

Intercultural Institute of California

General Catalog

2012-2013

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NOTE: The Intercultural Institute of California (IIC) is a private non-profit institution approved to operate by the Bureau for Private Postsecondary Education (BPPE).

TABLE OF CONTENTS

MISSION STATEMENT AND PROGRAM OBJECTIVES	3
CERTIFICATE PROGRAMS	4
I. English as a Second Language (ESL) Programs	4
II. Korean Language Program (KLP)	7
III. General Policies	9
GOVERNANCE	14
ADMINISTRATION	15
NOTICES	16

MISSION STATEMENT AND PROGRAM OBJECTIVES

The Intercultural Institute of California (IIC) is a non-profit institution incorporated with the mission of providing students with quality educational programs at a low cost. These programs are designed to fulfill our students' varied learning needs, and to empower our students with the skills necessary to communicate with speakers from a different culture.

Our English as a Second Language (ESL) General English program has been designed with the objective of improving students' knowledge and usage of English in all the major skill areas: reading, writing, speaking, listening, and grammar.

Our ESL TOEFL program has the objective of improving students' performance on the Test of English as a Foreign Language (TOEFL) exam through a focus on the test's major components.

Our Business English/TOEIC program has the objective of improving students' use of English in business and workplace contexts, and also of improving students' performance on the Test of English for International Communication (TOEIC) exam, which is a test of everyday English usage in the workplace.

Our Korean as a Foreign Language (KLP) program has the objective of improving students' knowledge and usage of Korean in the areas of reading, writing, speaking, and listening, with a special emphasis on the oral elements of speaking and listening.

CERTIFICATE PROGRAMS

I. English as a Second Language (ESL) Programs

Description

1. ESL General English Program

IIC offers six levels of General English (General English Levels 2 – 7). In General English classes, students focus on learning new grammar structures and reviewing old ones within the context of the four main English skills -- speaking, listening, reading and writing. Class time will be divided between teacher lectures on grammar structure, practice of those structures within the different skill sets, and engaging in other communicative activities to deepen language learning.

To attain a certificate of completion, students must complete twenty weeks at a given level, at 18 hours per week (i.e. 360 clock hours total). They must also pass all the section tests for that level.

ESL General English classes are held at IIC's Post Building (1362 Post Street) and Bush Building (1610 Bush Street).

2. ESL TOEFL Program

The IIC TOEFL program is targeted at students wishing to take the TOEFL iBT standardized test. Students will learn strategies for tackling the TOEFL iBT and get hands-on experience with real examples that integrate speaking, reading, writing and listening in the characteristic style of the TOEFL iBT.

To be able to enter the IIC TOEFL program, students must place into Level 4 or higher during their initial placement test.

To attain a certificate of completion, students must complete twenty weeks in IIC's TOEFL class, at 18 hours per week (i.e. 360 clock hours total). They must also show substantial improvement in their TOEFL practice test scores over the course of this time.

The ESL TOEFL class is held at IIC's Post Building (1362 Post Street).

3. ESL Business English/TOEIC Program

The IIC Business English/TOEIC program targets students aiming to 1) improve their knowledge and usage of English in business and workplace contexts, and 2) improve their score on the TOEIC standardized test. Students will be given the opportunity to practice English reading, writing, speaking, and listening in business and workplace contexts, and will be exposed to a range of relevant vocabulary. Students will also learn test-taking strategies relevant to the TOEIC and be given plenty of practice in the types of questions commonly asked on the TOEIC.

To be able to enter the IIC Business English/TOEIC program, students must place into Level 4 or higher during their initial placement test.

To attain a certificate of completion, students must complete twenty weeks in IIC's Business English/TOEIC class, at 18 hours per week (i.e. 360 clock hours total). They must also pass all section tests, and show substantial improvement in their TOEIC practice test scores over the course of this time.

The ESL Business English/TOEIC class is held at IIC's Post Building (1362 Post Street).

