Student Handbook

UNIVERSITY OF MIAMI

INTENSIVE ENGLISH PROGRAM

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Mission Statement

The mission of the University of Miami Intensive English Program is to prepare international students to enter a university in the U.S. by providing instruction in English language and academic study skills. The IEP also helps its international students adapt to university life and American culture. The program facilitates intercultural understanding, offers support and guidance related to non-academic issues, and builds ease and confidence in a new culture. The Intensive English Program serves the University of Miami by recruiting students and preparing them for academic study and by providing language support services to the university community.

Title IX Statement

The University of Miami does not discriminate on the basis of sex and prohibits sex discrimination in any education program or activity that it operates, as required by Title IX and its regulations, including in admission and employment.
Inquiries about Title IX may be referred to the University of Miami's Title IX Office, the U.S. Department of Education's Office for Civil Rights, or both. The University of Miami's Title IX Coordinator information is as follows:

University's Title IX Office
Maria Sevilla, Title IX Coordinator

6200 San Amaro Drive, Ste. 230 Coral Gables, FL 33146
Telephone: 305-284-8624
Email: titleixcoordinator@miami.edu Website: www.miami.edu/titleix

The nondiscrimination policy and grievance procedures can be located at titleix.miami.edu, under the "Policies and Procedures" tab. To report information about conduct that may constitute sex discrimination or make a complaint of
sex discrimination under Title IX, please contact the Title IX Coordinator or file an online report through at titleix.miami.edu.

Meet the Staff

UNIVERSITY OF MIAMI

INTENSIVE
ENGLISH PROGRAM

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Length of Program and Level Placement

Placement and Level Changes

- New students will take a placement test to determine their level.
- The placement test includes listening, reading, writing and an oral interview.
- Depending on the results of your exam, it is possible that you place into two levels, this is called being a split-level student. The levels must be consecutive, for example, level 3 Oral Communication and level 4 Reading and Writing.
- During the first week of class, teachers will assess abilities in all skills. For new students only, if a high enough score is achieved in those assessments, it is possible to move up one level in some or all courses.

Length of Program

- The IEP offers a total of 5 levels.
- Students complete one level per session.
- A student's length of study in the IEP will depend upon which level he or she enters the program; however, a student that begins in level 1 and progresses through the 5 levels without repeating a level will finish in 5 sessions, or in approximately a year and a half.

IEP Course Description

Level 1

In Level 1, teaching focuses on fundamental English skills. Students will be introduced to the basic skills of reading, writing, listening and speaking. Grammar points covered include present, future and present progressive verb tenses, introduction to parts of speech, articles, modals used in functional situations, question formation and preposition

Level

In Level 2, the focus is on interpersonal communication skills in an informal setting. Students will develop their reading skills to improve comprehension while building their vocabulary. They will write paragraphs incorporating grammatical concepts taught in class. Grammar points covered review those of Level 1 as well as past and past progressive tenses, broader use of modals, adjectives and conjunctions.

Level 3

In Level 3, the focus is on interpersonal communication and academic skills. Students will read more complex selections and write simple essays. Students will practice taking part in more in-depth, yet controlled, conversations. Grammatical structures taught include future progressive, present perfect progressive tenses, prepositions, and comparatives.

Level 4

In Level 4, the focus is to improve communication skills in general as well as to prepare students for academic classes. Students will be exposed to a variety of authentic reading and listening materials. Students will be better prepared to participate in a variety of conversations and other speaking/listening tasks. Grammatical structures taught include a review of those covered in Level 3 as well as gerunds and infinitives, clauses (adjectives, adverb and noun), articles, prepositions and subordinating conjunctions.

Level 5

In Level 5, the focus of the course is academic, and students will refine their speaking/listening skills and their reading/ writing skills to enable them to communicate at a complex and in-depth level in the university setting.
The overall goal is to prepare students to handle a regular academic course load. Grammatical structures include a review of material previously covered as well as past and future perfect and modal perfects.

IEP Proficiency Scale: Levels 1 -3

Important
In order to pass a class and advance to the next level, students must meet the listed learner outcomes at a 70% proficiency.

