



ΕΛΛΗΝΟΑΜΕΡΙΚΑΝΙΚΗ ΕΝΩΣΗ  
Σωματείο Κοινοφελές, Εκπαιδευτικό και Πολιτιστικό

HELLENIC AMERICAN UNION  
An educational public charity

**Center for Applied Linguistics  
and  
Language Studies**

**Modern Greek Language Program**

**STUDENT HANDBOOK**

**Center for Applied Linguistics and Language Studies  
Modern Greek Language Program  
STUDENT HANDBOOK**

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## **Student Handbook purpose**

The Hellenic-American Union Modern Greek Language Program, in its ongoing endeavor to improve the quality of education and relevant services it offers, has established a set of policies and procedures to assist students. These are outlined in this Handbook.

The Student Handbook provides Modern Greek Language Program students with important information regarding administrative and academic policies and procedures, in addition to available services and facilities. It also describes the teaching philosophy of the Modern Greek Language Program and an explanation of course objectives and outcomes.

Please read the contents of this Handbook carefully. Should you need any further explanation of the items covered, contact the Modern Language Program academic staff.

The Hellenic American Union reserves the right to change, suspend or cancel any or all of the policies and procedures discussed in this Handbook.

The articles herein apply to all Modern Greek Language Program students.

## **Message from the Executive Director**

Dear Students,

Welcome to the Hellenic American Union's vibrant learning community, which is designed to provide students with an excellent environment for intellectual, personal and professional growth. The Hellenic American Union serves as a laboratory for learning that offers students opportunities for unique, interactive academic experiences with our highly qualified and accessible faculty.

Since its foundation in 1957, the Hellenic American Union has offered its students the opportunity to experience learning on and off campus through our diverse foreign language, translation, teacher-education and cultural programs. Partnership with international educational institutions, universities and businesses illustrate the value we place on global citizenship at our institution. We aim to provide our students the chance to gain a variety of experiences through regular cultural activities such as poetry readings and art exhibits that supplement and enhance classroom learning.

The Student Handbook contains important information and lists valuable resources and services to assist you while you are a student at the Hellenic American Union. Take advantage of these resources and do not hesitate to ask if you need assistance.

I wish you all a fruitful and enjoyable learning experience,

Leonidas-Phoebus Koskos  
Executive Director

## A brief history of the Hellenic American Union<sup>1</sup>

The Hellenic American Union was founded in November 1957 in order to fulfill the need for developing and strengthening ties between the peoples of the United States of America and Greece. This need was acknowledged by distinguished Greeks and Americans from diverse walks of life such as scientists, educators, artists, novelists and poets as well as businessmen. Nikos Hatzikyriakos-Ghikas, Xenofon Zolotas, Elias Venezis, Ioannis Georgakis and Dr. Nikolaos Louros were among the Hellenic American Union founding members.

The first General Assembly of the Hellenic American Union was summoned in March 1958. The first Board consisted of the following five Greeks and four Americans: Charles Arliotis (Chairperson), Duncan Emrich and Aspasia Eliasco (Vice-Chairpersons), Kyriakos Kyriakides (General Secretary), Alkimos Gratsos (Treasurer), and Homer Davis, Ioannis Georgakis, Howard Macpherson and Themis Mavrokordatos (Members). An old private house at Herodou Atticou Street served as the premises of the Hellenic American Union during the first years of its operation and membership soon rose to over 400 members, thus realizing its aims which were *“to strengthen the friendly ties already existing between Greece and the United States by acquainting the citizens of both countries with the cultural, scientific and economic developments in both countries, by publicizing... books, works of art, music and other cultural expressions of both countries: by exchanging scientists, artists, students and other persons; by holding conferences and lectures, and by performing other acts that...may be appropriate for achieving these purposes”*.

During its first years of operation, the Hellenic American Union organized a series of cultural events in cooperation with the U.S. Embassy at venues such as the Kentrikon Theater, the Zappeion Hall, the Orfeas Theater, and the Grande Bretagne Hotel. In those years, for Greeks, the Hellenic American Union was synonymous to English language classes while foreigners living in Greece associated the institution with Greek language classes. Initially, 76 students trusted the Hellenic American Union to cover their need for learning English as a Foreign Language but the number of students rose to about 200 within a month.

In 1960, when a language-study center was set up, the public started associating the Hellenic American Union with other language programs as well, since the center offered courses in Translation, Language and Literature classes for all age groups, and Teacher Education and Language Teaching Methodology. The center was housed in a building at Stadiou Street. In the years that followed, the University of Michigan authorized the center to organize its English Proficiency Examinations while the University of Pennsylvania trusted it to organize the examinations for the Certificate in American Civilization.

1963 marks the completion of the building at Massalias 22, which, since then, has been associated with all the activities of the Hellenic American Union. The building underwent extensive renovation in 1998.

Other landmarks in the more recent history of the Hellenic American Union are: the creation of the Writing Center in 2004; the establishment of the Hellenic American University in 2004 by an Act of the New Hampshire (US) legislature; the establishment of the Center for Applied Linguistics and Language Studies in 2004 as a natural development of the former Division of Education.

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<sup>1</sup> Adapted from: Jeanne Valentine, September-October 1993, The role of culture in cementing relations. *Greek American Trade*, pp 48-50.

## **1. GENERAL NOTES AND PRINCIPLES**

### **1.1 Mission statement of the Center for Applied Linguistics and Language Studies**

The mission of the Center for Applied Linguistics and Language Studies (CALLS) at the Hellenic American Union is to serve the international, national and local language-learning community through constituting a bridge between educational theory and practice, providing excellence in language instruction, professional development, research and assessment, and promoting cross-cultural awareness, enabling people to become part of an international community.

### **1.2 Mission Statement of the Modern Greek Language Program**

The mission of the Modern Greek Language Program at the Hellenic American Union Center for Applied Linguistics and Language Studies (CALLS) is to assist non-native speakers of Greek in acquiring the necessary language skills to participate in a plurilingual context. The program provides instructional excellence in a supportive, learning-conducive environment and a positive link between language testing and teaching. Learning is facilitated by the state-of-of-the-art educational technology, innovative teaching materials, and cross-cultural awareness.

The Modern Greek Language Program of the Hellenic American Union is committed to providing equal opportunities for all members of its public and does not discriminate on the basis of race, color, gender, sexual orientation, age, religion, national origin, physical disability, or veteran status in its student admissions, recruitment, employment, evaluation, and advancement policies.

### **1.3 Faculty**

The Hellenic American Union Modern Greek Language Program faculty members are experienced and well-qualified instructors of Modern Greek. All instructors are native speakers of Greek. They are graduates of Greek universities and hold at least a B.A. while some hold postgraduate degrees. They have all attended Hellenic American Union seminars in Teaching Greek as a Second/Foreign Language and have years of experience in teaching Modern Greek as a Second/Foreign language to students of all ages and levels.

## **2. REGISTRATION POLICIES AND PROCEDURES**

### **2.1 Tuition fees: Payment and discounts**

- Tuition and registration fees must be paid in full at the time of registration.
- Students registering at the Hellenic American Union premises may pay in cash or by credit card. Students may also register by mail through a postal order made payable to the Hellenic American Union.

Spouses, siblings, and parents/legal guardians and children of those currently enrolled are entitled to a 10% discount for the total duration of their studies in any of the following Programs: English Language Program, Modern Greek Language Program, and Teacher Education Center.

### **2.2 Tuition fees: Refunds**

- Courses that do not have a sufficient number of students enrolled may be cancelled, and the students may be requested to transfer to another time schedule, if available. In the case that a course is cancelled and students do not wish to transfer to another one, tuition fees are refunded.
- Students who inform Registration and Student Services before the second session that they will be unable to continue may receive a refund of 50% of the

total tuition fee by presenting their receipt, only if they have paid TOTAL tuition fees in advance . In case of cancellation due to insufficient number of students enrolled, all registration and tuition fees paid upon registration are refunded.

