Services Provided to Agents

1) **Service Fees:** We will pay you a Service Fee for each of your students who enrolls at Wichita State University. You may read more about our Service Fee payments at the end of this document.

2) **Conditional Admission:** Conditional admission is available for students who have not met our TOEFL/IELTS requirement but otherwise meet our academic requirements for admission. Please note that if a student is required to take the GRE or GMAT for admission, the student must submit those scores before the Graduate School can make an admission decision.

3) **Undergraduate and Intensive English Application Processing:** Undergraduate and Intensive English applications are processed by the Office of International Education.
   a) **Admission Contact:** One of our Admissions Officers will be designated as the primary contact person for your agency after you send your first application to us.
   b) **Application Materials:** Effective immediately, we will begin accepting undergraduate or Intensive English application materials electronically per the instructions at http://wichita.edu/ApplyInternational. Agents will no longer have to post application materials to us.
   c) **Test Scores:** All test scores must be sent to WSU directly from the testing company.
   d) **Application Arrival:** For undergraduate or Intensive English applications, you will be sent an automated email message to notify you of the receipt of your student’s application materials. The email message will not be sent until we have entered the application into our student database.
   e) **Application Processing Time:** Application processing times vary depending on the Service Level you pay for. You may choose one of the following:
      • **Premium Service ($250)** – 3 business days for processing GUARANTEED plus 4-day shipping by DHL
      • **Standard Service ($150)** – About 2 to 3 weeks plus 4-day shipping by DHL
      • **Basic Service ($75)** – About 5 to 6 weeks plus 3 to 5 weeks for shipping by airmail (no tracking)
      After we review the application, you will be sent another email to inform you of the student’s application status.
   f) **Express Mail Service:** If you wish the admission documents for undergraduate or Intensive English students be sent to you by express mail, you should select the Standard Service or Premium Service application because express shipping is included in the cost. If you select Basic Service, admission documents will be sent by regular mail and may take 3 to 5 weeks for delivery with no tracking of the shipment.

4) **Graduate Application Processing:** Graduate applications are processed by the Graduate School, which has different application requirements and business processes from that of undergraduate and Intensive English applications.
   a) **Admission Contact:** There are two International Admissions Officers in the Graduate School who will be able to assist you with graduate applications.
   b) **Application Materials:** All test scores must be sent to WSU directly from the testing company. All transcripts and diplomas must be officially attested by a school or government official; they may not be attested by the agent or notary public. The Graduate School does NOT accept electronic submission of any application materials so all graduate application materials must be posted to the University.
   c) **Application Arrival:** For graduate applications, you will be sent an email only after the Graduate School has had the opportunity to review the student’s application, which can sometimes be a few weeks during peak application times. The Graduate School does not send out automated email notifications whenever application materials arrive.
d) **Application Processing Time**: Graduate applications cannot be expedited and can take several weeks to process depending on the Graduate School's current application volume and the department to which the student has applied for admission. The Graduate School will send you periodic status updates by email. **IMPORTANT NOTE**: Standard and Premium level processing of applications is NOT available for graduate applications.

e) **Express Mail Service**: For graduate applications, agents should pay the US$60 Graduate Express Mail Fee in order to have admission documents sent by express mail. For students who submit both graduate application and Intensive English application, the US$60 express mail fee should be paid to the Graduate School to ensure the student's admission documents are sent by express mail.

**Important Information**

5) **Exceptions**: Agents cannot negotiate for changes to these guidelines nor can we make special exceptions for some agents.

6) **Exclusive Arrangements**: WSU cannot appoint any agency as our "exclusive" representative for a particular city or country.

7) **Preliminary Evaluations**: We cannot provide preliminary evaluations of transcripts that you send to us by email or fax. Students must formally apply for admission and submit all required application materials in order for the University to determine a student's admissibility. Admission to Wichita State University is not guaranteed.

8) **Application Fee Waivers**: We cannot waive our application fees. Applications that are submitted without the required fees will not be reviewed.

9) **Enrollment Deposits**: Except for Nigerian applicants and Chinese applicants from Fujian Province, Wichita State University does not require an enrollment deposit after the student has received admission. If desired, a student may send a pre-payment of his or her tuition and fees. However, this is purely optional for the student and is not required. For details on the US$7,000 tuition deposit, Nigerian applicants can visit our website at [http://wichita.edu/Nigeria](http://wichita.edu/Nigeria); Fujian Province applicants can visit this website: [http://webs.wichita.edu/?u=intl&p=/undergraduate/china/](http://webs.wichita.edu/?u=intl&p=/undergraduate/china/).