Charges for Our ESL Programs

For all of the ESL programs described above, the tuition charges for an entire educational program (which is 20 weeks in length) is between \$1630 and \$1700, depending on the chosen schedule of payment. Students paying for four weeks at a time pay \$340, students paying for ten weeks at a time pay \$820, and students paying for all twenty weeks at once pay \$1630. This information is summarized below:

<u>Payment schedule</u>	<u>Cost per payment</u>	<u>Number of payments</u>	<u>Total tuition for entire program</u>
Every 4 weeks	\$340	5	\$1700
Every 10 weeks	\$820	2	\$1640
Full 20 weeks	\$1630	1	\$1630

In addition to the tuition charges, students must pay a one-time application fee of \$110, and purchase a textbook for the class, which varies in cost between \$45 and \$90. Students who are over 5 days late on their tuition payment must pay an additional late fee of \$30. Students whose personal checks bounce must pay a Service Charge for Insufficient Funds of \$50. Also, if a student is STRF-eligible (see "Payment-Related Policies" in the General Policies section below), they must pay a STRF assessment fee amounting to \$2.50 per \$1,000 of institutional charges.

Cash, cashier's check, credit cards, money order or first-party personal check (California only and written for the exact amount owed) will be accepted as payment.

ESL Admissions Policy

Students applying must be 18 years old or older, and must complete an application form either online or in person at the school. If the student is an international student holding a F-1 visa, they must submit to us all relevant documents required by U.S. law: i.e. a copy of their passport and a copy of their latest bank statement dated within the last three months (or, if they have a sponsor, a certificate of sponsorship filled out by the sponsor along with the sponsor's bank statement dated within the last three months). F-1 students applying from another school must also submit a copy of their former school's I-20 form.

Although we do not have any specific external academic requirements for admission (e.g. transcript of previous ESL classes taken, TOEFL score, etc.), students must possess a basic knowledge of English (e.g. know the English alphabet, understand basic greetings, ask basic questions, etc.). Students should be aware of the following:

- a. Our ESL General English Program has only six levels: Levels 2 – 7. We cannot accommodate students who are at Level 1. Students whose English is extremely low (e.g. without knowledge of the English alphabet, etc.) should consider applying to another school.
- b. Only students who test into Level 4 or higher on our initial placement exam are eligible to study in our ESL TOEFL program or ESL Business English/TOEIC program. Students placing into Level 2 or Level 3 are only eligible to study in our ESL General English program.

Please note that IIC has not entered into any articulation or transfer agreement with any other academic institution regarding acceptance of credits earned. IIC does not accept credits earned at other institutions as a replacement for taking our placement test, nor is there any guarantee that other institutions will accept credits earned at our school as a basis for admissions or exemption from required classes.

ESL Faculty

All ESL instructors employed by IIC hold either a certificate in TESOL (Teaching English to Speakers of Other Languages) or a master's degree in TESOL (or related field). Our current roster of ESL instructors (which is subject to periodic change) consists of:

Jon Blumenfeld
Astrid Ed
Kristin Harris
Vicky Yu
Neal Jacunski
Maidhc Wing
Andrea Cammarata

ESL Course Descriptions

General English Level 2 (High Elementary)

--This level introduces students to elementary-level and some lower intermediate-level grammar structures using a four-step approach: grammar in context, grammar presentation, focused practice and communication practice. Students are also given practice in the four major language skills: reading, writing, listening and speaking. Emphasis is placed on building an elementary understanding of form, meaning and use as students develop basic oral language skills in short conversations and discussions.

General English Level 3 (Low Intermediate)

--This level targets intermediate grammar structures used at the sentence and sub-sentence level. The primary focus of communication is social functions, while the major skill focus is listening and speaking (although work on reading and writing occurs as well).

General English Level 4 (High Intermediate)

--Students will study spoken and written grammar in academic discourse settings, often in contexts that are conceptually more challenging and abstract. This level emphasizes consistent and appropriate language use, especially of those aspects of grammar needed in extended conversations and discussion, and in longer academic and personal writing.

General English Level 5 (Advanced)

--This level targets more complex grammar structures used at the level of discourse. The primary focus of communication is cohesion and coherence at the discourse level. The major skill focus is reading and writing, although work on listening and speaking obviously continues as well.

General English Level 6 (High Advanced)

--This level focuses on written grammar for the purpose of academic writing. There is increased emphasis on meaning and use and on self-editing skills, on the assumption that high-advanced level students have mastered much of the basic structure of the language, but still need help in transferring this knowledge to more effective, concise and grammatically correct academic writing.

General English Level 7 (Proficiency)

--This level targets the most complex and advanced grammar structures used at the discourse level. The primary focus of communication is on academic and technical discourse. Again, while the major skill focus is reading and writing, work on listening and speaking continues as well.