- Students who exceed the absence limit are removed from the class roster and are not entitled to a refund of the tuition fees they have paid.
- Repeated misconduct can lead to expulsion. Expelled students are not entitled to a refund of the tuition fee.
- In the event that classes are discontinued for reasons of force majeure (cessation of operations by order of public authorities, employee strikes, extensive damage to buildings, etc.), students are not entitled to any refund or offsetting of tuition fees corresponding to lost hours of instruction.
- Tuition and registration fees are not refunded under any other circumstances.

### **2.3 Placement Test**

The aim of the placement test is to determine new students' level in Modern Greek so that they can be placed at the appropriate Modern Greek Language Program level and course. In order to serve students more efficiently, placement tests are offered on site and on line. Students who do not enroll in the Modern Greek Language Program within a year after taking the placement test are required to retake the test.

New students with basic knowledge of Modern Greek or former students of the Hellenic American Union who have interrupted their studies for more than a calendar year must take a placement test prior to enrollment. Such students must contact the Hellenic American Union to inquire about placement test administration if they wish to take the test on site.

Students with no knowledge of Modern Greek are not required to take a placement test and are placed in the "Beginners" course.

On-site placement tests are administered by the Modern Greek Language Program Academic Assistants and faculty on weekdays, throughout the calendar year (except in August). Placement tests are scored immediately after the administration of the test and test scores are made available to the prospective students. The placement test consists of 4 parts, each with 25 multiple-choice items. Its duration is approximately 75 minutes. Placement test scores are valid for one calendar year. A fee is charged for the on-site placements tests. The placement test fee is quoted on the document with the Program's tuition fees given to all registered and prospective students and is valid for one academic year.

On-line placement tests are available through the Hellenic American Union website (Learning Resources / OnLine Tests). In order to take the placement test, candidates will have to provide a valid e-mail address. The test is scored automatically and test scores are made available to the prospective students via their e-mail. The placement test consists of 4 parts, each with 15 multiple-choice items. The maximum time allotted to complete the test is 60 minutes in total. The online placement test is provided free of charge.

### **2.4 Registration of Students**

- Students who wish to enroll in the Modern Greek Language Program courses must be 16 years of age or over.
- Students register at Registration and Student Services (Massalias 22, ground floor).
- Students register on a first-come-first-serve basis and may choose their preferred course schedule depending on availability of places.

- New students must complete and sign the *Student Registration Card* (available in English and Greek). (See Appendix A.)
- During the registration period at the beginning of each term, all current and prospective students receive: a *Student Brochure* covering policies and procedures; a *Course Description* of the course they have registered in or wish to register in; a list with all Modern Greek Language Program course fees. This material is also available on request by e-mail. *Course Descriptions* and the *Student Brochure* are also available on the Hellenic American Union website: [www.hau.gr/greek](http://www.hau.gr/greek).

### **2.5 Priority registration and pre-registration of students**

Continuing students who have successfully completed a course are entitled to priority registration for the next course with the same time schedule. In all other cases, continuing students are subject to the same regulations as new students.

### **2.6 Late admission**

A student can enroll in a course that is already in progress under the following conditions:

- The time elapsed from the beginning of the course until the time of the student's enrollment does not exceed 1/5 of the total course duration, that is 12 hours for a 10-week course.
- The student fulfills all the course entrance requirements.

If the above conditions are met, the student should apply for late admission with an Academic Assistant who will then consult with the instructor. The student will be alerted to the challenges and work required to enter a course in progress.

Registration and Student Services will then be notified that late admission has been approved.

### **2.7 Courses with insufficient number of students enrolled**

Courses that do not have a sufficient number of students enrolled may be cancelled, and the students may transfer to another time schedule, if available. In the case that a course is cancelled and students do not wish to transfer, tuition fees are refunded.

### **2.8 Unregistered individuals in classes**

No one can attend a Hellenic American Union course whose name does not appear on the class roster. If such persons are present in a class, instructors will refer them to Registration and Student Services.

### **2.9 Transcripts and Certificates of Attendance**

Students can receive transcripts and/or Certificates of Attendance upon request to Registration and Student Services. The Hellenic American Union reserves the right to provide these services at a fee.

### 3. ACADEMIC POLICIES AND PROCEDURES

#### 3.1 Academic Calendar

The Modern Greek Language Program academic calendar can be found at the Hellenic American Union website, at [www.hau.gr/greek](http://www.hau.gr/greek). A hardcopy version of the calendar is also available through the CALLS Secretariat and Registration and Student Services.

In line with the mission statement of the Modern Greek Language Program at the Hellenic American Union, the duration of the academic year for courses caters to the needs of our adult students. For this reason, it is divided into the following seven terms: three non-intensive terms, two semi-intensive terms, and four intensive terms.

Most hours take place in the classroom and involve teacher contact. Students must take at least two tests – a progress test half way through the term and a final achievement test at the end of the course.

Each lesson is divided into three fifty-minute sessions. The division of each lesson into three sessions is conducive to learning as it gives teachers and students ample time to practice all four skills (reading, writing, listening and speaking).

However, in order to satisfy students' demand or for purposes related to various examination dates, courses may be offered in overlapping periods, outside the above terms. For example: a group of students might request that they take a non-intensive course program during intensive terms that extends from June until July; dates of the Examination for the Certificate of Attainment in Greek might demand the creation of a special examination preparatory class that ends shortly before the specific examination date.

During *non-intensive terms*, the duration of each course is approximately three months (10 weeks). Lessons are held twice a week (6 hours of instruction per week), as follows:

- Monday & Wednesday: 09:00-12:00, 12:00-15:00, 15:00-18:00, 18:00-21:00
- Tuesday & Thursday: 09:00-12:00, 12:00-15:00, 16:00-19:00, 19:00-22:00

The following table illustrates the three non-intensive terms during the academic year:

	<b>Monday &amp; Wednesday, Tuesday &amp; Thursday</b>
<b>Fall term</b>	
Classes start	Early October
Classes end	Early December
<b>Winter term</b>	
Classes start	Mid December
Classes end	Early March
<b>Spring term</b>	
Classes start	Mid March
Classes end	End of May

During *semi-intensive terms*, the duration of each course is approximately one and a half month (approximately six weeks). Lessons are held three times a week (9 hours of instruction per week), as follows:

- Monday, Wednesday & Friday: 09:00-12:00, 18:00-21:00

The following table illustrates the two semi-intensive terms during the academic year:

	<b>Monday, Wednesday &amp; Friday</b>
<b>June-July semi-intensive</b>	
Classes start	Early June
Classes end	Mid July
<b>July-October semi-intensive</b>	
Classes start	Mid July
Classes end	End September

During *intensive terms*, the duration of each course is one month (four weeks). Lessons are held daily (15 hours of instruction per week), as follows:

- Monday through Friday: 15:00-18:00 (November & February)
- Monday through Friday: 09:00-12:00, 18:00-21:00 (July & September)

The following table illustrates the four intensive terms during the academic year:

	<b>Monday through Friday</b>
<b>November intensive</b>	
Classes start	Early November
Classes end	End November
<b>February intensive</b>	
Classes start	Early February
Classes end	End February
<b>July intensive</b>	
Classes start	Early July
Classes end	End July
<b>September intensive</b>	
Classes start	Early September
Classes end	End September

### 3.2 Academic Program

The Modern Greek Language Program offers the following general Greek, speaking skills, and examination preparation courses<sup>2</sup>:

<b>Level</b>	<b>Course name</b>	<b>Description</b>
<b>Beginners</b>	Beginners (Αρχάριοι)	General Greek
<b>Intermediate</b>		
Low Intermediate	Intermediate 1 (Μέσο 1)	General Greek
	Preparation A Level	Exam preparation
Intermediate	Intermediate 2 (Μέσο 2)	General Greek
	Preparation B Level	Exam preparation
Upper Intermediate	Intermediate 3 (Μέσο 3)	General Greek
	Intermediate Conversation	Speaking skills
<b>Advanced</b>		
Low Advanced	Advanced 1 (Ανώτατο 1)	General Greek

<sup>2</sup> Special preparatory courses for the Examination for the Certificate of Attainment in Greek.