University of Miami
Intensive English Program
Grading and Proficiency Scale

The following grading scale is used in the Intensive English Program:

A+	98 – 100%	(Excellent)	B 82 – 87%	(Very good)	C- 70 – 71% (Satisfactory)
A	92 – 97%	(Excellent)	B- 80 – 81%	(Very good)	F 0 – 69% (Failing)
A-	90 – 91%	(Excellent)	C+ 78 – 79%	(Satisfactory)	
B+	88 – 89%	(Very good)	C 72 – 77%	(Satisfactory)	

By the end of each level of proficiency, students can…

Name of Class	Level 1	Level 2	Level 3
Reading / Writing	•Read paragraphs or short passages (from 1 paragraph – 2 pages in length) and identify the main ideas, answer detail questions, and direct inferences when given a multiple choice prompt. •Recognize simple restatements. •Plan and write a simple paragraph in response to a direct prompt in an hour. •Produce course level grammar.*	• Read ESL adapted paragraphs or short passages (up to 3 pages in length). • Recognize or produce main ideas. • Answer questions about details or direct inferences. • Restate simple sentences. •Plan and write a complete narration, process, and reasons paragraph. •Plan and write a complete paragraph in response to a direct prompt in 1-1 ½ hours. • Produce course level grammar.*	•Read paragraphs and short passages. •Paraphrase/restate main ideas, detail, and inference answers in a passage. •Summarize a paragraph and restate simple sentences. •Plan and write a characteristics, compare/contrast, and advantages /disadvantages essay in 1 ½ hours. •Summarize a paragraph or short reading and restate simple sentences. •Produce course level grammar.*
Oral Communication	•Participate in simple non-academic conversations. •Produce simple sentences without excessive pauses or hesitations in the flow of speech. •Understand basic English conversations, and announcements at a slower than native speaker speed. •Produce course level grammar.*	•Participate in question/answer sessions, and respond to prompts. •Produce informal presentations organized by description, process, and reason. •Comprehend simple conversations, announcements, and narrations at native speaker speed. •Take structured notes when listening to short simplified 3 minute sources. •Produce course level grammar.*	•Give informal characteristics, compare/contrast, and advantages/disadvantages presentations. •Produce an impromptu response to a prompt. •Take notes when listening to adapted sources, and answer open-ended questions based on the notes. •Produce course level grammar.*

* Specifics of course level grammar can be found in the course syllabi for each class.

IEP Proficiency Scale: Levels 4-5

University of Miami
Intensive English Program
Grading and Proficiency Scale

Important
In order to pass a class and advance to the next level, students must meet the listed learner outcomes at a 70% proficiency.

The following grading scale is used in the Intensive English Program:

A+	98 – 100%	(Excellent)	B	82 – 87%	(Very good)	C-	70 – 71%	(Satisfactory)
A	92 – 97%	(Excellent)	B-	80 – 81%	(Very good)	F	0 – 69%	(Failing)
A-	90 – 91%	(Excellent)	C+	78 – 79%	(Satisfactory)			
B+	88 – 89%	(Very good)	C	72 – 77%	(Satisfactory)			

By the end of each level of proficiency, students can…

Name of Class	Level 4	Level 5
Reading / Writing	•Plan, write, and revise well-developed (5 paragraph) and unified problem/solution and cause/effect essay patterns. •Respond directly to a prompt in writing within 2 hours. •Summarize and paraphrase from short readings, paragraphs and longer reading passages. •Write critical response with integration of outside sources. •Produce course level grammar.*	•Plan, write, revise, and edit a well-developed and unified multi-paragraph essay and research paper. •Develop ideas in writing using argument style •Paraphrase, summarize, quote and cite from readings including the ability to synthesize information from several sources. •Read and comprehend academic readings, news articles, and readings from magazines and journals. •Read a book (fiction/nonfiction) or various short stories independently or as a group. •Produce course level grammar.*
Oral Communication	•Participate and lead group discussions. •Give formal presentations in problem/solution and cause/effect format. •Produce an appropriate and developed response to a prompt on a prepared and impromptu basis. •Understand and interpret simplified sources and some authentic listening materials on academic topics. •Produce course level grammar.*	•Participate and lead group discussions. •Give formal academic oral presentations using the argumentative style. •Respond fluently, accurately, and appropriately to a prompt on an impromptu basis. •Understand and interpret complex, authentic listening passages. •Produce course level grammar.*

*Specifics of course level grammar can be found in the course syllabi for each class.