TOEFL

--This course is designed to significantly improve students' performance in all areas of the official internet-based TOEFL test. Students will gain a firm understanding and control of English structure, learn advanced vocabulary building, and improve upon reading speed and listening accuracy. Composition, speaking and writing skills will be developed and improved upon.

Business English/TOEIC

--This course is designed to give students exposure to Business English, and to improve their performance in all areas of the official TOEIC exam, a test of English usage in the workplace. Students will engage in English reading, writing, speaking, and listening in business and workplace contexts, and will be exposed to a range of relevant vocabulary. They will also be given plenty of practice in the types of questions commonly asked on the TOEIC test.

II. Korean Language Program (KLP)

Description

The Korean Language Program at IIC is affiliated with the Korean-based King Sejong Institute. IIC offers six levels of Korean language training. At each level, students focus on grammar, speaking, listening, reading and writing, with a special emphasis on the oral elements of speaking and listening.

To attain a certificate of completion, students must complete fifteen weeks at a given level, at 3 hours per week (i.e. 45 clock hours total). They must also pass the final exam for that level.

KLP classes are held at IIC's Post Building (1362 Post Street).

Charges for Our KLP Program

The KLP tuition charges for an entire educational program (which is 15 weeks in length) is \$320, which must be paid all at one time. In addition, students must pay a one-time registration fee of \$50, and purchase a textbook for the class, which is approximately \$25. Students who are over 5 days late on their tuition payment must pay an additional late fee of \$30. Students whose personal checks bounce must pay a Service Charge for Insufficient Funds of \$50. Also, if a student is STRF-eligible (see "Payment-Related Policies" in the General Policies section below), they must pay a STRF assessment fee amounting to \$2.50 per \$1,000 of institutional charges.

Cash, cashier's check, credit cards, money order or first-party personal check (California only and written for the exact amount owed) will be accepted as payment.

KLP Admissions Policy

The Korean Language Program has no specific external academic requirements for admission (e.g. transcript of previous Korean language classes taken, etc.). All students enrolling in the IIC KLP program for the first time will be given a placement test to determine their level.

Please note that IIC has not entered into any articulation or transfer agreement with any other academic institution regarding acceptance of credits earned. IIC does not accept credits earned at other institutions as a replacement for taking our placement test, nor is there any guarantee that other institutions will accept credits earned at our school as a basis for admissions or exemption from required classes.

KLP Faculty

All KLP instructors employed by IIC have either a certificate in TKFL (Teaching Korean as a Foreign Language), a master's degree in TKFL, or a minimum of one year of prior experience teaching Korean. Our current roster of KLP instructors (which is subject to periodic change) consists of:

Junghyun Lee
Ari Song
Anna Lee
Eunjin Jeon
Younghwa Ja
Joomi Lee

KLP Course Descriptions

Beginning Korean and Culture I

--This course assumes little or no previous knowledge of Korean, and as such, aims to train the students to acquire the fundamentals of the Korean language and culture and to be able to function socially at a basic survival level. The course starts with the building blocks to study the Korean language and culture, such as the practice and mastery of Hangeul, the Korean alphabet, from the very beginning of the semester. Subsequently, the course emphasizes not only the acquisition of basic Korean sentential patterns and sound system but also the communicative application of frequently used language functions, such as exchanging greetings, giving their identity, asking directions and naming a number of familiar objects from their immediate environment, posing simple questions, and telling time and counting money.

Beginning Korean and Culture II

--This course assumes some previous knowledge of Korean including the mastery of Hangeul, the Korean alphabet. While exploring basic Korean sentential patterns and attempting the communicative application of frequently used language functions, the course introduces a full range of the fundamentals of the Korean language and culture with which the students can function socially at a basic level, such as a limited number of irregular predicates, the past and future tenses, and honorifics and deferential speech styles. In an effort to simulate the contexts the target language is adequately used, culturally appropriate manners and culture-specific social information are also highlighted throughout the course.

Advanced Beginning Korean and Culture I

--This course requires previous knowledge of basic Korean including the mastery of Hangeul, the Korean alphabet. The course starts to explore grammatically complex structures and socially delicate situations beyond basic sentential patterns and communicative functions. Accordingly, more irregular predicates, connectives, sentential transformations, and speech styles are introduced along with the various cultural contexts in which they are adequately used. Upon the completion of the course, students are able to manage successfully a number of uncomplicated communicative tasks in straightforward social situations, sustain conversations to a few of the predictable topics, and express personal meaning by relying on learned phrases.

