



**ESL STUDENT  
HANDBOOK**

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North Orange Continuing Education (NOCE) has been serving the community since 1973 with free, noncredit educational programs and services to empower our community.

## Mission

NOCE serves our diverse community by providing holistic programs and services that are relevant and accessible to all learners in achieving their goals. NOCE is dedicated to offering a transformative educational experience that builds lasting foundational skills and promotes student success.

## Vision

NOCE commits to enriching lives through education to meet the evolving needs of the community.

## Values

**Accountability** – We strive to utilize data-informed decision-making processes.

**Diversity** – We celebrate our diverse community by committing ourselves to an inclusive institutional culture.

**Equity** – We actively address achievement gaps and systemic racism to ensure equal opportunity and access for all.

**Excellence** – We strive for excellence by providing evolving, dynamic, high-quality instruction.

**Innovation** – We challenge the status quo by finding creative solutions.

**Integrity** – We cultivate a collaborative equity-minded culture of mutual respect, honesty, and responsibility.

**Learning** – We commit to offering holistic programs that promote personal and professional growth.

\*Approved by NOCE President's Cabinet on April 20, 2021.  
Approved by NOCCCD Board of Trustees on May 11, 2021.

## Accreditation



NOCE is proudly accredited by the Accrediting Commission for Schools (ACS), Western Association of Schools and Colleges (WASC). For more information, contact:  
533 Airport Blvd, Suite 200, Burlingame, CA 94010  
Website: [www.acswasc.org](http://www.acswasc.org).

For more information on our institutional purpose and accreditation, visit [noce.edu/our-purpose](http://noce.edu/our-purpose) or [noce.edu/accreditation](http://noce.edu/accreditation)

# Before You Start Your ESL Class

## Check Your E-mail and Confirm

You will receive a confirmation e-mail with details about your in-person class based on the placement test results. Check that class title and schedule are correct. For questions or changes, click "Reply" and send comments to your Assessment Specialist.



## For In-Person Classes

After your placement test, confirm your classroom number with your Assessment Specialist and locate important services such as Learning Center, bookstore, parking rules, bathrooms, etc.



## For Online Classes

If you need to make any changes to your online English classes, contact us at 714.808.4638 or [ESL4ALL@noce.edu](mailto:ESL4ALL@noce.edu).



## Suggestions

You are more than welcome to give suggestions on how we can serve you better at the digital suggestion box at [noce.edu/esl/sugestionbox](https://noce.edu/esl/sugestionbox).





## How to Scan a QR code

Before you continue reading, have your smartphone close. You are going to need it.

- Open the camera app on your smartphone.
- Point your phone at the QR code.
- A message will pop up with a web link. Click on it.



## Online ESL Learning Center

- Scan the QR code and check the schedule of the Online ESL Learning Center.
- To join the online sessions, choose a day and time and click on the **instructors name**



## In-Person ESL Learning Center



### Anaheim Campus

1830 W. Romneya Drive  
Anaheim, CA 92801  
**Room 121**



### Cypress Center

9200 Valley View Street  
Cypress, CA 90630  
**Building TE2, Room 203**



### Wilshire Center

315 E. Wilshire Avenue  
Fullerton, CA 92832  
**Room 214**

## What Can I Do at the ESL Learning Center?

The English as a Second Language (ESL) Learning Center offers an opportunity to practice English through various instructional media and group learning activities. Students can practice **speaking, listening, reading, and writing skills**. Students can also work on building **grammar** knowledge, **pronunciation** ability, and **vocabulary** enhancement. In addition, students can develop **computer skills** and reinforce class lessons in the ESL Learning Center.

**Learn at your own pace** – The ESL Learning Center has flexible hours and offers guidance from experienced and professional teachers.

**Technology resources** – Students can get assistance setting up online classes, including creating an e-mail address.

The ESL Learning Center also has technology resources to allow students to learn and practice English on their own, including Azar and Rosetta Stone.

**Explore American idioms and culture** – Learn about typical American expressions, phrases, and culture.

Focus and improve skills in conversation, grammar, reading, or writing at the ESL Learning Center.



## ESL Learning Center (Continued...)

**Interact with other students** – Students are invited to participate in small group activities to improve language skills and practice interacting with others.



## Learning Center Attendance Requirements

To receive a Certificate of Competency from a Core Level Course, students must complete **18 hours** of Learning Center (LC) time.