Classroom Policies

Attendance Policy

- Class attendance is required by both the Intensive English Program of the University of Miami and the Department of Homeland Security for F1 students. Attendance is counted starting on the first day of class. You are expected to attend every class. Attendance will be taken daily.
- You must e-mail your instructors when you are absent, regardless of the reason. In case of an emergency, you should contact the Program Manager as soon as possible.
- You must attend a minimum of 85% of all classes, including Workshop and Special Topics classes. You may not miss more than 15% of all classes.

Punctuality

- You must come to class on time. “On time” means that you are seated and ready to start class at the time that the instructor begins to teach.
- Each time you come to class **more than 5 minutes late,** you will be marked with **.5 of an absence.** Therefore, coming to class more than 5 minutes late two times will count as one absence from class.

Religious Holiday Policy

- The Intensive English Program is happy to accommodate those students who wish to observe religious holy day. Students who plan to observe religious holy days must inform their instructors of the dates they will be absent within the first two weeks of the session start date.
- Please note that any class missed due to religious holy day observances are counted as an absence.

Excessive Absences

- Please note that missing classes may put you in danger of not passing a class. It is important to be aware of instructor make-up work policies to understand how missing class affects your class grade.
- If you are consistently and repeatedly absent during the course of a session, we will try to contact you. If you do not respond and return to class, you may be withdrawn from classes.
- For students in F-1 student status, being withdrawn from class because of excessive absences will result in a SEVIS termination and loss of your F-1 student status in the United States.

Classroom Etiquette

- Always be on time for class.
- Be attentive in class.
- Participate in class discussion, ask questions and take notes.
- Be respectful.
- Private conversations and items not related to class are inappropriate.
- Be prepared for class.
- Read the assigned material.
- Do your homework
- Cell phones and other electronic devices should be silenced and used only if needed for class activities with permission from your teacher.

Make-up Work Policy

- For work that can be made up, you must have one week from the due date of an assignment to complete it.
- Students must check with each teacher to determine what work can be made up.
- It is important to be aware of instructor make-up work policies.

Academic Policies and Procedures

Grades

All IEP classes in all levels include ongoing practice with graded and non-graded activities and work. Grades will be based on student performance on different types of assignments and assessments such as tests, quizzes, presentations, and essays, among others. Instructors determine the exact weight given to various assignments. There are no midterm exams at the IEP, but there are exit/final exams. All IEP classes are divided into two grading period halves and have the following final grade breakdown:

Full Session Students: First Grading Period: 30% Second Grading Period: 35% Exit Exam: 35% TOTAL:100%

Mid Session Students: Grading Period: 65% Exit Exam: 35% TOTAL:100%

Certificates

- Certificates of completion are issued at the end of each semester listing the course(s) a student has passed.
- In order to receive a certificate, the student must earn a grade of C- (70%) or better in one or more of his/her classes and have successfully completed one of the five levels of the IEP
- Certificates are not awarded to those students with outstanding financial obligations to the university or who have not successfully completed a level.
- In order to receive Honors you must receive a grade of "A" (90%+) in all classes, including Special Topic classes.

Transcripts

- All IEP grades appear on a student's official University of Miami undergraduate transcript. To order a transcript, please visit canelink.miami.edu. **All IEP courses are graded. However, the courses are non-credit for UM.**

Failing a Class and Academic Probation

- The Intensive English Program has 12-week probation.
- Students who initially earn a final grade below a 70% (C-) in one or more classes must repeat the class(es) the following semester.
- The student will meet with the IEP Director to discuss academic progress and sign an academic probation agreement.
- If a student again earns a failing grade of less than 70% in a class they previously failed and are repeating, the student will not be permitted to re-enroll at the Intensive English Program.
- Students who return to the IEP on academic probation and who also failed to meet the attendance requirement of 85% in the previous semester will be closely monitored by the IEP Director. Any student who earns a grade below a 70% (C-) in a class they failed the previous semester will be dismissed from the IEP at the end of the semester.
- Conditionally admitted students who are dismissed from the IEP will need to reapply to the University of Miami once they have completed their English requirement elsewhere and completed 30 college-level credits.

