SOUTHEAST MISSOURI
STATE UNIVERSITY · 1873

International Education and Services
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Guidelines for Agents

The following document contains the guidelines which govern the collaborative recruitment relationship between Southeast Missouri State University (SEMO) and all recruitment agencies who represent the institution. All agencies who wish to represent SEMO are required to complete an online application. The application will require either proof of professional certification (for example AIRC, ICEF, etc.) or a list of references, preferably from U.S.-based institutions.

SEMO International Admissions staff

Kevin Timlin (kjtimlin@semo.edu), Executive Director, International Education and Services: Dr. Timlin Kevin is your primary contact for all matters pertaining to recruitment and business matters pertaining to the agency relationship.

Paliza Shrestha, Assistant Director of International Admissions: This person is the leader of the international admissions team at SEMO, and also handles some recruitment responsibilities.

Tess Dowd (tdowd@semo.edu), Executive Assistant: Ms. Dowd handles invoices and Service Fee payments.

The following guidelines must be followed by all recruitment agencies representing Southeast Missouri State University. These guidelines apply equally to all approved agents. With very few exceptions, agents cannot negotiate changes to these guidelines, nor will special exceptions be made for agents.

1. Expectations of SEMO

1.1. Code of conduct: SEMO will treat all approved agents as professional colleagues, and promises to work collaboratively with them to ensure the enrollment of quality students who are ultimately successful at SEMO. Approved agents can expect the following from SEMO:

1. SEMO promises to respond to agents' questions and requests as quickly as possible. SEMO recognizes that agents have demanding jobs and need accurate, timely information in order to do their job effectively.

2. SEMO will provide all approved agents with up-to-date and relevant promotional materials on an annual basis. The materials are all electronic resources, and they will include information on cost of attendance, application information, degree programs, university life, etc.

3. Approved agency will receive an annual report with information about the students they have represented with information pertaining to their applications and enrollment status.

4. SEMO will commit to a number of agency visits, recruitment fair participation, and/or webinar presentations each year. The degree to which SEMO will collaborate with agencies in this regard will depend on factors like strategic regional recruitment priorities and volume of applications and enrollments from agencies.

International Village
One University Plaza, MS 2000, Cape Girardeau, Missouri 63701
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2. Expectations for agents

2.1. Code of conduct: SEMO expects all approved agencies to conduct themselves in a professional manner, treat students fairly, and represent the institution honestly and accurately. SEMO will terminate its relationship with any agency that repeatedly violates any aspect of this Code of Conduct. Any of the following may be used as sufficient reason for terminating a relationship with agents:

1. Complaints from students about agent's dishonest business practices.

2. Complaints from students about agents who are not transparent about fees the student may be responsible for paying the agent. SEMO requires all agents to disclose to their students any and all fees that are due to them.

3. Agents who habitually submit applications for students who use a SEMO I-20 to enter the U.S. but immediately transfer to another institution or fail to enroll.

4. Agents who submit applications with fraudulent transcripts or falsified bank statements.

5. Agents who regularly send students who cannot afford to pay their educational and living expenses.

6. Agents who tell students that they can guarantee admission, employment, or exemption from university policies on behalf of SEMO.

3. Communication

3.1. All communication regarding admissions and students' applications will be conducted between the agent and SEMO's International Admissions team. Such emails should be sent to international@semo.edu and they will be answered by international admissions staff on a daily basis.

3.2. Communication regarding an agency's relationship with SEMO and payment for services will be conducted between agent and Kevin Timlin, SEMO's Executive Director of International Education and Services. His email address is kjtimlin@semo.edu.

1. SEMO maintains a database of its agency partners with a single, designated point of contact with the agency. All communication from SEMO regarding updates, changes, etc., will be sent to the single point of contact. It is expected for that person to share such information with colleagues and subagents.

3.3. SEMO international admission policies are posted at semo.edu/international/admissions/policies

3.4. An FAQ page for international admission can be found at semo.edu/international/faq

4. International admissions process

4.1. To ensure efficient and accurate application and admission processing, SEMO reserves the right to make changes to the admission process as they see fit. Agents will be notified of any changes to the process or policies through monthly newsletters and direct email. The most up-to-date information on application process, policies, costs, and scholarships can be found at https://semo.edu/international/admissions/index.html.

4.2.1. SEMO application system is completely online. Steps on how to apply, along with training videos, can be found at:

International Freshmen
International Transfer Students
International Graduate Students
International English Programs
IEP Conditional Admission
IEP Graduate Conditional Admission

4.2.2. The online application features a dashboard that allows applicants (or anyone with access to their application portal) to track their admission progress. Because of this feature, SEMO no longer has an agency portal.