An instructor will be in the Learning Center for students to complete lab hours.

## ESL Learning Center Schedule

Check our days and times at [noce.edu/esl/lc](http://noce.edu/esl/lc)



**Note:** The Learning Center schedule is subject to change.

## Student Technology Support Services

The Student Technology Support Services provides technical support to students for NOCE technologies such as:

- Laptop Loan Program
  - Distribution of laptops
  - Collection of laptops
  - Help with break/fix
  - MiFi distribution/collection
  - Technical Guidance
- Student Emails Assistance\*
- Multi-Factor Authentication Assistance
  - 2FA
  - OTP (One Time Passcode)
- Campus WiFi Assistance

### Need technical support?

[StudentTechSupport@noce.edu](mailto:StudentTechSupport@noce.edu)

#### Anaheim Campus

2nd floor, Room 201  
1830 W. Romneya Dr.  
Anaheim, CA 92801

#### Hours

Monday to Thursday:  
10:30 a.m. - 1:30 p.m.  
2:30 p.m. - 6:30 p.m.



## Student E-mail Address

All enrolled students will automatically be given an NOCE student e-mail within 48 hours of enrollment into a noncredit course. Students must use this NOCE student e-mail account for all official communications with the school.

Your student email will be your Student ID number and @student.noce.edu (e.g., 0123456@student.noce.edu)



For more detail, scan the QR code



## ESL Class Support

Need help with Zoom, Canvas, myGateway, or more?

- Come to the **ESL Learning Center** either online or In-person.

Schedule an appointment with our Instructional Assistant **Sam Villafana** at:

- Phone: 714.808.4500 ext. 88247
- Text: 714.808.8247
- E-mail: [svillafana@noce.edu](mailto:svillafana@noce.edu)



## Canvas 24/7 Student Support

- Student Canvas Guide:  
[sce.instructure.com/courses/481](https://sce.instructure.com/courses/481)



Limited **in-person** appointments may be available on Wednesdays at the **Career Skills & Resource Lab** (Room 606 at the Anaheim Campus). Contact the ESL Program for more information at 714.808.4638 or [ESL4ALL@noce.edu](mailto:ESL4ALL@noce.edu).

## Career Skills and Resource Lab

- For further assistance, call the Computer Skills and Resource Lab at 714.808.4717
- Anaheim Campus, 1830 W. Romneya Dr., Room 606, Anaheim, CA 92801,
- Lab Hours: Monday – Thursday from 10 a.m. - 6 p.m.
- Website: [noce.edu/technical-support](https://noce.edu/technical-support)



## Certificates of Completion

The ESL Program offers six levels of English instruction for adult students whose first language is not English. All levels offer instruction in four language skills: **reading, writing, listening, and speaking**. The courses also offer additional practice in **pronunciation, grammar, and vocabulary** development. Once the student completes a level, they can move to the next level in the sequence. **For each level, students can earn a state-approved Certificate of Completion.**

The ESL Program also offers ESL for Academic Success certificates designed for Intermediate-Advanced students who wish to transfer to a college or university and continue their education. State-approved certificates awarded appear on official student transcripts.

### NOCE ESL Program Certificates of Completion:

ESL Integrated Skills, Beginning Literacy  
 ESL Integrated Skills, Beginning Low  
 ESL Integrated Skills, Beginning High  
 ESL Integrated Skills, Intermediate Low  
 ESL Integrated Skills, Intermediate High  
 ESL Integrated Skills, Advanced

ESL for Academic Success I  
 ESL for Academic Success II

ESL for Community Involvement, Beginning  
 ESL for Community Involvement,  
 Intermediate/Advanced  
 ESL Multiskills  
 ESL for Workforce Preparation, Basic  
 ESL for Workforce Preparation, Advanced  
 ESL Grammar Review  
 ESL Reading & Writing Skills, Beginning  
 ESL Reading & Writing Skills, Intermediate/Advanced  
 ESL Speaking Skills, Beginning  
 ESL Speaking Skills, Intermediate/Advanced  
 ESL Vocabulary Review  
 ESL Specialty Courses

## Career Pathways

### Personal Care Aide

This program welcomes ESL Program students only at the Intermediate High level or above. Sixteen hours every week includes online and on-campus instruction and coursework in canvas.

