

Agent Training Manual

Summer 2021

Table of Contents

Degree Programs

- Undergraduate Admission Process
- Graduate Admission Process
- Enrollment Process after Admissions
- Other Important Information_

Conditional Eligibility-Admission Process

American Language Institute (ALI)

- Admission Process
- Enrollment Process after Admissions

Commission Payment Information

UNDERGRADUATE ADMISSION

Application Filing Period:

- Fall Semester: October 1~ May 1 (High-Demand majors: October 1 December 15)
 - o For undergraduate majors with December 15 deadline, please see Undergraduate Impaction website at: https://future.sfsu.edu/admissions/impaction
- Spring Semester: August 1 September 30 (High-Demand majors: August 1-31)
 - o For undergraduate majors with August 31 deadline: please see the Undergraduate Impaction website at: https://future.sfsu.edu/admissions/impaction
- Closed for spring semester: Psychology, Social Work, Industrial Design, Visual Communication Design
- Nursing only accepts applications from California residents
- See appendix for Bachelor Degree list

<u>Admission Required Documents:</u>

- Online International Admission Application at Cal State Apply: https://www2.calstate.edu/apply
- US\$70 Application fee (recommended payment by credit card)
- Upload to Cal State Apply application the following documents:
 - Student Consent Form for Release of Information (required for commission payments).
 https://oip.sfsu.edu/sites/default/files/agent/Consent_Release_Form.PDF
 - O Clear copies of official transcripts from <u>all</u> academic institutions including high school, college and universities attended
 - o Clear copy of original certified copy of High School Diploma or Graduation Certificate
 - o If currently in your final year of high school, submit your grades through your first semester (or second trimester) of year 12
 - O Clear, legible copies of unofficial English language proficiency test score report. All admitted applicants must submit an official test score report directly from the test agency to the university upon matriculation.
 - Clear, legible copies of unofficial transcripts/diploma/certificate are acceptable for admission purposes. All admitted applicants must submit a final official original academic records to the International Undergraduate Admission Office upon matriculation
 - o If school does not issue transcripts in English, submit a word-for-word certified English translation
 - A completed "Gap in Education" form if there is a gap greater than 1.5 years:
 http://future.sfsu.edu/sites/default/files/GapinAttendanceInquiry.pdf
 - SF State Financial Affidavit (https://future.sfsu.edu/sites/default/files/Financial_Affidavit.pdf)
 - Supporting financial document showing proof of funding for the total amount of tuition/fees and living expenses for one year in order to receive I-20 form. See appendix for amount
 - o A copy of passport photo page

Admission Criteria

- Only government-recognized accredited institutions are accepted
- If student is applying as a First-Time Freshman from a high school outside of the U.S., Grade Point Average (GPA) of 2.5 or above on a 4.0 scale.
- If the student is applying as a First-Time Freshman from a U.S. high school, Grade Point Average (GPA) of 3.0 or above on a 4.0 scale. Applicants below this GPA may be evaluated for admission on supplemental factors.
- If student is applying as a Transfer Student, college GPA of 2.0 or above on a 4.0 scale
- Impacted majors may require a higher GPA.
- Proof of English proficiency:
 - TOEFL: 61
 - IELTS: 6.0
 - PTE Academic: 45
 - SAT ERWS: 550
 - ACT English: 22
 - IB English A: Language & Literature HL: 4
 - IB English A: Literature HL: 4
- Due to COVID-19, SAT/ACT is not required for undergraduate applicants for Spring 2022 or Fall 2022. If any student completes the SAT or ACT, submit score report to admission office
- Applicants who have attended a U.S. high school for three or more years will need to complete the A-G preparatory subject requirements and eligibility index (see appendix for eligibility index)

All application documents may be uploaded in the calstate.edu/apply application.

SF State Financial Affidavit with proof of funding may be submitted after obtaining admission to the Undergraduate International Admission Office (https://future.sfsu.edu/sites/default/files/Financial_Affidavit.pdf).

All transferrable credit is determined during the evaluation of the application.

Undergraduate International Admission Office:

San Francisco State University (SF State) Office of International Undergraduate Admissions 1600 Holloway Avenue San Francisco, CA 94132 U.S.A.