Final Grade Appeal Procedure

- If a student feels that a final grade does not accurately reflect his/her achieved competency, the steps outlined below must be followed. Please note that the student must submit the Grade Appeal Form no later than one week after the date of the certificate ceremony. A student may not start his/her classes the following semester until the appeal is reviewed and resolved.
- Discuss the grade with the instructor no later than three days after the date of the previous semester's certificate ceremony. In most cases, the discussion between the student and the instructor is enough and there will be no need to discuss it further.
- If, after talking with the instructor, the student is still not satisfied, he/she should fill out the Final Grade Appeal Form.
- Submit the Final Grade Appeal Form to the IEP Director no later than one week after the date of the previous semester's certificate ceremony.
- The Grades Appeal Committee will review the request. The student will be contacted by email if more information is necessary.
- Once a decision has been made, the student will be contacted to come meet with the IEP Director.

Permission to Repeat a Class

- If you wish to repeat a level, you must make a request to IEP Director prior to re- registering for the next semester. Your request to repeat a level may be denied if your overall attendance in the current semester is less than the required 85%.
- When repeating a class, you are required to:
    - Attend a minimum of 85% of classes.
    - Arrive on time to class.
    - Participate in all classes.
    - Complete the work that is assigned. Please note that you may not resubmit work done during the prior semester.

TOEFL and Other Exams

For Undergraduate and Graduate Admission and Other Purposes

- Students who must take the International TOEFL (iBT), IELTS, or Duolingo (DET) either for undergraduate or graduate admission at UM, or for other purposes, may register for the exam online at:
  -TOFEL (iBT) **https://www.ets.org/toefl.html**

  -IELTS **https://ielts.org/**

  -Duolingo English Test (DET) **https://englishtest.duolingo.com/applicants**
- The exam is typically given online or a few times each month at various testing locations in South Florida.
- Students who take the iBT must request that official score reports be sent from ETS to the colleges or universities of their choice.
- The University of Miami TOEFL code number is C730.
- The University of Miami IELTS code number is 4861.
- Students who take the Duolingo (DET) must select "University of Miami Undergraduate Admissions" from the options.
- For questions about graduate TOEFL (iBT), IELTS, or Duolingo (DET) requirements at UM, please contact the appropriate graduate program.

Undergraduate Admission Requirements

- The University of Miami may admit a student with a conditional admission, meaning that the student must successfully complete the IEP program before joining their undergraduate or graduate academic program. For a split-level student, it's possible that he/she is concurrently enrolled in UM and IEP classes in his/her final semester. For example, if a student successfully finishes Level 4OC and 5RW in a summer semester, he/she can usually begin taking UM undergraduate courses as a part-time student in the fall. He/she will remain concurrently enrolled in the IEP to finish the required Level 5OC courses. For all students, UM can also rescind the final admission decision for any student who does not pass his/her current IEP classes.
- Undergraduate applicants should note the following:
  - IEP students are expected to pass their IEP classes regardless of their TOEFL score. The University of Miami may rescind final admission from any student who does not pass his/her current IEP classes.
- For questions about undergraduate TOEFL(iBT), IELTS, or Duolingo (DET) requirements at UM, please visit the Office of Admission.
- The IELTS is also given locally. Please visit www.ielts.org for more information.

