



CAL STATE EAST BAY

Center for International Education

International Recruitment Contractors Handbook Fall 2021 edition

California State University, East Bay (CSUEB) works with a variety of recruitment 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: <https://catalog.csueastbay.edu>

Academic Calendar

CSUEB is on a semester system. The chart below gives you a broad overview of the timelines for our intakes. Specific application and document deadlines for each term are posted online: <https://www.csueastbay.edu/iao/how-to-apply/international.html>.

Term	Term Dates		Application Deadlines		
	Start Date	End Date	Undergraduate		Graduate
			Direct Admit	Conditional	
Fall Semester	mid-August	mid-December	Oct. 1 – May 1	Session 1: Early July Session 2: Early Sept.	October 1 – May 1 (Note: some programs have earlier deadlines)
Spring Semester	Late January	Late May	Aug. 1 – Oct. 1	Session 1: Mid-Nov. Session 2: Early Feb.	August 1 – October 1 (Note: limited to majors as determined to be open by academic departments)
Summer Session	Early June	Early August	n/a	Early May	Limited availability/ Check department

CSUEB Undergraduate Admission and Application Processes

1. Minimum Admission Requirements:

- TOEFL iBT61 or IELTS 6.0
- High school diploma or graduation certificate
 - 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: <https://www.csueastbay.edu/music/prospective/how-to-apply/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 after they have completed 60 semester hours. For more information visit: <http://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 \$70 non-refundable application fee at the time of application. We are unable to provide fee waivers to recruiters.
- **Recommended time to apply for each term:**
 - October–April for Fall enrollment; deadline May 1
 - 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)
 - 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 academic records and test scores (if required) are also received.

Recruiters should email the signed [Student Consent for Release of Information](#) (required from all applicants submitted by recruitment agents) to iao@csueastbay.edu in order to claim the student and to enable us to discuss the application with you.

The International Admissions Office will use unofficial transcripts during the initial review and official records will not be required or accepted until after the student is admitted. Submit original language transcript(s) and English language translation, if the original documents are in a language other than English. Third party evaluations can be accepted for purposes of English translation. Documents will be requested in a unique link sent by email. We request that recruiters use this upload link as well and it will be shared with the recruiter upon receipt of the Consent for Release of Information Form.

See document submission guidelines here: <https://www.csueastbay.edu/iao/how-to-apply/document-submission-guidelines.html>

- 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.
- 6. I-20 Processing** Admitted students will receive an email requesting that they complete an online Declaration of Finances form and submit their passport and verification of finances. Please allow 2-3 weeks processing of the I-20 after submission of these documents. An admission letter, I-20, and other informational materials are currently being sent by email to the student.
- 7. Submission of Official Transcripts**
Students who are provisionally admitted based on their unofficial transcripts and test scores must submit official documents after the student is admitted before they may enroll in classes. CSUEB will place a hold on the student's registration until the official documents are received.

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.
- 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 and pay a \$150 non-refundable application fee at the time of application as well as completing the online application at 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>*
- 4) **Conditional Admissions Contact:** Conditional Admission applications are processed by the American Language Program (<http://www.csueastbay.edu/alp/programs/conditional-admission.html>.) For questions about Conditional Admission, contact 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 by email from the American Language Program.

CSUEB Graduate Admission and Application Processes

1) Minimum Admission Requirements:

- TOEFL 80 iBT or IELTS 6.5 (TOEFL 92/IELTS 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: <https://www.csueastbay.edu/iao/how-to-apply/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. Business Analytics, M.S. Chemistry, M.A. Communication, M.S. Construction Management, M.S. Counseling (School Counseling concentration) M.S. Economics, M.S. Health Care Administration, M.A. History, M.S. Kinesiology, M.A. Interaction Design & Interactive Art, M.A. Music, M.B.A. (all concentrations).

We no longer offer Bridge Programs for MS Computer Science or 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 (<https://www.csueastbay.edu/graduate-studies/graduate-program-directory.html>) 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 \$70 non-refundable application fee at the time of application. We are unable to waive the application fee for recruiters. For application assistance see <https://www2.calstate.edu/apply/international/Documents/international-application-guide.pdf>
Or contact CalStateApply@liaisoncas.com or iao@csueasstbay.edu.
- **Some graduate programs may require supplementary materials, have earlier application deadlines and/or may not accept applications every term. See our [summary spreadsheet of all graduate programs](#) admission requirements.**
- Since departmental requirements are subject to change, it is advisable to check with the department for complete details to ensure that you meet all the admission and application requirements.