Tel: 1.415.338.2382 E-mail: <u>ugintl@sfsu.edu</u>

GRADUATE ADMISSION

Application Filing Period:

• Fall & Spring Semester: Application deadlines vary by degree program (this is for international students too): https://grad.sfsu.edu/content/apply

Admission Required Documents:

- Submit an online application on Cal State Apply: https://www2.calstate.edu/apply
 - o <u>Tips to apply: https://grad.sfsu.edu/content/cal-state-apply-application-tips</u>
- USD \$70 application fee (credit card)
- Student Consent Form for Release of Information (required for commission payment) https://oip.sfsu.edu/agent
- Upload clear, legible copies of documents to Cal State Apply application. These may include
 unofficial transcripts/diploma/certificate/international credential evaluations done by one
 of our approved partners/English language proficiency test scores/GRE test
 report/resume/ letters of recommendation/personal statement/License/academic program
 application form/portfolio
 - See requirements by country here: https://grad.sfsu.edu/content/internationaladmission-criteria-country
- SF State Financial Affidavit form:

 http://future.sfsu.edu/sites/default/files/Financial_Affidavit.pdf
 Supporting financial document showing proof of funding for the total amount of tuition/fees and living expenses for one year. See appendix for amount
- A copy of passport photo page

Applicants can email the International Graduate Admissions Office for any additional questions on the application process or if any additional documents are required for completing the university application: gradstudies@sfsu.edu

Admission Criteria

- Hold a bachelor's degree equivalent to a U.S. bachelor's degree from a regionally accredited institution
- Be in good academic standing at all colleges/universities attended
- Grade Point Average (GPA) of 3.0 or above on a U.S. 4.0 scale
- TOEFL iBT 80 (MBA requires iBT 88; TESOL requires iBT 95) (TOEFL Institutional Code: 4683), IELTS 6.5, or PTE Academic 59
 - We are also currently accepting the TOEFL iBT® Special Home Edition and IELTS Indicator (same scores as above required)
 - o Some graduate programs require higher English language testing scores than the Division of Graduate Studies. Some graduate programs do not accept the IELTS or PTE Academic test in place of the TOEFL test. It is recommended that you review your intended program's website for additional admission criteria.

English requirements: https://grad.sfsu.edu/content/international-english-test-requirements

- Some majors require GRE. The GRE minimum score may depend on a holistic evaluation of the application
- Meet additional departmental requirements

• Review your intended program of study/department's website for specific graduate admission requirements. Research the academic department or graduate program mission, faculty profiles including research areas, area of specialization and degree requirements prior to beginning the application. Go to (https://grad.sfsu.edu/content/apply to see all of SF State graduate programs

International Graduate Admission Office:

International Graduate Admissions
San Francisco State University
1600 Holloway Ave.
Room 250
San Francisco, CA 94132
U.S.A.
Telephone: 415.405.4005
Email: _
gradstudies@sfsu.edu

Webpage: https://grad.sfsu.edu/

https://grad.sfsu.edu/content/international-application-submission

<u>DEGREE-SEEKING STUDENTS –</u> ENROLLMENT PROCESS AFTER ADMISSION

STEP 1: Create your SF State Password

To access all services at SF State, you must know your SF State ID number and password. Your SF State ID number is a 9-digit number which was assigned to you after you submitted your application for admission. Notification of your SF State ID was sent to you by email and is on your Notice of Admission. If you have not created your SF State password, go to SF State Password Reset at https://webapps.sfsu.edu/auth/passwordreset.

You should always indicate your full name and SF State student ID number when you contact any offices at SF State.

STEP 2: Accept Admission Offer (AAO)

If you plan to attend SF State, you should complete your online **Accept Admission Of** (AAO) in your online SF State Student Center. To access your Student Center, go to SF State Gateway at https://gateway.sfsu.edu/ As an international student entering in F-1 visa status, you are not required to pay the \$100 non-refundable enrollment deposit. Please continue by clicking on the "Confirm Accept" button to complete the process.