**Expectations for Agents**

10) **Code of Conduct**: Wichita State University expects all agents to conduct themselves in a professional manner. Our database tracks all conduct violations including, but not limited to:

    a) Complaints from students about an agent’s dishonest business practices.
    b) Agents who habitually submit applications for students who either use a WSU I-20 to enter the U.S. but fail to enroll or immediately transfer to another institution.
    c) Agents who repeatedly submit applications with fraudulent transcripts or falsified bank statements.
    d) Agents who regularly send students who cannot afford to pay all of their educational expenses.
    e) Agents who notify students that they can guarantee admission on behalf of Wichita State University. Admission to Wichita State is not guaranteed for any student.
    f) Misleading students about what fees they must pay. Except for Nigerian and Chinese applicants from Fujian Province, enrollment deposits are not required by Wichita State. However, a student may opt to pre-pay tuition directly to Wichita State University, which may improve the student's chance of getting a visa. Agents should not ask students to be reimbursed for fees that they did not pay. However, if the agent paid a WSU fee for the student, the agent may request reimbursement from the student. If desired, the agent may also charge a counseling fee to the student for their services.

    **IMPORTANT**: Wichita State University will terminate its relationship with any agency that repeatedly violates our Code of Conduct.

11) **Sub-Agents**: Wichita State University does not work with sub-agents. Agencies that work with sub-agents are responsible for their sub-agent’s record keeping, code of conduct, and payment.

12) **Disagreement between Agency and Student**: Occasionally, students may complain about the actions or performance of the agent representing them. Wichita State University prefers to remain neutral in these disagreements. We prefer that the student and agent work out any differences they might have. However, if the student writes to us and indicates that he no longer wish to work with an agent, we have no choice but to obey the student’s wishes since the student has the legal right to authorize or revoke the authorization of anyone who has access to his application and student records.
13) **Expiration of Agency Authorization:** Wichita State University reviews agency performance on a yearly basis. Agencies that do not send us any applications in three academic years will no longer be considered authorized agencies.

14) **Changes to Guidelines:** We review our Guidelines for Agents at least once a year at the end of the academic year. However, changes could be made during the year. Wichita State University will notify agents whenever there are changes.

15) **Signatures:** In order to become one of our official agents, you are not required to sign any paper documents. However, when signing up to become one of our agents, you must agree to abide by these guidelines.

**Service Fee Payments**

16) **Service Fee Amount:** The amount of your Service Fee for each student will vary depending on the number of students you send to Wichita State. As you send us more students, you will advance to a higher tier level for that academic year and, therefore, the amount of your Service Fee per student will increase. Agents who send us larger numbers of students are, therefore, rewarded with the higher Service Fees. Service Fee payments will be paid as follows:

<table>
<thead>
<tr>
<th>Enrolled Students</th>
<th>Tier Levels</th>
<th>Amount of Service Fee</th>
<th>* Diversity Bonus * Paid for Enrolled Undergraduate or Intensive English Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Student</td>
<td>1</td>
<td>$1,000</td>
<td>$250</td>
</tr>
<tr>
<td>2nd Student</td>
<td>1</td>
<td>$1,000</td>
<td>$250</td>
</tr>
<tr>
<td>3rd Student</td>
<td>1</td>
<td>$1,000</td>
<td>$250</td>
</tr>
<tr>
<td>4th Student</td>
<td>1</td>
<td>$1,000</td>
<td>$250</td>
</tr>
<tr>
<td>5th Student</td>
<td>1</td>
<td>$1,000</td>
<td>$250</td>
</tr>
<tr>
<td>6th Student</td>
<td>2</td>
<td>$1,300</td>
<td>$250</td>
</tr>
<tr>
<td>7th Student</td>
<td>2</td>
<td>$1,300</td>
<td>$250</td>
</tr>
<tr>
<td>8th Student</td>
<td>2</td>
<td>$1,300</td>
<td>$250</td>
</tr>
<tr>
<td>9th Student</td>
<td>2</td>
<td>$1,300</td>
<td>$250</td>
</tr>
<tr>
<td>10th Student</td>
<td>2</td>
<td>$1,300</td>
<td>$250</td>
</tr>
<tr>
<td>11th or more students</td>
<td>3</td>
<td>$1,600 for each student</td>
<td>$250</td>
</tr>
</tbody>
</table>