	Preparation C Level	Exam preparation
Advanced	Advanced 2 (Ανώτατο 2)	General Greek
	Preparation D Level	Exam preparation
Upper Advanced	Advanced 3 (Ανώτατο 3)	General Greek
	Advanced Conversation	Speaking skills

### 3.3 Timetable

Classes at the Hellenic American Union begin at 10 minutes past the hour. Each lesson includes two 10-minute breaks, promptly on the hour. Classes start at 10 minutes past the hour, regardless of student absence. For example, when a course is offered 18:00-21:00, the class will begin at 18:10 and end at 21:00, with the first break from 19:00-19:10 and the second break from 20:00-20:10.

### 3.4 Teaching methodology and philosophy

The teaching philosophy of the Hellenic American Union is based on the “communicative approach”. The goal is to promote the learners’ competence to communicate in Modern Greek. This is achieved by student involvement in meaningful communicative activities, and Greek is the only language used throughout the lesson.

### 3.5 Learning outcomes

Learning outcomes are the specific intentions of a course or a program aiming at the fulfillment of the students’ expectations and needs. They describe what a student should know, understand, and be able to do at the end of that course or program.

The learning outcomes of the Modern Greek Language Program courses were established bearing in mind the Common European Framework of Reference (CEFR) standards for the specific levels of language competency. (See Appendix B.) The CEFR sets clear standards to be attained at successive stages of learning and for evaluating outcomes in an internationally comparable manner.<sup>3</sup> Students who wish to learn more about the learning outcomes of each course can consult the *Course Description* of the course in question. This document is given to students upon registration and is available on the Hellenic American Union’s website.

### 3.6 Class participation

Student participation is the key to a lively class. Class attendance is required and students are encouraged to contribute to class discussion so that they can practice their speaking skills as well as their ability to listen. What matters is the quality of one's contributions to the class discussion, not the number of times one speaks.

In order for students to receive the highest percentage grade assigned to class participation for a course they must:

- be punctual
- do all written homework and hand it within the set deadline (if applicable to the specific course)
- participate in class
- become involved in group and pair work (if applicable to the specific course)
- express views in such a way so as to facilitate discussion (that is not to make comments that are vague, repetitive, unrelated to the topic, or disrespectful of others)

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<sup>3</sup> For an explanation of learning outcomes see Appendix B.

- ask for clarification
- follow teacher's instructions
- use the language of the course in class to communicate either with the instructor or with classmates
- accept constructive criticism and feedback.

### 3.7 First day of class

The first lesson is an extremely important one, and students should expect to have a class for the full period, even though not all of them may have a textbook. During this first session, students should expect their instructors to:

- review student regulations as outlined in the *Student Brochure*
- discuss the *Course Description* including an overview of the course
- go over the textbook(s) and/or other materials to be used
- explain course requirements
- outline the timetable
- explain method of instruction
- explain method of assessment and familiarize students with the grading criteria
- suggest helpful outside readings

### 3.8 Last day of class

On the last day of classes, students should expect to have a class for the full period. During this first session, students should expect their instructors to:

- do a thorough review of all the important material covered throughout the course
- do a thorough review of the final examination very thoroughly with feedback about the final test
- announce the final examination grades
- conduct an open discussion on continuation of studies at the Hellenic American Union
- provide information about the courses offered during the next term

### 3.9 Attendance policy

Students who attend classes regularly have been consistently shown to perform better than students who do not. Regular attendance is the responsibility of each student, and it is assumed that all students will attend the classes for which they are registered. All student absences are recorded regardless of the reason for the absence. Students who are late for more than 20 minutes are marked absent for one hour.

The total number of hourly absences a student is allowed is as follows:

Course	Hourly absence limit
General Greek	10
Exam Preparation	5
Speaking skills	5

- In the case that students are absent regularly, they are recommended to work out some other solutions with the counseling of the Academic Assistants such as moving to the same course at different hours, subject to availability.
- Students who exceed the absence limit are obliged to repeat the course if they want to continue participating in the program.
- Students who exceed the absence limit are removed from the class roster and are not entitled to a refund of the tuition fees.

- Students who have stopped attending a course may register for the same course during the next registration. The same applies to students who have failed a course.

### **3.10 Coursebooks**

- Students must purchase the required coursebooks as indicated in the *Course Description*. The Hellenic American Union does not endorse specific booksellers; students are advised to search for the best prices on the market.
  - Students are reminded that unauthorized reproduction of copyrighted materials is strictly prohibited by international law. Therefore, students are not allowed to bring to class photocopied course books in whole or in part.

### **3.11 Technology in teaching**

Educational technology is incorporated into most courses, in the form of the internet, computer applications, or presentation software and hardware such as smartboards.

- Unless they are using a smartboard throughout the lessons, students use the Computer Labs for at least two 3-hour sessions (total of 6 hours) with their teachers within the term as an integral part of each course in the general Greek and speaking skills following courses. Students that attend exam preparation courses do not have to use the Computer Labs, unless their instructor considers otherwise.
- The Hellenic American Union offers 80 free Modern Greek lessons in the form of podcasts, which students will be able to download to any mp3 player. Each lesson is accompanied by a full transcript.
- Students may also enhance their learning of Modern Greek with a series of free Modern Greek lessons in the form of videos, available with both English and Greek subtitles. Each lesson is accompanied by a full transcript in both Greek and English, key vocabulary from the lesson with explanation, and activities that are based on the vocabulary or grammar features that appear in the lesson.
- Students (with the exception of those attending examination preparation courses) may be shown a feature film on DVD, accompanied by specially designed classroom activities aiming at enhancing their learning outcomes.

### **3.12 Cancellation of classes due to extraordinary circumstances**

The Hellenic American Union makes every effort not to cancel classes. However, for students' own safety, classes may be dismissed or cancelled due to extraordinary circumstances (heat wave, inclement weather, general strikes, marches, earthquake, etc.) In this case, classes are rescheduled and students are notified accordingly. During such circumstances, students are advised to call the Hellenic American Union before leaving for class.

### **3.13 Substitute faculty**

In case an instructor has to be absent, another faculty member replaces him/her in their teaching duties. In this way, students do not miss class.

### **3.14 Private lessons**

Due to the high reputation the Hellenic American Union has earned among the foreign language teaching community in Greece, there are a number of instances when individuals or companies request individual or group private lessons to be offered either at their premises or at the premises of the Hellenic American Union.

Students who request private lessons should contact the Program's Academic Assistants who will make a "needs analysis" and a subsequent financial offer. In the

case that the offer is accepted, the private lesson in question is treated as a scheduled Modern Greek Language Program course, the student(s) is officially registered, and the teacher is compensated by the Hellenic American Union.

On other occasions, individuals may request private lessons but without wanting an official offer on behalf of the Hellenic American Union. In such cases, a notice is placed on the bulletin boards at the Teachers' Room. Such individuals should be aware that the Hellenic American Union bears no responsibility for the seriousness, and potential educational and financial outcomes of such requests.

Students should be aware that, under no circumstances, are faculty allowed to offer private lessons to students enrolled in any Hellenic American Union course or to offer private lessons at the Hellenic American Union premises, unless they are Hellenic American Union lessons.

### **3.15 Student Complaints**

Where minor student concerns arise, students should raise them directly with their instructor. Where it has not been possible to resolve a concern in the above manner, a student may make a written complaint by completing the *Student Complaint Form* (See Appendix C), available at the Hellenic American Union Library, and then file it in the complaint box set up there. The box remains secure at all times.

The student decides whether the complaint should be confidential or anonymous. In the case of a confidential complaint, the student can also submit the form directly to the CALLS Directors. The form is also available through the CALLS Secretariat.

### **3.16 Appeals**

The CALLS Administration handles all appeals. Students who receive a failing final grade have the right to appeal. The instructor will submit the student's grades to the CALLS Administration. After consulting with the instructor and the Program's Academic Administration, the student is informed of the final decision.

### **3.17 Student Contract**

Students who receive an overall failing grade in general Greek courses but wish to continue to an examination preparation course may do so, only after discussing the issue with their instructor. If it is agreed to proceed to an examination preparation course, the student must sign a *Student Contract*. (See Appendix D.)