STEP 3: Access your SF State Email Account

After AAO, you will be automatically assigned an SF State email account. The University communicates to you via SF State email only. You will receive critical reminders regarding class registration for the upcoming semester and other important information through your SF State email account. Make sure you check your SF State email account frequently. Your SF State email may be forwarded to your exiting private email account. To set it up, please see instructions at http://its.sfsu.edu/guides/student-email. Once you have access to your SF State email account, you should start communicating with any offices at SF State from your SF State email account.

STEP 4: Sign Up for First-year Writing Advising Exercise (English Placement) and First-Year Math Advising Exercise (math placement) - <u>Undergraduate</u> Students Only (https://developmentalstudies.sfsu.edu/)

SF State requires all *undergraduate* students to fulfill oral communication and English composition requirements in order to graduate. International students who are non-native English speakers should choose to enroll in the English classes offered by the Composition for Multilingual Students (CMS) Program.

TEST	MINIMUM SCORE			
GE AREA A2 CREDIT				
IB ENGLISH A -				
LANGUAGE AND	4			
LITERATURE HL				
IB ENGLISH A -	4			
LITERATURE HL	4			
AP ENGLISH				
LANGUAGE AND	3, 4, 5			
COMPOSITION				
TRANSFER FROM A	Complete a college or university			
COLLEGE OR	level English course with a C			
UNIVERSITY	grade or better that is			
	equivalent to English 114 and/or			
	English 214 at SF State			

If required, you must complete the First-year Writing Advising to help the university determine the most appropriate courses for your English level. For details, please visit https://english.sfsu.edu/content/first-year-writing-advising

SF State requires all *undergraduate* students to fulfill the B4/Quantitative Reasoning (Math) requirements in order to graduate. Incoming first-year students will use the First-Year Math Advising Exercise to help determine which Math class they should enroll in for their first semester at San Francisco State University.

The First-Year Math Advising Exercise is not required if ONE of the following categories are met:

- Student has Advanced Placement Calculus AB or Calculus BC with AP Exam score of 4 or 5
- Student has completed the International Baccalaureate (IB) HL Math Exam with a score of 4 and students who complete the GCE AS/A Level exam in math
- Student is a transfer student that has completed a transferable college/university level math course with a 'C' grade or better (college algebra, statistics, pre-calculus, calculus, trigonometry etc.)
- For details visit: https://gatorsmartstart.sfsu.edu/math-new/

STEP 5: Clear Registration Hold - Measles, Mumps, Rubella (MMR) and Hepatitis B Immunizations Hold

California State law requires that all university students be immunized against measles, mumps, and rubella. Students who are 18 years of age or younger are also required to be immunized against hepatitis B. You can clear the Immunization Hold by mail or fax the following documentation to +1-415-338-0588 to the Registrar's Office. Photocopies are acceptable.

- 1. Submit a photocopy of your own immunization record your own immunization record must be in English or you must attach an English translation with the record.
- 2. You can also complete the "Immunization Form" which can be download at https://health.sfsu.edu/sites/default/files/Immunization Requirements Form 2016 v011.docx
- 3. Bring proof of immunization to the SF State Registrar Office on campus
- 4. Please use the Registrar Office Address if you plan to mail a copy of your records (important to include your SF State ID and name as it appears on the SF State application. Mailing Address:

Registrar Office (SSB 303) San Francisco State University 1600 Holloway Ave. San Francisco, CA 94132 U.S.A.

STEP 6: Clear Registration Hold - International Health Insurance Hold

As an International student in F-1 student visa status, you must obtain and maintain the SF State sponsored health insurance plan while enrolled at SF State. You can purchase the SF State sponsored insurance at http://oip.sfsu.edu/flinsurance.

Students who are on government-sponsored financial guarantee or receiving insurance coverage through an U.S. Employer sponsored plan may be waived from this requirement. See http://oip.sfsu.edu/f1insurance for details.

STEP 7: Register for Classes

There are 2 ways for you to register for classes:

- 1. Attend the New Student Programs Orientation (for Undergraduate students only)
- 2. Register by yourself during the "Enrollment Appointment" period showing on your online Student Center (Graduate students should consult with Graduate Department Coordinator: https://grad.sfsu.edu/content/graduate-coordinators)

You are required to register for full-time (at least 12 units for undergraduate and 8 units for graduate). Only 3 units of the online classes can be used to satisfy the full-time requirement. Read the "Online Courses vs. Hybrid Courses" at http://oip.sfsu.edu/f1/online.