Develop the communication and training skills needed to get a job as a Personal Care Aide (PCA). In this 18-week Career Pathways Program, students will learn how to:

- Perform the tasks of a Personal Care Aide in a consumer's home or in a residential care setting
- Prepare for a job interview for PCA
- Find and keep a PCA job
- Communicate with clients, families, and employers

Build your English and job skills at the same time! One group of students (30 maximum) will complete these courses together, with the same instructors, in one term.

Students must commit to the full 18 weeks for 16 hours each week. Only one absence per PCA class is allowed.

Live Online classes will be via Zoom, and four sessions in-person at the Anaheim campus. All students will meet with both instructors for live online class meetings in Zoom (Links provided by the teacher)

Earn Two State-Approved Certificates:

### Personal Care Aide (CTE)

- Personal Care Aide I
- Personal Care Aide II
- Personal Care Aide III

### ESL for Workforce Preparation, Advanced (ESL)

- ESL Workforce Readiness, Adv
- ESL Workforce Advancement Skills, Adv

## Career Pathways

### Business Information Worker I

This program welcomes ESL students with Intermediate High writing skills or above. This course which requires 16 hours every week, includes ten (10) hours of live online class meetings and six (6) hours of independent online coursework in Canvas. A keyboarding speed of 15-20 WPM is recommended. Develop the communication and job training skills needed to get a job as a clerk typist, office assistant, or receptionist. In this 18-week Career Pathways Program, students will learn how to:

- Perform entry-level office and Administrative support tasks.
- Find and keep an entry-level office job, including preparing for a job interview.
- Communicate with customers, coworkers, and employers.
- Use Microsoft Office and the Internet.
- Think critically and solve problems in the workplace.

Build your English and job skills at the same time! One group of students (30 maximum) will complete these courses together, with the same instructors, in one semester. **Students must commit to the full 18 weeks for 16 hours each week. Only one absence per BIW class is allowed.**

Live Online classes will be via Zoom. All students will meet with both instructors for live online class meetings in Zoom (Links provided by the teacher)

Earn Two State-Approved Certificates:

#### Business Information Worker I (CTE)

- Computer Keyboarding – Beginning
- Office Essentials
- Computer Concepts and Applications I
- Microsoft Outlook Fundamentals
- Computer Concepts and Applications II
- Written Communications for Business
- Business Math for Office Technology