EXAM	FULL- TIME ACADEMIC
TOEFL (iBT)	80 on 0-120 scale before January 21, 2026
TOEFL (iBT)	4.5 on a scale of 1-6 after January 21, 2026
IELTS	6.5
Duolingo (DET)	120

Who To See For Help

Cara Wenig Mori

- Classwork
- Class issues
- Exit Exams
- Grades
- Homework
- Level placement
- F-1 Visa and I-20
- Applying to UM

Nelson Eduardo Rubio

- Attendance
- Change of contact information
- Driver's license
- Health insurance
- Housing
- Immunizations
- Personal issues
- Letters
- Mail
- Tuition payments
- Trips and activities

Your Instructor

- Classwork
- Class Issues
- Exit Exams
- Grades
- Homework

Concerns & Complaints

- Sometimes, an incident or problem may happen with a member of the faculty or staff or with another student. An informal solution to the problem is to talk to the other person; it may simply be a misunderstanding. In most cases, this will resolve the problem.
- If you feel too shy or afraid to speak to the other person, you may come to the IEP office and speak with the Director, so we can try to help you.
- If you believe the problem was not resolved by talking to the other person or speaking with the Director, you can make a formal complaint and document the situation.
- Ask the Director for a Complaint/Incident Report (when the complaint is about a teacher, staff member, or other student)
- Ask the Director for a Final Grade Appeal Form (when the complaint is regarding your final grade in the class).
- We will give you a copy of the report, inform you who will receive the report/form to assist you, and hopefully resolve the problem to your satisfaction.
- This written report and the resolution will be saved in your IEP student file.

Immigration

Travel

- Required documents when traveling:
  - Valid passport for at least 6 months after you return to the U.S.
  - Original signed I-20
  - Travel signature from DSO on page 2 of your I-20. Travel signatures are only valid for one year from the date of the signature.
  - Valid visa
- Recommended documents:
  - Transcripts or proof of current semester's courses. Transcripts are available at canelink.miami.edu
  - Financial documents (bank letter or scholarship letter)
- If you are sent to a private interview room for additional questioning:
  - Stay calm
  - Be consistent and truthful when answering questions

Change of Address

- If you change your address, telephone number or email address, you must notify the IEP office **within 10 days**. If you do not inform us of your new address, you may be considered out of status with the Department of Homeland Security.

I-20 Extensions

- It is your responsibility to request an extension to your I-20.
  - You must request an extension **before** it expires and provide an updated financial support at the time of request.
- After your I-20 expires, you can no longer request an extension.
  - Submitting the I-20 extension request does not guarantee approval of the request. There must be compelling academic or medical reasons in order to be eligible for an extension.

Visa Renewals

- Your F-1 visa needs to be valid for entry into the U.S. but can expire while you are enrolled at the University of Miami Intensive English Program. *You only need to renew your F-1 visa if you plan to travel outside of the U.S. and return to the U.S. to study.* ***If you leave the U.S. on an expired visa, you need to apply for a new visa to re-enter the U.S.***
- You can only renew your visa outside of the U.S. For more information on the visa renewal process, visit these U.S. government websites:
  - https://www.ice.gov/sevis/travel
  - https://www.usembassy.gov/
- Required documents:
  - I-20 form
  - Online visa application form DS-160
  - Passport (valid six months into the future)
  - 2x2 photograph
  - Visa application fee receipt
  - SEVIS fee payment receipt
  - Financial documents
  - Official transcripts from schools attended
  - Other documents may be required. Check with the U.S. embassy/consulate in your country for a complete list of required documents

Tuition and Fee Payments

Due Date

- Tuition is due Friday of orientation and registration week.

How to Pay

- To make payment, you may choose one of the options below:
  - Go to www.canelink.miami.edu
  - Select "Finances"
  - Select "Payments/Account Summary"
  - Select "Make a Payment" and choose from the following options:
    - Credit Card (2.3% fee)
    - Electronic Check
    - Wire Transfer (via Flywire)
  - In-person at the Student Services building
    - Personal Check
    - Money Order
- You may also set up a payment plan on CaneLink (if available).

Sponsored Students/Government Scholarships

- Students who have a sponsor or government scholarship must have a valid financial guarantee on file at the beginning of each semester.
- Sponsored students must submit their health insurance information to Student Health Services and submit a health insurance waiver at the **beginning of every semester.** To submit your health insurance waiver please visit: **https://studenthealth.studentaffairs.miami.edu/_assets/pdf/insurance-waiver-simplified-instructions.pdf**

Withdrawals and Refunds

- You must complete a UM Drop/Add form as soon as you make your decision to withdraw.
- Refunds are based on the date you complete the form and are processed by the Office of Student Accounts.
- Fees are non-refundable.
- Please see the full Tuition/ Drop Withdrawal Credit Schedule by clicking this link.
- If you have an F-1 visa, it is necessary that you inform the office if you plan to withdraw from the IEP. Failure to notify the IEP office can jeopardize your lawful F-1 status in the U.S.