Before you can register for classes, you must Accept Admission Offer (AAO) and clear all your registration holds

STEP 8: Attend all Orientations

SF State holds several different orientations hosted by different offices and academic departments. There are three types of international student orientation:

- 1. New Student Orientation: The New Student Programs Office will host the Undergraduate student orientation of domestic and international students seeking a bachelor degree. You will be able to receive academic advising and register for classes, but you must clear all your registration holds before you can register for classes.
- 2. **Mandatory International Student Orientation:** All international students must participate. Please see orientation schedule: http://oip.sfsu.edu/f1/new/home
- 3. **F-1 Mandatory Online International Student Workshop:** New F-1 International students must complete this Online Workshop at iLearn: http://ilearn.sfsu.edu. You will receive an email instruction explaining how to log-on to your online orientation at iLearn. The online orientation will cover the information about life in San Francisco and study at SF State. You should complete your online orientation before you attend the in-person orientation.

STEP 9: Submit Final Transcripts

Submit all official transcripts to Undergraduate or Graduate International Admission Office.

- 1. **Undergraduate freshmen students:** You must graduate from high school and meet all admission requirements. Your final official high school transcript must arrive in Undergraduate International Admissions as soon as possible.
- 2. **Undergraduate transfer students:** Your admission depends on completion of lower-division admission requirements. Your final official transcripts must arrive in Undergraduate International Admissions as soon as possible.
- 3. **Graduate students:** Your final official transcripts must arrive in Graduate Admissions as soon as possible.

For questions, please contact International **Undergraduate** Admissions at <u>ugintl@sfsu.edu</u> (phone:+1-415-338-2382) or **Graduate** Studies at <u>gradstudies@sfsu.edu</u> (phone: +1-415-405-4005)

STEP 10: Pay Your Tuition by the first day of the semester

You must pay tuition in full by the first day of the semester. Make sure you have access to your money before the first day of the semester. Read the "Understand Tuition & Fees" section at http://oip.sfsu.edu/flnewstudents for more detail information.

Sample fee and tuition chart for each semester

F-1 International students are required maintain full-time study during the Spring and Fall semester. The definition of full-time is **12 units for undergraduate students**, and **8 units for graduate students**.

Undergraduate		Graduate		MBA	
Undergraduate Tuition: \$3,720		Graduate Tuition: \$4,437		Graduate Tuition and program fee: \$5,287	
Non-Resident Tuition: \$396 per		Non-Resident Tuition: \$396 per		Non-Resident Tuition: \$666 per	
unit		unit		unit	
12 units	\$8,472	8 units	\$7,605	8 units	\$10,965
13 units	\$8,868	9 units	\$8,001	9 units	\$11,631
14 units	\$9,264	10 units	\$8,397	10 units	\$12,297
15 units	\$9,660	11 units	\$8,793	11 units	\$12,963
16 units	\$10,056	12 units	\$9,189	12 units	\$13,629

^{*} Tuition cost include undergraduate tuition and non-resident tuition and are subject to change.

For information regarding payment methods, see: http://bursar.sfsu.edu/

OTHER IMPORTANT ITEMS TO KNOW FOR DEGREE STUDENTS

SF State Mobile App

Free SF State Mobile App can be downloaded at: http://its.sfsu.edu/. Features include a campus map, add or drop classes, payment, SF State social media, and much more.

On-Campus Housing

On-campus housing tends to fill up quickly. The SF State Housing Office has a separate application which is different from the university admission application. The on-campus housing application is at https://housing.sfsu.edu/

Class Schedule and University Bulletin (Catalog)

The Class Schedule lists all classes offered at SF State for each semester and is available online at http://www.sfsu.edu/online/clssch.htm.

The General University Bulletin (catalog) provides a description of each class as well as undergraduate general education and academic major course requirements. The Bulletin is available online at http://bulletin.sfsu.edu/

Office of International Programs (OIP)

You will find helpful information such as F-1 visa regulations, travel in and outside the U.S., and eligibility to work on-campus or off-campus at http://oip.sfsu.edu/f1. The F-1 International Student Advisors are here to explain the immigration rules that apply to you, and also help you to navigate through SF State campus services. You can reach the advisors by email f1@sfsu.edu, oip@sfsu.edu or call 1-415-338-1293. We are located at the first floor of Centennial Square Building C, right across the Student Service Building.

