick up, mail boxes, room card replacements and much more. Students should come here for day-to-day needs and staff assistance. Student Advisors, the Coordinator of Student Services, and the Director of Student Services are all housed in this office to make for efficient and effective student support.

Health Office

The Health Office is located in B206, run by the MAIA school nurse. The school nurse is available from 8:00AM to 1:00PM to assist students who are feeling ill or otherwise unable to attend classes. The school nurse will meet with the student and confirm symptoms. Following this meeting, the nurse will either give the student over the counter medicine or assist the student in making appointments with a health professional in the community. A student may only be excused from class with permission from the school nurse.

Student health and safety is our top priority. If the nurse is not available, students should go to the SA office while it is open from 8:00am-6:00pm Monday-Friday and 10:00-6:00 Saturday-Sunday. After office hours, students should call the student advisor on call phone if they have a medical problem.

ATM & Change Machine

The ATM is located near G Door, near the TOEFL test center. The change machine is in the laundry room and exchanges American bills into quarters for use in the laundry and vending machines. The change machine accepts \$1, \$5, \$10 and \$20 bills only.

Testing Center

MAIA has its own TOEFL testing center located in the facility. Students can reserve a seat for testing on <http://www.maia.edu/toefl-testing>. Once this information is entered the student will be contacted by a the Coordinator of Student Services to complete the test registration process. The center will also be used as a language laboratory for classes throughout the year.

Computer and Printer Lab

A computer lab is made available to students from 7am to 11pm in room C107. Students may use these computers to print no more than 25 pages at a time. In this lab, there are 2 black and white printers and 1 scanner that students may use. If a printer is out of paper or stops functioning for other reasons, students may contact the front desk attendant and await assistance. Students should not attempt to change paper or toner. Operators of the computers need to be aware that at midnight, data is automatically deleted; therefore students should never leave important data on a computer. If a student needs to print in color, he/she should go to a copy center such as Office Max in the Marlborough Plaza.

A teacher's computer will be at the front of the lab. This is not to be used by students. Students should know that the computer lab is monitored 24/7 by security cameras. If it is observed that abuse of the equipment has occurred, the user may be banned from the computer lab. Students are not to use this room during class time unless they have obtained permission from a teacher to do so.

Recreational Facilities

MAIA offers a full service facility for students including many areas for rest and relaxation. In the building, there is a community TV lounge, student lounges and study areas, school library, ping pong room, KTV room, dance room, and billiards room. The facility also boasts an outdoor and indoor sports complex including tennis courts, a basketball court, and soccer field. Students can borrow basketballs, soccer balls, and billiard equipment from the front desk. It is important that the MAIA community works together to create a clean and healthy environment. In light of this, it is the responsibility of all students and staff to keep recreational areas clean and neat and to follow all guidelines as posted.

Vending Areas

Vending machines are available in each wing of the building; however, they are not stocked or maintained by MAIA. Students may request items to be included in the vending machine, but these requests are not guaranteed to be fulfilled.

Laundry

Coin or credit card operated washers and dryers are available in the North Wing 1st Floor. Courtesy should be exercised by all residents since many people share these machines. Residents should not leave laundry unattended. Any missing items should be reported to the Student Advisor office or security. MAIA is not responsible for any damaged or lost articles,

and all care should be taken when using the laundry facility. Student bathrooms are not designed as an area for laundry. Use of the bathroom as such could lead to damage liable to the student. You may track the status via an online website, which is posted in the laundry room and can be accessed using this link <http://goo.gl/18vSwi>.

Student Lounge

Two student lounges are available for student use located on the 2nd Floor of the West Wing and 2nd Floor of North Wing. These rooms contain a TV, refrigerator and ping pong tables for student use and is open 24 hours a day. Students should remember that this is a public area and that it is their responsibility to keep it clean. Expired food in the refrigerator might be thrown away by staff.

Student Library & Learning Center

The MAIA library is located in the C building in room C-112. The library houses a number of books and magazines to read for relaxing, practicing English, studying for TOEFL, SAT, GRE, GMAT, learning about Boston, and more. Students can check out library materials and are held responsible for bringing them back on time. The library days and hours are posted on the library door.

Advising Offices

Advising offices are located in B building, 2nd floor in order to provide students with a private space to meet with his or her advisor. These are available daily for advisors to meet with students as needed as well as used for regularly scheduled meeting times with his or her advisees.

Student Activities

Activities

Extracurricular activities are an integral part of life at Massachusetts International Academy. Run by student advisors, these planned activities help ease students' assimilation into American culture. MAIA offers both academic and social activities for students. Trips range from visits to local schools to bowling at a local bowling alley or skating at a nearby rink. Each event allows students to experience American culture firsthand. Students participate in smaller activities during the school week so that they may concentrate on their studies. Weekday activities are usually held on campus and include events such as decorating Christmas ornaments for Christmas, going on short hikes in the area, and decorating cupcakes. On weekends, students can relax and enjoy more lengthy events such as shopping at the popular Wrentham Outlets, apple picking at a local orchard, or journeying to the Eastern States Exposition (Big E).

Student Clubs

MAIA offers an array of clubs that not only extend students' education outside of the classroom, but also provide students with an opportunity to interact with their student advisors, teachers, and classmates while doing something they enjoy. Club offerings include

basketball, soccer, badminton, ping pong, student government, dance and many others. A club fair is held at the beginning of each semester for students to learn more about these clubs. Students can start attending a club at anytime they want and do not have to commit to an entire year or semester. Students may also create and run their own clubs. Any student who would be interested in creating a new club should see the Director of Student Services for assistance.

Student Advising

Each student will be assigned a Student Advisor who will assist him or her in his/her acculturation and matriculation process. Student Advisors will meet with student individually and in groups to discuss issues such as grades, campus visits, college applications, test strategies, social situations, roommate issues, and more.

Students are required to attend at least one, one on one advising session, with their student advisor each session. Students should wait to be notified by their student advisor regarding how to sign up and attend their one on one meetings. Students can also request to meet with their student advisor at any time by contacting their student advisor in person, via email or wechat. There are also regular group meetings to discuss general topics including matriculation processes and paperwork.

The Loop

“The Loop” is the transportation service provided by MAIA throughout the week. The bus for this service brings students to various locations throughout the greater Marlborough area. Students can go to the local shopping mall, restaurants, grocery stores, banks and the post office. The transportation is both a pickup and drop off service. Schedules are available for students in the student advisor office and posted at the front desk. While we strive to keep a regular, consistent schedule, the loop schedule can always change depending on vehicle availability. Students will be notified via email and postings at the front desk.

Students can sign up for the loop using the link in the MAIA weekly. At approximately 3:00 P.M. every Wednesday, an issue of the MAIA Weekly will be sent out to all student email addresses. At the bottom of the page, students will find a link to a sign-up sheet, which they must then fill out and submit. There will be 33-79 seats available, and the first students to sign up will be given priority. STUDENTS MUST PROVIDE THEIR MAIA EMAIL ADDRESS WHEN FILLING OUT THE FORM. Any submissions containing other email addresses will be disregarded.

[MAIA Loop Schedule](#)

Test Transportation

MAIA staff members are happy to help students accomplish all their academic goals. For many international students, proficiency testing is an integral part of these goals. As such, MAIA will provide limited transportation for students who need to participate in GRE or GMAT testing for graduate students only. Last-minute requests are not guaranteed. Please ask your

Student Advisor for more information.

MAIA Website

Maia.edu, Massachusetts International Academy's website, is a valuable resource that connects and expands the school's community. Updated weekly by student advisors, the website provides useful and pertinent content that assists students in navigating Massachusetts International Academy (MAIA) and the surrounding area. In addition, the homepage features bi-weekly blog posts that inform students about upcoming events and review past events. An academic calendar of holidays, test days, and other important events are frequently updated on the MAIA webpage.

Social Media

MAIA staff keeps up-to-date Facebook and Instagram pages to provide activity and feedback forums for students. Students should check these frequently to find out what is going on on-campus and to make respectful suggestions to staff.

Student Services

Dining

Meals at MAIA are provided by an in-house staff that serves Asian, International and American cuisine. There is a variety of stations offering salad, sandwiches, cereal, fruit, vegetables, juice, milk, and dessert. Breakfast entrees may include French toast, scrambled eggs, pancakes, and waffles. Lunch and dinner entrees may include some of the following: chicken, fish, beef, pasta, and various Chinese stir-fry dishes. The cafeteria is open and available during the below listed times.

It is expected in American culture that students form an organized line while waiting for their meals in the buffet line. Students must wait in line with their peers and MAIA staff members in order to receive their meals.

Meal Times

Monday-Friday

Breakfast: 7:30-8:15 am

Lunch 1: 11:50-12:50 pm

Dinner: 6:00-7:00pm

Saturday and Sunday/Holidays

Brunch: 10:30 am-12:00 pm

Dinner: 5:00-6:00 pm

Food is to be consumed in the cafeteria area. No food or cafeteria items (plates, bowls, cups, utensils and chopsticks) may be taken to student rooms or classrooms. These policies are important in preventing animals and insects who would otherwise be attracted to student rooms by food left out.

Special Dietary Needs

Dietary requirements due to illness, doctor's orders, or religious reasons may be accommodated on a limited basis by contacting the school nurse.

Student Mail

Mail is delivered Monday through Saturday. Mail is delivered to student mailboxes located within the SA office. Students may pick up their mail and packages Monday to Saturday from 2:30 to 3:30pm. Students will receive an email when a package has arrived. Only the person to whom a mail item is addressed may pick up that mail. When students leave MAIA, they must provide a forwarding address on the exit survey completed by each student.

Addressing mail:

English Name Given Name Family Name

Room Number

280 Locke Drive

Marlborough, MA 01752 USA

If the mailroom receives a package or mail for a student no longer at MAIA, that student must come pick up the mail or have a friend retrieve it for them. If a friend picks up their mail the student who has ownership of the mail must send an email to advisors@maia.edu stating which friend can pick up the piece of mail.

Example request for friend to pick up mail:

To: maiamail@maia.edu

Hello,

Can my friend, Jack Zhang, please pick up my mail from bank of america?