Registration and Holds

Registration for Future Semesters

- Registration for future semesters occurs at the end of each semester.
- You must complete re-registration forms to be enrolled in classes for the next semester.
- Please look for signs and listen for announcements in class to find out when re-registration is.

Holds

- A registration hold may be placed on your account to prevent you from registering for classes.
- Types of Holds:
  - Immunizations: If you did not submit documentation of all the necessary immunizations, please visit Student Health Services for more information on how to comply with University policy.
  - Financial Holds: If you owe money to the University, please visit ‘Canes Central for more information about resolving the financial hold on your account
- You can check the status of your holds by visiting canelink.miami.edu and going to "Student Center".

Student Activities

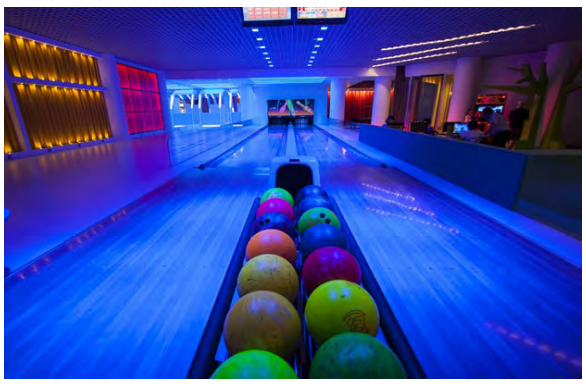
The Intensive English Program provides many on-campus and off-campus activities throughout the semester. The activities are provided to help students learn about the University, Miami, and each other and to have fun while practicing English outside the classroom!

How can I learn about activities?

- Classroom announcements
- Weekly e-mail
- Activity calendar on the bulletin board

How can I participate?

- Complete the "Trip Release Form" during the registration and re-registration process
- Sign up by the deadline of the activity you wish to attend



What if I sign up and pay but I am unable to attend?

Once you sign up for an activity, we are counting on your attendance. Unfortunately, refunds are not possible. A friend may be able to go in your place, but this requires approval at least one day in advance.

Can I go by myself or meet you at the event?

Part of the magic of the activities is going as a group and sharing the experience with your fellow students. Therefore, participating in the entire activity is highly encouraged. Students cannot take their own transportation to and from events. There are a few exceptions that will be communicated in advance of the activity.

Since we are part of a larger University, we are governed by strict policies relating to risk and insurance. Therefore, we have a number of rules and behavioral guidelines that must be followed.

Campus Life

Some of the places you will use your Cane Card:

- The Library
- University concerts, lectures and movies
- On-campus check cashing
- University Center facilities
- Swimming pool, tennis courts and other athletic facilities
- Wellness Center
- Athletic Events (there are sometimes extra charges)
- To pick up grades or other confidential items

The Richter Library

Your University of Miami identification card (Cane Card) is very important. You should carry it with you at all times. If you lose your Cane Card, the cost of replacement is $25. Replacements are obtained from the Student Services Center (Canes Central). Be prepared to present a photo identification, such as a passport or driver's license.

Patti and Allan Herbert Wellness Center

The Wellness Center is designed to be one of the finest centers in the U.S. for recreational sports, fitness and wellness programs. More information on the Wellness Center can be found on the web at www.miami.edu/wellness. All IEP students registered in the fall and spring semesters are required to pay the Wellness Center Fee.

At the center you will find:

- Multi-purpose Gymnasium
- Racquetball
- Exercise classes
- Pro Shop
- Indoor Pool
- Walking/Jogging Track
- Aerobics/Martial Arts Room
- Locker Room
- Outdoor Courts

Pari and Allan Herbert Wellness Center

The Whitten University Center (UC)

The Whitten University Center (UC) has a variety of facilities and activities available to you. The UC is open from 8:00 a.m. until 11:00 p.m. most days. You may watch television in the lounge or swim in the swimming pool. A convenience store and copy center are also available.

