Center for International Education

International Recruitment Contractors Handbook
Fall 2019 edition

California State University, East Bay (CSUEB) works with a variety of contractors around the world to promote recruitment and enrollment of qualified international students for our undergraduate and graduate programs as well as Intensive English and Non-Degree Programs. These guidelines relate to recruitment of matriculated students for degree programs only. If you have any questions about recruitment for the American Language Program (ALP), please see the ALP website or contact alpgen@csueastbay.edu.

Overview of CSUEB degree programs

CSUEB offers 100 fields of study (including majors and minors) in four colleges

College of Business and Economics
College of Education and Allied Studies
College of Letters, Arts and Social Sciences
College of Science

Information about each of our 49 undergraduate and 30 graduate degree programs can be found online at: http://catalog.csueastbay.edu/

Academic Calendar

CSUEB is on a semester system.

<table>
<thead>
<tr>
<th>Term</th>
<th>Term Dates</th>
<th>Application Deadlines</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Start Date</td>
<td>End Date</td>
</tr>
<tr>
<td></td>
<td>Direct Admit</td>
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<tr>
<td>Fall Semester</td>
<td>mid-August</td>
<td>mid-December</td>
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<tr>
<td>Spring Semester</td>
<td>Late January</td>
<td>Late May</td>
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<tr>
<td>Summer Session</td>
<td>Early June</td>
<td>Early August</td>
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</tbody>
</table>
CSUEB Undergraduate Admission and Application Processes

1) Minimum Admission Requirements:
   • TOEFL iBT61 or IELTS 6.0
   • High school diploma or graduation certificate
      o Freshmen GPA requirement: 3.0
   • Transfer GPA requirement: 2.0  See complete requirements for transfer students at: http://www.csueastbay.edu/iao/admission-requirements/transfer-admission-requirements.html
   • For more details on required documents, transcripts, etc., see: http://www.csueastbay.edu/iao/how-to-apply/transcript-submission-guidelines.html
   • Music BA applicants must audition for entrance into the major. International students may audition by video. See: www.csueastbay.edu/music/prospective/auditions.html
   • Students interested in applying to the Nursing major are designated as Undeclared – Interest in Nursing in the university records. There is no guaranteed admission to any of the CSUEB nursing programs. If admitted to CSUEB, student’s major will automatically be changed to Nursing only IF they get admitted to one of the nursing programs at CSUEB through a separate application process. For more information visit: www.csueastbay.edu/nursing

2) Undergraduate Admission Contacts:
   • Undergraduate applications from international students for direct admission are processed by the International Admission Office. Questions about undergraduate admissions should be directed to iao@csueastbay.edu.

3) Undergraduate Applications and Deadlines:
   CSUEB uses the CSU online application calstate.edu/apply. For application assistance see https://www2.calstate.edu/apply/international/Documents/international-application-guide.pdf
   Contact CalStateApply@liaisoncas.com or iao@csueastbay.edu with questions or problems submitting the application.
   • Students pay a $55 non-refundable application fee at the time of application.
   • Recommended time to apply for each term:
      o October–April for Fall enrollment; deadline May 1
      o August-September for Spring enrollment; deadline October 1 (Spring enrollment is sometimes open to transfer students only-- check CalStateApply for which applications are being accepted; dates are subject to change)
      o Applications from new students are not accepted for the summer term

4) Application Receipt: Applicants are sent an automated email message to notify them of the receipt of their online application. The application will not be considered complete however until official academic records and test scores (if required) are also received. Official academic records from high school and/or any previous university attended (transcripts, certificates, diplomas, mark sheets) must include an official English translation if the records are not in English.

5) Undergraduate Application/Admission Decision Processing: Processing time varies dependent upon our current volume of applications. Undergraduate applications are typically processed 2-4 weeks after receipt of all required documents. Students can check their admission status online by logging into MyCSUEB (www.csueastbay.edu/mycsueb) using their NetID. Admitted students
receive an admission letter, I-20, and other informational materials in an admission packet which is mailed by UPS international express mail. CSUEB will email the student with the UPS tracking number and their SEVIS number at the time of mailing.

**CSUEB Undergraduate Conditional Admission and Application Processes**

1) **Conditional admission** is available for prospective undergraduate students who are academically qualified but have not met our TOEFL/IELTS requirement. Students are issued a conditional admission letter to a CSUEB undergraduate degree program and an I-20 to attend the American Language Program (ALP) Intensive English Program (IEP) until they meet the language requirement. For details on the IEP see: [www.csueastbay.edu/alp/programs/intensive-english-program.html](http://www.csueastbay.edu/alp/programs/intensive-english-program.html).