Thank you,

Suzy

Cleaning Services

Housekeeping staff are responsible for cleaning the public areas of each residence hall, Monday through Friday and Saturday mornings. However, it is the responsibility of every resident to assist by picking up areas like the hallway, lobby, and restroom. Students are expected to keep their room clean and organized. Cleaning services are also provided to student rooms, twice each week. In order to assist MAIA in this cleaning schedule it is important that students do not leave items on the floor and that students keep food, hair, tea, and other objects out of the sink and bathtub drains. If students are unable to keep a clean room, free of mold, damage, and trash, they may be subject to a fine. Should a student need a specific housekeeping request, they can fill out a housekeeping request form at the front desk.

Recycling/Trash Disposal

Students in any room may be charged for the improper disposal of trash. Large trash cans are

available on each floor. Large items should be taken to the dormitory hall's trash cans. If trash is full it is the student's responsibility to share this information with MAIA staff. It is not permissible to leave trash in any other area. Housekeeping is not responsible for any trash left outside a student's dormitory or in the hallway. Students could be subject to a fine if trash is found outside or near their dormitory door.

MAIA would like to provide students with the healthiest environment possible. As such, MAIA staff strongly encourages the use of recycling and energy efficiency in order to make our community a more *green* environment. Recycling bins are located on every residence hallway. Students should pay attention to the printed signs on the bins to know which to use for paper waste, plastic, metal cans, etc. Littering can be seen as either a civil or criminal offense under Massachusetts State Law. If a student is seen leaving any trash on the grounds of MAIA, including cigarettes, they may be subject to a fine. Smoking disposal bins are located 25 meters from the building at each exit door.

Maintenance

General building and equipment repair needs should be reported to the front desk by filling out a Maintenance Request Form. When reporting a maintenance concern, the maintenance or custodial staff are granted permission to enter the student's room to make the repair. An on-site maintenance staff cares for common areas of the complex. Most maintenance requests are performed at no cost to the resident. Certain requests including a hole in the wall are subject to a fine. The following problems should be reported immediately: discharged fire extinguisher, non-functioning smoke detector, pipe leaks, broken tile or cracked grout and ceiling or wall leaks.

Housekeeping vs. Maintenance

Housekeeping	Maintenance
Trash	Anything broken!
Vacuum	Including: Problems with your sink or bathroom, problems with your heat or A/C, chairs, drawers, bedside table, towel rack, closet doors, or lights in the room that are not working, dim, flickering or just need to be replaced.
Missing: bedding, furniture	

Internet/WiFi

WiFi is available throughout the facility. Students should log into either the MAIA, MAIA2, MAIA-5GHz or ATRIUM networks. None of these require a password and should be accessible

to all. It is important that students keep the following rules on appropriate internet use in mind:

- The Internet is not to be used to access or to disseminate illegal, objectionable or obscene materials; to engage in any conduct, which may be considered to be inflammatory, abusive, or harassing; nor to conduct personal business for profit.
- Students are prohibited from accessing adult-oriented sites.
- Users are expected to respect copyright and all other intellectual property rights. Inappropriate use may constitute fraud, plagiarism, or theft.
- Users are responsible for checking for viruses. MAIA is not liable for any damage to users' computers caused by files downloaded from the Internet or by the actions of other students on the network.
- To insure the best overall network performance, network traffic will be monitored. MAIA will take appropriate action if any device causes traffic problems that interfere with the business of other students/staff. If, in the course of monitoring network traffic, information which may have adverse legal implications for MAIA is discovered, it will be reported to the appropriate authorities.
- Devices that are deemed to cause radio interference with MAIA's WiFi equipment may be confiscated by the IT department and returned at the end of the school year\graduation.
- Users may not download and/or use tools that are normally used to assess security or to attack computer systems or networks (i.e. password "crackers", vulnerability scanners, network sniffers, etc.).
- Users will limit downloads of movies or other large files so that there will be no disturbance in the internet for other users.
- Users are limited to no more than 300 open connections during internet use.
- P2P functionality has been disabled to ensure faster connection for all students.
- Students should not operate their own router or access point device, unless approved by IT. If a router is found in a student's room, it will be confiscated.

Student Support Staff

Student Advisors

Student Advisors (SAs) are MAIA employees who live and work with students. Each hallway will have at least one staff member in residence. These employees are responsible for creating a community which encourages engagement, involvement, participation in recreational activities, and learning among students. SAs are available to answer student questions, assist students in understanding American culture and education, help with activities, and be a friend and mentor to students. At least one SA will be on duty at all times for assistance. The SA Office is open from 8:00AM – 8:00PM Monday through Friday and from 10:00AM - 6:00PM Saturday and Sunday. A Student Advisor (SA) will be on call 24 hours per day and can be reached at 508.494.8531 in case of emergency.

Security

Student safety is our top priority. In addition to the Student Advisor on call, security is on

patrol from 4:00pm-8:00am Monday-Friday and twenty-four hours a day Saturday-Sunday. Security can be reached from student rooms by dialing “0” from the student room phone or by calling 508.494.3562.

Maintenance

Maintenance is available twenty-four hours a day for emergency situations. Students who have any non-emergency issue with their room should fill out a Maintenance Request Form at the Front Desk. Maintenance will respond to these needs with 24-48 hours. If the maintenance request involves an inability to connect to the internet, students are encouraged to visit the IT Department in room B-210 in addition to the Maintenance Request Form.

IT Coordinator

The IT Coordinator oversees all of the technological capabilities of MAIA in the classroom and in the dormitories. IT/AV Requests can be made at the front desk if there are issues with the WiFi or other technology related problems. Other technology related problems include; TV is broken or reads “no signal,” remote not working or phone provided in room is not working. The IT Coordinator is located in B-210.

Housing at MAIA

Student Rights and Responsibilities

Students in MAIA housing possess specific individual and group rights while engaged in activities that are part of campus life. With these rights, residents have responsibilities to ensure the same rights for other residents. Housing personnel educate students regarding these rights and responsibilities and use them as a guide in making decisions regarding student health and behavior. The following statements define minimal expectations regarding these rights and responsibilities.

Students have the right...

- To have reasonable access to their living accommodations based on a published schedule of occupancy
- To live in a clean and secure environment
- To access facilities and programs that support the pursuit of academic success
- To have access to written copies of MAIA housing rules and regulations
- To the respect and safety of personal property
- To study without interruption or interference
- To be free from unreasonable noise
- To be free of intimidation or harassment
- To express themselves freely within established guidelines
- To expect enforcement of housing agreement/contract
- To have direct access to staff who provide assistance, guidance, and support as needed
- To host guests, within established guidelines
- To enjoy individual freedoms regardless of race, ethnicity, gender, national origin, disability, age, religion, sexual orientation, or political affiliation
- To have access to individual and group social, educational, and developmental

opportunities in their living community

Students have the responsibility...

- To adhere to rules and regulations
- To comply with reasonable requests made by staff, school officials, or fellow residents
- To meet payment schedules for room, board, and other required housing fees
- To monitor and accept responsibility for behavior of guests
- To report violations of rules and regulations to appropriate staff
- To respect the rights of others, as stated above
- To respect the diverse backgrounds and interests of others who are different from them
- To treat others in a civil manner and manage conflict in a mature manner
- To be serious in their academic pursuits
- To participate actively in self-governance
- To express themselves individually, or by association with groups
- To contribute positively to the community by participating in educational and developmental activities
- To permit immediate access to their room when Student Services staff reasonably believes there to be an emergency or imminent life, health, or safety issue that requires prompt attention

Check-in

Every resident must register with MAIA staff upon initial occupancy. As part of check-in each student will complete and return a medical questionnaire, an online registration form, copies of immunization records/ health records and all immigration documents. Students will also receive any other important information including their dorm room key card.

Furnishings

Furnishings provided must remain in the dorm room. If students would like an item removed or added to his or her room, he or she must fill out a Maintenance Request Form at the Front Desk.

Each resident is provided with:

- extra-long twin bed and mattress or standard full bed and mattress with bedding
- desk and desk chair
- closet space
- dresser space

Each room also has:

- mirror
- network connection access
- window curtains
- HD television & remote
- trash basket

- at least one moveable light/lamp
- PTAC unit (AC/Heating)

Phone System

To call someone within the building, the caller must dial that person's room or office extension. To call from an outside line, the caller should dial **508.229.6305** to reach the front desk. The call will then be transferred to the right extension. To call a student room directly, the caller should dial **508.229.6366**. Following the prompt, the caller will be instructed to enter the 4-digit room number.

Air Conditioning/Heating

All student rooms are adequately and appropriately heated. Unless provided by an authorized staff member, no space heaters are permitted. All air conditioning/heating units (PTAC) have a range of temperature from 68 to 74 degrees Fahrenheit. Units will turn off automatically if the room window is opened. All air conditioning/heater units must be turned off before leaving the room.

Electrical Appliances

Electrical appliances used for cooking are prohibited. Refrigerators less than 2.5 cubic feet and energy star qualified are allowed in student rooms. Tea kettles with the automatic switch off are also allowed.

Student electrical use should not exceed that which can be provided by one surge protector strip per electrical outlet. Use of multiple socket plugs, placing extension cords under carpeting, and direct splicing into the electrical outlet is prohibited and can cause power to be shut off to the room. However, UL-approved surge protection strips are encouraged and recommended.

Decorations or Alterations to Room

Students are not allowed to decorate any room wall or other surface with paint, wallpaper, paneling, contact paper, or any other form of permanent material. If a student believes walls need repainting, he/she must complete a Maintenance Request Form at the Front Desk. The maintenance department will determine if such work is needed or can be scheduled.

Students who wish to personalize their rooms must exercise good judgment to ensure their personal safety as well as the safety of others living in the complex. The following guidelines should be observed:

1. Flammable materials should not be kept in resident rooms.
2. Construction, decoration, or arrangement of furnishings in a manner that hinders easy exit from a room is not permitted. No obstacle should prevent a door from completely opening. The arrangement of the room furnishings must not require maintenance personnel or roommates to lift or move heavy furniture in order to work on equipment or exit the room.

3. Decorative items and other paraphernalia such as cloth, fish netting, paper, parachutes, or any other highly combustible material may not be hung from the ceiling or from other overhead room structures.
4. Open flame decorations (i.e. candles, oil lamps, and incense) are prohibited.
5. Decoration on the outside of the room door or the room's window is permitted if it is not offensive or objectionable to the hall community, is not in violation of MAIA guidelines, is not a fire hazard, and if the adhering material(s) do not cause damage.
6. Nails should not be driven into the walls or furniture. Decorations may be hung with double-sided tape. If there are questions, see a Student Advisor.
7. Roommates should agree on the decorations in their room.