Advanced Beginning Korean and Culture II

--This course explores grammatically complex structures and socially delicate. More irregular predicates, connectives, sentential transformations, and speech styles are introduced along with the various cultural contexts in which they are adequately used. Upon the completion of the course, students are able to handle successfully a limited number of uncomplicated communicative tasks in straightforward social situations, to sustain conversations limited to the concrete exchanges and predictable topics necessary in the target language culture, and express personal meaning by combining and recombining into short statements what they know and what they hear from their interlocutors. They are expected to manage topics relating to basic personal information covering, for example, self and family, some daily activities and personal preferences, as well as to some immediate needs, such as ordering food and making simple purchases.

Intermediate Korean and Culture

--In this course, students study approximately forty new complex grammar points and six hundred new expressions along with the delicate cultural contexts they are used in. Both oral practices and writing exercises are equally highlighted. Upon the completion of the course, students in K20 are expected to be able to handle successfully a variety of uncomplicated communicative tasks in straightforward social situations such as daily activities, interests and personal preferences, as well as food, shopping, travel and lodging; to ask a variety of questions when necessary to obtain simple information to satisfy basic needs, such as directions, prices and services; to express personal meaning by combining and recombining known elements and conversational input.

Advanced Korean and Culture

--This course aims to achieve students' systematic understanding of high-intermediate to advanced Korean grammar and to promote active use of the language both in and out of class. Students are expected to be able to manage some free discussion on general topics on Korea and read some authentic materials related to current affairs. Reading short but challenging Korean texts is emphasized to contextualize the grammar, cultivate communicative competence, and enhance cultural awareness. Upon the completion of the course, the students are able to participate actively in most informal and a limited number of formal conversations; to narrate and describe in all major time frames in paragraph length discourse; to handle appropriately the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine situation or communicative task with which they are otherwise familiar.

III. General Policies

Course Schedules

A schedule of the courses to be offered each session in a given year is made available to students before the beginning of the term. A scheduled class may be dropped if fewer than five students enroll.

Standards of Student Achievement

IIC keeps track of student achievement through the use of periodic testing. The curriculum for each of our programs is divided up into sections, and students are expected to pass each "section test" in order to ultimately receive a certificate of completion. Students who underperform on the tests and do not receive a certificate of completion are allowed to repeat the program one more time.

Withdrawals and Refunds Policy

Students may cancel their enrollment agreement and obtain a refund of charges paid through attendance at the first day of class, or the seventh day after enrollment, whichever is later. To cancel their enrollment agreement, students must inform the program coordinator of their decision in writing. A withdrawal may be either voluntarily effectuated by the student in writing, or effectuated by a student's conduct (including, but not necessarily limited to, a student's lack of attendance).

Probation and Dismissal Policies

Students who are over two weeks late on their tuition payment, or who engage in minor forms of misconduct (e.g. cheating on a test, being overly disruptive in class, making rude remarks to fellow classmates, etc.) will be placed on probation for 14 days. Students on probation will find themselves under increased scrutiny by teachers and administrators. Any repeat signs of misconduct will be considered grounds for dismissal. Students who are over 30 days late on their tuition payment, or who engage in more serious forms of

misconduct (e.g. vandalism, violence against students or staff, sexual harassment, etc.) will be immediately dismissed from the institution, and may face investigation by law enforcement officials, depending on the type and severity of the misconduct.

Attendance Policies

All of our students are encouraged to maintain full attendance during the course of their program of study. Students who are absent from school without a valid excuse for any prolonged period of time will be withdrawn from the school. If a student's cumulative attendance rate falls below 80%, they will receive a first warning letter. If the student's cumulative attendance rate remains below 80% after this first warning, they will receive a second warning letter. If after this second warning, the student's cumulative attendance rate still remains below 80%, they will be dismissed from the school. Students who have a valid excuse for being absent from class (e.g. to visit a doctor) will be excused for their absence if they present adequate proof to the program coordinator (e.g. a signed doctor's note).

Leave of Absence Policies

Students who have a valid medical excuse can request a leave of absence from the school, provided they are able to provide adequate proof from medical authorities. In certain extreme non-medically related cases, e.g. the death of a close relative, a short leave of absence may be granted by the program coordinator, depending on the circumstances.