4.3. Mail Tracker: To check if a physical mail shipment was received by the International Admissions staff, you can enter the shipment tracking number on our mail tracker system at http://app.semo.edu/ies/mailtracker/. Please note the Mail tracker only shows you if the package has been received. It does take additional time for our office to review received documents, so you can expect some lag time between when a package was received and when I tis updated in the application portal.

4.4. Delivery of I-20: We provide admitted students with an .pdf version of their Form I-20. The current process is as follows:

1. When a student is accepted for admission, they will receive an acceptance email at the address on file in the application. Upon receiving the acceptance email, the student must use the information provided in the email to activate their Southeast online account (SE Key) as soon as possible. This will give them access to the SEMO student portal and their email account (mail.semo.edu). Southeast uses a "single sign on" system which means they will access all the SEMO resources with their SE Key and the password they create. Please emphasize to your student the importance of remembering the password they create, as they will use it frequently.

   PLEASE NOTE: Only the students themselves should activate their SE Key. Agents, parents, friends, etc., are forbidden from activating an admitted student's SE Key without their knowledge or cooperation.

2. An electronic copy of the student's I-20 will be emailed to the student's SEMO email account approximately 5 - 10 business days after the acceptance email is sent, depending on the application volume at the time. I-20s can only be sent to the student's SEMO email address.

3. We no longer create and ship physical copies of the I-20s.

4.5. The general application deadline for Fall admits is July 1, and the deadline for Spring admits is November 1. Please note, some graduate programs - including MS Applied Computer Science and Cybersecurity - have earlier deadlines. See the following webpage for more details - https://www.semo.edu/grad/fs/deadlines.html. The online application with all required application materials must be submitted before the application deadline. IEP applicants, students with a visa who are transferring from U.S. institutions, and Web Only applicants can still apply up to 15 days after the deadline. However, this extended period does not include applicants to programs with earlier deadlines. For complete details, see "Application Deadlines" at semo.edu/international/admissions/policies.

4.6. Conditional admission: Conditional admission is available for students who meet all academic admission requirements except English language proficiency. Conditionally admitted students are issued

an I-20 for SEMO's Intensive English Program (IEP), not the student's academic major. A statement confirming conditional admission will be included in the "Remarks" section of the student's I-20. As a reminder, conditional admission requirements can be met through IEP's Online program.

4.7. Preliminary evaluations: Due to the high volume of applications we receive, SEMO does not provide preliminary evaluations of transcripts sent to us by email. Students should formally apply for admission and submit all required application materials in order for us to make a determination of their admissibility.

4.8.1. Southeast can make admission decisions for non-transfer applicants based on unofficial documents, but official copies of the documents are required to be submitted before the student will be allowed to register for courses. Also, scholarships will not be posted to a student's account until all officials have been received.

5. Service fee information

5.1. Service Fee: In most cases, SEMO will pay approved agents a Service Fee for each represented student who enrolls at Southeast Missouri State University (SEMO) as a new student. More detailed information about the Service Fee can be found at the end of this document. In exchange for the Service Fee, the agent is expected to assist the student with all aspects of the application process, visa interviews, and preparation to matriculate to SEMO.

5.2.1. Service Fee amount: The Service Fee SEMO will pay for each student is $2,200 per student enrolled in courses at Southeast's Main Campus in Cape Girardeau.

5.2.2. Service Fee amount for students who begin their program online: In response to COVID-19, we understand some student may choose to begin their program online then come to campus at a later date. For such students from partner agencies, we offer the following:

1. Agent will receive $1000 for each recruited student enrolled full time in online courses.
2. If the student matriculates to Southeast's Main Campus the following semester, the agent will be paid an additional $1000. If the student matriculates to Southeast's Main Campus one year after beginning their program online, the agent will be paid an additional $750.
3. If the student does not matriculate to Main Campus within one year of beginning their program online, no additional fee will be paid to agent

5.3. Academic year: The "academic year" at SEMO begins in mid-August with the Fall Semester and ends in late July of the following year. For example, Fall Semester 2022, Spring Semester 2023, and Summer Session 2023 are the terms in the 2023 academic year.

5.4. Payment method: Overseas agents will receive Service Fee payment through wire transfer to their bank account. Agents in the U.S. or those with a bank account in the U.S. will receive the payment by check sent by post.

5.5. Payment process: The Service Fee payment process is as follows:

1. SEMO will send an email to each agency's point of contact in the first month of the semester requesting an invoice for all recruited students in the current term.