Routine Health and Safety Inspections

Members of the residential staff conduct periodic room inspections to monitor cleanliness and to ensure that safety rules and regulations are being followed. Room checks will be conducted once a month with students receiving 24 hour notification prior. Student rooms with frequent health or safety violations may have inspections conducted randomly and/or without notice. Any forbidden items found during inspections could result in confiscation and disciplinary action.

Students are expected to keep their rooms sanitary and safe. Inspections will be for unsanitary conditions (accumulated trash and food or cleanliness of bath) and other violations. If a room does not meet health and safety specifications, the occupants will have *twenty-four (24) hours* to correct the situation at which time another inspection will be scheduled.

Damages

Students will be held financially responsible for any damages, lost property, or unusual service or repair to their rooms caused by accident, neglect, or intent. When more than one resident occupies the same room and responsibility for damage or loss in the room cannot be ascertained by MAIA staff, costs will be assessed and divided equally among the room's residents.

Residents must sign a room condition report when they check into their room. This report will record in detail the condition of the accommodation at check-in time. Residents also are liable for any and all damage caused by a guest during the course of a visit. Please Repair and Replacement Costs List below.

Repair and Replacement Costs List

Item/Description	Price	Item/Description	Price
Armoire Damage	\$600	Missing Remote	\$10
Bathroom Mirror	\$150	Night Stand Damage	\$100
Bathroom Sink Broken	\$200	Paint	\$40/gallon

Bathroom Tub Broken	\$500	Phone	\$35
Bed Frame	\$200	PTAC Unit Damage (grill)	\$100
Carpet Replacement	\$750	Screen	\$200
Cleaning	\$250	Television	\$140
Closet Damage	\$150	Vanity Damage	\$50
Desk Damage (attached to wall)	\$50	Vanity Mirror	\$200
Desk Damage (built in)	\$50	Wall Damage	\$200+
Drapes	\$100	Writing/Painting on walls	\$100-\$200
Electrical Outlet	\$25	Total room paint	\$500

Storage

Students are allowed to stay on campus throughout winter and summer breaks if they are returning to MAIA the following semester, covered in the matriculation agreement. During these breaks, MAIA staff members perform many maintenance repairs. In light of this, there is a possibility that students may have to change rooms. Students will be notified 2 weeks in advance if their room assignment will be changed. A Student Advisor must check the previous room before the move is completed.

Storage is available for students that will not be living at MAIA during the summer and will be moving (to another school) upon their return. Students may store a maximum of two boxes in the storage room. Boxes are available for \$5.00 at the Student Advisor Office. All items must be removed within 30 days from the start of the next semester. Students must email the Director of Student Services to to schedule a time to claim their belongings. Items not removed within 30 days from the start of the next semester could be considered a donation and a loss to the student.

Room Check Outs

If a student is leaving MAIA permanently for any reason, he or she must make sure to check out of his or her room prior to departure. If this is not done, the student may be subject to additional fines and financial responsibilities. Students must notify MAIA staff 72 hours in advance of their planned check out. Staff will then assign a check out time for the student at which time he/she must have his/her room clean and ready for departure. Should any student fail to check out of his or her room he or she will forfeit any money due in refunds and be held financially responsible for any damages.

Safety/Security

It takes the collective effort of all MAIA members to ensure a safe and secure environment. Students play a major role in this process and have a share in assuring the safety of the school. Each student must realize that the MAIA school community is not immune to safety or security problems. Students and staff must make an effort to be aware of what might be happening

around them and report any suspicious activity to a Student Advisor or other staff member.

Many safety concerns can be alleviated by taking precautions. The cooperation and commitment of all students will help keep the MAIA community as safe and secure as possible. The MAIA front desk is staffed 24 hours per day, 7 days per week. Security is on duty Monday to Friday from 4PM-8AM and 24 hours a day during weekends. The front desk is an important security checkpoint for those on campus as well as any facility guests. Guests must always enter through the front door.

Guests/Visitors

All guests must be signed in at the front desk. Guest(s) may be in the MAIA building according to the following schedule:

Monday-Thursday	2:30 pm - 11:00 pm
Friday	Beginning at 2:30pm
Saturday	All day/night
Sunday	Until 11:00pm

Friday & Saturday Night	1 Guest (maximum stay 2 nights)
Holidays & Vacation	1 guest (maximum stay 3 nights)
Sunday - Thursday Night	No Guests Allowed to stay Overnight

An overnight guest must obtain approval prior to his or her stay at MAIA. Government-issued identification (ID) (state-issued license, passport, etc.) is required for guests to sign in. This ID will be copied by the person on duty at the front desk. The student host must accompany his or her guest at all times, and hosts are responsible for the actions of his or her guests. Guests must abide by all policies, which residents must follow. Students will be given one warning for violation of the guest policy. If they are found to violate any portion of the guest policy for a second time, guest privileges will be revoked for thirty (30) days. If a student violates for a third time, guest privileges will be revoked for the remainder of that semester.

Vehicles/Parking

If a student would like to park a vehicle on campus, he or she must register the vehicle with the Director of Student Services. The registration process includes giving information about the vehicle, receiving a parking permit and leaving a copy of the student's license for MAIA records. If it is found that a student is parking a vehicle on campus without registering the vehicle, the student will be asked to move the vehicle. If the student refuses to move his or her vehicle, the vehicle will be towed at the owner's expense. If this continues to be an issue, the student will face disciplinary action, up to and including inability to park on campus and

expulsion from MAIA.

All vehicles must be parked in designated parking lots with painted parking spots. Vehicles found parked in any other area are subject to be towed.

If a student will be hosting a guest overnight who has his or her own vehicle, this vehicle must be registered at the front desk. The guest will receive an overnight parking pass that must be visible on his or her vehicle at all times. If a vehicle does not have a visible parking pass, it could be towed.

Dangerous or reckless driving will result in loss of parking and driving privileges. This decision is made by the Director of Student Services and cannot be appealed. MAIA reserves the right to “boot” cars, tow cars, and prohibit cars from campus as necessary.

Students may keep their vehicle at MAIA during summer break. In order to do so, students must give advance notice to the Director of Student Services. Students leaving a vehicle on campus during summer break must be able to leave a car key in the Student Advisor Office and give permission for the vehicle to be moved if necessary.

Lost and Found

Massachusetts International Academy is not responsible for any lost or stolen items. Students should first check the lost and found at the front desk if they lost an item. Any theft or loss should be reported immediately to the Director of Student Services Monday through Friday, 8:00AM – 4:00PM) or a Student Advisor (nights and weekends). The student will then fill out a Massachusetts International Academy Lost Item Report. This report will include the time and date the item went missing, value, location and detailed description (make and model, etc.) of the item that has been misplaced. Massachusetts International Academy is not responsible for any lost or stolen items but will assist students in attempting to locate any lost items.

Students are responsible for all of their belongings throughout their time at MAIA. If lost items include debit/credit cards, phones or anything else containing private information, staff will assist students to call and put a hold or cancel their accounts. Students are reminded not to leave their belongings, including laptops, unattended in any lounge, study room or classroom.

Roommates

Roommates may develop a lifelong friendship. Learning about each other and living with differences can benefit both roommates. Roommates who are courteous, thoughtful and considerate are the most successful. No two people are exactly alike, so some differences are normal. If the living situation is uncomfortable, there are staff members who can help. In the residence halls, Student Advisors (SAs) are available to offer guidance. Staff members can help work out those stresses that may arise between individuals who have different schedules, habits, and lifestyles.

Tips for Success:

- *Cleanliness Expectations:* Make an agreement about who cleans what and when. Divide

all the cleaning responsibilities. If someone isn't doing his or her part, don't wait around for a change.

- *Borrowing and Sharing:* Find out how both roommates feel about lending things to others. This can include items such as clothes, money, stereo, cars, etc. Some people don't mind lending things to their roommate, but do mind lending to other people. Find out, and let each other know.
- *Sleeping:* Discuss anticipated bedtime, darkness in the room, music and video volume, temperature in the room.
- *Studying:* Discuss study time expectations including noise from music, video and computer games being allowed on or off during this time.
- *Communication:* Always strive to keep the lines of communication open. Listen. Chances are good that if something is bothering one roommate, it is also bothering the other roommate. So talk about it and be tactful in conversation, respecting each other's opinions.
- *Visitors:* Find out what the visitor situation will be like. If one roommate has friends who stay up late or socialize when the other would like to sleep, they may be in a situation where a compromise will have to be negotiated.
- *Get to know each other:* Roommates should spend time together so that they will get to know each other better. This will be helpful when and if problems arise later. Find out what common interests and build on them.
- *Music:* What kind of music does each roommate prefer, and at what volume? What kind of entertainment/activities does each roommate enjoy? Have students ever shared a room before, perhaps with a brother or sister?
- *Respect:* Respect each other as an individual.
- *Other interests:* Make other friends, too, and get involved in some activities that are interesting.
- Most importantly, realize that roommates must share and communicate differences. If one person tries to make another conform to his or her own style, it usually causes bad feelings. Think of rooming with another student as a household and agree on conditions in which both can live comfortably.

Roommate Conflict: Every now and then a problem may arise that can only be resolved through a change of rooms. Any student wishing to move his or her room as a result of a roommate conflict should first speak to their Student Advisor. The Student Advisor(s) will assist in a mediated conversation to develop an action plan and mutual agreement between the roommates. The roommates and Student Advisor(s) will meet two weeks later to identify if improvements have been made. If improvements have not been made, the Director of Student Services will meet with the roommates and Student Advisor(s) to find a solution up to and including the possibility of a room change for one or both students. Single rooms may not be available to change into. The student will then be ineligible for all future housing change requests.

Below is the procedure for mediating roommate conflict:

1. Students must talk with their SA one on one
2. Students must talk with their SA, roommate, and roommate's SA to see if they can come up with a solution.
3. If no solution is found, students must meet with their SA, roommate, roommate's SA and the Director of Student Services to develop a roommate mediation plan
4. Students have two weeks to show progress
5. The Director of Student Services will decide if there should be an alternate living situation for the two students

Room Changes

Within one month from the start of each semester students will have the opportunity to request a room change. Interested students must complete the Room Change Request form by the date and time requested to be considered. The Room Change Request form will be sent by the Director of Student Services via email. Room changes are not guaranteed and will be handled at the discretion of the Director of Student Services. Students moving from a double to single will have an increase in cost. Students moving from a single to double will receive a refund. Room change request decisions are final and cannot be appealed. If a student changes his or her room without permission, he or she will be fined and moved back to his/her old room.