#### ESL for Workforce Preparation, Advanced (ESL)

- ESL Workforce Readiness, Adv
- ESL Workforce Advancement Skills, Adv



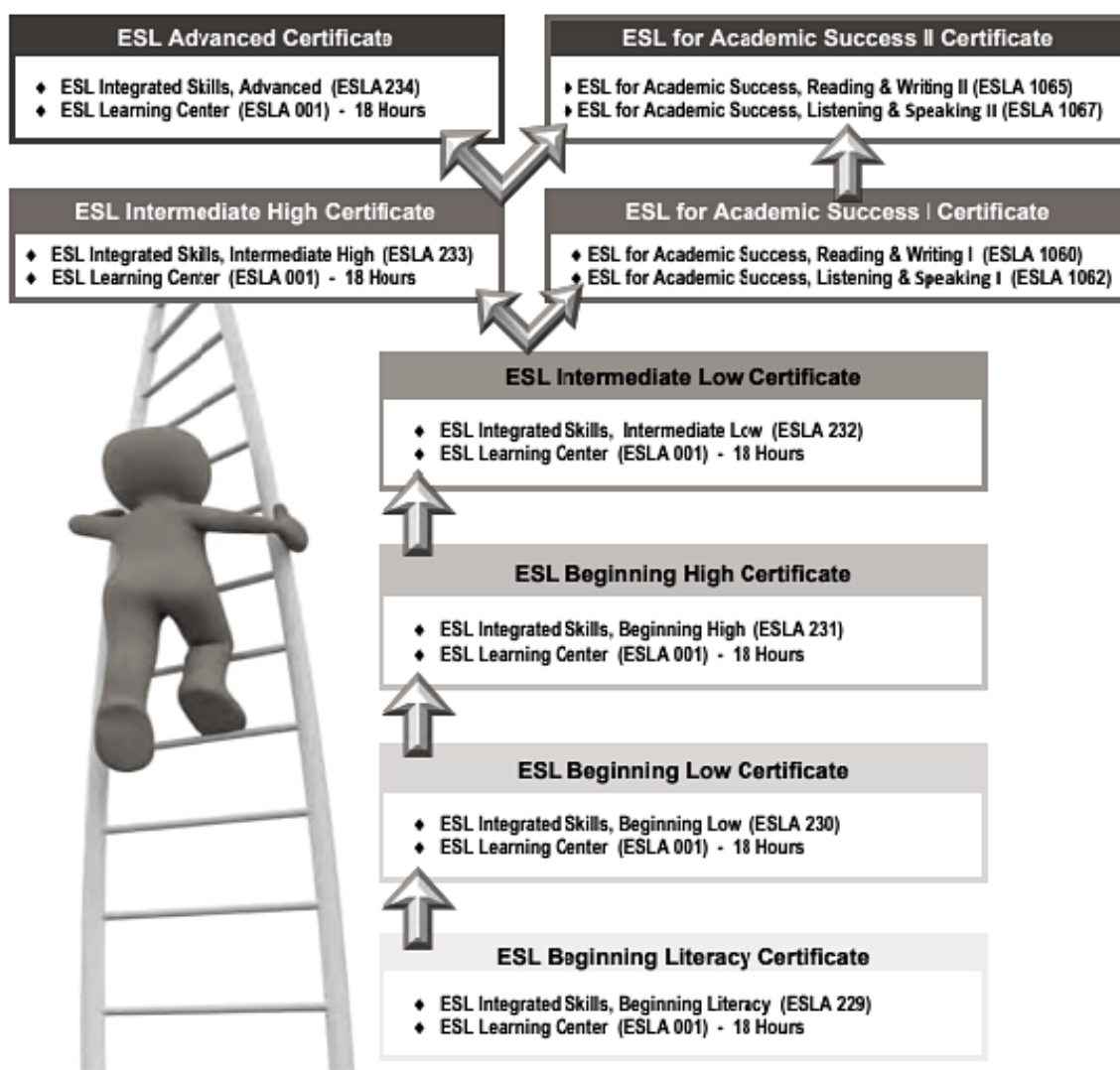
# ESL CERTIFICATES

## Career Development and College Preparation (CDCP) Certificates of Completion

ESL Program students can earn 18 state-approved certificates signed by the NOCE President and NOCCCD Chancellor, and will appear on the student's official transcripts.

To apply for a certificate, students must earn a PASS grade in at least two classes. For core classes, completion of 18 hours of ESL Learning Center is also required.

Certificate requests should be submitted after grades are posted and may take up to eight weeks to process. For more information, contact ESL Instructional Assistant **Jennifer Perry** at [jperry@noce.edu](mailto:jperry@noce.edu).



## Comprehensive Adult Student Assessment System (CASAS) Testing

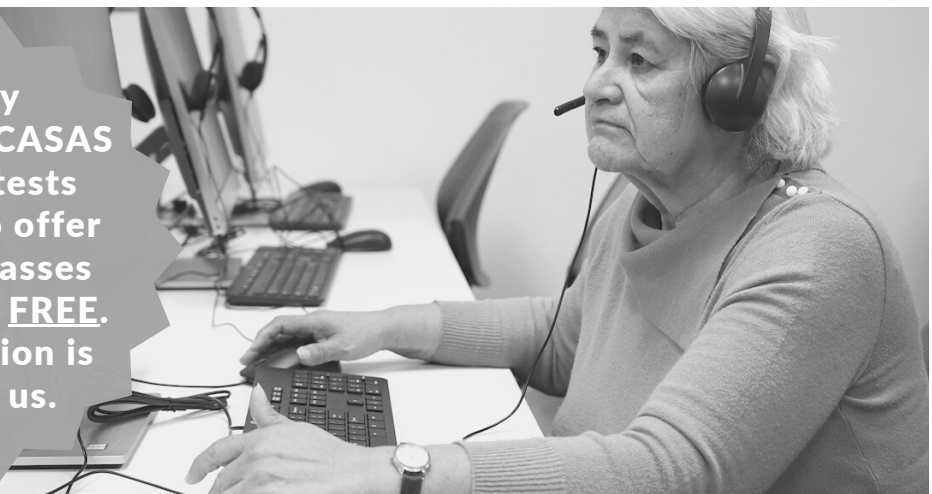
The CASAS test is used to measure your progress in your ESL Program class. This data is submitted to the state and federal governments to meet the funding requirements that allow NOCE to offer these classes tuition-free.