Payment-Related Policies

Please note that the Intercultural Institute of California does not participate in any federal or state financial aid programs.

Please also note that if a student obtains a loan to pay for their educational program, the student will have to repay the full amount of the loan plus interest, less the amount of any refund. If the student receives federal student financial aid funds, the student is entitled to a refund of the money not paid from federal financial aid funds.

Finally, please read the following important information regarding the Student Tuition Recovery Fund (STRF).

Student Tuition Recovery Fund (STRF)

(a) Students enrolled at the time of school closure (or within 60 days of the school's closure) may be eligible for reimbursement through the Student Tuition Recovery Fund (STRF). The STRF exists to relieve or mitigate economic losses suffered by a student in an educational program at a qualifying institution if the student was a California resident (or was enrolled in a residency program.) The student must have prepaid tuition, paid the STRF assessment, and suffered loss. Students who have exhausted all other possible ways to recover lost tuition expenses may file a STRF claim application. You may download a STRF claim application by visiting our web site <http://www.bppe.ca.gov/applications/strf.pdf>.

(b) You must pay the state-imposed assessment for the Student Tuition Recovery Fund (STRF) if all of the following applies to you:

1. You are a student in an educational program, who is a California resident, or are enrolled in a residency program, and prepay all or part of your tuition either by cash, guaranteed student loans, or personal loans, and
2. Your total charges are not paid by any third-party payer such as an employer, government program or other payer unless you have a separate agreement to repay the third party.

You are not eligible for protection from the STRF and you are not required to pay the STRF assessment, if either of the following applies:

1. You are not a California resident, or are not enrolled in a residency program, or
2. Your total charges are paid by a third party, such as an employer, government program or other payer, and you have no separate agreement to repay the third party.

(c) The State of California created the Student Tuition Recovery Fund (STRF) to relieve or mitigate economic losses suffered by students in educational programs who are California residents, or are enrolled in a residency programs attending certain schools regulated by the Bureau for Private Postsecondary Education.

You may be eligible for STRF if you are a California resident or are enrolled in a residency program, prepaid tuition, paid the STRF assessment, and suffered an economic loss as a result of any of the following:

1. The school closed before the course of instruction was completed.
2. The school's failure to pay refunds or charges on behalf of a student to a third party for license fees or any other purpose, or to provide equipment or materials for which a charge was collected within 180 days before the closure of the school.
3. The school's failure to pay or reimburse loan proceeds under a federally guaranteed student loan program as required by law or to pay or reimburse proceeds received by the school prior to closure in excess of tuition and other costs.
4. There was a material failure to comply with the Act or this Division within 30 days before the school closed or, if the material failure began earlier than 30 days prior to closure, the period determined by the Bureau.
5. An inability after diligent efforts to prosecute, prove, and collect on a judgment against the institution for a violation of the Act.

Facilities and Equipment

IIC provides students with the facilities and equipment necessary to support their learning. The school has more than seven classrooms, two computer rooms, a lounge area, and a cafeteria space. Equipment used for educational purposes include TV's, stereos, and wireless Internet capability to support streaming audio or video, as well as standard whiteboards, arrangible tables, and comfortable chairs.

Student Library

IIC has a range of books (mainly fiction, with some nonfiction as well) available onsite for student perusal and use. Students interested in borrowing a book from the school should approach the receptionist or administrative assistant, who will ask them to write their name and date on a sign-out sheet.

Student Services

IIC's student services include the following:

- Open-door counseling on visas and related matters
- Recommendations for housing & health insurance
- Weekly student newsletter
- School community Facebook page

On occasion IIC may provide additional services, such as recreational outings and holiday parties.

Housing

IIC does not have any dormitory facilities, and is not responsible for finding housing for students. However, IIC can recommend housing options to interested students. The area surrounding IIC's facilities includes apartment housing as well as hotels offering long-term stay rates. The cost of housing in San Francisco varies from neighborhood to neighborhood, however students should expect to pay at least \$500 a month for housing options in the area.

Visas and Related Issues

IIC is authorized by the federal government to issue the I-20 form to prospective international students interested in obtaining a F-1 visa. Prospective international students who receive an I-20 from us must then apply for a F-1 visa from a U.S. consulate or embassy. Other than issuing the prospective student an I-20, the school cannot assist an overseas student in any other way in applying for a F-1 visa. Once an international student has been granted a F-1 visa and has entered the U.S., IIC offers open-door counseling to students free of charge on visa-related matters (e.g. explaining how to extend one's I-20, explaining the required procedures for students temporarily leaving the country, etc.). For prospective students who are already in the U.S. and do not have a F-1 visa but are interested in changing their visa to a F-1 visa, IIC offers the option of having IIC assist them with the change-of-visa procedures for a cost of \$300.