Financial Responsibilities

It will be the responsibility of each student to fulfill all financial obligations to MAIA. This includes any tuition payments, disciplinary fines and damage charges. In the event that a student does not fulfill his or her financial obligations, it is the right of MAIA to withhold that student's I-20/SEVIS status. If a student does not complete all payments prior to his or her exit of MAIA, the school will be obligated to cancel his or her I-20.

Tuition

Each student is responsible for paying tuition in a timely manner. Prior to arriving at MAIA students should have paid their full tuition amount via Flywire.

Within thirty (30) days from the beginning of the student's arrival semester he or she must complete all payments to MAIA. Failure to complete payments in a timely manner will result in the student's expulsion from MAIA.

Refunds

In the event a student leaves prior to the completion of the program, the tuition and fees refunded will be subject to the dates of attendance. Students will be refunded as follows from the academic start date as listed on the student's I-20:

Within one week	90% refund of academic year fees
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Within two weeks	80% refund of academic year fees
Within three weeks	70% refund of academic year fees
After three weeks to the end of first semester	All second semester fees

Conversely, if the Student has not paid his/her fees but wishes to leave the program, the Student will be responsible for the following payments from the academic start date as listed on the Student's I-20:

Within one week	10% refund of academic year fees
Within two weeks	20% refund of academic year fees
Within three weeks	30% refund of academic year fees
After three weeks to the end of first semester	All first semester fees

Should a student choose to discontinue studies after this period he/she will be ineligible for any refund.

Violations

Disciplinary Action

All students at MAIA are expected to adhere to the rules and regulations as listed in this handbook and as determined by the administration, staff and faculty of MAIA. Rule violations will be processed through a demerit system. In a demerit system, each violation carries a different point value. As the year continues, students can accumulate points leading to more serious fines and discipline. **Students will be responsible for paying a \$50 fine per demerit earned.** All student fine payments will be used to supplement student activities and the MAIA community. **All demerits and fines will apply to each individual student in the room at the time of the violation.**

- 5 demerits: a phone call home will be made to explain to parents the severity of the situation and the next steps in disciplinary action.
- 10 demerits: will result in a phone call home and a 5-day after-school suspension period.
- 15 demerits: the student will face more severe punishments up to and including expulsion from Massachusetts International Academy.

If a student receives after-school suspension as a result of 10+ demerits, (s)he will be required to complete 2 hours per day for a 5 day period of supervised study hall in the Student Services office during the hours immediately following classes. They must surrender their phone to the Director of Student Services, but may use their own computer (or one provided) to complete their homework during their after-school suspension. Students will be permitted to attend mandatory teacher meetings, credit classes, tutoring, and SA meetings during this time.

Theft

Most thefts on campus are crimes of opportunity. Therefore, students are encouraged to keep doors and windows locked, not to prop exterior doors and not to leave belongings unattended. Theft or destruction of MAIA or personal property constitutes a violation of MAIA regulations and potentially a criminal offense. MAIA may report theft or destruction of property to appropriate law enforcement authorities.

Students are encouraged to protect their personal belongings by engraving the objects and retaining the serial numbers, make and model in a safe location. Students who are victims of theft or vandalism are encouraged to file a report with the Director of Student Services. MAIA accepts no responsibility for lost or stolen items.

Weapons

No person, other than a law enforcement officer and regardless of any license obtained by such person may enter or remain on school property while in possession of any of the following:

- a firearm; an air, BB or pellet gun or pistol; mace or a capsicum product; a bow or crossbow; a billy club, nightstick or police baton; nunchucks; a replica firearm, handgun or shotgun, a knife or cutting instrument or any other instrument, device, tool or other object carried for the purpose of assaulting or causing bodily harm to another person.

All weapons will be confiscated and will not be returned. Violators could be subject to the full range of sanctions available at MAIA, including but not limited to removal from housing, suspension, and expulsion. If an individual voluntarily turns himself or herself in to the Director of Student Services, the sanction may be lessened.

Vandalism

Vandalism, malicious destruction, unintended damage as the result of pranks, actions requiring extraordinary cleaning, damage and theft that occurs as a result of intoxication and or drug use, or receiving and possessing the property of MAIA or others are violations that warrant serious sanctions. Violators will be subject to the full range of sanctions available at MAIA, including but not limited to a vandalism fine of \$100, restitution, probation, removal from housing, suspension, and expulsion. If an individual voluntarily turns himself or herself in to the Director of Student Services, the sanction may be lessened. See [Repair & Replacement List](#) for the damage costs.

Cooking

In order to provide a clean and safe environment for all students, MAIA has implemented the following policies for all student dormitory rooms:

- The only cooking implements allowed in student rooms are electric tea kettles with an automatic shut off switch.
- No other cooking or cooking equipment is allowed in any student room. This includes hot plates, rice cookers, microwaves, cooking utensils, pots, pans, etc.
- Any non-approved cooking equipment will be confiscated by MAIA staff and will not be returned

1 st Offense	Verbal Warning and meeting with Student Advisor
2 nd Offense	Written Warning and meeting with Director of Student Services
3 rd Offense	written apology letter to Student Advisor
4 th Offense	written apology letter to Director of Student Services

Noise

Support of student learning and academic success is a priority at MAIA. Large numbers of students living together can create noise and general disturbances inside the campus building. In order to help maintain an effective and respectful learning environment, 24-Hour *Courtesy Hours* are always in effect. During this time, reasonable levels of noise, not objectionable to any neighbor, are permitted. *Quiet Hours* are also in effect during particular times. During these times noise should be contained within a resident's room. *Quiet Hours* are weeknights from 11PM-7AM and weekends from 12-8AM. *Quiet Hours* will increase during exam periods.

1 st Offense	Verbal Warning and meeting with Student Advisor
2 nd Offense	Written Warning and meeting with Director of Student Services
3 rd Offense	\$50 fine & written apology letter to those affected by noise
4 th Offense	\$100 fine & written apology letter to those affected by noise
5 th Offense	Possible demerits, loss of housing, or suspension

Fire Safety Equipment

Fire safety is extremely important and thus violations of this policy are taken seriously. The following regulations are in effect for all residents of MAIA. In the event that the tampering of any fire safety equipment results in the damage of MAIA property, the student(s) who occupy

that space will be held financially responsible for all repairs. All demerits and fines will apply to each individual student in the room at the time of the violation.

- Tampering with fire equipment or activating fire alarm stations without the presence of fire or smoke is prohibited.
- Smoke detectors may not be covered or dismantled in any way.
- Sprinklers must be left free of any items which may inhibit their usefulness. Students may not hang items on sprinklers or attempt to cover them in any way.
- Lighter fluid will be confiscated

1 st Offense	2 Demerits
2 nd Offense	4 Demerits & 250 word essay
3 rd Offense	6 Demerits

If an additional violation occurs, disciplinary actions up to and including expulsion may occur.

Smoking

In order to provide a healthy living environment for all students and to promote the general well-being of the community, smoking is strictly prohibited in students' rooms and in all other parts of the MAIA facility. All smoking must be done outside at least 30 feet from building entrances and windows. This is not only a policy of MAIA, but also a Massachusetts state law (Chapter 270: Section 22 of the General Laws of Massachusetts states that no smoking is permitted in any public building, including schools). Marlborough, Massachusetts law also states that you must be 21 or older to purchase cigarettes. All demerits and fines will apply to each individual student in the room at the time of the violation.

1 st Offense	2 Demerits, 250 word essay & 30 minute cigarette clean up
2 nd Offense	3 Demerits, meeting with Director of Student Services, 30 minute cigarette clean up
3 rd Offense	4 Demerits, meeting with VP and DSS, 30 minute cigarette clean up, in-school suspension
4 th Offense	5 Demerits, meeting with VP, possible expulsion

If an additional violation occurs, disciplinary actions up to and including expulsion may occur.

Alcohol

Massachusetts International Academy (MAIA) strives to provide an environment conducive to learning and individual growth that is respectful of the rights of all and in accordance with state law. As such MAIA is a "dry" campus, meaning that no alcohol will be allowed. The use of alcohol is not supportive of the goals of the MAIA community and in some cases constitutes violations of Massachusetts law. According to state law, no person under the age of 21 may drink alcohol or use false identification to buy alcohol. No person who is 21 or older may buy alcohol for anyone who is under 21. MAIA Staff reserve the right to involve police and emergency response staff if students appear to be under the influence of drugs or alcohol.

The following guidelines regarding alcohol must be followed by all students at MAIA:

- No student or student group may possess or drink alcohol at MAIA or at any MAIA-related event. Any alcohol that is brought past the front doors by a MAIA student or his/her guest(s) will be confiscated and not returned, regardless of the person's age.
- No person or group shall purchase or otherwise procure alcoholic beverages for consumption by a person under 21 years of age.
- No person under the age of 21 shall transport, purchase, sell, possess, or receive alcoholic beverages.
- Containers that once contained alcohol are not allowed, not even for decorative purposes. Such containers may be used as proof of an alcohol policy violation.
- Public drunkenness is prohibited in the facility. Public intoxication is defined as a person appearing in a public place under the influence of alcohol to the degree that he or she endangers him/herself or another person or property, or by boisterous and offensive conduct, which annoys another person in his or her vicinity.

1 st Offense	2 Demerits & 250 word essay
2 nd Offense	3 Demerits
3 rd Offense	4 Demerits
4 th Offense	5 Demerits

Any continued involvement in the consumption of alcohol will result in the student's dismissal from MAIA. In cases of excessive consumption or when a student is believed to be a danger to him or herself or other on campus, the case will go directly to the disciplinary committee. All demerits and fines will apply to each individual student in the room at the time of the violation.

Over-the-Counter Substances

Possession or consumption of: salvia divinorum, prescription medications belonging to another individual, or over-the-counter substances, nitrous oxide, or other available substances to "get high" or induce a mind altering state are forbidden at MAIA.

1 st Offense	Phone call home & \$500 fine
2 nd Offense	Expulsion

- Students found to have violated MAIA's drug policies shall be expelled from MAIA and must enroll in a new institution within fifteen (15) days or face non-compliance.
- MAIA Staff reserve the right to involve police and emergency response staff if students appear to be under the influence of drugs or alcohol.

