



Workplace Communication Frequently Asked Questions (ESL)

1. How do I enter the program?

Before starting the program the student will need to take the Futures placement test to identify the appropriate level. To take the test, students must go to the main continuing education office in W117 to get a test referral. The test referral can also be obtained from the ELLA office in C-125 or at the Pleasant Grove Campus. The test is administered in the Testing Center C-113 (Main Campus) or in the library PG121-122 (Pleasant Grove Campus). Test scores are a requirement of the program.

2. Do I need to take the test more than once?

Students must have valid test scores in their advising report. Students with test scores that are older than a year will need to retest. Students that stop the program will need to take the test to enter the program again.

3. Why is the course divided into two parts?

The course is divided into two parts: A and B. Part A covers the first half of the book and it is 40 hours of instruction. Part B covers the second part of the book and it is 40 hours of instruction as well.

4. How much is cost of each class?

Each class is 40 hours of instruction and costs \$90 in tuition.

5. What is the schedule for classes?

The class schedule is fixed and most classes follow the following schedule. Please check with our office for specific dates when classes start and end.

Main Campus			Pleasant Grove Campus		
MTWR	9:00AM-11:00AM	5 weeks	MTWR	9:00AM-11:00AM	5 weeks
MTWR	8:00PM-10:00PM	5 weeks	MW	7:00PM-9:30PM	8 weeks
S	8:30AM-1:30PM	8 weeks	TR	7:00PM-9:30PM	8 weeks

*No Saturday classes are offered at the Pleasant Grove Campus.

6. Do I need a book?

Yes, the book is called *Future: English for Results*. The book can be purchased in the college bookstore, it is located in the N building, N100. You may contact them by phone 972-279-3660. Books can be purchased at the Pleasant Grove Campus in their business office.

7. How much is the book?

The book costs is approximately \$31.50, it includes a student book and a student workbook.

8. Do I get a certificate when I complete a class?

Students that complete level 5B get a certificate of completion. Levels 0-4 do not get certificates after they complete the course.



9. Can I bring my children to class with me?

No, children are not allowed in the classroom. Please find appropriate childcare prior to starting class.

10. Can I pay for the course after class starts?

No, you must pay for the course before the class starts. Students that have not paid for the class will be dropped from the course due to non-payment. It is recommended that payment is made the same day as registration.

11. If I complete a class, is my spot reserved for the next class?

No, it is the student's responsibility to register for the next level and to ensure that they pay to keep their spot.

12. Can I change my class schedule?

There are no class changes after the third day of class. Students should contact the program coordinator to make any changes to their schedule. Program Coordinator: Sonia Headley (soniaheadley@dcccd.edu)

13. I am being charged for a third attempt, what should I do?

Contact the program coordinator.

14. Where can I get a student ID card?

Once a student is registered to a class a student ID number is assigned, you can find this information on the registration form. You can get a student ID card in room C-120, you will need a picture identification and your registration form.

15. Where do I pay for my class?

You can make a payment in the business office in room C-126 or at the business office in the Pleasant Grove Campus. The business office takes cash, checks and credit or debit cards. You can also pay by phone by calling 972-860-7093. You will need your student ID number to make payments over the phone. It is recommended that payment is made the same day as registration.

16. How do I register for a course?

If you are registering for the first time you will need to register for the course in person. You can register in the ELLA office (C-125 Main Campus), workforce main office (W-117 Main Campus) and Pleasant Grove Main office.

If you are a returning student, you can register in person, over the phone, and via email. You will need your student ID number, name, and the course information.

To register via phone please call 972-860-7114. To register via email please email your name, student ID number and class information to 4communityed@dcccd.edu.