2. Agency will email invoice printed on company letterhead to tdowd@semo.edu with the following information:
   a. date of invoice

b. invoice number
c. a list of all represented students who enrolled in that semester (including students' Southeast ID number)
d. the total amount of Service Fees requested

3. Once SEMO receives the invoice, they will verify the enrollment status of all listed students according to the date listed in the "Service Fee Payment Initiated" table found in item 5.6. See Conditions for Service Fee below for information on verification. If any discrepancies are found, SEMO will contact the agent as soon as possible asking them to correct the invoice and submit a new one. Failure to rectify any discrepancies within one year of SEMO's request for a corrected invoice may forfeit any claim to the Service Fee in question.

4. Once invoices are received and enrollment is verified, SEMO will process the Service Fee payment. Please note that the payment process may take 2-4 weeks depending on the agency's location.

5.6. Payment schedule: For students who enroll at SEMO, the agency Service Fee will be processed according to the following schedule:

Semester or Session of Enrollment	**Service Fee Payment Initiated**
Fall Semester and October Session	October 1
Spring Semester and March Session	March 1
Summer Session	July 1

5.7. Service Fee expiration: Agents have up to one calendar year from the start date of the enrolled student's first semester to submit an invoice (and any required supporting documents). After one year, any claims for a Service Fee will be forfeited.

5.8. Service Fee conditions: To be eligible for a Service Fee, the following conditions must be met:

1. Agency must be an authorized representative of SEMO.

2. Student must have full-time enrollment at SEMO on the date listed in the "Service Fee Payment Initiated" listed in item 5.6. Full-time enrollment is defined as a minimum 12 credit hours for undergraduate students, and 9 hours for graduate students.

3. Unless a special agreement has been made, Service Fee payments will be paid for only NEW students during the first semester they enroll at Southeast Missouri State University. No Service Fee will be paid for any subsequent semesters the students enroll at the University (except for Nepalese undergraduates – please see "NOTE ON UNDERGRADUATE STUDENTS FROM NEPAL" above for more information), nor for any subsequent degree programs a student enrolls in.

4. Only an agent who assisted the student during the application process is eligible for a Service Fee. If the student changes agents before receiving admission, or if there is no evidence that an agent was involved during the application process, no Service Fee will be paid.

5. In order for an agent to be paid the Service Fee, agents must include the agency name and contact information on the student's online application.

6. The U.S. Department of Education forbids the payment of commissions for the recruitment of American students, so SEMO cannot pay any agents who send students who are U.S. citizens or permanent residents.

5.9. Negotiated fee payment amounts: There will be very few exceptions regarding the Service Fee amounts and/or the dates of payment as described in these guidelines. The amount of our Service Fees is fixed and only in rare circumstances will it be negotiated.

5.10. Taxes: Agents will be responsible for paying any taxes that might be owed. Depending on a country's tax treaty with the United States, taxes may be withheld from Service Fee payments.

5.11. Notes on undergraduate students from Nepal

Due to the prevalence of Nepalese undergraduate students transferring from SEMO after one semester, new first-time undergraduate applicants from Nepal will only be admitted for the Spring (January) intake. This policy only applies to this specific population, as undergraduate transfer and graduate applicants will still be admitted for Fall and Spring intakes.

Service Fee paid to agents for the recruitment of Nepalese new first-time undergraduate students will be distributed over the course of their first two semesters at SEMO. Agents will be paid 50% of the Service Fee in accordance with the Payment Schedule above. Payment of the other 50% is contingent upon the recruited student enrolling in a second, consecutive semester at SEMO. When the recruited student enrolls in a second semester, the remainder of the Service Fee will be paid in the second semester according to the Payment Schedule above. Again, this policy only applies to this specific population, as the commission for undergraduate transfer and graduate applicants from Nepal will be one-time payments of $2,200.

6. Additional information for agents

6.1. Exclusive arrangements: With very few exceptions, SEMO will not appoint any agency as our "exclusive" representative for a particular city, country, or region.

6.2. Sub-agents: Southeast Missouri State University does not work with sub-agents. Agencies who work with sub-agents are responsible for their sub-agent's record keeping, code of conduct, and payment.

6.3. Expiration of agency authorization: SEMO's agreements with agencies will be 2-5 years in duration. Factors which may be considered when SEMO determines the length of the agreement are strategic priorities, volume of applications, percentage of accepted, enrolled, and retained students, etc.

6.4. Changes to guidelines: We review our Guidelines for Agents at least once a year at the end of the academic year. However, changes may be made at any point during the year. SEMO will notify agents whenever changes to the guidelines are made.