Illegal/Illicit Drugs

The use of illegal/illicit drugs is strictly forbidden at MAIA. The illicit nature of purchasing,

selling or using illegal/illicit drugs and the detrimental effect they have on the health and general wellbeing of individuals and the community at large makes it imperative that the MAIA community be completely illegal/illicit drug free. The laws of the United States of America and the Commonwealth of Massachusetts strictly prohibit drugs and provide for strong punishments including large fines and lengthy prison terms. In addition to the illegality and serious health risks of illegal/illicit drug use, MAIA also maintains a strict anti-illegal/illicit drug policy out of recognition that illegal/illicit drug use by any of our students would reflect negatively on the institution as a whole and damage our standing in the local community.

For the aforementioned reasons, MAIA has established a strict, zero-tolerance policy towards the possession, use, manufacturing or sale of illicit drugs. As a result of this the following punishment applies to all violations of MAIA’s drug policies:

- Students found to have violated MAIA’s drug policies shall be expelled from MAIA and must enroll in a new institution within fifteen (15) days or face non-compliance.
- MAIA Staff reserve the right to involve police and emergency response staff if students appear to be under the influence of drugs or alcohol.

Speeding and Reckless Driving

Students should abide by all Massachusetts driving laws on and off MAIA’s campus. The speed limit is 15 mph on MAIA campus. Dangerous or reckless driving will result in loss of parking and driving privileges. If a student is found speeding or driving recklessly on or off MAIA property then the Director of Student Services will enforce the following steps:

1st Offense	Verbal and written warning from Director of Student Services
2nd Offense	Booted car for one day
3rd Offense	Banned from parking or driving on MAIA’s property. If your car is found on MAIA’s property, MAIA has the right to tow the car at the owner’s expense.

Health

Health Insurance

All students at MAIA are covered under an international health insurance provided by HCC Medical Insurance Services. Costs of international health insurance are included in school fees. Health insurance provides comprehensive emergency coverage when necessary. A brochure explaining the policy’s provisions will be given to each student at a health orientation session soon after the student arrives at MAIA. All students will be issued health insurance cards after arrival. The insurance does not cover dental, but the nurse can recommend locations with reasonable prices.

If a student withdraws from MAIA before the end of the academic year, their health insurance is cancelled.

Illness

A student who does not feel well should contact the school nurse (Room B-206) who will assess the severity of the illness. A student who experiences flu-like symptoms accompanied by a high fever should contact the school nurse or a student advisor immediately. These could be a sign of a more serious illness and may need to be dealt with in a timely manner. If a student is too ill to attend normal class hours they must visit the nurse's office prior to 8:15AM to be evaluated. If the student does not feel well prior to or after normal working hours, he or she should contact a student advisor. The student advisor may then contact the health insurance company and/or local doctor to provide care.

Mental Health

A student feeling overwhelmed by schoolwork or the environment here at MAIA, should contact the school nurse, student advisor, or other staff member with whom they feel comfortable, who will be able to give the student advice and suggestions for how to deal with these issues. If a student needs additional assistance, he or she should contact nurse Ana Kaizer in order to set up appointments with a mental health professional.

Medical Leave of Absence

Students must obtain the written Matriculation of a qualified American medical practitioner (Doctor, Physician's Assistant or Nurse Practitioner) to receive a medical leave of absence. This written Matriculation must include the reason and length of medical leave.

Immigration

Check In

Students arriving at MAIA, will need to submit copies of all immigration documents. Later in the semester, students will attend a SEVIS presentation that explains the regulations that will govern the student experience here. Failure to submit documents or attend this presentation may jeopardize a student's SEVIS status and ability to continue classes.

Students should bring copies of the following documents:

- Copy of Form I-20;
- Copy of US visa stamp;
- Copy of passport ID pages;
- Printed copy of I-94
- Copies of all previous Forms I-20 (for any transfer students).

Immunizations

Massachusetts public health regulations require that all international students provide "Proof of Immunization" compliance within 30 days of registration. Failure to comply with these

regulations will result in expulsion from MAIA.

Required Vaccinations

- 2 doses MMR (measles, mumps, rubella) vaccines or a positive Titer showing immunity
- 1 dose Tdap administered within the past 10 years
- 3 doses Hepatitis B vaccine (or a positive titer showing immunity)
- 2 doses Varicella vaccine (or a positive titer showing immunity)
- 1 dose Meningococcal vaccine within the last 5 years (must be after age 16)
- TSpot blood test (must be done 8-10 weeks after arrival in US. Tests done in China will not be accepted).

Doctor's Express can assist students in complying with all vaccination requirements within 30 days of registration. Students risk their room being blocked if they do not attend the immunization check by Doctor's Express.

Travel Signature

Students must obtain a travel signature from the ISSS office prior to any travel outside of the US. Getting a travel signature can take up to two weeks so students should submit all paperwork far in advance of travel. All students requesting a travel signature should bring his or her most current Form I-20 to the Coordinator of Student Services.

Students needing to travel during the semester must inform their instructors and advisors for absences (unless family emergency/illness it will be unexcused) and make arrangements for work to be made up, though made up work may not receive credit.

Change of Address

Students must inform their Student Advisor of any change of address within 10 days of moving. Students should also be sure to change their address, once they leave MAIA, on important things like driver's license, banks, cell phone, etc. If MAIA receives mail from a matriculated student, MAIA will keep the mail until that student has retrieved it. If the matriculated student cannot retrieve the mail, they can email maiamail@maia.edu to tell student advisors that their friend, identifying their friend's name, will pick up their mail.

Student & Exchange Visitor Information System (SEVIS)

The Student and Exchange Visitor Information System (SEVIS) is the Department of Homeland Security's electronic database. SEVIS tracks and monitors nonimmigrant students during their stay in the United States, specifically focusing on:

- biographical information (date of birth, country of citizenship, etc.);
- local and overseas addresses;
- academic information (including enrollment status, academic program level, major, program start and end dates);
- employment authorizations and Matriculations;
- visa document issuance;
- extensions of stay;

- transfers to/from other US educational institutions.

Form I-20

By signing the Form I-20 the student agrees to follow all rules and conditions stated on page 3 of the Form I-20. The Form I-20 expires on the date the student completes his or her studies, which may be *sooner* than the date listed under the section Program of Study on the Form I-20. This cannot be extended once the student has completed his or her program; however, F-1 students are permitted to stay in the US for 60 days after completion.

In the event that a student loses his or her Form I-20, or it is stolen or damaged, he or she must immediately request a replacement Form I-20 from the Coordinator of Student Services.

Visa

A visa is the stamp or sticker placed in the passport at a US consulate or embassy outside the United States. A visa is only a permit to enter the United States. Once here, the Form I-20 governs the student's immigration status. Students must make sure the visa is valid for entry and re-entry to the US. An expired visa must be renewed at a consulate/embassy in the student's home country prior to re-entry. Information on visa applications, fees, and US embassies can be found at www.travel.state.gov.

Compliance

MAIA is required to comply with all immigration regulations governing student status and must update all student information each semester.

Students who violate their immigration status may be subject to removal from the US. Loss of legal status will seriously impact or potentially end a student's studies in the United States. If a student is found to be out of status, his or her SEVIS record will be terminated and he or she will be expected to apply for reinstatement or leave the US within 15 days.

Applying to a new university

Students interested in applying to one or more new universities can receive assistance from the Coordinator of Student Services. All students planning to transfer from MAIA to another school need to submit a completed Transfer-Out Request Form and submit a copy of the acceptance letter and transfer in form from the new school. The paperwork should be submitted to the Coordinator of Student Services or the Vice President. This request must be made directly by the student and no transfer can be completed without a completely filled Transfer-Out Request Form.

If a student is accepted to the initial school on his/her I-20 and decides to transfer to another school, he/she should type a letter to withdraw his/her application for the initial school with the reason and give that letter to the Coordinator of Student Services or Vice President.

Students must make arrangements with their new school for the receipt of their new I-20. This process is considered complete when a student has received his/her new I-20. So long as the new I-20 retains the same SEVIS ID (N#) and the student's visa is still valid (not expired),

he/she will not need to apply for a new visa. If the visa will expire, or the SEVIS ID does not match the number on the visa, the student will need to apply for a new visa during his/her next trip to his/her home country.

Students with questions about the transfer out procedure should contact the Coordinator of Student Services or Vice President directly.

Transcript Requests

Students who are applying for new schools may request an official MAIA transcript via [Transcript Request Form](#). Transcript requests will be processed within 3-5 business days. There is no rush processing so students must make sure to plan ahead when requesting transcripts.

Further Policies

It is important to all faculty and staff that both students and employees feel comfortable in the MAIA community. As such, the following policies have been put into place.

Harassment

Harassment of any kind is prohibited by MAIA. Harassment means conduct of a verbal or physical nature that is designed to embarrass, distress, agitate, disturb, or trouble a student or students. Such conduct has the purpose or effect of unreasonably interfering with a student's performance or creating an intimidating or hostile learning environment. Harassment includes, but is not limited to, harassment on the basis of race, sex, color, national origin, sexual orientation, religion, marital status, or disability. Harassment may include the following:

- Unwelcome sexual advances—whether or not they involve physical touching
- Physical threats, intimidation, or abuse
- Repeated verbal remarks of a demeaning nature such as comments about a person's body
- Displaying sexually suggestive objects, pictures, or cartoons
- Unwanted inquiries into one's sexual activities
- Demeaning jokes, stories, or activities directed at the student
- Discussion of one's sexual activities in front of those who do not wish to hear about it

Harassment of a student or students by another student or students will not be tolerated at MAIA. This policy is in effect while students are in school groups, engaged in school activities, in school vehicles, using MAIA technology or services, or on property within jurisdiction of MAIA. Students whose behavior is found to be in violation of this policy will be subject to disciplinary action up to and including expulsion.

MAIA will promptly and reasonably investigate allegations of harassment. Students experiencing harassment should tell the vice president of operations. The vice president will be responsible for handling all complaints by students alleging harassment. Retaliation against a student who has filed a harassment complaint or participated in a harassment investigation or

proceeding is also prohibited. A student who is found to have retaliated against another student in violation of this policy will be subject to disciplinary action up to and including expulsion.

Verbal Harassment

1st Offense	Meeting with harassee and Director of Student Services
2nd Offense	Meeting with harassee and the Vice President. Written apology to harassee and phone call home.
3rd Offense	University Meeting
4th Offense	Five day after-school suspension (2 hours after class for 5 days)

If an additional violation occurs, disciplinary actions up to and including expulsion may occur.