University Bookstore

You can purchase books, school supplies, greeting cards, UM clothing and more. Textbooks are located on the second floor. The campus post office kiosk is located in the bookstore.

Shalala Center

The Shalala Center houses a 24-hour study space, student organization offices, lounge spaces and meeting rooms. You will also find the Butler Center for volunteer service and leadership development here.
This is also the site of Starbucks, the Rathskeller restaurant and other campus eateries.

Campus Resources

The Writing Center

The Writing Center at the University of Miami offers free, one-on-one assistance with all types of writing concerns. Located at the University of Miami Learning Commons in Richter Library, the Writing Center can help you at any stage of the writing process, from brainstorming to final revisions. For help with your writing projects, schedule a consultation or walk in today. Appointments last either 25 or 50 minutes. To get the most from your Writing Center session, please bring the assignment prompt with you and the paper printed out. You may also want to bring other related materials (previously graded papers, drafts, research, etc.). **The Writing Center serves only Level 5 students at the IEP. If you are in a Reading and Writing course level 4 or below, see your instructor or the our program director for support.**

Tutoring Services

The Peer Tutoring Program at the Camner Center for Academic Resources offers University of Miami students support in achieving their academic goals. The Peer Tutoring Program currently has over 100 peer tutors knowledgeable in various subjects, both undergraduate and graduate, working to help fellow students with reaching their academic goals.

The Counseling Center

The Counseling Center strives to enhance the opportunities of students to succeed in achieving their academic goals through providing high quality personal, career, and academic counseling and educational programs. They offer a variety of free and confidential services to students including short-term psychotherapy, individual and group, career and educational counseling.

The Center also provides assessment services to assist students in their educational and career decisions. Their staff consists of experienced professionals from the fields of psychology, psychiatry, and social work. The Counseling Center is located on the third floor of the Student Services Building at 1307 Stanford Drive Suite 305 Coral Gables, FL 33146. You can call the Counseling Center at (305) 284-5511 to make an appointment. After hours emergency services are also available. For more information about the Counseling Center, please visit https://counseling.studentaffairs.miami.edu/.

The Office of Disability Services

Disability Services at the Academic Resource Center provides academic services and support to ensure that students with documented disabilities can access and participate in the opportunities available at the University of Miami. Documentation is reviewed and accommodations are assigned by Disability Services in accordance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act ("ADA") of 1990. You may contact them at disabilityservices@miami.edu or (305) 284-2374.

Religious Centers and Organizations on Campus

There are several religious organizations at the University of Miami. These facilities are open to all students. Information may be obtained directly from each of the religious centers.

Baptist Collegiate Ministry	305-284-6088
Campus Crusade for Christ	321-427-7274
Chabad Jewish Student Center	305-206-4013
Christian Science Organization	786-281-9860
Hillel Jewish Life at the U	305-284-1800
Muslim Student Ministry	954-505-0701
UM Catholic Campus Ministry	305-661-1648
St. Bede Episcopal Church Center	305-284-2333
University Christian Fellowship	305-742-5442

Health Services

Student Health Services

The Student Health Service is an outpatient medical center located in the Lennar at 5555 Ponce de Leon Blvd, Coral Gables, FL 33146. Through its staff of qualified physicians and nurse practitioners, Student Health Services diagnoses and treats minor injuries and new or ongoing illnesses.

Services include primary care, select specialty services including allergy injections, women's health, orthopedics, x-ray, pharmacy, advice on health-related issues and referral to medical specialists when necessary. Many specialists are also located in the Lennar Center. All medical records are confidential and will not be released without patient's permission or court order. Appointments are available online at this link.

Phone: (305) 284-9100
Pharmacy: (305) 351-0606
United HealthCare Insurance: (800) 436-7709
Website: www.miami.edu/student-health

After Hours:
(305) 284-9100
E-mail:
studenthealth@miami.edu

Health Insurance

Healthcare in the United States is very expensive. Treatment for even very simple injuries or illnesses can cost thousands of dollars in a hospital emergency room. The University of Miami, therefore, requires that all students have comprehensive medical insurance. A health insurance fee is included in your mandatory tuition and fees which you will pay during the first week of class. To keep your healthcare costs to a minimum, we recommend that you use the University's on-campus Student Health Services, located at 5555 Ponce de Leon Blvd.