2) **Conditional Admission Requirements:** High school diploma or graduation certificate
   - Freshmen GPA requirement: 3.0 / Transfer GPA requirement: 2.0

3) **Conditional Admission Application and Deadlines:** Applicants for Conditional Admission complete an Intensive English Program (IEP) application available at [www.csueastbay.edu/ALP](http://www.csueastbay.edu/ALP) and pay a $150 non-refundable application fee at the time of application as well as completing the online application at [calstate.edu/apply](http://calstate.edu/apply). Applications for Conditional Admission are accepted every term. ALP offers two 8-week IEP sessions each semester and an 8-week summer session. See our website for start dates and deadlines for each session: [http://www.csueastbay.edu/alp/dates-and-fees.html](http://www.csueastbay.edu/alp/dates-and-fees.html).

4) **Conditional Admissions Contact:** Conditional Admission applications are processed by the American Language Program ([http://www.csueastbay.edu/alp/programs/conditional-admission.html](http://www.csueastbay.edu/alp/programs/conditional-admission.html). For questions about Conditional Admission, contact [alpgen@csueastbay.edu](mailto:alpgen@csueastbay.edu).

5) **Application/Admission Decision Processing:** Processing time varies dependent upon our current volume of applications. Conditional admission applications are typically processed 1-2 weeks after receipt of all required documents. Admitted students receive an admission letter, I-20, and other informational materials from the American Language Program in an admission packet which is mailed by UPS international express mail.

**CSUEB Graduate Admission and Application Processes**

1) **Minimum Admission Requirements:**
   - TOEFL 80 iBT or IELTS 6.5  (TOEFL 92/IETS 7.0 for MS Economics)
   - A degree awarded by an accredited university equivalent to a **U.S. bachelor degree*** with a minimum GPA of 2.5 in the final 2 years (3.0 preferred)
   - Some academic departments may have additional requirements and standards (higher GPA or TOEFL/IELTS) for admission.
   - For more details on required documents, transcripts, etc., see: [www.csueastbay.edu/iao/prospective-students/transcript-submission-guidelines.html](http://www.csueastbay.edu/iao/prospective-students/transcript-submission-guidelines.html)

* **NOTE:** CSUEB does not recognize a 3-year degree from India as equivalent to a US Bachelor’s degree for admission to many graduate programs. The following programs may consider a 3-year degree: M.S. Accountancy, M.S. Chemistry, M.A. Communication, M.S.

We no longer offer Bridge Programs for MS Computer Science and MS Biological Science. Students with 3-year degrees in these fields or any other graduate program not listed above may apply as a transfer student to an undergraduate program to complete a U.S. Bachelor’s degree here at CSUEB before applying for graduate studies.

**NOTE:** Though CSUEB does not offer conditional admission for graduate programs, we can offer a “Letter of Support” for prospective graduate students who have been admitted to the Pre-Business Analytics or Intensive English Program. This letter will state that the student has applied to a graduate program and has met the minimum academic requirements but an offer of admission cannot be extended until the student obtains the required GMAT and/or TOEFL/IELTS scores. Though the letter does not guarantee admission, it will confirm that an I-20 has been issued from the American Language Program (ALP) and that the graduate academic department will review the student’s application and make a final determination of admission once GMAT and/or TOEFL/IELTS exam results are available.

2) **Graduate Admission Contacts:** Graduate Applications from international students are reviewed by both the International Admission Office and the academic department to which the student is applying. For admission requirements for a specific program, contact the department directly www.csueastbay.edu/academic/fields-of-study/graduate-programs or contact iao@csueastbay.edu with general questions about university admission requirements.

3) **Graduate Applications and Deadlines:**
   - CSUEB has an online application at: calstate.edu/apply. Students must pay the $55 non-refundable application fee at the time of application. For application assistance see https://www2.calstate.edu/apply/international/Documents/international-application-guide.pdf Or contact CalStateApply@liaisoncas.com or iao@csueastbay.edu.
   - **Some graduate programs may require supplementary materials, have earlier application deadlines and/or may not accept applications every term.** Check with the department for complete details to ensure that you meet all the admission and application requirements.
   - We suggest applying early as enrollment may be limited for some programs.