- All new students will take the CASAS Pre-test before starting core classes.
- All students will take the CASAS Pre-test at the beginning of each term.
- After 40-70 hours of instruction, students will take a CASAS Post-test to measure reading comprehension improvement.
- Students unable to complete ESL Program core classes should inform their Assessment Specialist to schedule a CASAS Post-test before stopping.
- Students will be directed to the Assessment Center on their test date or schedule an online test.

## English Literacy (EL) Civics

EL Civics education helps prepare students to navigate the governmental, educational, workplace, banking, and healthcare systems in the United States. Students participate in competency-based EL Civics assessments in writing and speaking to demonstrate their knowledge of these topics.

Satisfactory performance in CASAS and EL Civics tests allows NOCE to offer ESL Program classes and services for FREE. Your participation is important for us.



## Attendance Policy

- Students are expected to be in attendance 70 percent of class time.
- Students should be present for the first day of class. Students not in attendance the first week of class will be dropped.
- Students absent three days in a row without notifying the instructor may be dropped.
- Students who are dropped from a class will have to re-register.
- ESL Program classes are funded by daily attendance; to remain open, the class must maintain a minimum student average of attendance.

## Reporting Absences

Students can e-mail their instructor the following information to report an absence:

- Student's First and Last Name
- Instructor's Name
- Class Title
- Reason for Absence

## Waitlist Procedures

- Students placed on a waitlist may not attend class until they are informed that space is available in the class.
- Students on the waitlist will be called one time. If there is no response after three days, they will be dropped from the waitlist.
- Students dropped from the waitlist must re-register to rejoin the waitlist.
- Students may choose to attend one of the other on-site locations if space is available.
- Students on a waitlist can attend the ESL Learning Center (open lab) or attend class at another site.

## NOCE Resources

Students may need other types of aid to continue their classes and be successful in their program.

NOCE is here for our students and proud to offer assistance in a variety of ways. For more details, visit: [noce.edu/other-aid](https://noce.edu/other-aid)

## Laptop Loan Distribution

If you need a laptop for your online ESL Program class, you can make a request:

- You must be enrolled in a course at NOCE for the current term.
- Visit: [noce.edu/laptop](https://noce.edu/laptop) to access the Laptop Loan Reservation Form via myGateway before the distribution event

Students must know their student ID number and password to log in.

If you need help accessing myGateway, contact StarHelp at: **714.808.4679** or [starhelp@noce.edu](mailto:starhelp@noce.edu).

## Free WiFi is Available at All Three NOCE Centers Using eduroam

Eduroam (education roaming) grants you access to the Internet without having to log in every time! Following a one-time setup, connect to the “eduroam” wireless network anywhere on campus or anytime you visit an eduroam member institution, which includes several universities throughout the U.S. and the world. Learn more about eduroam at [www.eduroam.org](http://www.eduroam.org).

For more information, please visit our page at: [noce.edu/wifi](https://noce.edu/wifi)

If you need support, contact us at: [StudentTechSupport@noce.edu](mailto:StudentTechSupport@noce.edu)



## Undocumented Student Resources and Services

The NOCE Grads To Be Program provides various services to undocumented students. Our program recognizes how diverse the undocumented community is and the importance of focusing on our student's academic and personal needs. Questions? contact [grads2b@noce.edu](mailto:grads2b@noce.edu) or 714.808.4682.

Scan the following QR code for more information about the Grads to Be Program. Or visit the website: [noce.edu/grads2b](http://noce.edu/grads2b)



## Scholarships and Other Aid



The NOCE Scholarship Program is designed to meet student needs and honor student achievement and leadership. NOCE celebrates students as they overcome obstacles while preparing for their future. NOCE has a variety of aid available to students. We encourage students to pursue the resources available to them to successfully continue their education.

Scan the following QR code for more information about the Scholarship Program. Or visit the website: [noce.edu/scholarship](http://noce.edu/scholarship)



## Food Pantry

NOCE offers students non-perishable food, fresh produce, day-to-day necessities, and resource information at the Anaheim Campus Food Pantry, Room 156.

Scan the following QR code for more information about reservations, dates, and times. Or visit the website:



[noce.edu/foodpantry](https://noce.edu/foodpantry)



## Mental Health Resources

All students who are 18 years or older and enrolled in at least one class at NOCCCD are eligible to take advantage of the ARISE Lab services.

