Thank you for your interest in representing and working with Duquesne University as an Educational Representative/Placement Agent. Duquesne University values the development of strong, productive relationships with our Educational Representatives to ensure mutually beneficial outcomes. We expect all of our Educational Representatives to behave professionally with the highest ethical standards at all times.

We have provided this training manual as a resource for some of our most commonly asked questions about our policies and procedures. We welcome your feedback, questions, and communication throughout this process. Of course, we do not expect you to commit everything in this manual to memory, but rather to use it as a resource and a guide as we develop a recruitment partnership. It goes without saying that we are always available for agent trainings and/or to support you in your endeavors.

We look forward to working with you.

Sincerely,

Joe DeCrosta, Ph.D.

Director of International Programs
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THE OFFICE OF INTERNATIONAL PROGRAMS: YOUR MAIN CONTACTS

- Joe DeCrosta, Ph.D. decrosta@duq.edu: Director of the Office of International Programs; oversees all agreements with placement agents and/or partner universities; supervises the international office in its admission, recruitment and student service efforts; handles the approval of all overseas educational representatives, all commission questions, and billing issues;
- Anna Harrison harriso530@duq.edu: Assistant Director of International Programs; manages undergraduate application process and evaluation; answers queries about how to best describe and represent Duquesne to your students; notifies you of admissions decisions and packet mailings; can answer website questions; will act as your main contact for specific undergraduate student questions.
- Michele Janosko, janosko@duq.edu: Assistant Director/International Student Advisor; acts as the main immigration advisor to all prospective international students as well as currently enrolled students; communicates with students and educational representatives about the pre-departure and immigration process; issues immigration documents for all accepted students. You may also receive emails from Michele if any additional information is needed to process and deliver immigration paperwork.
- oipgrad@duq.edu or intladmissions@duq.edu: Email addresses for inquiries regarding completed applications, application statuses, and other general inquiries about Duquesne and the admission process.

IMPORTANT WEBSITES & RESOURCES

We are always happy to answer questions and concerns as you work with students throughout the placement process. Please use our website as your first resource when obtaining basic admissions information, but always feel free to contact us if you need additional clarification.

Admissions criteria and the “ideal Duquesne candidate” are covered on our websites and in our admissions presentations, separate from this manual. Please refer to the following websites for more detailed information:

- International Admissions homepage: www.duq.edu/international-admissions
- Duquesne Educational Representative homepage: http://duq.edu/intlagents
- International Graduate Admissions homepage: http://duq.edu/admissions-and-aid/international-admissions/graduate-applicants
- Undergraduate Students: http://duq.edu/admissions-and-aid/international-admissions/undergraduate-applicants
- Next Steps for Accepted Students: http://duq.edu/admissions-and-aid/international-admissions/accepted-students-next-steps

BROCHURES, PHOTOS, MARKETING

- Per our Service Agreement, we ask that you obtain final approval from our office if you plan to create a website page and/or another type of publication about Duquesne.
- We can send you Dropbox links of stock photos of Duquesne’s campus, students, events, etc., for your marketing efforts. Email harriso530@duq.edu for the link. We are always happy to send you printed materials as well. If it is for a special event, please give us enough advance notice in case we need to order materials.
• We admire our agents’ creativity, enthusiasm and ideas. In the spirit of transparency, please let us know if you create social accounts (Facebook, Weibo, etc.) or other websites that highlight Duquesne or that purport to be representing Duquesne. Once approved, we will add this to our list of social media.

UNDERGRADUATE APPLICATIONS: EXPLANATIONS AND NOTES

CHECKLIST OF A COMPLETE APPLICATION

- Online application [http://www.duq.edu/apply/international]
- Personal statement / essay submitted with online application or sent as Word document
- Current high school and/or university transcripts – certified and translated into English
- Letter(s) of recommendation from a teacher and/or supervisor
- If student has already graduated high school, include a short explanation regarding what the student has been doing since graduation
- Mandatory International Information Sheet
- Certification of Finances and supporting financial documents such as a bank statement (or, if students prefer, they can wait to send these documents after acceptance)
- Summary Cover sheet on your agency’s letterhead

ESL ONLY APPS

• **Do not submit separate ESL applications if a student is already applying to an undergraduate program.** If you have questions regarding this process, contact Anna at harris0530@duq.edu.
• Students should submit a separate ESL application ONLY if the student wishes to study “ESL-only” and has no immediate plans to enroll in a degree program at Duquesne.