Student Complaints

Informal Complaint Procedures

It is the wish of MAIA to provide an education and services of high quality to its students. When a student has a complaint, resolution should be sought through informal communication with the appropriate instructor, staff member, or administrator who may be able to help clarify the situation before a written (formal) complaint is made.

Formal Complaint Procedures

This Student Complaint Policy does not supersede specific policies involving special cases such as grade appeals, sexual harassment, appeal and due process, etc.

- Filing a Formal Student Complaint: A student who wishes to file a formal complaint with MAIA must complete and submit the formal complaint form: [MAIA Complaint Form](#) to the appropriate administrator.
- Administrative Complaint Acknowledgment: Formal student complaints will be forwarded to the administrator most immediately responsible for the area to which the complaint pertains. The administrator will send a written acknowledgment to the student within five working days of receiving the complaint indicating:
 - that the formal complaint form has been received
 - the nature of the complaint and
 - that the student will receive a written response after deliberation within ten working days.
- Copies of the written student complaint and the acknowledgement letter will be kept in the student's file.
- Administrative Deliberation and Response: If the administrator to whom the complaint is forwarded determines that the nature of the complaint is beyond his/her area of supervision or expertise, the next level administrator in the area should be consulted and may be requested to respond to the student. Administrative disposition of the complaint will generally consist of investigation into the source of the complaint,

previous efforts to resolve the issue, and any contingencies that will aid in the deliberation and disposition of the problem. The responding administrator will send to the student a written statement of attempted resolution to the problem. All formal student complaints will be forwarded upon resolution to the Director of Student Services by each administrator where a log will be kept.

- Student Appeal Process: Upon receiving a deliberation response to the written complaint, the student has the right of appeal to successive levels of administrators within the area. This appeal must be made in writing within five working days of receiving the Administrative response. In each case, the student will receive an acknowledgement of the complaint within five working days and a deliberation response within ten working days from the date of the acknowledgment letter.
- Administrative Levels for Student Complaints:
 - Academic Leadership Team- course content, class changes, level changes, student-teacher conflicts, academics, academic discipline
 - Finance Office - tuition, reimbursements
 - Director of Student Services– non-academic disciplinary action, registration, matriculation scores, clubs/organizations, activities, staff related concerns, information technology, dormitories, facilities complaints, roommate issues

The only appeal beyond an administrator is to the Vice President. The decision of the Vice President will be final.

Suggestion Box

Any member of the community who would like to make an anonymous suggestion for the improvement of MAIA may do so. The suggestion box is located on the MAIA website and can be found [here](#).

Important Reminders

Money and Banking

There are specific guidelines that must be followed in order to open a bank account. Upon arrival at MAIA, Student Advisors will assist students in setting up a bank account with an American bank . It is important that students deposit any large amounts of cash they may have on hand.

Checking Accounts

Writing Checks: A check is an order to pay someone an amount of money deposited in the bank. Debit cards can also be used like checks to pay for goods and services.

The advantages of checks are:

- (1) They can be sent safely by regular mail,
- (2) If a check is lost or stolen, the money is not necessarily lost, and
- (3) Checks can serve as evidence of payment.

The disadvantages of checks are:

- (1) They can usually only be cashed locally,
- (2) To cash a check in a store, supermarket, or restaurant, the person often must show

- some kind of identification (e.g., a driver's license), and
(3) Some businesses and restaurants do not accept personal checks.

IMPORTANT: When there is not enough money in a checking account to cover checks written, the bank will charge a fee for "bouncing" a check. It is therefore important to keep enough money in the checking account to pay for all checks written and to keep accurate records.

Sample Check

Almost all personal checking accounts issue a standard form of checks. It is important that the checks be filled out neatly and correctly. A sample check is shown below. The blanks should be filled in as follows: 1 Date check is written. 2 Name of person or business receiving payment. 3 Amount of check, written numerically. 4 Amount of check, written in words. 5 This blank does not have to be used but it is useful for writing the account number if paying bills or notes about the payment. 6 Account holder's signature.

Mr. John Doe	101
280 Locke Drive, Room 1000	
Marlborough, MA 01752	1 _____ 20__
Phone: 555-0000	
PAY TO THE	
ORDER OF 2 _____	\$3 _____
4 _____	DOLLARS
COMPASS BANK	
FOR 5 _____	6 _____

Automatic Teller Machines (ATMs)

Most banks have automated teller machines to handle banking transactions after hours. To use this service, the bank must issue an ATM card and a PIN (personal identification #). Ask the banker for more information. An ATM machine is located in the near G door.

Train and Bus Travel

In addition to air travel, transportation to destinations other than Boston is available by bus and train. Buses leave daily for New York City, Philadelphia, and Washington DC. Boston and Worcester are also served by AMTRAK, which provides train transportation to Philadelphia, Washington DC, New York City, and various connecting cities.

Taxi Service

Taxi and Uber services are available within the Marlborough area. Students must telephone for a taxi because local taxis do not cruise the streets as they do in larger cities. Look under "Taxicabs" in the Yellow Pages of the telephone directory for the phone numbers and hours of operation of local taxi companies. Taxi numbers can be found at the Front Desk.

Shopping

Marlborough has a few shopping destinations for students to enjoy.

- Solomon Pond Mall: Solomon Pond Mall is located at 601 Donald Lynch Boulevard. The mall contains stores connected by indoor walkways. Students will find restaurants, clothing stores, specialty shops, and a movie theater.
- Hannaford Plaza: Hannaford plaza is located within walking distance of MAIA. The plaza contains many restaurants as well as a grocery store, discount store and other specialty shops.

Department Store - This type of store is very large and sells a wide variety of merchandise. A department store is convenient because students can do much of their shopping in one store. However, students often pay for this convenience with higher prices.

Local Department Stores

Sears - Solomon Pond Mall

Macy's- Solomon Pond Mall

Discount Store - This type of store is very similar to the department store. There are usually fewer clerks so students must be able to shop more independently. One benefit of shopping at discount stores is that the merchandise is usually sold at a lower price.

Local Discount Stores

Walmart- 280 Washington Street, Hudson

Target- 605 Boston Post Road East, Marlborough

Target- 423 Donald Lynch Boulevard

Dollar Tree – Hannaford Plaza

Restaurants and Dining

Various restaurants are located within the vicinity of MAIA. In most restaurants tipping is a usual practice. The tip, money placed on the table for the waiter, is usually 15% - 20% of the total bill. The cost of the tip is not usually included in the total amount of the bill. Tipping is not necessary at fast food restaurants. Tipping is also considered customary for delivery services and students should expect to give anywhere from \$3-\$5 for the delivery.

Bargaining

Generally, bargaining is not practiced in stores in the United States except for expensive purchases such as cars and appliances.

Purchasing Customs

Before purchasing an item, be sure to find out the policy of the store for returning items. Most stores will allow returns provided that: (1) merchandise is accompanied by a register receipt; (2) too much time has elapsed since the sale (usually within a week to ten days); (3) merchandise is in original condition. Some stores allow only exchanges, not refunds.

Clothing Sizes

Shopping in a new country can be difficult and sometimes frustrating. Taking a conversion chart and tape measure can be helpful in finding what is needed. It is customary that a person buying a piece of clothing try it on first. Clothing stores have dressing rooms where a student can try on as many items as he or she wishes until he or she finds exactly what he or she is looking for. However, by law, underwear and swimsuits cannot be returned after being worn.

Taxes

A state/local sales tax of 6.25% is added to the purchase price of some goods bought in Massachusetts. This tax does not apply to clothing or most food items purchased at a grocery store but does apply to food purchased at a restaurant.

Social Customs

Native Language: When students are relaxing, it is good to be able to use their native language. But students should try to speak English as much as possible, especially when someone who does not understand the language is present.

Food: American cooking and food may not be the same as in the student's home country. Part of the fun of living abroad is the chance to try different foods, though students may need a week or two to get used to a new diet. In general, Americans are very concerned about the quality, nutritional value, and cleanliness of their food and its surroundings.

Cleanliness: Americans are very concerned about personal cleanliness of both their bodies and clothing. Strong body smells and odors in unwashed clothing are very bad in US culture. For this reason, Americans bathe daily and use deodorant daily to prevent body odor. American men usually do not use strong perfumes or lotions on their bodies. Clothing is also kept fresh and clean by frequent washing or dry cleaning. For example, Americans typically wash a shirt after wearing it one time, especially when the weather is hot.

Dating: Dating customs vary widely all over the world. In the US, all dates are based on the assumption that men and women have equal rights and dignity. A date is not regarded as a preliminary to marriage or an invitation to engage in sexual activity.

Visiting in American Homes

The following social customs may be important to know in the event that a student is invited to visit in someone's home. Most important is punctuality. Arrive no earlier or later than 5 to 10 minutes of the meeting time. If the student will be late or must cancel, they must be sure to call to inform the person as early as possible. RSVP on a written invitation means "please reply." The reply should be made as soon as the decision to attend is known. If a student is to someone's home, it is generally appreciated if the invitee writes a brief "thank you" note or telephones his or her thanks a day or two after the visit. A small gift, such as candy, flowers, or a small souvenir from the invitee's country is appreciated, but not necessary.

Some Americans enjoy casual and spur-of-the moment visits. Even so, it is always wise to

telephone before making an unexpected visit to be sure that friends will be at home and that it is a convenient time for visiting.

Closing Thoughts

The teachers and staff are dedicated to assisting students in having a positive, successful experience at MAIA. In order to accomplish this, everyone must work together not only to abide by the guidelines laid out in this handbook but also to take advantage of the opportunities MAIA offers. Students are urged to use English in their everyday conversations to strengthen what they are learning in the classroom. Mastery of a language is achieved largely through speaking it, and no student, regardless of his or her ability, should be afraid to practice it. Everyone makes mistakes when learning, and all teachers and staff at MAIA understand that. Students are encouraged to take advantage of the many activities offered by the student advisors. Any outing, whether it is bowling, a trip to a museum, or an excursion to Boston, is a wonderful chance for students to experience American culture and to practice their English. The more confident and familiar students become with speaking English and navigating American culture, the better prepared they will be for study at an American university. It is the mission of MAIA teachers and staff to help students achieve this goal.