All students are required to enroll in the University-sponsored health insurance program. The student health insurance fee charged each session covers medical, surgical, and hospital insurance for major illnesses, accidents, surgery, psychiatric emergencies, and for off-campus emergency room care. It does not include dental insurance. Additional information on the policy benefits, exclusions and limitations is available at www.miami.edu/student-health. Please carefully read the insurance brochure and direct any inquiries to studenthealth@miami.edu or (305) 284-9100.

Your student insurance is accepted at most hospitals and provides coverage worldwide if you become seriously ill or accidentally injured. Care should be coordinated through Student Health Services whenever possible. Health insurance coverage is best at UM facilities, so if you need to go to the hospital, we recommend UM Hospital, located at 1400 NW 12th Avenue, Miami, (305) 325-5511. Please see uhealthsystem.com for more information. Referrals should be obtained through Student Health Services. There is a deductible for hospital and private physicians. Insurance coverage is only for the period you are enrolled in the Intensive English Program. Once you have completed your IEP studies, your health insurance will terminate. Students who have insurance through their government sponsor must waive their health insurance with the Student Health Services each semester.

Personal Safety

The University of Miami's on-campus Police Department offers a variety of services & programs to ensure your safety on and off campus.

Safety Escorts

Call UMPD at 305-284-6666 24 hours a day, 7 days a week to request a safety escort. A UM Police employee or security officer will make sure you are free to walk the campus safely any time and on any day, holidays and school breaks included. One of these professionals will meet you and walk with or transport you safely to your destination. All escort providers carry a police-issued radio and are in constant contact with UMPD.

Rave Guardian

Rave Guardian is a free smartphone safety app which UM students, faculty, and staff can download on their IOS or Android devices.

This app allows the user to pre-register emergency information, utilize virtual trip safety escort, and a one touch call button to UMPD.

Download the Rave Guardian app from your smartphone's app store (ITunes or Google Play), then register the app using your University of Miami email address. You can find more information online at this link.

Blue Light Emergency Phones

The Coral Gables campus has over 100 Blue Light phones. These may be stand-alone pole mounted, fastened to the outside of buildings or on each floor of our parking garages. Simply look for the blue light and you'll find the phone box nearby. To use the Blue Light Phone, press the button and a UM Police dispatcher will answer.

Freebee

Freebee offers free rides within the university's campus and selected nearby areas. Rides are available Monday-Friday, 7 p.m. - 4 a.m. Download the app and sign up with your UM email to start riding.

Social Media

Find us.
Like us.
Follow us.
Join the IEP Community.

The UMIEP

UM_IEP_WeChat

305-298-5385

Emergency Numbers

Emergency: Any threat to life and/or property that requires immediate response from police, fire or medical services.

Examples:

- Serious injury or illness
- Crime in progress
- Fire or explosion

If you are unsure if an incident is an emergency, call 911.

UNIVERSITY-WIDE

Life-Threatening Emergency (All Campuses)	911
UM Emergency Information Hotline (All Campuses)	1-800-227-0354

CORAL GABLES CAMPUS

Campus Emergency- UM Police Department	305-284-6666
Office of Emergency Management	305-284-8005
Counseling Center	305-284-5511
Student Health Center	305-284-9100
Dean of Students Office	305-284-5353
Information Technology	305-284-6565

ADDITIONAL RESOURCES

Environmental Health and Safety	305-243-3400
Material Safety Data Sheet (MSDS) Hotline	888-362-7416
Faculty & Staff Assistance Program (FSAP)	305-284-6604
Sexual Assault Response Team	305-798-6666
'Cane Watch	877-415-4357
Poison Information Center University	800-222-1222
Switchboard	305-284-2211
Florida Suspicious Activity Hotline	1-855-352-7233

Contact Information

5050 Brunson Drive
111 Allen Hall
Coral Gables, FL 33146
iep@miami.edu
305-284-2752