Types of SF State I-20

- "Initial Attendance" I-20: If you are attending school in the U.S. for the first time, you will receive an "Initial Attendance" I-20. You will need to apply for an F-1 student visa at the U.S. embassy/consulate in your home country before entering the U.S. in F-1 student status. Read the "Apply for F-1 Visa" section at http://oip.sfsu.edu/flnewstudents.
- "Transfer Pending" I-20: If you are currently in the U.S. and are in valid F-1 status, you should request your current school to release your SEVIS record to SF State. Keep in mind that you are only considered a "transfer student" for immigration purposes, if no more than 5 months has passed from your last date of attendance OR your last day of OPT (whichever is later). Read the "I-20 Transfer Procedures" section at http://oip.sfsu.edu/f1newstudents.
- "Change of Status" I-20: If you are currently in the U.S. on another type of visa, please speak with an F-1 International Student Advisor at OIP. The advisor will discuss your situation as well as explore the options that may be available to you to adjust your status to an F-1 student. Read the "Change Status to F-1" section at http://oip.sfsu.edu/f1newstudents.

ATTENTION: Current U.S. Immigration Service regulations DO NOT allow B-2 visitor/tourist status to enroll in classes until the U.S. Immigration Service has approved of your request to change to F-1 student status.

CONDITIONAL ELIGIBILITY-ADMISSIONS

Undergraduate document requirement

- Conditional Eligibility Form (see appendix)
- Official high school/secondary school transcripts or mark sheets with proof of graduation (if completed)
- If currently in high school, submit your grades up to the 1st semester/term of your final/senior year
- College/university official transcripts (all institutions attended)
- Transcripts must be in original language of issue.
- Clear, legible copies of unofficial transcripts/diploma/certificate/test scores are acceptable for conditional eligibility-admission purposes

Graduate document requirement

- Student-Agent pre-application
- Conditional Eligibility Form (see appendix)
- Hold a degree or diploma that SF State considers to be equivalent to a U.S. bachelor's degree from a government-recognized or regionally accredited institution
- College/university official transcripts (all institutions attended)
- Transcripts must be in original language of issue
- Clear, legible copies of unofficial transcripts/diploma/certificate/test scores are acceptable for conditional eligibility-admission purposes

For further information about Conditional Eligibility-Admission, please visit: https://ali.sfsu.edu/conditional

DO NOT SUBMIT the CAL STATE APPLY Application. Submit the American Language Institute (ALI) application: http://ali.sfsu.edu/apply

Note: Conditional eligibility-admission evaluates students' GPA and university accreditation. Once the English language proficiency requirement has been met, students can apply and transfer to an <u>undergraduate</u> degree program. Impacted undergraduate degree programs may have additional admission requirements. It DOES NOT guarantee full admission to individual <u>graduate</u> programs. All graduate conditional applicants MUST pass the required GRE/GMAT tests and meet the English language proficiency requirement while studying at ALI, submit their degree application and documents to graduate departments for full review before any admission decision can be made.

Please mail conditional eligibility-admission package to:

Diana Fung, Admission Coordinator American Language Institute San Francisco State University 1600 Holloway Ave. San Francisco, CA 94132 U.S.A

Email: <u>ali@sfsu.edu</u> 415-338-2150

Documents such as transcripts, diplomas, certificates, and bank statements <u>must</u> be translated into English. The English translation must be literal word for word translation and mirror the

original document.

AMERICAN LANGUAGE INSTITUTE (ALI) ADMISSIONS

ALI session dates and tuition: http://ali.sfsu.edu/sessions

Required Admission Documents:

<u>All</u> application documents must be in <u>ONE</u> packet.