2018/2019 Academic Calendar

Session 1	
September 1-2	New Students Arrive #1
September 3	Labor Day, No Classes
September 3-7	New Student Orientation #1
September 10	Classes Start
October 8	Columbus Day, No Classes
October 31-November 1	Final Exams
November 2-4	Session Break, No Classes
Session 2	
October 27-28	New Students Arrive
October 29- November 2	New Student Orientation
November 5	Classes Start
November 12	Veterans' Day (observed), No

	Classes
November 22-25	Thanksgiving Break, No Classes
December 19-20	Final Exams
December 21	Winter Graduation
December 23	Dorms Close for Graduating Students
December 22-January 6	Winter Break, No Classes
Session 3	
January 5-6	New Students Arrive
January 7-11	New Student Orientation
January 14	Classes Start
January 21	MLK Day, No Classes
February 4-5	Chinese New Year, No Classes
February 18	President's Day, No Classes
March 6-7	Final Exams
March 8-17	Spring Break, No Classes
Session 4	
March 9-10	New Students Arrive
March 11-15	New Student Orientation
March 18	Classes Start
April 15	Patriots' Day, No Classes
May 1-2	Final Exams
May 3-5	Session Break, No Classes
Session 5	
May 6	Classes Start
May 27	Memorial Day, No Classes
June 19-20	Final Exams

June 21	Summer Graduation
June 23	Dorms Close for Graduating Students
June 22	Summer Break Begins!

STAFF CONTACT INFORMATION

Name	Position	Extension	E-mail
Meredith Mara	Vice President	X6311	meredith.m@maia.edu
Rachael Elliott	Director of Student Services	X6303	rachael.e@maia.edu
Kristiane Doyle	Office Assistant	X6305	kristiane.d@maia.edu
Alonso Arteaga	Student Advisor	X6313	alonso.a@maia.edu
Sam Bor	Student Advisor	X6313	sam.b@maia.edu
Leah Boccaccio	Student Advisor	X6313	leah.b@maia.edu
Franco DiMarco	Student Advisor	X6313	francesco.d@maia.edu
Jalilah Gonsalves	Student Advisor	X6313	jalilah.g@maia.edu
Jason Hash	Student Advisor	X6313	jason.h@maia.edu
Takobian Worsley	Student Advisor	X6313	takobian.w@maia.edu

Ashley Sausman	Coordinator of Student Services	X6392	ashley.s@maia.edu
Elise Bowling	Coordinator or Student Services	X6341	elise.b@maia.edu
Jon Schmidt	IT Coordinator	X6368	jons@maia.edu
Elizabeth Doten	School Nurse	X6362	elizabeth.d@maia.edu

Faculty Contact Information

Name	Extension	Classroom	Email
Brown, Kristen <i>ESL Program Director</i>	X6373	Office C203	kristen.b@maia.edu
Randolph, Tom <i>Assistant ESL Program Director</i>	X6376	Office C203	tom.r@maia.edu
Gerlits, Henry		B216	henry.g@maia.edu
Gjika, Ani		B218	ani.g@maia.edu
Herman, Kelly		C113/B202	kelly.h@maia.edu
Hughes, James		B213	james.h@maia.edu
Iijima, Alexis		B201	alexis.i@maia.edu
Khanzadi, Sara		C105	sara.k@maia.edu
Murphy, Katie <i>Instructional Designer for Online Learning</i>		B310	mareika.m@maia.edu

Parra, Virginia		B205	virginia.p@maia.edu
Paterson, Meridith		C106	meridith.p@maia.edu
Petrelli, Daniel		C113	daniel.p@maia.edu
Sit, Jon-Peter		B219	jonpeter.s@maia.edu
Spurling, Marina		B204	marina.s@maia.edu
Walz, Judith		C115	judith.w@maia.edu
Zhang, Bo <i>TOEFL/IELTS Instructor</i>		C211/B203	bo.z@maia.edu

WHO SHOULD STUDENTS FIND FOR INFORMATION?

Service	Contact Person	Email	Phone	Office
Health/Health Insurance	Ana Kaizer	ana.k@maia.edu	508.229.6362	B206
Housing/Advising/Events/ Non-academic discipline	Rachael Elliott	rachael.e@maia.edu	508.229.6303	SA Office
IT	Jon Schmidt	jons@maia.edu	508.229.6326	B210
Immigration (SAs Sam, Kobi, Alonso and Leah)	Elise Bowling	elise.b@maia.edu	508.229.6300 ext. 6341	SA Office
Immigration (SAs Jalilah, Jason, Franco)	Ashley Sausman	ashley.s@maia.edu	508.229.6300 ext. 6360	SA Office

Registration/ Matriculation	Meredith Mara	meredith. m@maia. edu	508.229.630 0 ext. 6311	C201C
Academics	Ms. Brown, Mr. Randolph	kristen.b @maia.e du rebecca.l @maia.e du eden.k@ maia.edu		B208/C21 1
University Application	Ashley Sausman and Elise Bowling	ashley.s @maia.e du elise.b@b aia.edu	508.229.630 0 ext. 6360 / 6341	SA Office

EMERGENCY CONTACT INFORMATION

Department	Address	Phone Number
Marlborough Police Department	355 Bolton Street Marlborough, MA 01752	508.485.1212 Emergency 911
Marlborough Fire Department	215 Maple Street Marlborough, MA 01752-3237	508.624.6984
Emergency Management	696 Concord Road Marlborough, MA 01752-5617	508.481.1933
Board of Health	255 Main Street Walker Building, Rm. 101 Marlborough, MA	508.460.3751
Doctor's Express	42 Boston Post Road W, Marlborough, MA 01752	508.658.0764

Glossary

Credit Course- A class that will count for university credit when the student moves on to UMass Boston. These can be taken as a full grade (A, B, C, D, F) or as Pass/Fail.

Matriculate- To complete the MAIA program and be officially accepted into your university. This takes place at the end of session 2 and session 4.

PCR- Our online gradebook.

Plagiarism - The act of using another person's words or ideas without giving credit to that person.

Probation- A trial period or condition of students where the students are closely monitored by staff.

Referral- This is our discipline process. A student will receive a referral if they break one of our academic rules, our Academic Honesty Policy or fails to meet our attendance policy.

Session- 7-8 weeks of classes. There are five sessions in our school year. At the end of each session, students have the opportunity to change class levels.

MAIA Student Learning Outcomes (SLOs) – This is what students are expected to achieve by the end of each level.

Writing	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Structure	Can write simple isolated phrases and sentences. Can write sentences which answer the question clearly.	Can write an organized one paragraph response with a topic sentence, supporting details, and a concluding sentence. Can write paragraphs which answer the question clearly.	Can write summaries and 3 paragraph essays with a thesis statement, clear topic sentences, supporting details, and a concluding sentence. Can write essays which answer the question clearly.	Can write essays of at least 5 paragraphs which address the prompt and have the following criteria: a hook, clear divided thesis, transitions, and unity of ideas with balanced body paragraphs and a conclusion. Can write essays which answer the question clearly.	Can write 4-6 page essays which address the prompt and have the following criteria: a hook, clear thesis, variety of transitions, and unity of ideas with balanced body paragraphs and a conclusion. Can write essays which answer the question clearly.	Can develop and produce a 7-10 page independent research paper that synthesizes multiple sources for a variety of disciplines. -clear, well-structured expositions of complex subjects underlining relevant, salient issues. -expand and support points of view at some length. Can write essays which answer the question clearly.
Development	Can write using simple connectors like and/but	Can use supporting ideas in a paragraph with basic details	Can write with sufficient details in supporting ideas (at least one detail, one example, and one explanation per body paragraph: personal experience, background knowledge from class, simple paraphrase)	Can develop at least 2-3 details for each point of a given topic Can analyze information from outside sources to support his/her point of view Can often format outside sources accurately (in-text citations, punctuation, integration) which are appropriate, relevant, not translated, and from an academic or professional source	Can develop ideas based on research and synthesis of multiple sources (if applicable) to explain, analyze, synthesize, and expand upon surface observations (sources are appropriate and relevant, not translated, and from an academic or professional source). Can consistently use sources accurately (in-text citations, punctuation, integration) to support a given topic with guidance: -paraphrase, -analyze, -summarize -express original ideas that are new, independent, and	Can develop ideas to explain, analyze, synthesize, construct and expand upon personal observations and ideas Can independently use and synthesize a range of sources from a variety of disciplines to support and develop their thesis Can consistently use quality evidence and detailed descriptions to support an argument: -paraphrase -analyze -summarize -express original ideas that are new, independent, and are engaging

					are engaging	
Grammar (Accuracy)	Can use grammar introduced at this level with some accuracy.	Can use grammar introduced at this level with some accuracy.	Can demonstrate a good degree of grammatical control of items at this level but with errors that frequently obscure meaning.	Can demonstrate a good degree of grammatical control of items at this level but with errors that occasionally obscure meaning.	Can demonstrate a good degree of grammatical control of items at this level with occasional errors that do not obscure meaning.	Can demonstrate a good degree of grammatical control of items at this level with minor errors that do not obscure meaning.
Vocabulary	Can express basic communication needs using sufficient vocabulary (basic) with correct form and meaning	Can describe routine, familiar situations and topics using sufficient vocabulary (some high frequency words)	Can articulate ideas on most topics about everyday life using sufficient vocabulary (a variety of high frequency words with some low frequency)	Can convey opinions about matters connected to a range of general topics using appropriate vocabulary while avoiding frequent repetition (a variety of low frequency words and some from AWL)	Can convey moderately complex ideas, give clear descriptions, express viewpoints, and develop arguments using an appropriate range of language (a range of words from AWL and low frequency words)	Can convey complex ideas through accurate and appropriate use of a range of vocabulary and idiomatic phrasing
Mechanics	Can copy familiar words and short phrases. Can put a period at the end of each sentence.	Can spell basic words accurately. Can use basic punctuation e.g. capitalization, accurately.	Can format accurately most of the time. Can use correct punctuation some of the time and can spell a variety of high frequency words accurately.	Can accurately format consistently. Can spell and use correct punctuation accurately most of the time.	Can accurately format and use correct punctuation consistently. Can spell low frequency words and AWL accurately with only occasional errors.	Can accurately format and use correct punctuation consistently. Can spell a wide range of vocabulary accurately except for minor errors.