Recommended time to apply for each term (note: dates are subject to change):

- October–April for Fall semester: deadline May 1 (subject to change from year to year)
- August–September for Spring semester enrollment: deadline October 1
- February to early April for summer session. Applications from new students for the summer term are limited to a few select programs, including the 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. Unofficial 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/mycsueb) using their NetID.

- 6) I-20 Processing:** Admitted students will receive an email requesting that they complete an online Declaration of Finances form and submit their passport and verification of finances. Please allow 2-3 weeks processing of the I-20 after submission of these documents. An admission letter, I-20, and other informational materials are currently being sent by email to the student.

- 7) Submission of Official Transcripts:** Students who are provisionally admitted based on their unofficial transcripts and test scores must submit official documents after the student is admitted before they may enroll in classes. CSUEB will place a hold on the student's registration until the official documents are received.

Expectations for International Recruitment Contractors

1) Recruitment of Students:

- **Have a strong knowledge of U.S. higher education in general, the benefits of the CSU system, 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 <https://www.csueastbay.edu/iao/future-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: *see also checklist in Appendix A*

- **Provide assistance to prospective students in completing forms and/or applications** and submitting them to CSUEB.
- **Submit (by email) a signed consent form for each student** that allows CSUEB staff to discuss Student applications with your agency, an exemplar copy of which is attached as Exhibit A of the recruitment contract. 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.
- If needed, assist students **in uploading unofficial documents** to complete their applications.
- **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 accept supplemental documents.
- If admitted, **support students in completing the online I-20 consent form and submitting official documents and test scores.**

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 recruitment contractor's dishonest business practices
 - b) Recruitment 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) Recruitment contractors who repeatedly submit applications with fraudulent transcripts or falsified bank statements
- d) Recruitment contractors who regularly send students who cannot afford to pay all of their educational expenses
- e) Recruitment 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":

<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 recruitment contractor where:
 - a. The contractor fails to identify the student as one of their clients (by submitting a signed Consent for Release of Information Form) 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

CSUEB APPLICATION CHECKLIST FOR UNDERGRADUATE AND GRADUATE APPLICATIONS

- Did you...
- Complete the online application** (& pay \$70 application fee) on calstate.edu/apply
- 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.
- Submit unofficial academic records** (transcripts/mark sheets and degree certificates) in native language with certified English translation if needed. These should be submitted using a unique upload link sent to the applicant and/or recruiter by email.
 - Undergraduate First time freshmen only require secondary school records.
 - Undergraduate transfer students should request academic records from all colleges/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 academic records from all colleges and universities attended; DO NOT submit secondary school records.
- Submit unofficial TOEFL or IELTS test scores**, if needed
- 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)

After students are admitted

- Support student to **Complete online I-20 Consent and Declaration of Finances form** (*sent to student via email*) after admission
- 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 Official transcripts and TOEFL or IELTS test scores**, if needed

APPENDIX B



**CAL STATE
EAST BAY**

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: _____

APPENDIX C

[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, 2021

Invoice number: 123XYZ

To: Thomas Tyner

Executive Director, International Programs

California State University, East Bay

25800 Carlos Bee Blvd., SF102

Hayward, CA 94542

SAMPLE

The following students have enrolled in degree programs at California State University, East Bay:

No.	Student Last Name	Student First Name	Date of Birth	Program	1st Term	# of terms	Amount Due
1	SHARMA	Nirmala	1/3/2001	BS Computer Science	Fall 2020	2	\$1,200
2	DESAI	Raj	4/27/1994	MBA	Fall 2020	2	\$1,200
3	PATEL	Kumar	6/15/1997	MS Construction Management	Fall 2020	2	\$1,200
TOTAL							\$3,600

Bank Transfer details:

Bank Name STANDARD BANK

Account Name Overseas International Recruiters

Account no 9987654321

Branch Address New Delhi Branch, Street Name and number, city, province, zip code

Swift Code ABCDEWXYZ