- ALI Online Application: https://ali.sfsu.edu/apply
- Financial Affidavit and Health Insurance Agreement Form
- Official bank letter: Must be:
 - o Less than 12 months old
 - o In English
 - o On bank letterhead/stationery
 - o A minimum of US\$36,484
 - o Signed by a bank official
 - o Photocopy, faxed or scanned copy accepted.
- Copy of student's passport
- Cover letter on Agent Letterhead with agent's name and email address.
- US\$100 non-refundable confirmation fee (required upon admission)

Mail application package to:

San Francisco State University American Language Institute Center for Global Engagement 1600 Holloway Avenue, HUM 101 San Francisco, CA 94132 U.S.A.

AMERICAN LANGUAGE INSTITUTE STUDENTS (INCLUDING STUDENTS WITH "CONDITIONAL ADMISSIONS") ENROLLMENT PROCESS AFTER ADMISSIONS

Students must complete the following tasks by the deadline set by the ALI. Please refer to the student's ALI Admission Package for deadline relevant to the admitted term.

- Set up SF State password
 - 1. Go to SF State Password (https://webapps.sfsu.edu/auth/passwordreset)
 - 2. Enter your SF State ID. Student can find the number in his/her acceptance letter from the ALI.
 - 3. Select and answer the security questions to create password (note: password must be 8-16 characters long, have 1 uppercase, and 1 special character)
- Register

Please refer to http://ali.sfsu.edu/register for instruction. (If the student has a scholarship, s/he must show a valid Financial Guarantee letter to the ALI office by orientation).

Tuition Payment

- Student must register BEFORE s/he pays.
- Tuition Payment Instructions: http://ali.sfsu.edu/register#pay

Payment Option 1: Pay Online with a Credit Card:

Student can pay with VISA, MASTERCARD, DISCOVER and AMERICAN EXPRESS cards. A (non-refundable) 2.75% fee will be added for using a credit card.

Payment Option 2: Pay in Person at the SF State campus:

Cashier's checks, money orders, personal checks and cash are accepted. NO CREDIT CARDS. Checks and money orders made to: SF State - CEL/ALI.

Buy the Required Health Insurance

• Go to: ali.sfsu.edu/insurance or refer to the insurance information sheet included in the ALI Admission Package.

Attend New Student Orientation

• Orientation schedule posted online at: ali.sfsu.edu/orientation-new

Questions: Contact ALI at ali@sfsu.edu

COMMISSION PAYMENT PROCESS

The Agency shall issue the invoice to SF State after the last day any tuition refund is allowed in the student's first semester/term of matriculation and the student's consecutive second semester/term of matriculation. SF State shall pay the Agency's invoice within sixty (60) calendar days of receipt for each Student who remains enrolled as a Full-Time Degree Student for one full academic year (two consecutive semesters) and has paid full SF State Tuition Fees for each of the first two consecutive semesters. The Agency shall issue the invoice to SF State after the last day of any tuition refund is allowed in a non-matriculated program's first term. SF State shall pay the Agency's invoice within sixty (60) calendar days of receipt for each full-timed enrolled student.

The Agency shall submit an invoice on the Agency's letterhead that contains the following information:

- The amount due to the Agency for each Student and the Student's family name and given name, date of first enrolled term, the Student's SF State ID number, as well as the specific program in which the Student is enrolled.
- The address for payment, telephone, fax and email details of the Agency.
- For payment by wire transfer: Beneficiary Name (Account Holder), Account Number, Complete Address of Account Owner, Name of Bank, Bank SWIFT Code (Bank Identifier Code, BIC), Full address of the bank or branch address.
- An invoice or reference number.
- Additional Forms
 - o SF State University NRA Foreign Service Form
 - o W-8BEN-E
 - o Vendor 204 for U.S. addresses
 - o U.S. Form W-8BEN
 - Additional information if needed

See Article VI: The Agency Fees: Recruiting Services Agreement

Please send invoice for <u>matriculated degree</u> students to:

Jay Ward
San Francisco State University
Office of International Programs
Centennial Village, Building C
1600 Holloway Avenue
San Francisco, CA 94132
U.S.A.
sfglobal@sfsu.edu

Please send the invoice for American Language Institute (ALI) students to:

Alexander Chang San Francisco State University College of Extended Learning 1600 Holloway Ave., HUM 101 San Francisco, CA 94132 U.S.A. globalpartners@sfsu.edu