OUR BUSY TIMES

• Our official office hours are **8:30am – 4:30pm, Eastern Standard Time (USA).**
• We will always make an effort to respond to you quickly, but please note sometime applications will take longer to process during the following busy periods:
  - February – April
  - Orientation weeks (beginning of January / mid-end of August / beginning of May)

ACCURACY AND AUTHENTICITY

• Scanned letters of recommendations from teachers must be on school letterhead and signed, unless they originate from an official school email address sent to us directly.
• The *Mandatory International Information Sheet* should be filled out accurately; it is especially important to tell us when a student is currently living in the USA and his/her current immigration status.

EMAIL ADDRESSES

• We will do our best to correspond with you if we have questions; however, we must have a legitimate email address on file for each student (that they actively use) to communicate efficiently and effectively.
STUDENTS LIVING IN THE USA

- As you know, students already living in the USA sometimes choose to work with an overseas agent. It is important that we have a current United States address on file for them, as we must facilitate the transfer of their current SEVIS record from their U.S. high school or university.

SAT SCORES

- SAT scores are not required for most majors, except the following (no exceptions):
  - Physical Therapy, Physician Assistant, Occupational Therapy (School of Health Sciences)
  - 1100 minimum SAT required for these three majors

TIMELINE/EVALUATION OF A FILE

1) Student fills out application for admission online
2) Student (with the support of the agent) prepares and submits supporting documents. We prefer that the entire application packet is sent in as one packet, but we are able to work with agents as needed.
3) Once the admissions staff processes the application, we will correspond with you AND the student if documents are missing, or if we have questions about a student's educational history, class results, etc.
4) Once an application is considered complete, the file is ready for review.
5) Application reviews are made within 1 – 3 weeks. If additional information is needed after we initially decide the application is complete, a staff member will email the agent and student with the request.
6) Once the admission committee makes an admission decision, students and/or agents are initially notified by email.
7) Within one week of an admissions decision, our office generates the official admissions decision letter and I-20 if applicable.
8) If no financial documents were submitted with the application, our immigration advisor will email the student requesting the required financial documents. If students are not able to obtain financial documents for some time due to various reasons, we will mail the acceptance letter without the I-20. An I-20 is generated once the required financial documents are received.
9) Immigration advisor will email the student and agent notifying that the I-20 is ready to be mailed. Students have the option to ship their I-20s via express mail (UPS, Fedex, or DHL) or regular post. If student wish to have the items sent via express mail, they must request this service through our preferred website (eshipglobal.com).
10) If we do not receive the request for expedited mail within 5 days, we mail the I-20 and acceptance packet by first class (regular) mail. Regular mail can often take a few weeks to arrive at the destination.
11) Please utilize the Mandatory Information Sheet to indicate the mailing address where we should send the student's packet. It is important that the agent include the agency's mailing address if you wish that the information be sent to the agency.
12) After acceptance, our office assigns a student Cultural Ambassador – a student volunteer who can answer any pre-departure questions and help new students through the general arrival process.
13) Leading up to the new semester and to the student's arrival, our office will send out several emails that include housing reminders, English proficiency exam schedules, airport information, Orientation announcements, etc.
14) Students will also receive emails reminding them that they must commit/deposit to Duquesne University by a certain date. If students find it difficult to make a monetary deposit because they prefer to wait for their visa decision, we ask that they indicate their intention to attend Duquesne on our website.
After acceptance, agents should mail the original and certified copies of high school transcripts, letters of recommendation, and college transcripts if they have not already. This will finalize the entire application process.

**UNDERGRADUATE “CONDITIONAL ADMISSION” & OUR ENGLISH LANGUAGE POLICY**

Our undergraduate letters do not distinguish between full and conditional admission. They all state: “All students who are non-native speakers of English, (including all TOEFL/IELTS-accepted students) must sit for English Language Placement Tests upon arrival at Duquesne University. Clearance into full-time academic coursework is conditional upon successful completion of appropriate English language study identified through Placement Testing.”