### **3.18 Contact with instructors**

Students are entitled to have contact time with their instructor for questions relevant to their studies during breaks and during a ten-minute interval before and after each session, subject to the respective instructor's availability. Outside these hours, students may also arrange for an appointment with the respective faculty member through the CALLS Secretariat, subject to the faculty member's availability.

### **3.19 Students with Learning Disabilities**

All instructors are trained to deal with students that have learning disabilities. Such students usually have high cognitive skills but they need individual attention with special teaching strategies and techniques that accommodate their learning pace.

Students may demonstrate mild, moderate, or severe forms of disabilities in the following areas:

- *Study skills*: inability to effectively organize and budget time; inability to effectively take notes/outline material; inability to effectively follow directions; inability to effectively complete assignments on time.

- *Writing skills*: frequent spelling errors; incorrect grammar; poor penmanship; poor sentence structure; inability to effectively take notes while listening to class lectures; problems with organization, development of ideas, and transition words.
- *Oral/Aural skills*: inability to effectively understand oral language when lecturer speaks fast; inability to effectively attend to long lectures; poor vocabulary and word recall; problems with correct grammar; inability to effectively remember a series of events in sequence; inability to effectively pronounce multi-syllabic words.
- *Reading skills*: slow reading rate; inaccurate comprehension; poor retention; poor tracking skills (skip words, lose place, miss lines); difficulty with complex syntax on tests; incomplete mastery of phonics.

Students who are diagnosed learning disabled and require special accommodations must provide the CALLS Administration with the relevant medical documentation.

Depending on the student's requirements the following provisions can be made:

- *Registration*: alternate course load; (e.g. reduced amount of homework), priority scheduling (e.g. registration in existing courses at times which are more suitable to student);
- *General*: extended time to complete coursework (e.g. an extra week within course duration);
- *Note taking*: tape recorders (e.g. students may bring a recording device into the classroom, as long as this meets the agreement of all class participants and the instructor);
- *Testing*: students may be afforded the same accommodations as made in the Examinations of the Centre for the Greek Language, as follows: extended time; proctored testing in a quiet, separate area; test read to student; oral response to essay test; alternative type of exam; blank card or paper to assist in reading; sufficient room for test paper and writing.
- *Writing*: extended time for in-class assignments to correct spelling, punctuation, grammar etc; word processor with spell check (does not apply to examination preparation courses); grading for content only in class assignments.

### **3.20 Students with physical disabilities**

Students who provide documentation of physical disability and request feasible accommodations will receive approved modifications to courses, appropriate academic adjustments, or auxiliary aids that would enable them to participate in and benefit from all Hellenic American Union educational programs and activities.

Depending on the student's requirements the following provisions can be made:<sup>4</sup>

- *Modification of exam*: The exam can be modified when it may put the student at a disadvantage based on the documented disability. However, this may not be possible when the purpose of the test is to measure a particular skill.
- *Handouts in alternate format*: Student with visual impairment can be provided with all handouts in a large font.
- *Accessible classrooms*: Only the building on Massalias 22 is fully accessible for students with mobility impairment. Accessible restrooms are located on the 1<sup>st</sup> and 5<sup>th</sup> floors.
- *Extended time for tests and/or course work*: Additional time to complete tests and/or coursework is given when documentation states the particular disability

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<sup>4</sup> Modified from the North Carolina State University Disability Services Office, available at: [http://www.ncsu.edu/dso/accommodations/desk\\_ref/index.html](http://www.ncsu.edu/dso/accommodations/desk_ref/index.html)

requires it. Hellenic American Union instructors are trained to deal with such circumstances.

- *Personal services and aids:* Upon the student's request, the Hellenic American Union may provide personal services such as attendant care, and personal aids such as a wheelchair.

### **3.21 Student illness or accident**

If a student becomes ill or has an accident in the building, the CALLS Secretariat (available on weekdays 09:00-21:00) or the Reception Desk (weekdays 07:00-22:00 and Saturdays 08:00-15:00) must be notified immediately and the necessary action will be taken.

### **3.22 Academic freedom**

Students are entitled to the right of full freedom of expression in the classroom and other educational settings within the Hellenic American Union, as long as such expression does not offend instructors, staff, or fellow students.

### **3.23 Academic advising**

The number of advisers at the Hellenic American Union is sufficient to deal with the numerous and various matters concerning both current and prospective students. Thus, apart from a series of printed materials that direct the students such as the *Student Handbook* and the *Student Brochure*, brochures, flyers, e-newsletters and the *Logon* magazine, along with the information provided by the website, academic advising is the responsibility of both the Academic Assistants and the Registration and Student Services staff.

Academic advising offered by the Academic Assistants focuses on academic matters concerning students such as offering suggestions for self study, assisting with a study plan and resolving academic problems that might occur during the student's study at the Hellenic American Union. Student counseling is another responsibility of the Academic Assistants. Student counseling at the Hellenic American Union is limited to academic issue. By respecting the students' own values, choices and lifestyle, the Academic Assistants can work together with student towards making academic choices or changes that are right for them.

In addition to the above, academic advising offered by Registration and Student Services staff focuses on informing students of the policies and procedures which govern the Hellenic American Union, helping students to select an appropriate class schedule, assisting them in clarifying language needs, and interests, explaining course duration and content, and connecting them with the various resources of the institution such as the Hellenic American Union Library.

There are also a series of publications to assist students such as the *Student Handbook*, *Student Brochure*, flyers, e-newsletters, *Logon* magazine, the Hellenic American Union website, etc.

## 4. STUDENT ASSESSMENT

### 4.1 Overall policy

Students in general Greek courses must receive a final grade of 70% or above to successfully complete a course and advance to the next course in the Academic Program. Students in speaking skills and examination preparation courses must receive a final grade of 70% or above to be able to successfully complete the course.

### 4.2 Procedures

The instructors assess students in the Academic Program courses. At the end of each general Greek course, students receive a final grade and a comment of “Pass”, “Repeat”, or “Dropped” on the class report card. Students enrolled in speaking skills and exam preparation courses do not receive a comment of “Pass” and “Repeat” upon completion of any of these courses; students who have withdrawn from any of these courses receive a “Dropped” comment.

#### 4.2.1 General Greek: “Beginners” through “Advanced 3” courses

At the end of the course, students receive a final percentage grade, composed of an average written grade and an average oral grade, each calculated as follows:

- Average written grade: Two edited versions of level writing 20%, one progress mid-term test 40%, and one achievement test (final test) 40%.
- Average oral grade: Attendance and class participation 20%, performance in two in-class oral tasks 40% each.

In order to advance to the next course in the program, a student must have a final grade of 70% or above. The final grade is calculated by averaging the written grade (essays, mid-term test, and final test) with the oral grade (attendance and class participation, oral tasks). For example, if a student receives 85% written grade and 75% oral grade, the final grade is calculated as follows:  $85\% + 75\% \div 2 = 80\%$

#### 4.2.2 Speaking skills: “Intermediate Conversation” and “Advanced Conversation” courses

At the end of the course, students receive a final percentage grade, composed of the following average grades: attendance 20%, class participation 30%, and two in-class oral activities, 25% each. In order to successfully complete the course a student is expected to have a final grade of 70% or above.

#### 4.2.3 Examination preparation: “Preparation A” through “Preparation D” courses

At the end of the course, students receive a final percentage grade, composed of an average written grade and an average oral grade, each calculated as follows:

- Average written grade: Two edited versions of level writing 20%, one mid-term mock examination 40%, and one final mock examination 40%.
- Average oral grade: Attendance and class participation 20%, performance in two in-class mock interviews 40% each.

In order to successfully complete the course, a student must have a final grade of 70% or above. The final grade is calculated by averaging the written grade (essays, mid-term mock examination, and final mock examination) to the average oral grade (attendance and class participation, mock interviews) and dividing by 2. For example, if a student receives 75% as average written grade and 85% as average oral grade, the final grade is calculated as follows:  $75\% + 85\% \div 2 = 80\%$ .