At the ARISE Lab, students can receive counseling and instruction related to topics including:

- Executive functioning
- Skill-building for decision-making, problem-solving, social, and organizational success
- Understanding social cues
- Communicating with other students and faculty
- Listening to what their own physiology is saying (e.g. overwhelmed, frustrated, etc.)
- Requesting services and accommodations

Scan the following QR code for more information about the ARISE Lab. Or visit the website: [noce.edu/arise](https://noce.edu/arise)



## Bus Passes Through OCTA

The Orange County Transportation Authority (OCTA) provides bus service to each of our three NOCE Centers. Bus passes are available at any NOCE Center at the Admissions and Records Office for students enrolled for a minimum of nine hours per week. 30-day passes are also available for the following students:

**Disabled Students** – (cost is \$22.25): To get a disabled pass, the student must be pre-approved by OCTA first.

**Senior Students** – (cost is \$22.25): To get a bus pass for seniors, students must be 60 years of age or older.

**All Other Students** – (cost is \$69.00): To get a 30-day bus pass, visit the NOCE Admissions and Registration Office and be enrolled for a minimum of nine hours per week. Passes are sold year-round.

**For more information, call 714.636.7433.**



## Helping Hands Clothing Closet

Students getting ready to graduate can select an outfit to interview and an additional work outfit at the **NOCE Helping Hands Clothing Closet**. A variety of sizes for both men and women are available. Additional accessories at the Clothing Closet include shoes, work bags/purses, jewelry, scarves, etc.

The NOCE Helping Hands Clothing Closet is open to both men and women. To schedule an appointment, please contact: **Denise Mora, Career Resource Center Coordinator** at **714.808.4619** or **careerhelp@noce.edu**.

## Parking

For more information about parking and/or getting a parking pass, contact StarHelp at: **714.808.4679** or **starhelp@noce.edu**

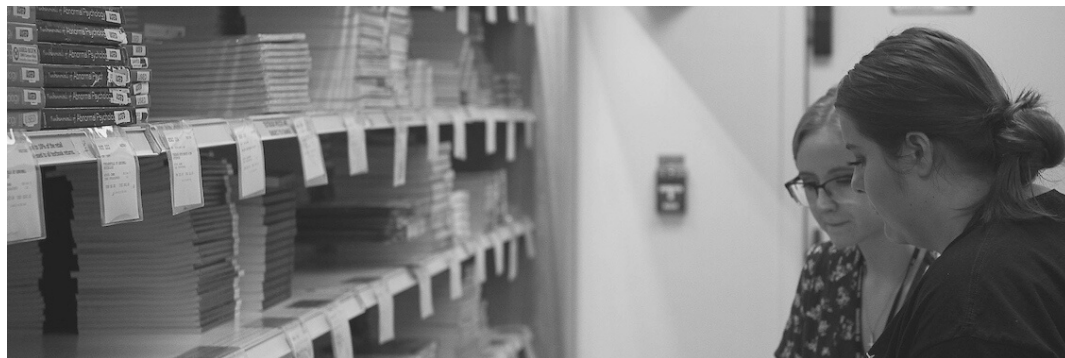
Scan the QR code or visit our website at: **[noce.edu/parking](https://noce.edu/parking)**



## Bookstore / Textbooks

The NOCE bookstore is operated by Fullerton College and students can purchase books online. For more information or to purchase textbooks, visit **[noce.edu/textbooks](https://noce.edu/textbooks)** and click “textbooks” at the top. Enter your Banner ID or shop by courses. If you “Shop by Courses,” you can select either the “Anaheim Campus” bookstore to order your books.

Scan the QR Code or  
visit our website at:  
**[noce.edu/textbooks](https://noce.edu/textbooks)**





# STUDENT SUPPORT

## ESL General Line

Questions about your ESL Program classes or resources, contact us at:

Phone: **714.808.4638**

E-mail: **ESL4ALL@noce.edu**

Website: **[noce.edu/esl](http://noce.edu/esl)**



## NOCE StarHelp

Questions about other NOCE programs, registration, or resources? Contact StarHelp at:

Phone: **714.808.4679**

Email: **starhelp@noce.edu**

## Counseling Office

Define your education plan. Get academic counseling. Make an easier transition to college and reach your educational goals! NOCE Counseling and Student Services are here to help!

Phone: **714.808.4682**

Email: **counseling@noce.edu**

Website: **[noce.edu/counseling](http://noce.edu/counseling)**



## Change of Personal Information

It is the student's responsibility to have a current phone number and address on file. Students can complete a Personal Information Change Correction Form at any NOCE Admissions and Records Office. Name changes will require a photo ID with the new name.