Taking the TOEFL and/or IELTS test is not required for admission for most undergraduate programs. However, if students have taken these exams, you are welcome to send us their scores in order to be exempt from most, but not all, placement tests (all new Duquesne students are required to sit for a writing test at the very least). Upon arrival at Duquesne, if at student has not taken the TOEFL or IELTS, or if they have not obtained the required scores (listed below), students will be required to sit for English Language Placement Tests. If test results indicate a need for English as a Second Language coursework, the student is enrolled in appropriate courses with the on-campus ESL program. The cost of these courses are in addition to the tuition costs for the student’s academic program.

Depending on the student’s ESL placement, the student may be able to begin academic coursework in conjunction with ESL coursework. The number of academic courses taken together with any assigned ESL classes will depend upon placement test results. Students with low levels of English should be prepared to take all ESL classes their first or second semesters at Duquesne.

Please share with your students that the need for ESL is not at all an indication that they are not prepared for university-level coursework; however, the requirement to take ESL coursework will ensure that students are fully prepared to take academic coursework.

*In the Appendix, we have included a chart of possible ESL placement scenarios for students who have received certain scores on the TOEFL and IELTS tests. We have also attached a flow chart that shows the ESL program coursework detailing the different levels of English and how a student typically progresses through the program.*

**EXEMPTIONS**

The following students are exempt from all placement exams except the writing sample portion of the placement test. All international students, including transfer students from American universities, must be cleared by the ESL department before registering for classes.

- Students who submit a TOEFL score of at least 575 (PBT)/90-91 (IBT) taken within one year of admission;
- Students who submit an IELTS score of at least 6.5;
- Students who have achieved a certain level of education and certain number of years in an English-speaking country (subject to review by the Office of International Programs and ESL Program).

*Graduate students should consult their own departments on the TOEFL or IELTS requirements.*
GRADUATE CONDITIONAL ADMISSION

A few graduate programs currently offer “conditional admission” for academically talented students who need more time to work on their English. Complete details and a list of programs and criteria are available in the supplemental materials provided at www.duq.edu/intlagents.

PLAGIARISM DURING THE APPLICATION PROCESS

- **Plagiarism**: "Using another person's ideas or expressions in your writing without acknowledging the source constitutes plagiarism.... [T]o plagiarize is to give the impression that you wrote or thought something that you in fact borrowed from someone.... Forms of plagiarism include the failure to give appropriate acknowledgment when repeating another's wording or particularly apt phrase, paraphrasing another's argument, and presenting another's line of thinking" (6.1; see also Gibaldi, *MLA Handbook*, ch. 2).
- At Duquesne, we place emphasis on the personal statement as part of the holistic application process and, therefore, **we want the personal statement to reflect the student's own words and personality**. The personal statement can give us an idea about who the student is apart from the general grade reports and recommendations we receive.
- **Common types of plagiarism that we see:**
  - Copied from the internet without acknowledging the source of the materials;
  - Collaboration amongst students to turn in the same/similar essays (i.e. copying from each other)
- We expect agents to let students know before they complete the application that the essay is supposed to be their own original work. **NOTE: If a student feels that their English abilities are not advanced enough to produce a thoughtful essay in English, we recommend that they consider writing their personal statement in their native language and have it translated into English. The essay is not meant to test their level of English; rather, it is to gain a better understanding of the student as well as his/her goals and aspirations. However, if students write the statement in their native language, we require them to submit both the original version and the translated copy.**
- Agents who consistently submit high numbers of plagiarized applications will have their contract with Duquesne re-evaluated.
- Some agents have found it useful to submit a short statement from the student, signed by the student, certifying that the student did not copy from the internet or from other students' work.
- **Students who plagiarize their essays are automatically rejected.**

GRADUATE APPLICATIONS

Graduate applications and admissions decisions are not administered in our office. Each graduate application is evaluated by the respective departments. The Office of International Programs will often act as a liaison between agents and the departments. Each graduate department will have its own requirements; please consult the website or ask us for the best person to contact for questions.

When an admissions decision has been made, the graduate department sends the OIP a copy of the acceptance letter. The OIP then creates a file for the student and our immigration advisor begins the immigration document process either by creating an I-20, or by emailing the student / agency to request financial verification in order to create an I-20.
Graduate offices all have their own timelines. Some do not review students until a certain month; others review applications on a rolling basis. However, we can help you connect to each department if there are questions or concerns.