## **5. EXAMINATIONS**

### **5.1 Midterm progress tests**

Midterm progress tests are held approximately halfway through the course in the fifth or sixth week. They test material taught so far in the class.

### **5.2 Final achievement tests**

Students take a final achievement test at the end of the course. The final test tests material taught throughout the term. Final examinations take place on the penultimate (one before last) day of classes for all courses.

### **5.3 Examination procedures**

Both midterm progress tests and final achievement tests are administered in the classroom at the regularly scheduled time.

### **5.4 Make-up tests**

Students can make-up a test only when they have notified the instructor ahead of time that they cannot take the test. In any other case the student fails the examination. A make-up test can only be made-up within one week of the missed test.

## **6. STUDENT EVALUATION OF FACULTY PERFORMANCE AND HELLENIC AMERICAN UNION SERVICES**

### **6.1 Definition and rationale**

The Hellenic American Union in its pursuit of excellent educational opportunities and services has instituted two types of performance evaluation by students: one of faculty's professional competency and overall educational services and another of cultural services offered. The purpose of this two-fold student evaluation is to provide the school with a general assessment, as perceived by students, of:

- instructor's teaching effectiveness
- usefulness and appropriateness of teaching materials
- success of learning outcomes
- efficiency of cultural and educational services
- adequacy of facilities, staff, and operations

### **6.2 Aim**

Evaluation by students serves as a means to provide Hellenic American Union students with the opportunity to express their opinion in a confidential, effective, fair, organized, and systematic manner. Evaluation of faculty's professional competency serves, primarily, as a means of faculty evaluation from the students' perspective while, secondarily, serves as an opportunity and incentive for further faculty professional development. For these reasons, the students' participation in the procedure is of utmost importance. Students are responsible themselves for administering the evaluation by distributing among themselves the evaluation forms. During the evaluation process, no faculty members are allowed to be present.

### **6.3 Features**

#### **6.3.1 Evaluation of faculty's professional competency and overall educational services**

- Students complete a standardized evaluation form.
- All faculty are evaluated irrespective of years of employment, status, etc.
- Evaluation is conducted once per calendar year, in November.
- All students officially enrolled in courses are eligible for participation.
- To ensure fairness and objectivity, faculty are not directly involved in the evaluation process itself.
- Only standardized scannable evaluation forms are used, for efficient processing and objective results.

#### **6.3.2 Evaluation of cultural services offered**

- Students that attend cultural events complete a standardized evaluation form.
- Selected cultural events are evaluated.
- Evaluation is conducted after the evaluated cultural event has taken place
- All students officially enrolled in courses are eligible for participation.
- To ensure fairness and objectivity, Hellenic American Union staff are not directly involved in the evaluation process itself.
- Only standardized scannable evaluation forms are used, for efficient processing and objective results.

### **6.4 Evaluation results**

- The results are handled discreetly and confidentially by the Departments and Divisions in charge.
- The results are shared with instructors with a view to instructors' personal and professional development.

## **7. ANTI-DISCRIMINATION AND HARASSMENT POLICIES**

### **7.1 Sexual harassment**

Sexual harassment is any unwanted or uninvited sexual behavior that is offensive, embarrassing, intimidating or humiliating. It has nothing to do with mutual attraction or friendship. It includes behavior that creates a sexually hostile or intimidating environment in an institution. It is the policy of the Hellenic American Union to maintain an educational environment free of all inappropriate conduct of a sexual nature. Sexual harassment in any form is expressly prohibited in a context such as: between students, between students and instructors, and between students and staff.

The Hellenic American Union has taken all the appropriate measures to protect its students from instances of sexual harassment. Any individual in any of the above contexts who engages in any conduct that constitutes sexual harassment or creates a sexually offensive and/or hostile environment in the institution will be subject to appropriate action, including disciplinary action. The Hellenic American Union Senior Administration will promptly and thoroughly investigate all allegations of sexual harassment and will take appropriate corrective action. Any individual who believes that a violation of this sexual harassment policy has occurred has the responsibility to report the alleged violation immediately to any of the CALLS Directors or to any other representative of the Senior Administration. No adverse action will be taken against any student who reports allegations of sexual harassment, and all reports will be treated confidentially.

### **7.2 Consensual relations**

Consenting romantic and sexual relationships between faculty/staff and their adult students are full of the potential for exploitation. The respect and trust accorded an instructor by a student, as well as the power exercised in an academic or evaluative role make voluntary consent by the student suspect. There is a continuum of approaches an institution can take to address the issue of consensual sexual relationships between faculty members and students. One extreme is to ban all such relationships. The other is to pretend such relationships do not exist. The Hellenic American Union has taken a middle ground in this policy. The Hellenic American Union has made clear to faculty and staff that they are expected to be aware of their professional responsibilities and avoid apparent or actual conflict of interest, favoritism, or bias.

### **7.3 Non-discrimination**

As explicitly stated in its mission, the “Modern Greek Language Program of the Hellenic American Union is committed to providing equal opportunities for all members of its public and does not discriminate on the basis of race, color, gender, sexual orientation, age, religion, national origin, physical disability, or veteran status in its student admissions, recruitment, employment, evaluation, and advancement policies.”

Any individual who engages in any conduct that constitutes discrimination, on any basis, will be subject to appropriate action, including disciplinary action.

Hellenic American Union Senior Administration will promptly and thoroughly investigate all allegations of discrimination and will take appropriate corrective action. Any individual who believes that a violation of this non-discrimination policy has occurred has the responsibility to report the alleged violation immediately to the CALLS Directors or to any other representative of Senior Administration. No adverse

action will be taken against any individual who reports allegations of discrimination, and all reports will be treated confidentially.

#### **7.4 Equal opportunities for students with disabilities<sup>5</sup>**

The same rigorous standards for admission apply to students with and without a disability. In order to support the continued success of students with disabilities, the Hellenic American Union prohibits discrimination on the basis of disability and is committed to ensuring equal access for students with disabilities to its facilities, programs, and activities. The Hellenic American Union's commitment to equal educational opportunities for students with disabilities includes providing reasonable accommodations for the needs of students with disabilities.

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<sup>5</sup> See also Sections 3.19 and 3.20

## **8. HELLENIC AMERICAN UNION LIBRARY**

### **8.1 Short description**

The library is committed to developing, protecting, and disseminating the Hellenic American Union's knowledge resources, and to providing high-quality training, tools, technologies and support to facilitate student learning, faculty research, and the achievement of the its overall mission. Located on the 4th floor at Massalias 22, the Library houses over 30,000 titles in English and Greek, an online collection of over 60,000 digital books, subscriptions to major academic periodicals databases and a Rare Books collection. The librarians and the front desk staff are eager to help Hellenic American Union students, staff and faculty in better knowing and using the Library's resources. The Library's staff is also available to help students on an individual basis in matters pertaining to their research projects and class research assignments. The Library houses the American Corner.

The Library working hours are as follows:

- Monday and Friday: 09:00-20:00
- Tuesday, Wednesday, Thursday: 09:00-20:30
- Saturday: 09:00-15:00
- Sunday: Closed

### **8.2 Information Center for the International Community (ICIC)**

Since 1957, the Hellenic American Union has consistently offered high-quality educational and cultural programs to thousands of Greeks and non-Greeks. During these years, the Hellenic American Union also functioned as a link between the non-Greek students who came here to learn Greek and the broader Greek society in which they would live and work.

In an effort to provide an even greater and more systematic range of information to foreign citizens in Greece, and to help them integrate more harmoniously into contemporary Greek society and the workplace, the Hellenic American Union has established the Information Center for the International Community (ICIC).

The ICIC is housed at the Library on the 4<sup>th</sup> floor at Massalias 22. The ICIC offers free access to databases (in digital and hard-copy form) with up-to-date, reliable information on a large number of topics. The staff at the Center are particularly sensitive to issues of cultural diversity and aware of the needs of foreigners as they try to become members of Greek society, and are thus in a position to offer valuable practical advice.