**Recommended time to apply for each term** (note: dates are subject to change):
- October–April for Fall semester: deadline May 1 for MSCS, June 1 for many others
- August-September for Spring semester enrollment: deadline October 15
- February to early April for summer session. Applications from new students for the summer term are limited to a few select programs:
  - Accountancy, MS
  - MBA - Global Innovators
  - Educational Leadership, EdD

4) **Application Receipt:** Applicants are sent an automated email message to notify them of the receipt of their online application. The application will not be considered complete however until official academic records and test scores (if required) are also received. Official academic records
are required from any previous university attended (transcripts, certificates, diplomas, mark sheets) and must include an official English translation if the records are not in English. Do not submit high school records for graduate admissions.

5) Application/Admission Decision Processing: Processing time varies dependent upon our current volume of applications. Graduate applications can take several weeks or more to process depending on the academic department’s current application volume and the department to which the student has applied for admission. Some departments process applications quickly and some can take much longer. Since the decision to admit is determined by the academic department, graduate applications cannot be expedited by the International Admissions Office.

Students can check their admission status online by logging into MyCSUEB (www.csueastbay.edu/mysueb) using their NetID. Admitted students receive an admission letter, I-20, and other informational materials from the International Admissions Office in an admission packet which is mailed by UPS international express mail. CSUEB will email the student with the UPS tracking number and their SEVIS number at the time of mailing.

Expectations for International Recruitment Contractors

1) Recruitment of Students:
   • Have a strong knowledge of U.S. higher education in general and CSUEB in particular so that you can provide full, accurate, current information to prospective students about CSUEB that enables them to make informed choices. This can only be done by reference to the materials provided by CSUEB or information posted on www.csueastbay.edu (data sheets and view books are posted at www.csueastbay.edu/iao/prospective-students/admissions-brochures.html).
   • Be familiar with admission requirements for the specific CSUEB academic programs for which they are recruiting and to not send us applications for students who do not meet our admission requirements.

2) Submission of Application materials:
   • Provide assistance to prospective students in completing forms and/or applications and submitting them to CSUEB.
   • Include a cover memo (detailing each student’s full name and desired study program and term) with the application materials you send to the International Admissions Office (see sample in Appendix B). This will enable us to track which students come from your agency. The contract specifies that recruiting contractors are deemed to have recruited a Student only if they inform CSUEB that a Student’s Application was submitted to CSUEB no later than 30 business days after Student’s submission.
   • All application materials must also be accompanied by a signed consent form that allows CSUEB staff to discuss Potential Student applications with your agency, an exemplar copy of which is attached as Exhibit A of the recruitment contract.
   • Note that the Declaration of Finances form is 2 pages. Ensure that you send both pages and complete the form in its entirety. On the 2nd page of this form, the last paragraph is the Health Insurance Compliance Form. This does not need to be sent separately.
   • DO NOT fold, flag or include sticky notes on any of the documents.
   • For graduate applications, when the department asks for materials to be sent “DIRECTLY TO THE DEPARTMENT,” that is what you must do. The International Admissions office will NOT forward materials to the departments.
3) **Code of Conduct:** CSUEB expects our contractors to:

- **Be transparent in ownership and governance as well as in declaring fees and commissions** to both prospective students and the university.
- **Be clear with students about their obligations under their student visa** and serious consequences of non-compliance.
- **Conduct themselves in a professional manner without discrimination and undertake their business and all financial transactions ethically and responsibly.** We track all conduct violations including, but not limited to:
  
  a) Complaints from students about a contractor’s dishonest business practices
  
  b) Contractors who habitually submit applications for students who either use a CSUEB I-20 to enter the U.S. but fail to enroll or immediately transfer to another institution
  
  c) Contractors who repeatedly submit applications with fraudulent transcripts or falsified bank statements
  
  d) Contractors who regularly send students who cannot afford to pay all of their educational expenses
  
  e) Contractors who invoice for the same student multiple times.
  
  f) Misleading students about what fees they must pay.

**IMPORTANT:** CSUEB reserves the right to terminate its relationship with any agency that violates our Code of Conduct.

4) **Regarding Using CSUEB as a Reference:**

- CSUEB is happy to provide references for agencies with whom we have worked for at least one year and who have referred at least five students to our programs.