## Request for Student Transcripts

A transcript may be requested year-round by filling out a Transcript Records Request Form in-person at any NOCE Admissions and Records Office or faxing to 714.992.9599. Students are entitled to two free records, after that each copy is \$5. Transcript requests take 10-15 days to process. If you have questions, call 714.992.9500.

The NOCE Admissions and Records Office staff members, StarHelp, are available to help you. If you have any questions or need assistance, contact StarHelp at **714.808.4679** or e-mail **starhelp@noce.edu**.

Scan the QR code and check the NOCE website for more information, at: [noce.edu/admission](https://noce.edu/admission)



## Campus Safety

NOCE is committed to providing a safe campus environment for its students, faculty, staff, and visitors. Contact these numbers if you need any assistance from a Campus Safety Officer:

- **Anaheim Campus: 714.808.4911**
- **Cypress Center/Cypress College: 714.484.7387**
- **Wilshire Center/Fullerton College: 714.992.7777**

## Sexual Harassment and Discrimination

Title IX is a federal law that prohibits discrimination on the basis of sex and gender in any educational program.

- Title IX prohibits discrimination on the basis of sex and gender, sexual harassment, and sexual assault in any educational setting. Sexual assault includes rape, domestic violence, dating violence, and stalking.
- NOCE and NOCCCD have established procedures for reporting and assisting victims.

Instances of sexual harassment or discrimination should be reported to the NOCE Title IX Coordinator at **714.808.4660**.

For additional information, please, scan the QR code and review the NOCCCD information on sexual assault/misconduct, or visit the website:

**[noce.edu/safety](http://noce.edu/safety)**



## Family Educational Rights and Privacy Act (FERPA)

FERPA was established to “...assure [students and the] parents of students...access to their education records, and to protect such individual’s right to privacy by limiting the transferability of their records without their consent... Parents lose their FERPA rights when their child turns 18 or starts attending a post-secondary institution, whichever comes first.”

For detailed information, scan the QR code, visit any NOCE Admissions and Records Office, the ESL Learning Centers, or the website:

**[noce.edu/academic-policies](http://noce.edu/academic-policies)**



# COVID-19 INFORMATION

## COVID-19 Information

Effective January 1, 2023, as adopted by the NOCCCD Board of Trustees:

NOCE strongly recommends COVID-19 vaccines and boosters for all students and employees.

NOCE strongly recommends that people wear masks to protect themselves and others.

Mandates are no longer in effect as of January 1, 2023.



For more information, visit  
[noce.edu/vaccine](https://noce.edu/vaccine)

Or **scan** the QR code or contact  
StarHelp at **714.808.4679** or  
[starhelp@noce.edu](mailto:starhelp@noce.edu)



## Off-Site Registration

- Contact the ESL Program Office to schedule a registration appointment: 714.808.4638 or ESL4ALL@noce.edu.

Appointments are available in-person at Anaheim Campus or online to assist you with the next steps:

- **Application** to NOCE (CCCApply) to get your **Student ID** number
- **Registration**
- **Orientation** (on-site)

## Placement Test

- Students will complete the Placement Test in class or online with a proctor.
- All new students must complete a Placement Test.
- Results from the Placement Test are used to determine English-level placement.
- Test results are valid for six months (valid on-site and off-site).

## Counseling

ESL students may schedule one-to-one counseling appointments during counselor visits at their community site or schedule appointments at an on-site NOCE Center.

## CASAS Testing

Students will complete CASAS testing in class (Pre-test & Post-test).

## EL Civics

Multilevel and Family Literacy classes will complete two EL Civics objectives each term.

## Change of Personal Information

It is the student's responsibility to have a current phone number and address on file. Students can complete a Personal Information Change Correction Form at any NOCE Admissions and Records Office. Name changes will require a photo ID with the new name. Contact StarHelp at 714.808.4679 or starhelp@noce.edu.

## Request for Student Transcripts

Students may request a transcript year-round by filling out a Transcript Records Request Form in-person at any NOCE Admissions and Records Office or faxing to 714.992.9599. Students are entitled to two free records. After that, each copy is \$5. Transcript requests take 10-15 days to process. If you have questions, Contact StarHelp at 714.808.4679 or starhelp@noce.edu

Scan the QR code and check the NOCE Admissions and Records Office website for more information at:

[noce.edu/admission](http://noce.edu/admission)