#### **8.2.1 Procedures and services**

International students may book an appointment with a staff member at the ICIC by either phone or e-mail. They should briefly describe what kind of information they need. Depending on the nature of their request, they may receive a personal briefing from the staff member, written information, or be referred to specific agencies, services or organizations directly relevant to their request. Information is available on the following topics:

- Finding and renting an apartment
- Finding work
- Obtaining and extending a residence permit
- Acquiring a visa
- Having your degree officially recognized in Greece
- Getting certification of Greek language skills
- Getting around the city

- Understanding Greek social behavior and values
- Participating in cultural events
- Having fun in the city

## **9. STUDENT CONDUCT CODE**

### **9.1 Copyright**

The Hellenic American Union does not condone or tolerate the unauthorized reproduction of copyrighted teaching materials, without prior permission of the copyright owner, by staff, faculty, or students. The Hellenic American Union complies with all copyright laws, and expects all members of the school community to do so as well. Students who violate this policy by bringing to class unauthorized copies of copyrighted teaching materials will be reported to administration and face disciplinary consequences.

### **9.2 Class disruption**

Since the Hellenic American Union encourages free and open communication, lessons must be conducted in a civil environment, free from intimidation, disruption, violence, and harassment. Should any student officially enrolled in a class disrupt an instructor's ability to ensure a safe environment, or control the lesson, the instructor in question has the right to ask that the disruptive action cease immediately.

### **9.3 Misconduct**

Misconduct by a student shall include, but not be limited to, disruption of classes; vandalism; threatening, bullying or assaulting an instructor or fellow student on the Hellenic American Union premises; coming to class under the influence of alcohol or drugs; giving or receiving of unauthorized aid at examinations or in the preparation of assignments and plagiarizing another's work. A seemingly minor but not less important case of misconduct is when cell phones are not on silent mode and are used during the lesson.

Students are expected to use language appropriate for an educational environment and avoid abusive language such as profane/crude remarks or remarks that are offensive or insulting. All instances of misconduct will be reported to the Hellenic American Union administration.

Repeated misconduct can lead to expulsion. Expelled students are not entitled to a refund of the tuition fees they have paid.

The Hellenic American Union reserves the right to refuse entry to any lesson or course if there is evidence that an individual's attendance may have a disruptive influence on the learning environment.

### **9.4 Plagiarism and cheating**

Plagiarism is the act of presenting someone else's words, images or ideas as one's own. Plagiarism is when a piece of writing is copied from the Internet, magazine or any other medium, and the author is not credited. In other words, someone else's words and/or ideas are presented as their own. In academic writing, plagiarism is considered stealing and is not tolerated. Any student who submits plagiarized work will receive a failing grade on the assignment in question.

Students must not attempt to obtain assistance in an examination by improper means such as asking for help from, or giving help to any other test taker; and they must not use or attempt to use unauthorized material in the examination room or in any other place visited during the examination. Students who are cheating are given one warning and if they continue to cheat, they will be given a failing grade on the test in question. Remember cheating is both receiving and giving answers.

### **9.5 Buildings: General rules**

Students should respect Hellenic American Union property, facilities and equipment. There are a number of general rules relating to use of and access to Hellenic American Union buildings:

- Consumption of food or drink is not allowed in the theater and in the Computer Labs.
- Smoking is not allowed anywhere inside the buildings.
- Equipment and fittings should not be tampered with.
- Litter should be minimized by using the bins provided.
- All signs and instructions relating to access to and use of the buildings should be observed.
- Noise should be kept down, particularly in or near study areas such as libraries, classrooms, and offices.

Any student who damages Hellenic American Union property will be promptly reported and is liable to cover any damages occurred.

### **9.6 Essays with offensive content**

Faculty will not accept any essays which include homophobic, misogynist, racist, or extreme opinions.

To prevent the problem of turning in essays with offensive content, the parameters of topics which will help the whole class improve their writing, are discussed beforehand. However, if a few students misunderstand the audience of their essays and write homophobic, misogynist, racist, and, in general, polarized essays the instructor will not accept such essays on the grounds that they do not meet the assignment in question.

### **9.7 Institutional sanctions**

The Hellenic American Union will impose appropriate sanction(s) on any student who fails to comply with the terms of the student conduct code. Improper conduct may result in a variety of disciplinary consequences dependent upon the nature and severity of the infraction. Possible disciplinary action for failure to comply with the terms of this policy may include one or more of the following: receiving a failing mark on an assignment and/or exam, warning (verbal and/or written), and reprimand (verbal and/or written). In serious cases of improper conduct, a student may face suspension and permanent expulsion.

## **10. STUDENT LOYALTY PROGRAMS EVENTS AND ACTIVITIES**

The Hellenic American Union organizes specially designed cultural and educational programs, events, and extracurricular activities for students who are enrolled in the Modern Greek Language Program. Such programs contribute to making the Hellenic American Union Modern Greek Language Program unique in Greece. they may be events and activities, contests (e.g. essay contests), Clubs and Societies (e.g. the EcoFans Juniors and Seniors Clubs), exhibitions, avant premieres, lectures, speeches, presentations, workshops, etc. Their aims are:

- to give students the opportunity to further develop their language skills by applying language learned in the classroom;
- to use the Modern Greek language as a vehicle for enriching world knowledge;
- to experience the Greek culture.

Unless their instructors indicate that participation in such events is mandatory for the whole class (as part of the lessons), students are strongly encouraged to participate in and/or attend any of the above, based on their level of competency and particular class needs.

## **11. GENERAL POLICIES AND PROCEDURES**

### **11.1 Records**

The Hellenic American Union collects and processes information about students for various academic, research and administrative purposes. All personal information is treated confidentially according to the terms of the 2472/97 Data Protection Act, enforced by the Hellenic Data Protection Authority. This means that confidentiality is respected and that all appropriate security measures are taken to prevent unauthorized disclosure of information. Personal information is used for stated purposes only.

### **11.2 Student records privacy policy**

The Hellenic American Union Student Records Policy protects the privacy of student education records. This policy is consistent with the 2472/97 Data Protection Act, enforced by the Hellenic Data Protection Authority.

It gives students certain rights with respect to their personal data records (name, postal and e-mail address, telephones, profession, nationality, date of birth, etc.):

- Upon registration, new students are asked to complete a “Student Registration Card” with their personal data and state on it whether they wish to receive informational material from the Hellenic American Union. The Hellenic American Union does not disclose the whole or parts of students’ personal data to any third parties. However, it may use such data to conduct in-house research for educational or other (i.e. marketing) purposes. Processing of results is confidential and is done care of the Division of Planning Research and Information Technology. In the case that students have stated that they do not wish to receive informational material from the Hellenic American Union, the Hellenic American Union will comply with the students’ request.

It also gives students certain rights with respect to their education records:

- Students have the right to inspect and review their own education records that are maintained by the Hellenic American Union. The Hellenic American Union may provide copies of records upon request by the student concerned or by authorized individuals. The Hellenic American Union reserves the right to charge a fee for copies.
- Students have the right to request that the Hellenic American Union correct records that they believe to be inaccurate or misleading. If the Hellenic American Union decides not to amend the record, the student may request a meeting with an ad-hoc committee comprised of the Head of the Division of Operations and Vocational Training and any of the CALLS Directors. After the meeting, if the Hellenic American Union still decides not to amend the record, the student has the right to place a statement with the record setting forth his or her view about the contested information.

Generally, the Hellenic American Union must have written permission from the student in order to release any information from a student’s education record. However, the Hellenic American Union may disclose student records, without consent, to the following parties or under the following conditions: school officials with legitimate educational interest; specified officials for audit or evaluation purposes; organizations conducting certain studies for or on behalf of the Hellenic American Union; to comply with a judicial order or lawfully issued subpoena; appropriate officials in cases of health and safety emergencies; accrediting organizations.

### **11.3 Smoking policy**

According to a law by the Ministry of Health and Welfare, smoking is prohibited in all indoor public places. In accordance with the above, smoking is strictly prohibited in all Hellenic American Union areas (offices, classrooms, meeting rooms, Computer Labs).