17) **Tier Levels:** The number of students you send to us is important because they count toward your tier level for that academic year. The highest Service Fees are paid for students in Tier Level 3. For the calculation of tier levels, a student is counted ONE TIME ONLY in the academic year during which he INITIALLY enrolls as a full-time student. He will not be counted again toward a tier level in subsequent academic years. In short, the tier level is not determined by the number of students you have sent us since our partnership began but rather by the number of students you have sent to us within the current academic year. At the beginning of each academic year, all agents start at Tier Level 1. You must continue to send students to Wichita State in order to advance to higher tier levels for that academic year.

18) **Academic Year:** An "academic year" at WSU begins in mid-August with the Fall Semester and ends in late July of the following year. For example, Fall Semester 2015, Spring Semester 2016, and Summer Session 2016 are all part of the same academic year.

19) **Payment Schedule:** For students who enroll at Wichita State, your agency service fee will be processed according to the following schedule:

<table>
<thead>
<tr>
<th>Semester or Session of Enrollment</th>
<th>Service Fee Payment Initiated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall Semester and October Session</td>
<td>November 16</td>
</tr>
<tr>
<td>Spring Semester and March Session</td>
<td>April 16</td>
</tr>
<tr>
<td>Summer Session</td>
<td>July 16</td>
</tr>
</tbody>
</table>

View an example of the Agent Statement of Account that we will send you to initiate the Service Fee payment process.

20) **Payment Method:** Overseas agents will receive Service Fee payment through wire transfer to their bank account. Agents in the U.S. or have a bank account in the U.S. will receive the payment by check sent by post.
21) **Payment Process:** According to the schedule listed above, to initiate the payment process, we will send you a Statement of Account if you sent us students during that academic year. You will be asked to:
   a) Verify the students listed in the Statement. If discrepancies are found between the Statement and your record, you should contact us **as soon as possible.** If you fail to notify us of any discrepancies within one calendar year of the Statement, you automatically forfeit any claim to the Service Fee in question.
   b) Send us an invoice printed on your company letterhead with the following information:
      - date
      - invoice number
      - amount
      - description, i.e. list of students enrolled in that semester
   c) Send us other supporting documents depending on your agency location. We will specify the required documents when we send you the Agent Statement of Account.
   d) We will process your Service Fee payment upon receipt of all required documents from you. The payment process may take 2-4 weeks depending on your agency location.

22) **Service Fee Expiration:** After we send out your Agent Statement of Account, you have up to one calendar year to send us an invoice (and any required supporting documents) or to notify us of any errors in the Agent Statement of Account. After one year, you forfeit any claim to the Service Fee in question.

23) **Conditions:** In order to be paid a Service Fee, the following conditions must be met:
   a) The student must be enrolled full-time by the date the Service Fee payment is initiated (see the above table) for which the Service Fee would be paid.
   b) Agents will NOT be paid a Service Fee for any student who does not enroll at Wichita State University for any reason. As such, agents should only send applications for students who are truly interested in attending WSU.
   c) Service Fee payments will be paid for only NEW students during the first semester they enroll at Wichita State University. No Service Fee will be paid for any subsequent semesters the students enroll at the University.
   d) Students must have admission to the Intensive English Language Center or to a degree-bound academic program in order for a Service Fee to be paid. Service Fees will not be paid for students with Guest Admission.
   e) Only the agent who assisted the student during the application process may be eligible for a Service Fee. If the student changes agents after receiving admission or if we have no evidence that an agent was involved during the application process, no Service Fee will be paid. At no time will a Service Fee be paid to two different agents for the same student.
   f) Because the U.S. Department of Education forbids the payment of commissions for the recruitment of American students, WSU cannot pay any agents who send us students who are U.S. citizens or permanent residents.

24) **Negotiated Fee Payment Amounts:** There will be no exceptions regarding the Service Fee amounts nor the dates of payment as described in these guidelines. The amount of our Service Fees is fixed and cannot be negotiated.

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