

# Agent Manual

## Registration Procedures

- **How to enroll a student**

### Enrollment Form

All four pages of the enrollment form must be completed. You can fax the enrollment form and the other required documentation to (805) 893-8427. Incomplete forms cannot be processed.

The following are required to enroll a student:

- 1 Enrollment form (all four pages)
- 2 Financial Statement
- 3 Payment of Registration Placement Fee
- 4 Payment of Housing Fees
- 5 A legible photocopy of the student's passport
- 6 A legible photocopy of the credit card (back and front)
- 7 Two (2) copies of a passport photo (2"x 2" size); the head should be centered in the photo as required by the US Department of State.

See [http://travel.state.gov/passport/guide/faq/faq\\_881.html](http://travel.state.gov/passport/guide/faq/faq_881.html) for more details.

- 8 A copy of the wire transfer confirmation or receipt (if funds were transferred by wire)

### Enrollment Deadlines

Students and their representatives are encouraged to send enrollment forms six weeks before the start of their Extension program in order to provide sufficient time to obtain immigration documents from UCSB Extension and apply for a visa. Forms **must** be received three weeks before the program start date.

### Financial Statement

Students must obtain a bank statement from their bank or sponsor's bank that verifies funds to cover the students' living and educational expenses.

### Registration Fees

Students must pay their registration fee with the enrollment form. Applications without the registration fee will not be processed. Registration fees can be paid via check drawn on a US Bank or by credit card, as UCSB Extension accepts both Visa and MasterCard.

### Housing Placement Fees

Students must pay the pre-arranged housing placement fee if they are requesting pre-arranged housing (excluding private apartments). All housing placement and security deposit fees must also be paid with the initial enrollment form. Homestay fees are paid directly to the host family once the student arrives in the United States.

### Payment Deadlines

All Program and International Student Service Fees are due two weeks prior to the first day of the program (orientation). If payment is received after the payment deadline, a \$100 late processing fee will be charged. Student may not attend our programs or enroll in courses until all fees are paid and received.

***IMPORTANT: Students must bring a copy of their receipt, showing fees paid to the agency, with them to the first day of the program.***

### **Visa Requirements**

All students must send a legible copy of their passport along with their enrollment forms.

## **UCSB EXTENSION'S TIMELINE IN RESPONSE TO YOUR ENROLLMENT**

### **Acceptance Letters**

An Acceptance letter and I-20 form is sent within one week of receipt of all documentation required to process the enrollment.

### **Pre-Arrival Package**

Pre-arrival packages are mailed to students with their acceptance letter. The pre-arrival package includes important information about travel, Santa Barbara and items students should bring with them.

### **Payment of Tuition and Fees**

All fees must be paid to UCSB Extension two weeks prior to the first day of the program. Tuition payments can be paid via check drawn on a US bank, credit card (Visa or MasterCard), wire transfer or international money order in US funds, payable to the UC Regents. Please have the student bring a copy of their receipt, showing fees paid to the agency, with them to the first day of the program. Effective July 1, 2007, a processing fee will be deducted from agents' commissions sent via wire transfer to agents' domestic banks (\$18.00) and international banks (\$19.50).

### **Housing Confirmation**

For housing placements to be confirmed, all enrollment forms and required documents must be complete and all required fees must be paid. Housing information is mailed to students two to three weeks prior to the beginning of classes.

### **I-20 Forms**

UCSB Extension sends I-20 forms and an acceptance letter within one week of receipt of the registration fee and completed documentation required to process the enrollment.

### **Commission Payments**

UCSB Extension pays commissions to its official representatives. To receive a commission for students referred, representatives must send an invoice to UCSB Extension. Commissions are paid after all fees have been received in full and within 30 days after Extension receives the invoice. Commissions cannot be processed without an invoice. **Representatives may not deduct commissions before sending payment.** Copies of this invoice can be found on the UCSB Extension website at:

**[http://www.unex.ucsb.edu/ip/agents/agent\\_invoice.pdf](http://www.unex.ucsb.edu/ip/agents/agent_invoice.pdf)**

UCSB Extension requests one invoice per student per quarter to expedite the commission payment.

Commission payments are only paid for the current quarter; Extension cannot pay invoices for future programs or quarters.