### **11.4 Environmental policy**

As of 2008, the Hellenic American Union has increased its efforts to manage all resources in harmony with the natural environment. To this end, it is making efforts to raise environmental awareness and act on it through: its teaching and research activities; its other services to its own students, the Athenian community and Greek society at large; its individual and collective decisions taken to offset the potential negative impact of the institution's operation and activities on the environment.

Examples of such efforts are the following:

- The Hellenic American Union has applied a series of energy-saving policies, effective as of May 2008.
- Paper-recycling stations have been set up in most offices in all Hellenic American Union buildings and in the Teachers' Rooms.
- A battery-recycling station has been set up in the entrance area of the building at Massalias 22.
- As of January 2008, the Hellenic American Union, in cooperation with the Hellenic American University, has established the EcoFans Juniors Club. Open to young people aged 7 to 15, the Club combines fun with learning activities and environmental action. The mission of the Club is to make a positive difference within and beyond our own neighborhood. The Club aims at raising environmental awareness through interactive educational workshops that involve environmental action. Thus, each member of the Club will be an advocate for preserving the local environment within and around the larger community. To achieve its mission, the Club cooperates with and is assisted by environmental agencies that operate in Greece or abroad. The Club's vision is expressed in its motto: "*Changing ourselves before we change our neighborhood, changing our neighborhood, before we change the world!*" The motto implies that, in order for environmental awareness to be effective, change has to start within, at home and in the neighborhood. The changes in everyday-life activities can then be extended to the larger community (national and global). Children and adolescent students and adult students with children are strongly encouraged to join in the efforts of EcoFans Juniors Club.
- As of September 2008, the Hellenic American Union, in cooperation with the Hellenic American University, has established the EcoFans Seniors Club to enable adults to join in the fun of the EcoFans Juniors Club and help its young members learn about the environment and engage in environmental action.

### **11.5 Substance-abuse policy**

The Hellenic American Union recognizes that substance abuse diminishes the integrity of the institution and erodes the strength and vitality of its human resources. It is the intent of the Hellenic American Union to educate students and employees about the dangers of drug and alcohol abuse, and to discourage the illegal possession and distribution of drugs and alcohol. Accordingly, the Hellenic American Union adopts the following policy:

*The unlawful manufacture, distribution, possession, use or abuse of alcohol and/or illicit drugs on any of the Hellenic American Union premises or property owned or controlled by the Hellenic American Union is strictly*

*prohibited. All categories of employees and students are subject to this policy and to applicable federal and local laws related to this matter. Additionally, any violation of this policy may result in disciplinary actions as set forth in the applicable sections of this policy.*

*Hellenic American Union employees and students are prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession, use or being under the influence of illegal drugs or alcohol on any of the Hellenic American Union premises or property owned or controlled by the Hellenic American Union. At events held outside the above areas, to the extent that such activities are considered to be Hellenic American Union activities, the standards of conduct (of the act) will apply, and alcohol will not be abused by those under the legal drinking age, as stated by the relevant Greek legislation; nor used, possessed or distributed by those who have not attained legal drinking age as stated by the relevant Greek legislation.*

### **11.6 Computer Labs policy**

The following policies must be followed while in the Computer Labs:

- *Save data to a memory device. Do not save important information on computers, as information is erased when the computer is rebooted.*
- *No food or drink allowed in the Lab.*
- *No smoking allowed inside the Lab.*
- *Do not open balcony doors or windows.*
- *Turn off the ringer or set cell phone to vibrate when in the Lab. Students must leave the area to speak on the phone so as not to disturb others.*
- *Downloading of copyrighted materials is prohibited. Students will be dismissed if there is network abuse.*
- *Viewing of sexually explicit material is prohibited. Students will be dismissed if they visit sexually explicit sites.*
- *Do not delete ANY files on the desktop or any folders of the computer you are working on.*
- *Installation of any sort of software is prohibited.*
- *ANY change of the computer settings is prohibited.*
- *Students will be held responsible for any damage done to the workstations.*
- *In general, computer use should be limited to academic tasks only.*

## 12. GENERAL INFORMATION

### 12.1 Where to Go, Who to Ask

Contact...	Location	Phone	E-mail
...Hellenic American Union main building	Massalias 22	210 3680900	hau@hau.gr
...your teacher	Teachers' Room, Massalias 22 (6 <sup>th</sup> floor)	210 3680963	moderngreek@hau.gr
	Teacher's Room, Didotou 15 (2 <sup>nd</sup> floor)	210 3680991	moderngreek@hau.gr
	CALLS Secretariat (Massalias 22, 6 <sup>th</sup> floor)	210 3680028 210 3680030	moderngreek@hau.gr
...academic advising	Academic Assistants' office (Didotou 15, 5 <sup>th</sup> floor)	2103680910	moderngreek@hau.gr
...Registration	Massalias 22, ground floor	210 3680023 210 3680019 210 3680012	moderngreek@hau.gr
...the Hellenic American Union Library	Massalias 22, 4 <sup>th</sup> floor	210 3680044 210 3680046	library@hau.gr
... Examinations Department	Didotou 15, 1 <sup>st</sup> floor	210 3680000	exams@hau.gr

### 12.2 Lost and Found

The staff of the Hellenic American Union inspect the premises on a regular basis. However, students should not leave personal belongings unattended in classrooms, offices, the theater, washrooms, the Library, or any other area of the Hellenic American Union because the institution has no responsibility for lost items. Found items should be taken to the reception desk, Massalias 22, ground floor.

### 12.3 Stress Management Tips

Student stress management is important nowadays as educational standards of performance have become more stringent in all levels of education. Some stress management tips and tools that students can use for efficient studying, better preparing for exams and minimizing their stress levels so as to facilitate learning can be found in Appendix E.

## 13. APPENDICES

### Appendix A Student Registration Card



ΕΛΛΗΝΟΑΜΕΡΙΚΑΝΙΚΗ ΕΝΩΣΗ  
Σύλλογος Κινηματός, Εκπαιδευτικό και Πολιτιστικό

HELLENIC AMERICAN UNION  
An educational public charity

#### Κάρτα Εγγραφής Σπουδαστή | Student Registration Card

ΕΠΩΝΥΜΟ   LAST NAME	ΟΝΟΜΑ   FIRST NAME
ΟΝΟΜΑ ΠΑΤΡΟΣ   FATHER'S NAME	ΗΜΕΡΟΜΗΝΙΑ ΓΕΝΝΗΣΗΣ   DATE OF BIRTH
ΥΠΗΚΟΟΤΗΤΑ   NATIONALITY	ΕΠΑΓΓΕΛΜΑ   OCCUPATION
ΔΙΕΥΘΥΝΣΗ - ADDRESS Οδός   Street	Αριθμός   Number
Ταχ. Κώδικας   Postal Code	Πόλη   City
ΤΗΛΕΦΩΝΑ ΚΑΙ E-MAIL   TELEPHONES AND E-MAIL Οικία   Home	Εργασία   Office
Κινητό   Mobile Phone	e-mail
<input type="checkbox"/> Δεν επιθυμώ να λαμβάνω ενημερωτικό υλικό από την Ελληνοαμερικανική Ένωση. I do not wish to receive informational material from the Hellenic American Union.	
ΥΠΟΓΡΑΦΗ   SIGNATURE	ΗΜΕΡΟΜΗΝΙΑ   DATE
<b>ΣΗΜΑΝΤΙΚΟ   IMPORTANT:</b> <ul style="list-style-type: none"> <li>Τα διδάκτρα προκαταβάλλονται με την εγγραφή, τοις μετρητοίς ή με πιστωτική κάρτα.   Tuition fees are paid in full upon registration in cash or credit.</li> <li>Ο σπουδαστής που υπερβαίνει το όριο απουσιών διαγράφεται από το τμήμα και δεν δικαιούται επιστροφής των διδάκτρων που έχει καταβάλει.   Students who exceed the absence limit are removed from the class roster and they are not entitled to a refund of the tuition fees they have paid.</li> <li>Επανελημμένη ανάρμοστη συμπεριφορά τιμωρείται με αποβολή. Σε αυτήν την περίπτωση, ο αποβληθείς σπουδαστής δεν δικαιούται επιστροφής των διδάκτρων που έχει καταβάλει.   Repeated misconduct can lead to expulsion. Expelled students are not entitled to a refund of the tuition fees they have paid.</li> <li>Σε περίπτωση διακοπής των μαθημάτων για οποιονδήποτε λόγο ανωτέρας βίας (π.χ. διακοπές λειτουργίας με διαταγή Αρχής, απεργία εργαζομένων, εκτεταμένες ζημιές του κτηρίου κτλ.), ο σπουδαστής δεν δικαιούται επιστροφής ή συμψηφισμού των διδάκτρων που αντιστοιχούν στις ημέρες διακοπής των μαθημάτων.   In the event that classes are discontinued for reasons of force majeure (cessation of operations by order of public authorities, employee strikes, extensive damage to buildings, etc.), students are not entitled to any refund or offsetting of tuition fees corresponding to lost hours of instruction.</li> </ul>	
OFFICE USE ONLY Placement Test	Course