International Student English and Foreign Language Requirements

English language services are provided to all our international students, since all our international students enter our ESL program. No documentation of English language proficiency (e.g. TOEFL test score) is required. We only issue I-20's to students interested in our ESL program, not our Korean Language Program. For our KLP program, no documentation of Korean language proficiency is required.

Policy on Award of Credit for Prior Experiential Learning

IIC does not award credit to students for prior experiential learning.

Policy on Financial Aid

IIC does not offer students financial aid, and does not participate in federal or state financial aid programs.

Student Rights: Procedure for Addressing Student Grievances

If you believe you have been treated inappropriately by the administration or an IIC employee, or if you are dissatisfied with the quality of the schools' facilities or services etc., or if you are dissatisfied with your teacher or your class, you can submit a complaint. Please note all complaints are treated confidentially.

IIC's definition of a formal complaint is an expression of dissatisfaction by one or more students of an institution's action or lack of action, or about the standard of service provided by the institution.

Step One: Informal route

The first step, if you have a problem or issue, is to try to resolve the issue informally by talking to the person who is causing the issue and to try to find a satisfactory solution. You can ask the International Student Coordinator to help you with this. She can also act as a go-between on your behalf if you do not wish to talk

directly to the person involved. If you feel uncomfortable with this staff member, the student may approach the Academic Director. Informal or oral complaints will be dealt with immediately or as soon as possible. If you are still dissatisfied you can submit a formal complaint.

Step Two: Formal Complaint

You can submit a formal complaint by completing our complaints form. You can obtain a complaint form from the front desk in the Bush Building. This complaint form with go directly to the Academic Director. Formal written complaints will normally be dealt with within two weeks of submission.

Step Three:

If the student feels that the complaint has not been dealt with satisfactorily then he or she may submit their complaint in writing to BPPE (www.bppe.ca.gov).

Records Policy

IIC keeps students' records onsite for a period of five years. Student transcripts are kept permanently.

GOVERNANCE

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ADMINISTRATION

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Eun Kyung Jung, General Director of San Francisco King Sejong Institute/Director of Administration

Sina Ghadirian, Director, ESL

Hannah Martin, International Student Coordinator, ESL

Jeongwon Yoon, Administrator, Korean Studies Librarian

Jenny Lee, Coordinator, Korean Language Program

Junghyun Lee, Head Instructor, Korean Language Program

NOTICES

NOTICE CONCERNING TRANSFERABILITY OF CREDITS AND CREDENTIALS EARNED AT OUR INSTITUTION: The transferability of credits you earn at the Intercultural Institute of California is at the complete discretion of an institution to which you may seek to transfer. Acceptance of the certificate you earn in ESL or KLP is also at the complete discretion of the institution to which you may seek to transfer. If the credits or certificate that you earn at this institution are not accepted at the institution to which you seek to transfer, you may be required to repeat some or all of your coursework at that institution. For this reason you should make certain that your attendance at this institution will meet your educational goals. This may include contacting an institution to which you may seek to transfer after attending the Intercultural Institute of California to determine if your credits or certificate will transfer.

Please note that our institution does not provide any placement services.

Please note that our institution has no pending petition in bankruptcy at this time. Nor is it operating as a debtor in possession. It has not filed a petition or had a petition in bankruptcy filed against it.

As a prospective student, you are encouraged to review this catalog prior to signing an enrollment agreement. You are also encouraged to review the School Performance Fact Sheet, which must be provided to you prior to signing an enrollment agreement.

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (888) 370-7589 toll-free or by completing a complaint form, which can be obtained on the bureau's internet web site www.bppe.ca.gov.

Any questions a student may have regarding this catalog that have not been satisfactorily answered by the institution may be directed to the Bureau for Private Postsecondary Education at 2535 Capitol Oaks Drive, Suite 400, Sacramento, CA 95833 (mailing address: P.O. Box 980818, West Sacramento, CA 95798-0818), www.bppe.ca.gov, (916) 431-6959, toll-free telephone number (888) 370-7589 or by fax (916) 263-1897.