Reading	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Comprehension	Can understand short, simple texts including informational material, identifying basic purpose, main ideas and supporting details	Can understand short texts, on a variety of topics including informational material, which include commonly used and some field specific language and can identify purpose, main ideas some supporting details and make some predictions	Can understand multi-section texts with a range of field specific vocabulary and can read and recognize different text types, identify purpose, main ideas, key details and lines of argument and conclusions	Can understand some complex texts with a range of academic and field specific vocabulary identifying main idea and supporting details while analyzing arguments and cause and effect. Can scan and identify relevant content from a limited number of texts on a specific	Can read with a large degree of independence, adapting style and speed of reading to different texts and purposes, and using appropriate reference sources selectively. Has a broad active reading vocabulary.	Can understand in detail lengthy, complex texts, whether or not they relate to his/her own area of specialty, provided he/she can reread difficult sections.

				topic.		
Strategies	<p>Can activate schema and preview text</p> <p>Can use a bottom-up and top-down approach in order to aid in comprehension of a selected text.</p>	<p>Can activate schema and make predictions after previewing material</p> <p>Can use headings and subheadings to determine the purpose of a reading passage.</p>	<p>Can skim/scan a text quickly and identify relevant content</p> <p>Can use appropriate graphic organizers to comprehend different text types and begin to make inferences about the material.</p>	<p>Can use context to understand unfamiliar words in a reading passage</p> <p>Can make inferences to improve comprehension and understand a text more deeply</p>	<p>Can skim/scan, and identify different text types in order to draw conclusions</p> <p>Can analyze reading passage for function and purpose</p>	<p>Can evaluate the author's intent and tone to analyze the reading passage</p>

Listening	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Listening Comprehension	Can follow/recognize speech that is very slow and carefully articulated with long pauses for him/her to assimilate meaning to identify topic and main ideas	Can understand speech that is slowly and carefully articulated on concrete topics such as basic personal and family information, health issues, and basic commands.	Can understand straightforward factual information and narratives (conversations, short stories, short lectures) about everyday or job related topics, identifying both general messages and specific details, provided speech is clearly articulated in a generally familiar accent.	Can understand most familiar and some unfamiliar topics including differing arguments, facts, and opinions in lecture format, provided speech is articulated in a familiar accent.	Can understand typical college lectures, live or broadcast, on both familiar and unfamiliar topics (or variety)	Can understand college lectures on abstract and complex topics beyond his/her own field thought he/she may need to confirm occasional details, especially if the accent is unfamiliar.
Strategies	<p>Can preview listening topic by using visual cues to activate background knowledge</p> <p>Can make predictions about the topic</p> <p>Can get clarification from the speaker as needed</p>	<p>Can ask questions for clarification</p> <p>Can listen for new vocabulary words</p> <p>Can make inferences</p>	<p>Can listen for specific details</p> <p>Can listen for transitional words/organizer markers</p> <p>Can summarize information</p> <p>Can recognize word order patterns</p>	<p>Can predict content & complete a variety of guided notes templates</p> <p>Can recognize tone/intonation/ stressed syllables</p>	<p>Can segment text into larger chunks</p> <p>Can paraphrase given topics of the passages</p> <p>Can recognize tone (a few idiomatic expressions, irony, and sarcasm)</p>	<p>Can listen for content words Can activate prior knowledge to understand information.</p> <p>Can self-monitor for understanding Can identify points of view & purpose Can recognize and interpret tone (a range of idiomatic expressions, irony, and sarcasm)</p>
Note-taking	Can write basic words during dictation type listenings from the	Can write basic words during dictation type listenings from the	Can take notes as a list of key points for listenings at	Can take notes which are detailed enough to use to recall main ideas	Can take notes on most important points of a lecture with only some	Can take detailed notes during a lecture, recording the information

	text book at this level.	text book at this level.	this level.	and details.	information missed.	accurately and close enough to the original that others can use the notes to determine the main ideas and details.
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Speaking	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Presentation	Can produce simple, mainly isolated phrases about himself/herself, people, and places.	Can give a simple description or presentation of people, living or working conditions, daily routines, likes/dislikes, etc. as a short series of simple phrases and sentences linked into a list.	Can give a description or presentation including personal opinions on a few subjects within his/her field of interest with a basic level of organization.	Can give logical, clear descriptions and presentation on a variety of familiar and unfamiliar subjects, using expanding and supporting ideas.	Can give logical, clear, and detailed descriptions and presentations on a wide range of subjects, using expanding and supporting ideas with relevant examples and evidence supported by sources.	Can give logical, clear, and detailed descriptions and presentations on complex subjects, integrating subthemes, developing particular points and rounding off with an appropriate conclusion which integrates personal opinions and research.
Interaction	Can ask and answer simple questions.	Can ask and answer short questions and carry on a short conversation	Can ask and answer complicated questions to some degree in familiar situations and can defend a basic argument	Can use strategies to maintain listener interest Able to add to a speaker's comments to become an active conversation partner.	Can participate in informal and formal discussions and explain and defend their opinion using evidence from multiple sources	Can initiate and lead informal and formal discussions and explain and defend their opinion using evidence from multiple sources
Accuracy	Can employ a few simple grammatical structures and sentence patterns that are replicated	Can use some simple structures correctly to convey meaning despite basic errors of usage	Can use a variety of predictable structures which are repeated	Can demonstrate a moderate degree of grammatical control with reasonable accuracy using a variety of structures	Can demonstrate a good degree of grammatical control with errors that do not interfere with understanding	Can demonstrate satisfactory grammatical control with non-systematic errors and minor flaws in sentence structure
Intelligibility	Can pronounce a very limited repertoire of learned words and phrases which can be understood with some effort by native speakers used to dealing with speakers of his or her language group.	Can generally pronounce clear enough to be understood despite a noticeable foreign accent but will need to be asked for repetition from time to time.	Can pronounce intelligibly even if a foreign accent is evident. Mispronunciations occur often.	Can pronounce intelligibly even if a foreign accent is sometimes evident. Mispronunciations occur occasionally. Begins using appropriate sentence stress.	Can often speak with clear pronunciation and intonation with occasionally appropriate sentence stress.	Can consistently vary intonation and place sentence stress correctly to express finer shades of meaning.

Mechanics	Can format presentations according to level requirements. Can present with notes and read information from slides or notes.	Can format presentations according to level requirements. Can present with notes but only read some information from slides or notes.	Can format presentations according to level requirements. Can present with notes but only read some information from slides or notes.	Can format presentations according to level requirements. Can present with some need for/reference to notes but without reading from slides or notes.	Can format presentations according to level requirements. Can present with some brief reference to notes.	Can format presentations according to level requirements. Can present with minimal need for/reference to notes.
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MAIA’s Elective Student Learning Outcomes (SLOs) – This is what students are expected to achieve by the end of each level in their elective class.

SLO	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Writing Development	Can write using simple connectors like and/but.	Can use supporting ideas in a paragraph with basic details.	Can write with sufficient details in supporting ideas.	Can develop at least 2-3 details for each point of a given topic.	Can develop ideas based on research and synthesis of multiple sources.	Can develop ideas to explain, analyze, synthesize, construct and expand upon personal observations and ideas.
Writing Vocabulary	Can express basic communication needs using sufficient vocabulary (basic) with correct form and meaning.	Can describe routine, familiar situations and topics using sufficient vocabulary (some high frequency words) with correct form and meaning.	Can articulate ideas using sufficient vocabulary (a variety of high frequency words with some low frequency) with correct form and meaning.	Can convey opinions using appropriate vocabulary while avoiding frequent repetition (a variety of low frequency words and some from AWL) with correct form and meaning.	Can convey moderately complex ideas, give clear descriptions, express viewpoints, and develop arguments using an appropriate range of language (a range of words from AWL and low frequency words) with correct form and meaning.	Can convey complex ideas through accurate and appropriate use of a range of vocabulary and idiomatic phrasing with correct form and meaning.
Writing Mechanics	Can copy familiar words and short phrases. Can put a period at the end of each sentence.	Can spell basic words accurately. Can use basic punctuation e.g. capitalization, accurately.	Can format accurately most of the time. Can use correct punctuation some of the time and can spell a variety of high frequency words accurately.	Can accurately format consistently. Can spell and use correct punctuation accurately most of the time.	Can accurately format and use correct punctuation consistently. Can spell low frequency words and AWL accurately with	Can accurately format and use correct punctuation consistently. Can spell a wide range of vocabulary accurately except for minor errors.

					only occasional errors.	
Reading Comprehension	Can understand short, simple texts.	Can understand short texts.	Can understand multi-section texts.	Can understand some complex texts.	Can read with a large degree of independence.	Can understand in detail lengthy, complex texts
Listening Comprehension	Can follow/recognize speech that is very slow and carefully articulated with long pauses for him/her to assimilate.	Can understand speech that is slowly and carefully articulated.	Can understand straightforward factual information, provided speech is clearly articulated in a generally familiar accent.	Can understand information in a variety of formats, provided speech is articulated in a familiar accent.	Can understand information in longer formats with a familiar accent.	Can understand information in longer formats, especially if the accent is unfamiliar.
Speaking Presentation	Can produce simple, mainly isolated phrases.	Can give a simple description or presentation as a short series of simple phrases and sentences linked into a list.	Can give a description or presentation including personal opinions with a basic level of organization.	Can give logical, clear descriptions or presentations including supporting ideas.	Can give logical, clear, and detailed descriptions or presentations including supporting ideas with relevant examples.	Can give logical, clear, and detailed descriptions or presentations on complex subjects developing particular points and rounding off with an appropriate conclusion including personal opinions.
Speaking Interaction	Can ask and answer simple questions.	Can ask and answer short questions and carry on a short conversation.	Can ask and answer complicated questions in familiar situations and can defend a basic argument.	Can use strategies to maintain listener interest Able to add to a speaker's comments to become an active conversation partner.	Can participate in discussions and explain and defend their opinion using evidence.	Can initiate and lead discussions and explain and defend their opinion using evidence.
Speaking Intelligibility	Can pronounce a very limited repertoire of learned words and phrases which can be understood with some effort by native speakers used to dealing with speakers of his or her language group.	Can generally pronounce clear enough to be understood despite a noticeable foreign accent but will need to be asked for repetition from time to time.	Can pronounce intelligibly even if a foreign accent is evident. Mispronunciations occur often.	Can pronounce intelligibly even if a foreign accent is sometimes evident. Mispronunciations occur occasionally. Begins using appropriate sentence stress.	Can speak with clear pronunciation and intonation with very few mispronunciations. Can use appropriate sentence stress often.	Can understand information in longer formats, especially if the accent is unfamiliar.