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## Appendix B

The Common European Framework of Reference (CEFR) divides learners into three broad divisions which can be divided into six levels:

<b>A</b> (Basic User)	<b>A1</b>
	<b>A2</b>
<b>B</b> (Independent User)	<b>B1</b>
	<b>B2</b>
<b>C</b> (Proficient User)	<b>C1</b>
	<b>C2</b>

The Modern Greek Language Program courses correspond to the CEFR levels as follows:

<b>Course(-s)</b>	<b>CEFR Level (-s)</b>	<b>Descriptors / Learning outcomes</b>
Beginners	<b>A1</b>	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can introduce her/himself and others and can ask and answer questions about personal details such as where she/he lives, people she/he knows and things she/he has. Can interact in a simple way provided the other person talks slowly and clearly and is prepared to help.
Intermediate 1, Preparation A Level	<b>A2</b>	Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal information, shopping, local geography, employment). Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters. Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
		<b>Examination for the Certificate of Attainment in Modern Greek, A Level</b>
Intermediate 2, Preparation B Level	<b>B1</b>	Can understand the main points of clear standard input on familiar matters regularly encountered in work, school, leisure, etc. Can deal with most situations likely to arise whilst traveling in an area where the language is spoken. Can produce simple connected text on topics which are familiar or of personal interest. Can describe experiences and events, dreams, hopes and ambitions and briefly give reasons and explanations for opinions and plans.
		<b>Examination for the Certificate of Attainment in Modern Greek, B Level</b>
Intermediate 3, Intermediate Conversation Preparation C Level	<b>B2</b>	Can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in her/his field of specialization. Can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either party. Can produce clear, detailed text on a wide range of subjects and

		explain a viewpoint on a topical issue giving the advantages and disadvantages of various options.
		<b>Examination for the Certificate of Attainment in Modern Greek, C Level</b>
Advanced 1 Preparation D Level	<b>C1</b>	Can understand a wide range of demanding, longer texts, and recognize implicit meaning. Can express her/himself fluently and spontaneously without much obvious searching for expressions. Can use language flexibly and effectively for social, academic and professional purposes. Can produce clear, well-structured, detailed text on complex subjects, showing controlled use of organizational patterns, connectors and cohesive devices.
		<b>Examination for the Certificate of Attainment in Modern Greek, D Level</b>
Advanced 2 Advanced 3 Advanced Conversation	<b>C2</b>	Can understand with ease virtually everything heard or read. Can summarize information from different spoken and written sources, reconstructing arguments and accounts in a coherent presentation. Can express her/himself spontaneously, very fluently and precisely, differentiating finer shades of meaning even in more complex situations.
		<b>Examination for the Certificate of Attainment in Modern Greek, D Level</b>



## Appendix D Student Contract

Hellenic American Union  
Center for Applied Linguistics and Language Studies

### Student Contract

To be completed and signed only by adult students who have received an overall failing grade in courses immediately preceding examination preparation courses but who wish to continue to an examination preparation course.

I confirm that I have been duly informed that I am *not* at the appropriate level to attend the following examination preparation course and that I willingly enroll in it:

Academic Year: \_\_\_\_\_ Term: \_\_\_\_\_

Course: \_\_\_\_\_

Days/Time: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

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Ελληνοαμερικανική Ένωση  
Κέντρο Εφαρμοσμένης Γλωσσολογίας και Γλωσσικών Σπουδών

### Συμφωνία Σπουδαστή

Συμπληρώνεται και υπογράφεται μόνο από ενήλικες σπουδαστές οι οποίοι δεν ολοκλήρωσαν με επιτυχία τμήματα τα οποία τους επιτρέπουν παρακολούθηση τμημάτων προετοιμασίας για εξετάσεις αλλά οι οποίοι επιθυμούν να εγγραφούν σε τμήματα προετοιμασίας για εξετάσεις.

Βεβαιώνω ότι μου έχει γνωστοποιηθεί επαρκώς ότι δεν βρίσκομαι στο κατάλληλο επίπεδο ώστε να παρακολουθήσω το παρακάτω τμήμα προετοιμασίας για εξετάσεις και ότι με δική μου ευθύνη εγγράφομαι σε αυτό:

Ακαδημαϊκό Έτος: \_\_\_\_\_ Περίοδος: \_\_\_\_\_

Τμήμα: \_\_\_\_\_

Ημέρες/Ωρες: \_\_\_\_\_

Ημ/νία: \_\_\_\_\_

Υπογραφή: \_\_\_\_\_

Όνομ/μο: \_\_\_\_\_

Hellenic American Union: Center for Applied Linguistics and Language Studies: Student Contract: 1 August 08

## Appendix E

### How to study and work better without stress during exams

- Adopt a regular study pattern. An organized person is an empowered person.
- Avoid stimulants such as coffee and cola caffeine that can confuse your thinking; too much caffeine and sugar harm your immune system and make you prone to infections.
- Get enough sleep.
- Practice makes perfect, so repeatedly answer questions in the study guide, prescribed texts, and past exam papers to gain confidence at exam time.
- Take some time out each day to relax and reward yourself. Take a long bath or listen to music.
- Breathing exercises slow down your thoughts and calm your emotions. Put one hand on your chest and the other on your stomach. Breathe through your nose and become aware of your breathing. Keep the movement in your chest gentle as you gradually slow down your breathing and relax. Practice regularly until it becomes a habit.
- Monitor your stress signs. Reach out to family and friends or get professional help if necessary.
- Your concentration has limits. Short and regular study periods over a long period of time are more productive than a single long session of cramming.
- Make sure you know the place, date and time of the exam.
- Stay in the here and know. Focusing on the present concentrates your energy so that you can give full attention to the task at hand.

### How to beat the pre-exam blues

- Define your goals clearly this gives you direction and a sense of being in control. It helps if you think about why you registered for a particular course and try to draw on the ambition and enthusiasm you felt at that time.
- Studying is a case of mind over matter. If you think you can't do it, you won't be able to. Everyone studies in different ways, but if you haven't found a system that works for you, you could try simple reading and note-taking – i.e. go over all your work, highlight important points, read through and then see what you can remember.
- Afraid of failure? 99% of people are afraid of failure or losing credibility. Don't think you're a loser just because you're afraid of failing. It's normal. Just bear in mind -it's not the end of the world if you don't pass an exam. 1. You can always take it again (plenty of successful people do) and 2. Failing is not a reflection of who you are as a person. Ask yourself what's the worst that can happen and then work backwards from there. By this we mean perhaps talk to your teacher and ask for extra help. They could also be very helpful in putting your fear into perspective.
- Can't take the pressure? Excessive stress can lead to ill health. If you are experiencing panic attacks, headaches, sleeping disorders, stomach problems or any other health problems, and feel you need additional support, do consider going to see a counselor, talking to your parents or going to see your doctor and asking for help.

### How to deal with the feeling that you've failed

Do you know for sure? Or are you busy analyzing your every move and cataloging your mistakes? If you are – STOP! The exam is over, there is nothing you can do but sit back, take it easy and wait for the results. If you don't succeed, get a more practice and you'll do better next time. If you do succeed, you won't have wasted time worrying about failure.