

# Frequently Asked Questions: Adult English Classes

## 1. Who are these classes for?

These English classes are for adults (18 years or older) who want to learn conversational English in a group setting. 99% of our students are native Spanish speakers who have recently arrived in the United States or even some who have been here for years and want to learn more! These classes are not based in a school so we can't give you credit for them, but you will learn more English and make some friends along the way!

## 2. Who teaches the classes?

Classes are provided by volunteers who are native English speakers from many different areas. Su Casa provides the teachers with the materials needed for the class and the teachers come with a willing heart to share their time and language skills with you! Because these are unpaid volunteers, we're able to keep the cost of classes very low so that you can take advantage of the opportunity! We couldn't do this without our generous volunteers who give up a few hours each week to be here with our students!

## 3. What is the registration process?

- The first thing to do is fill out the registration form [HERE](#). Please fill out the form completely as we cannot complete your registration until that is done. Please note that the form is only available when we are accepting new students.
- After completing the registration form, we'll need your \$10 for registration fee. That can be paid online [HERE](#) or you can bring it by our office.
- After we receive your registration form, you'll need to complete TWO pre-tests. You can do the first one [HERE](#). After we receive your registration form AND your pretest, we'll send you a second pretest based on the results of the first. Please remember that these are to help us determine your level of English proficiency so don't let someone else help you. Otherwise you'll end up in the wrong class!
- After we receive both of your pretest scores, we'll notify you if we have space in the class you need.
  - i. If we do, you'll need to make a payment of at least \$40 (\$50 minus the \$10 registration fee) in order to start the class. Please remember your space is held ONLY when you pay.
  - ii. If we do not have space for you, we will add you to the waitlist for the class. If you made the \$10 registration payment and do not get in this semester, we will apply that to the next semester.

### 3. What is the registration process? (cont'd)

- If you are an online student, you'll need to come by the office to pick up your textbook before the first day of classes. If you are an in person student, you will receive your book on the first day of classes. If you need your book mailed to you, please note we will have to charge a \$5 shipping fee.

### 4. I already registered. When will I hear back from you?

Normally within one week of receiving your completed registration form and registration fee (\$10). Our ESL office is open on Tuesdays and Thursdays so that's when we'll reply. If a week has passed and you haven't heard from us, we are so sorry! Please send us a text at 901-244-4600.

### 5. Where are classes located?

**In person classes:** Our in-person classes are held at our offices. Our address is 1302 N. Graham. If you need to come by outside of class times, the ESL office is open on Tuesdays and Thursdays from 9am-7:30pm.

**Online classes:** For our online classes, we use Zoom. There is an app available to use on your phone or you can go to Zoom.com to set up an account. You'll need to create your own account before classes begin.

### 6. How can I make my payments?

The semester costs \$125 in total. We encourage you to pay in full if you can because we find that students who pay first are more likely to complete the course. And you don't have to worry about payment reminders! If you can't pay it all at once, you do need to pay at least \$50 by the first day of class to enter. The remaining \$75 can be paid in monthly payments of \$25. You will not be able to complete the course or take your final exams with an unpaid balance.

**Online Payments:** If you have a bank card, you can make payments online.

To pay in full, please use this link: <https://tinyurl.com/fullsemester125>

To pay the registration fee, please use this link: <https://tinyurl.com/inscrip10>

To pay anything else, please text us at 901-244-4600 for a link.

**Cash Payments:** If you need to pay in cash, please come by our office during ESL office hours. We're available on Tuesdays and Thursdays from 9am-7:30pm during the semester. Please contact us via text at 901-244-4600 if you need to come at a different time.

If you have an employer or other company who would like to pay for the classes on your behalf, please have them contact us via text at 901-244-4600 and we can arrange that.

## **7. I'd like to register my whole family. Can I do that?**

Yes! We love to have multiple people from the same family in our classes. Please note, however, that we cannot accept anyone who is under 18 years old. We also cannot guarantee that family members will be in the same classroom. All of the classes are based on English proficiency so it is likely you'll be in different rooms.

## **8. Do you offer a GED or other accredited course?**

No. Our program is not accredited nor can it be used to obtain credit or certification through a college or university. Our program cannot be used for a student visa from another country. We can provide you with a letter of reference if you need and we will provide a certificate at the end of a completed level.

## **9. How many levels do you have?**

Our curriculum is provided by Intercambio ([hyperlink to their website](#)) and focuses on conversational English. We currently offer 5 levels of classes. You will be assigned to a level after you take two English exams.

## **10. If my schedule changes, can I switch between morning and evening classes?**

If you have a schedule change, please let us know right away. Not all levels are available in both the mornings and evenings, so we may not be able to change your class schedule. Please note that we cannot change your schedule more than once per semester.

## **11. What COVID protocols are in place?**

Currently, we require all of our students to be vaccinated to attend in-person classes and wear a mask when in our building. Temperatures are taken at the door; anyone feeling unwell or with a temperature of 100 fahrenheit or greater will not be permitted to enter. If a student or teacher tests positive for COVID, that class will be notified and will move to online classes for one week to prevent further contact. Additionally, hand sanitizer is offered in all classes and rooms are regularly disinfected.

## **12. Is childcare available during classes?**

Currently, COVID protocols do not allow us to offer childcare during the classes. Additionally, children are not permitted in the classrooms during instruction, so please arrange for a babysitter if you plan to take in person classes.