**Student Support Fee Payments**

1) **Student Support Fee Amount:** Contractors are entitled to receive a Student Support Fee for each undergraduate or graduate-level student who enrolls at CSUEB. The amount of the Student Support Fee is set and does not vary depending on the number of students sent to CSUEB. Student Support Fee payments are paid as follows:

CSUEB will pay $600 per semester (for a maximum of 2 semesters) for each student admitted to the CSUEB’s regular academic program who completes a full course of study during each of those semesters. CSUEB pays a maximum of $1,200 per matriculated student. The resolution of account is done after the add/drop date of the second semester of study, regardless of which semester that may be.

2) **Payment Schedule:** For students who enroll at CSUEB, contractors may invoice for confirmed students after the add/drop date of their second semester of enrollment. The add/drop date for each semester is roughly two weeks after the start of the term. The deadline for each term is posted on the CSUEB website as “Drop Deadline”: [www.csueastbay.edu/registrar/important-dates](http://www.csueastbay.edu/registrar/important-dates)

3) **Invoices:** Recruitment contractors are expected to submit an invoice on the agency’s letterhead that contains the following information:
a. The amount due to the agency for each Student; Student’s family and given name as it appears on their CSUEB application; Student’s Date of Birth; and the degree program in which the student is enrolled;
b. The address (for payment), telephone, fax and email details of the agency;
c. An invoice or reference number;
d. Bank transfer details including the Beneficiary’s name, address and account number and Beneficiary Bank’s name address and ABA number of SWIFT code as well as any applicable Intermediary bank information;
e. Any additional related information requested by CSUEB.
See sample invoice as Appendix C.

4) Payment Method: Overseas contractors are paid in U.S. dollars via international wire transfer (or by check or direct deposit to bank accounts in the U.S.) to ensure timely payment. Wire transfer fees are paid by the University.

5) Payment Process: CSUEB will process your Student Support Fee payment within 60 days of receipt of approved invoices. CSUEB must have a signed recruitment contract and a Vendor Data Record (VDR) on file for any agency that we pay.

6) Student Support Fee Expiration: Recruiters have 90 days from receipt of the Statement of Account to send an invoice (and any required supporting documents) or to notify CSUEB of any errors in the Statement of Account. After 90 days, recruiters risk forfeiting any claim to the Service Fee in question. Invoices may only be submitted after the 90-day deadline if allowed by prior written agreement. Under no circumstance will any invoice be accepted more than one calendar year after receipt of a Statement of Account.

7) Conditions: No fee is owed to the contractor where:
   a. The contractor fails to identify the student as one of their clients within 30 business days of the application submission to CSUEB;
   b. A Student withdraws from his or her Academic Program before the add/drop date in any given applicable term;
   c. A Student does not obtain an appropriate visa;
   d. A Student has previously enrolled in a degree program at CSUEB on a Full-Time Study basis;
   e. Prior to the submission of an Application, the Student has also been recruited through CSUEB’s own recruitment efforts, including any CSUEB distance education course.
   f. The student changes contractors after receiving admission or if we have no evidence that a contractor was involved during the application process. At no time will a Support Fee be paid to two different contractors for the same student.

8) Taxes: You will be responsible for paying any taxes that might be owed for Support Fees that you have been paid. Depending on your country’s tax treaty with the United States, taxes may be withheld from your Support Fee payments.
APPENDIX A

APPLICATION CHECKLIST
FOR UNDERGRADUATE AND GRADUATE APPLICATIONS

☑ Did you…

☐ Complete the online application (& pay $55 application fee) on www.CalState.edu/apply

☐ Submit official academic records (transcripts/mark sheets and degree certificates) in native language with certified English translation if needed
  - Undergraduate First time freshmen only require secondary school records.
  - Undergraduate transfer students should request official academic records from all colleges and universities attended. If you have fewer than 60 semester (90 quarter) units, academic records from your secondary school are required as well.
  - Graduate applicants should request official academic records from all colleges and universities attended; DO NOT submit secondary school records.

☐ Submit Official TOEFL or IELTS test scores, if needed

☐ Submit Declaration of Finances/Health Insurance Compliance Form (2 pages)

☐ Submit Evidence of Financial Support (documentation such as bank statements from a checking or savings account as outlined on the Declaration of Finances Form)

☐ Submit I-20 Consent Form

☐ For Graduate applications, review the application instructions for the department graduate program carefully.
  - Be sure the student fulfills all the requirements and submits any additional required test results or materials for the program to which they are applying,
  - Do not submit extraneous materials (e.g. We DO NOT require a Resume/CV, Letters of recommendation or Statement of Purposes for the MS in Computer Science)

☐ Submit a signed Student Consent for Release of Information Form. An exemplar copy of this form is included as an appendix of the Recruiting Services Agreement and a generic version is attached as Appendix B.