NOTES:

- Email us when a graduate student applies so that we can indicate your agency in our university database so they are linked to you immediately;
- You can mail the application materials directly to the graduate offices, or if they come to our office we will forward them on your behalf;
- We do our best to keep track of agency students; however, sometimes the graduate offices forget to tell us the student originates from an agency. Please let us know, so that we can correct the information in our system.

AGENT COMMUNICATION AND KEYS TO SUCCESS

- We will begin to send out a “DU Agent Newsletters” announcing any new academic programs, special information about Duquesne to help with recruitment, and other helpful tips
- A professional and open partnership is important to us. Please let us know how we can best support you.

Of course, it is your prerogative to decide how to best manage applications and the flow of communication, but as we move towards a successful collaboration, conversations about the following questions will help us better understand your concerns and advisement process:

✓ Will applications be sent directly from your agency or from the student?
✓ Will applications be generally sent as a complete package?
✓ How will you inform us that you helped a student?
✓ If we have questions about an application, should we email you, the student, or both directly?
✓ If we have questions about mailing an I-20, should we email you, the student or both directly?
✓ Will you be sending us inquiries or applications from one specific email address/contact, or are there several agent counselors that will be contacting us? Is one agent assigned per student or do several different agents help the same student from your company?
✓ After a student is accepted, do you continue to be in touch with student? Will you be helping the student with their next steps (immigration, deposits, housing, pre-departure orientation, etc.)? Should we send you announcements about these items?

TRANSFER STUDENTS: A SPECIAL NOTE

- We can evaluate transcripts for admission without an outside evaluator such as World Education Services (WES) or Educational Credential Evaluators (ECE). However, students with more than one year at a different university who are accepted and want to enroll at Duquesne as a transfer student should then follow the instructions on our website for requesting a WES or ECE evaluation. This will ultimately benefit the student by helping our academic advisors determine how many transfer credits the student should receive.
- Universities with whom we already have 2+2 or articulation agreements are waived from this requirement.
STUDENT ENROLLMENT / DEPOSITS / HOUSING

- Students may “deposit” or “commit” to attending Duquesne for the following semester. If students are not in a position to send a monetary deposit because of visa issues, etc. we ask them to “commit” to Duquesne on our website in order to save their housing and class space. However, we ask that students do this only if they plan to attend Duquesne the following semester.
- We will send I-20s and other immigration paperwork prior to a student committing to Duquesne.
- If a student decides not to accept our offer of admission, please let us know so we can remove him/her from our email list and not count him/her as part of our incoming class.
- Graduate students must follow the individual instructions in their acceptance letters, which includes a $250 graduate deposit and a signed commitment letter. Undergraduate students can submit a $500 deposit online at www.duq.edu/deposit. If they cannot use a credit card on this site, please email us and we will allow them to commit without a deposit.
- Housing paperwork is sent with the I-20 acceptance packet, and is available as PDFs on our international admissions website.
- We can continue to accept late undergrad deposits/commitments, but communication is vital. Most students should send in their commitment and their housing paperwork before June 15 for the Fall semester. We can continue to process students after this date; however, we cannot guarantee housing after this date. Students may not find out their dormitory assignment until the last minute. Contact us for more information.
- Housing on campus is mandatory for ALL freshman and sophomores (first and second year academic students). Information about this housing policy and exemptions can be found at: http://www.duq.edu/life-at-duquesne/housing/campus-residency
- The OIP hosts a mandatory International Orientation every semester. For the fall semester, we provide free temporary housing during this event for those who do not plan to live on campus during the academic year.
- Because of our English policy, most students will only register for classes after the International Orientation and after the ESL placement tests.
- We send out several important reminder emails for the few months before the semester starts. Since it is important that the students receive these communications, please let us know if they are not receiving these emails.
- There are several items listed in the students’ acceptance packets that they must complete before arriving on campus (immunizations, health history, final transcripts, etc.). Please work with your students to ensure that this information is completed and as accurate as possible, as it will assist the students in settling in once they arrive on campus.

THANK YOU

Thank you for your attention and your service to the Office of International Programs. It is our hope to meet all of our agents personally and to conduct individualized trainings either over videoconferences or in person. In the meantime, we hope that this manual can help answer some of your most frequently asked questions and provide you with an idea about our application and welcome process.

Sincerely,

The Office of International Programs