Commissions cannot be paid unless a signed and up to date contract between Extension and the representative's agency is on file with the UCSB Extension office.

Commissions are paid to the agent based on the initial program in which a student enrolls. If the student enrolls in additional programs, or the agent enrolls the student in additional programs, no further commissions will be paid.

## Visa Requirements

- **Visa procedures**

### **F-1 Visa**

An F-1 Visa is a student visa that allows foreigners to study in the United States. Students intending to obtain an F-1 Visa must fill out the enrollment form, provide a financial statement and photocopy of the front page of their passport, and pay all registration and other required fees. Once the student is accepted to the program, UCSB Extension will send an I-20 (certificate of eligibility) form.

### **I-20 Form**

An I-20 is a legal document that UCSB Extension sends to students who are accepted into a UCSB Extension program. Students are required to present this I-20 form to the American Embassy in their country as part of the process to obtain an F-1 Visa. The I-20 is a critical document in the visa application process.

### **SEVIS** (Student and Exchange Information System)

- After receiving the I-20, the student must register online with SEVIS and pay a registration fee before applying for an F-1 Visa. The fee can be paid online at <https://www.fmjfee.com/index.jhtml>. Students should refer to the unique SEVIS number on the I-20. The United States consul at the Embassy will ask to see the SEVIS registration coupon during the visa application interview.
- For I-901 fee payment information, visit the SEVP (Student and Exchange Visitor Program) web site at [www.ice.gov/sevis/i901](http://www.ice.gov/sevis/i901). You can also call the I-901 Customer Service hotline at 785-330-1048 (United States Country Code 011) or e-mail [fmjfee.SEVIS@dhs.gov](mailto:fmjfee.SEVIS@dhs.gov).

### **Types of Visas**

Students should make an appointment at their local US Embassy to apply for their visa, bringing all required documents with them to the interview. Students are encouraged to contact the US Consular office in their country for current information.

### **Web resources**

<http://unitedstatesvisas.gov/>

[http://travel.state.gov/travel/tips/embassies/embassies\\_1214.html](http://travel.state.gov/travel/tips/embassies/embassies_1214.html)

<http://www.oiss.ucsb.edu/>

<http://www.oiss.ucsb.edu/TravlAndImmDoes.htm>

## Cancellation and Refund Policies

All refund and transfer requests must be submitted in writing prior to the start of the program (e-mail and fax requests are acceptable). Any refunds given will not include the fees listed below; this includes cancellation for immigration reasons. No refunds are given after the first day of any program. If students decide to change programs after registration, there is a \$50 program change fee.

### **Refunds are governed by the following guidelines:**

- Registration Fee. This fee is non-refundable.
- Housing Placement Fee. This fee is non-refundable.
- Residence Hall & University Owned Apartment Security Deposits. These fees are nonrefundable unless the housing request is cancelled in writing at least 30 days prior to the start date of the program for which housing is requested. Cancellations after the 30-day deadline will result in a refund only if a replacement can be found for the room/space vacated by the canceling student.
- Tuition and Design-Your-Own Fees. These are only refundable prior to the first day of the program.

## **Student Code of Conduct**

- UCSB Extension students are expected to demonstrate a commitment to academic integrity and to civic responsibility. Students are subject to disciplinary action for misconduct, such as cheating on exams, forgery, theft, destruction of property, disruption of classes, physical or verbal abuse of others, sexual harassment, and possession of alcohol, drugs or firearms. Actions may include, but are not limited to, dismissal and denial of enrollment in future UCSB Extension classes.
- Students on an F-1 Visa are required to attend class regularly, remain enrolled in a full-time course load, and pass their courses in order to maintain their visa status. Students are responsible for adhering to all expiration dates and terms on their I-20 and F-1 Visa documents.

## **Office Hours**

UCSB Extension business hours are Monday through Friday from 8:00 am until 4:00 pm.

## **Agent Contract**

### **Agreement/Contract**

All representatives are required to abide by the agreement signed between UCSB Extension and the representing company. Please refer to the agreement for applicable terms and conditions.

### **Agent Certification**

Official representatives of UCSB Extension will receive a Certificate of Recognition.