☐ Include a cover memo (see Appendix C) with each set of applications forwarded to CSUEB (detailing each student's full name and desired study program and term) with the application materials you send to the International Admissions Office
APPENDIX B

STUDENT CONSENT FOR RELEASE OF INFORMATION

I understand that if I am admitted and enroll at California State University, East Bay (CSUEB) the federal Family Educational Rights and Privacy Act of 1972 (FERPA) protects the privacy of my education records. As a prospective student, I also may have rights under the laws of the United States, the State of California and/or my country of residence protecting the privacy of records I give to CSUEB and/or third parties in connection with my application to enroll as a CSUEB student.

By signing this form, I, ________________________________, hereby waive any rights described above and give my consent to CSUEB and the other party named below to disclose my application and any other education records to each other for the purpose of discussing my application to, admission status and educational experience at CSUEB:

Name of Agency: ____________________________________________
Address: ________________________________________________
Phone Number: ____________________________________________
Email Address: ____________________________________________

I understand that I have the right not to consent to the release of information in my student records and that I may revoke this consent at any time by giving written notice to CSUEB and AGENCY NAME, as named above. This consent remains valid unless and until I revoke it.

Prospective Student Signature: ________________________________
Prospective Student Name (print): ____________________________ Date: _______________

If Prospective Student is under 18 years of age:

I am the parent or legal guardian of the Prospective Student. I am signing this document on his or her behalf.

Parent or Guardian Signature: ________________________________
Parent or Guardian Name (print): ____________________________ Date: _______________
[OFFICIAL COMPANY LETTERHEAD]
Overseas International Recruiters
Agency Address line 1
Agency Address line 2
Agency city, country
Agency phone number
Agency email
Agency website

APPLICATION DOCUMENT COVER SHEET

Date: October 1, 2017

To: International Admissions Office
California State University, East Bay
25800 Carlos Bee Blvd., SF102
Hayward, CA 94542

Sub: Applications for [TERM, e.g. FALL 2018]

Enclosed are supporting documents for the following applications:

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<tr>
<th>No.</th>
<th>Student Name</th>
<th>Program</th>
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<tbody>
<tr>
<td>1</td>
<td>Nirmala SHARMA</td>
<td>BS Computer Science</td>
</tr>
<tr>
<td>2</td>
<td>Raj DESAI</td>
<td>MBA</td>
</tr>
<tr>
<td>3</td>
<td>Kumar PATEL</td>
<td>MS Construction Management</td>
</tr>
</tbody>
</table>
APPENDIX D

[OFFICIAL COMPANY LETTERHEAD]
Overseas International Recruiters
Agency Address line 1
Agency Address line 2
Agency city, country
Agency phone number
Agency email
Agency website

INVOICE

Date: March, 15, 2019
Invoice number: 123XYZ

To: Thomas Tyner
Interim Executive Director, International Programs
California State University, East Bay
25800 Carlos Bee Blvd., SF102
Hayward, CA 94542

The following students have completed three terms of study at California State University, East Bay:

<table>
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<tr>
<th>No.</th>
<th>Student Last Name</th>
<th>Student First Name</th>
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<th># of terms</th>
<th>Amount Due</th>
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<td>SHARMA</td>
<td>Nirmala</td>
<td>1/3/1997</td>
<td>BS Computer Science</td>
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<td>2</td>
<td>DESAI</td>
<td>Raj</td>
<td>4/27/1990</td>
<td>MBA</td>
<td>Fall 2018</td>
<td>2</td>
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<tr>
<td>3</td>
<td>PATEL</td>
<td>Kumar</td>
<td>6/15/1994</td>
<td>MS Construction Management</td>
<td>Fall 2018</td>
<td>2</td>
<td>$1,200</td>
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<td>TOTAL</td>
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<td></td>
<td></td>
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<td>$3,600</td>
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Bank Transfer details:
Bank Name      STANDARD BANK
Account Name   Overseas International Recruiters
Account no     9987654321
Branch         New Delhi Branch
Swift Code     ABCDEWXYZ